

HOME OWNERS MANUAL

THE HILLS

RESIDENCES

For more than 35 years, Sunland has pursued a path of creating inviting, engaging and enduring communities. Our commitment to design excellence strives to create balance and harmony with the surrounding environment to inspire vibrant spaces influenced by art, beauty and human values – a pioneering spirit, redefining the experience of ‘home’.

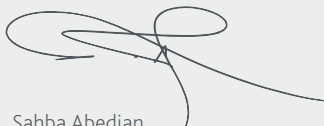
Along this journey, Sunland has received numerous awards from our industry and peers for our contribution to Australia’s urban landscape.

This commitment to creating ‘Architecture as Art’ is evident across our entire portfolio, enabling us to create vibrant communities.

Every Sunland home is designed and crafted to create a synergy between the built and natural environment. This focus also extends beyond the home to the broader community, where Sunland has pioneered the concept of urban artscape and landscape design. At Sunland, we recognise the need for communities to have a unique identity where sculptured entry statements, open space and master planned parklands converge to create a sense of unity and place.

We warmly welcome you to your new home at The Hills Residences. We hope this manual provides you with useful insights and information as you settle in to your new community.

Yours sincerely,

A stylized, handwritten signature in black ink, consisting of several loops and a long, sweeping tail that extends to the right.

Sahba Abedian
Managing Director | Sunland Group

**CONGRATULATIONS AND WELCOME TO YOUR
NEW HOME AT THE HILLS RESIDENCES.**

Created by the award-winning Sunland Group, The Hills Residences is a vibrant community of contemporary family terrace homes set within a beautiful parkland environment. More than a third of the community is dedicated to open space, with a large central park and 3,500sqm of preserved bushland located a short stroll from every home.

From its central location in Everton Hills, major retail centres including Westfield Chermside, Brookside and Arana Hills Plaza are only a short drive away. Excellent hospitals, child care centres and schools are also close by. Grovely Train Station is an easy four-minute drive, linking to the Brisbane CBD and Brisbane Airport. The local Hills District is also serviced by a wide variety of entertainment, recreation and sports amenities including the dining precincts of Park Lane, the nature trails and recreation areas of Bunyaville Conservation Park, and sports facilities at James Drysdale Recreational Park.

“The mother art is architecture. Without
an architecture of our own, we have no
soul of our own civilization.”

FRANK LLOYD WRIGHT

To help you settle in and familiarise yourself with your new home, we have created the enclosed Home Owners Manual. This tailored manual contains information that will assist you with moving into your new home, connecting to utilities and general information regarding emergency contacts, local information and much more. You will also find details about finishes, fixtures and appliances, as well as general care and maintenance guidelines.

Please read the manual carefully so you can familiarise yourself with all the lifestyle benefits your beautiful new residence has to offer and to ensure it is maintained to its original condition.

DISCLAIMER - INSTRUCTIONS CONTAINED IN THIS MANUAL ARE INTENDED TO ASSIST YOU IN FULLY ENJOYING YOUR NEW HOME. THEY WILL COVER MANY, BUT NOT ALL POTENTIAL CIRCUMSTANCES THAT MAY ARISE. WE RECOMMEND THAT YOU REFER TO THE MANUALS PROVIDED BY THE PRODUCT MANUFACTURER FOR INFORMATION ON APPLIANCES. FOR FINISHES AND FITTINGS, PLEASE ENSURE THAT YOU REFER TO THE INFORMATION CONTAINED HEREIN FOR THE CARE OF THESE ITEMS. WHILST WE ENDEAVOUR TO MAINTAIN A HIGH LEVEL OF SERVICE AT ALL TIMES, THIS INFORMATION IS PROVIDED BY THIRD PARTIES AND SUNLAND GROUP WILL NOT BE HELD LIABLE FOR ANY OMISSIONS OR THE MATERIAL OR INFORMATION HEREIN. FAILURE TO FOLLOW THESE CARE AND MAINTENANCE INSTRUCTIONS MAY VOID ANY WARRANTIES. SPECIFIC PRODUCTS ARE REFERRED TO THROUGHOUT THIS MANUAL AND ARE NOT RECOMMENDATIONS OR ENDORSEMENTS OF THE PRODUCTS OR COMPANIES.

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CONTACTS

/1.1 EMERGENCY CONTACTS

Police _ 000
Ambulance _ 000
Fire Brigade _ 000

/1.2 24-HR MEDICAL EMERGENCY CARE

Royal Brisbane and Women's Hospital
Herston _ [07] 3646 8111
(24-hour emergency room)

Brisbane Northside Emergency
Chermside _ [07] 3326 3320
(24-hour emergency room - private)

North West Private Hospital
Everton Park _ [07] 3246 3133

National Home Doctor Service _ 13 SICK [13 7425]
(non-urgent after hours bulk-billing)

/1.3 AUTHORITY/UTILITIES CONTACTS

SES (State Emergency Service)
Brisbane _ [07] 3635 1890

Policelink Reporting of Non-Urgent
Incidents _ 13 14 44

Ferny Grove Police Station
1212 Samford Road _ [07] 3872 1555

Electricity – Origin _ 1300 661 544

Gas – Elgas _ 1800 626 988

Unity Water _ 1300 086 489

Moreton Bay Regional Council _ [07] 3205 0555

/1.4 BODY CORPORATE

SSKB has been engaged as your Body Corporate Manager for The Hills Residences.

SSKB
PO Box 10093
Adelaide Street
Brisbane QLD 4000
Phone _ [07] 3010 5555
Email _ sskb@sskb.com.au

Your Body Corporate Manager will attend to all issues of the Body Corporate in relation to administration, secretarial, financial (including levies), body corporate, by-laws and the statutory requirements relevant to the government legislation.

Further information on your Body Corporate can be obtained from the website www.sskb.com.au, or by referring to your Disclosure Statement.

Please note that business hours for SSKB are Monday-Friday, 8:30am-5:00pm.

/1.5 SUNLAND GROUP

GPO Box 603, Brisbane Queensland 4001
Phone _ [07] 5564 3700

Maintenance Co-ordinator
qldmaint@sunlandgroup.com.au

Refer to section 6.0 for Post-Settlement Maintenance/Warranty Claims.

MOVING IN

/2.1

CHECKLIST

Immediate Organisation

- Home and Contents Insurance
- Electricity, Gas (*bottled supply*) