

889

COLLINS ST
MELBOURNE

889 Collins St, Docklands

Move Ins / Move Outs / Deliveries

MOVE INS: Including furniture deliveries, must be pre-booked with Building Management via email bm@889collins.com.au or mobile **0488 988 982**.

MOVE OUTS: Must be pre-booked via email bm@889collins.com.au , mobile **0488 988 982** or via the MYBOS community portal as follows:

login.mybos.com

User Name: 889collins

Password: 889collins

1. **A minimum of 3 days' notice must be given. No deliveries through the main ground lobby.**
2. Move ins and outs and furniture deliveries must be conducted in accordance with Building Management directions and only permitted during the hours of **9:00am and 5:00pm (Monday to Friday)**
3. No move ins OR outs on Sundays or Public Holidays
4. Special requests for Saturday bookings are subject to approval from the Building Manager
5. No waste or cardboard from the move or delivery of goods is to be left in the common areas. Waste is to be taken to the waste bins/room. See Building Management for assistant
6. Please ensure you or your contractor does not damage any part of the building or common area. Any damage caused during the move must be reported and you will be responsible for any cost to repair the damage
7. Vehicles must park in the designated area set out by Building Management
8. Loading bay entry for moves and deliveries is located at **Tom Thumb Lane**





☐ ORDERING EXTRA KEYS & FOBS

Extra security keys and fobs must be ordered through the building locksmith. Order forms are enclosed with this handover documentation.

For owner occupiers: Please complete forms and hand to Building Manager

For tenants: Please request additional keys & fobs through your property manager who will order on your behalf

☐ LEND LEASE APARTMENT MAINTENANCE

We have taken a lot of care to provide a quality apartment, however it is not unusual for a new home to have minor items that arise that require rectification.

If you have any items that require attention, and to request an inspection, please contact Lendlease Apartment Maintenance via the following options.

For owner occupiers: Please email apt.maintenance@lendlease.com

For tenants: Please advise your property manager, and they will contact Lendlease Apartment Maintenance on your behalf

Please ensure that the following information is provided:

Building Name & Apartment Number

Contact Name & Phone Number

Explanation of Issue of concern (please provide photos if possible)

Your request will be directly entered to our quality control data base and a unique reference number allocated for you. A Customer Maintenance representative will contact you and arrange for a convenient time to inspect the items listed.

Alternatively please contact the Customer Maintenance team on 1800 682 215 (option 2 for maintenance) or apt.maintenance@lendlease.com.

To report issues with your appliances, please contact the manufacturer. Warranty letters and instructions are in the Home Owner's Manual provided at handover.

☐ I have read and acknowledged this important information. Please contact the Building Manager, your Property Manager, or Lendlease Customer Care for any further clarification that is required.

IMPORTANT INFORMATION FOR NEW 889 COLLINS ST RESIDENTS

Welcome to 889 Collins St! The following information will help to make your move as smooth as possible, and help you settle easily into your new home. Please tick ✓ each section to acknowledge that you have read and understood each section.

☐ BUILDING MANAGEMENT

889 Collins St has a dedicated Building Manager, Manny Lopez, who will oversee the day to day operations and running of your building. Manny can be contacted on 0488 988 982 or bm@889collins.com.au

☐ CONNECTING UTILITIES & SERVICES (Hot Water & Electricity)

Hot water & electricity are currently connected to Origin Energy, however you are responsible for any electricity and gas usage from the date of move-in, therefore **you must arrange to set these accounts up into your name.**

If you do not arrange connection within 7 days of move-in date, your services will be disconnected, and you may incur reconnection fees.

HOTWATER (Hot Water & Cooktop) – must be connected with Origin Energy – application forms are provided in the handover pack

ELECTRICITY – although currently connected with Origin Energy, you have the flexibility to select a provider of your own choosing

COLD WATER – cold water is provided by City West Water and an account for usage must be set up with them. The meter number is provided on the handover documentation.

☐ 889 COLLINS ST RESIDENT'S INFORMATION FORM

Please ensure that you complete the enclosed resident's information form and hand to the Building Manager within 3 days of moving in. **Please confirm in this form that you have connected accounts for your Electricity & Hot Water.**

☐ NUMBER PLATE RECOGNITION FOR ACCESS TO CARPARK

The carpark entry is fitted with numberplate recognition technology meaning that the carpark doors will only open on entry and exit for cars that have their number plates registered with the Building Manager.

If your apartment has a carpark, you **MUST** register your number plate details with the Building Manager when moving in to allow for the numberplate recognition technology to work.

Your fob will then be programmed for backup access to the carpark door.

☐ FIBRE TO THE HOME – INTERNET & PHONE

889 Collins St has been provisioned with Fibre to the Home (FttH) services for your internet and phone, provided by Opticomm.

Harbour ISP have installed a complimentary router into each apartment along with a 2 month free wifi offer, no lock in contract and you can be connected within 1 hour.

If this introductory offer doesn't suit your needs, there are a number of other great options available. Following are details of this offer, and further information is available in your apartment. Or call Harbour ISP directly on 1300 366 169 to discuss your requirements.

You do, however, have the flexibility to select an alternate provider of your choosing. If you decide to do this, you are welcome to use the router, however you must join with an approved Opticomm retail service provider.

For further information, refer to <https://www.opticomm.net.au/my-connection/find-a-service-provider>

**Say hi to reliable
hassle-free internet!**

Congratulations!
Your new home
at 889 Collins is
internet ready!

Get connected now and
enjoy 2 months free internet,
a free WiFi router and no
connection fee!

FAST INTERNET
UNLIMITED DATA
up to
237.5 Mbps

**FREE WIFI
ROUTER**
valued at
\$99

**2 MONTHS
FREE TRIAL**
no contract
no connection
fee

hi
harbour isp

Opticomm
Make connections count with us

Call us
today and get
us a FREE WIFI Router
2 MONTHS FREE

Call for a fast, friendly, hassle-free connection
Want more speed? No problem, call us to upgrade

1300 366 169 harbourisp.com.au/889

Contact your local manager:

Jane Kinsey

National Development Manager
jane_kinsey@harbourisp.com.au
Phone 03 9922 2266

Heather Daly

Sales Liaison Co-ordinator
sales@harbourisp.com.au
Phone 1300 366 169



889 COLLINS ST RESIDENT INFORMATION

The following details are required for Building Management records and your security. It is also required in the event of an emergency. Information supplied is confidential and will remain the property of the Owners Corporation only. **Please complete all fields and return to the Building Manager within 3 days of moving in.**

Are you an **OWNER** or **TENANT** (please circle)

Apartment Number: _____ **Tower: South / North (please circle)**

Move in Date: _____

Resident Contact Details

Resident 1: _____ Mobile Phone: _____

Resident 2: _____ Mobile Phone: _____

Resident 3: _____ Mobile Phone: _____

Primary Resident Email: _____

Fobs: Number supplied _____ Keys: Number supplied _____

Carpark Numbers: _____ Vehicle Registration: 1 _____ 2 _____

Owners Corporation Rules: **These can be found within the Residents Guide located in your apartment. Please familiarise yourself with the rules.**

Pets: Yes / No (please circle) If yes, what type and how many? _____

IMPORTANT: You must transfer Electricity & Hot Water accounts into your name.

Have you set up accounts for: **Electricity: YES / NO Gas Hotwater & Cooktop: YES / NO**

Emergency Contact Details

Emergency Contact Name: _____

Emergency Contact Phone number: _____

Relationship to Emergency Contact: _____

Is assistance required in an EMERGENCY evacuation? Yes / No

Nature of assistance: _____

FOR TENANTS ONLY

Real Estate Agent: _____

Property Manager's Name: _____

Contact Number: _____ Email address: _____

MANAGING THE ORIGIN CENTRALISED ELECTRICITY SYSTEM AND TENANTS' ELECTRICITY SUPPLY IN YOUR BUILDING



Keep this sheet handy – it'll help you advise your residents and tenants on how to arrange their electricity supply when they move in and finalise their electricity connection when they move out, and let you know who to contact if anything goes wrong.

When this building was constructed, it was built with a centralised electricity system (which is sometimes referred to as an 'embedded network').

The good news is that this arrangement allows electricity to be bought in bulk and purchased by your tenants through an Origin electricity offer, at rates discounted from our standard prices. And even though the electricity is purchased in bulk, each residence and commercial tenancy has its own meter and is charged individually for their own electricity usage.

In addition, Origin is responsible for the centralised electricity metering equipment. This means that each of the residential meters, retail or commercial tenancy meters and the common area meters in the building are owned and operated by Origin. So if there's anything that seems wrong with the metering equipment, we'll be on hand to help fix it.

THINGS TO NOTE

When residents move in

New tenants need to arrange their electricity supply by either calling Origin on **1800 684 993** (or another retailer, if they choose to) at least one working day before they move in. To finalise their electricity connection, residents may need access to their meter and may contact their building representative for access.

We'll be providing this information to all new building tenants to make sure they know what to do. If a tenant doesn't contact us, their electricity will not be connected or they may risk being disconnected.

Please note, tenants don't have to arrange supply with Origin, but they do need to arrange it with an energy retailer to ensure their electricity supply continues. For more information, tenants can call us on **1800 684 993**.

When residents move out

When residents move out, they must let Origin know so we can finalise their account and send out a final bill.

THREE WAYS TENANTS CAN ARRANGE OR FINALISE THEIR ELECTRICITY SUPPLY

Moving In

1. **Online:** Complete the form online at originenergy.com.au/ceopenonline. We'll then call you within two business days to set up your account.
2. **Print:** Download, print and fill in the 'Move in' form from originenergy.com.au/ceopen. Then email the completed form to Origin at eensales@originenergy.com.au or fax it to 03 8635 3012. We'll then call you within two business days to set up your account.
3. **Phone:** Call us on **1800 684 993** from 9 am to 5 pm Monday to Friday.

Moving Out

1. **Online:** Complete the online form at originenergy.com.au/cecloseonline making sure that forwarding details are provided so that a final bill can be sent.
2. **Print:** Download, print and fill in the 'Move out' form from originenergy.com.au/ceclose. Then email the completed form to Origin at eensales@originenergy.com.au or fax it to 03 8635 3012. Don't forget to include your forwarding details so a final bill can be sent to you.
3. **Phone:** Call us on **1800 684 993** from 9 am to 5 pm Monday to Friday.

CONTACT INFORMATION FOR YOUR BUILDING'S RESIDENTS AND TENANTS

Origin has a dedicated centralised electricity customer service team for all enquiries.
Call **1800 684 993** from 9 am to 5 pm Monday to Friday.
Email **eensales@originenergy.com.au**.

CONTACT INFORMATION FOR YOUR BUILDING REPRESENTATIVES

You can email us **embeddednetworks@originenergy.com.au**. This email address is specifically for you as a building manager, body corporate representative, or owners' corporation representative – so please don't give it out to residents and tenants. The contact details listed above are for them.

You can also call us on **1800 684 993** if you have a problem with a meter or to report damage to any metering equipment.

APPLICATION FOR CENTRALISED ELECTRICITY

Moving In



Phone: 1800 684 993 (9 am to 5 pm Monday to Friday) or
Fax form to: 03 8635 3012 or
Complete online at: originenergy.com.au/ceopenonline or
Email form to: eensales@originenergy.com.au

Your building has a centralised electricity system for which Origin is the retailer. This means that electricity is bought in bulk and provided to you at rates discounted from our standard prices. Plus, each property has its own electricity meter, so you're only billed for the electricity you use.

To arrange your electricity supply, please complete the online form at originenergy.com.au/ceopenonline or fill in the form below and email or fax it to us. We'll then call you back within two business days to set up your account. For more information about centralised electricity, call us on **1800 684 993**.

Some apartments may also have centralised hot water systems or gas cooktops. Check with your owners corporation or building representative if you need to arrange connection for these services. If you're not sure, just give us a call on **1800 684 993** – we're happy to help.

Meter No.

Move In Date / /

Property ☐ Owner ☐ Renter

ACCOUNT HOLDER DETAILS

Title ☐ Mr ☐ Mrs ☐ Miss ☐ Ms

First Name Surname

Date of Birth / / Driver's Licence No

Home Phone Work Phone

Mobile

Email Address

AUTHORISED CONTACT DETAILS

Title ☐ Mr ☐ Mrs ☐ Miss ☐ Ms

First Name Surname

Date of Birth / /

Home Phone Work Phone

Mobile

OR Business Name ABN

Contact Name Work Phone

SUPPLY ADDRESS

Unit/Flat No. Street No. Street
Suburb State Postcode
Building Name

POSTAL ADDRESS FOR ACCOUNTS (if name as supply address, write AS ABOVE - if email, write EMAIL)

Name
Address
Suburb State

IMPORTANT INFORMATION

- Origin requires access to your meters at all times.
- Product and service offers: We are committed to providing you with a complete energy service, so we may present you with gas, green products and household or business service offers in the future (including after your Agreement with us ends). We will continue to provide you with these offers until you advise us otherwise. If you do not wish us to use, or enable our privacy compliant agents and contractors to use, your information for this purpose, please tick the box below.
☐ I do not wish to receive these offers in future.
- To find out more about how Origin collects, uses, holds and discloses your personal and credit information see our privacy and credit reporting statements at originenergy.com.au/privacy. Our credit reporting statement explains who we disclose credit information to (including service providers overseas) and how this could affect your creditworthiness, as well as how you can access, correct or complain about it. Please contact us to request a paper copy.
- This application will be based on our Embedded Networks standard offer for your region. Origin may vary the nature, amount and structure of your charges. If they do change, we'll let you know. We'll send you an agreement pack which explains the terms and conditions, your payment options, the charges and fees that apply and your 10 business day cooling off period. You can read the charges and fees when you receive the agreement pack. You can also contact the Customer Service Centre on 1800 684 993 for more information about pricing.

Signature

Date / /

MANAGING THE ORIGIN HOT WATER SERVICES AND ACCOUNTS IN YOUR BUILDING



Keep this sheet handy – it'll help you advise your residents and tenants on how to open and close hot water accounts when they move in and out, and let you know who to contact if things go wrong.

Origin supplies hot water to your building through a centralised hot water system. And each property has its own hot water meter, so residents and tenants are only charged for their property's use.

Because of this, residents and tenants need to apply for a hot water account when they move in, and must close their account and pay their final bill when they move out. **If they don't open an account when they move in, their hot water will be disconnected.**

THREE WAYS YOUR RESIDENTS AND TENANTS CAN OPEN OR CLOSE A HOT WATER ACCOUNT

If they're moving in

1. They can apply online by filling in the form at originenergy.com.au/bhwopenonline

After they've signed up, we'll send out their hot water agreement and account details.

2. They can download and complete the Move In form at originenergy.com.au/bhwopen

They then need to email it to us at bhwmove@originenergy.com.au or fax it through to 03 8635 3012.

3. They can apply over the phone on **1800 684 993** (7 am to 9 pm weekdays, and 9 am to 5 pm on Saturdays).

If they're moving out

They can close their account online at originenergy.com.au/bhwcloseonline

They'll be asked to leave forwarding contact details, so we can send their final bill.

They can download and complete a Move Out form at originenergy.com.au/bhwclose

They then need to email it to us at bhwmove@originenergy.com.au or fax it through to 03 8635 3012.

They can close an account by phone on **1800 684 993** (7 am to 9 pm weekdays, and 9 am to 5 pm on Saturdays).

CONTACT INFORMATION FOR YOUR BUILDING'S RESIDENTS AND TENANTS

Residents:

Customer service

- **1800 684 993** (7 am to 9 pm weekdays, and 9 am to 5 pm on Saturdays)
- enquiry@originenergy.com.au
- originenergy.com.au/contact

Customer sales

- Energy offers **13 24 61** (electricity and natural gas only)

Business customers:

Including businesses with a single or many meters, body corporate organisations and owners' corporations:

- **1300 661 544** (8 am to 6 pm AEST weekdays)
- businesscentre@originenergy.com.au

Business customers with collective accounts:

Including businesses that receive accounts for many apartments all in the one bill:

- customerbilling@originenergy.com.au

CONTACT INFORMATION FOR YOUR BUILDING REPRESENTATIVES

You can email us at hotwatermanagement@originenergy.com.au. This email address is specifically for you as a building manager, body corporate representative, or owners' corporation representative – so please don't give it out to residents and tenants. The numbers listed above are for them.

You can also call us on 1800 002 438 if you've got a problem with an Origin-owned hot water plant, or to report leaking or damaged hot water meters.



Moving In?

Phone: 1800 684 993 or Fax form to: 03 8635 3012 or
 Complete online at: originenergy.com.au/bhwopenonline or
 Email form to: bhwmove@originenergy.com.au

Your building has a centralised hot water system. As arranged with the Body Corporate, each apartment is to be metered and billed separately for its own hot water usage. Some apartments may also have a gas cooktop (please indicate by ticking the appropriate box below).

If you require information about your charges for hot water and, if applicable, gas for your cooktop, please contact us on 13 24 61. These charges will also appear on your first bill.

Supply Type	Hot Water	Cooktop	Heating	POD ID	
Move In Date	/	/		Owner	Renting
ACCOUNT HOLDER DETAILS					
Title	First Name			Surname	
Mr / Mrs / Miss / Ms					
Date of Birth	Email Address			Receive your accounts via email	
/	/				
Home Phone	Work Phone			Mobile	
OR Business Name				ABN	
Contact Name				Work Phone	
AUTHORISED CONTACT DETAILS (if not same as Account Holder)					
Title	First Name			Surname	
Mr / Mrs / Miss / Ms					
Date of Birth	Email Address				
/	/				
Home Phone	Work Phone			Mobile	
SUPPLY ADDRESS					
Unit/Flat No	Street Number	Street		Suburb	State
Building Name					
POSTAL ADDRESS FOR ACCOUNTS (if same as supply address, write AS ABOVE – if email, write EMAIL)					
Name					
Address				Suburb	State
IMPORTANT INFORMATION					
<ul style="list-style-type: none"> • Origin requires access to your meters at all times • Product and service offers: We are committed to providing you with a complete energy service, so we may present you with gas, electricity, green products and household or business service offers in the future (including after your Agreement with us ends). We will continue to provide you with these offers until you advise us otherwise. If you do not wish us to use, or enable our privacy compliant agents and contractors to use, your information for this purpose, please tick the box below. • To find out more about how Origin collects, uses, holds and discloses your personal and credit information see our privacy and credit reporting statements at originenergy.com.au/privacy. Our credit reporting statement explains who we disclose credit information to (including service providers overseas) and how this could affect your creditworthiness, as well as how you can access, correct or complain about it. Please contact us to request a paper copy. 					
I apply to have hot water and/or gas cooktop supplied to the above supply address and agree to pay Origin for the supply of hot water and gas cooktop (if applicable).					
Signature:				Date: / /	
Name of person signing:				If you are not the Account Holder, you warrant that you have the authority of the Account Holder to submit and sign this application on their behalf. Origin may request proof of your authority.	
I do not wish to receive these offers in future.					

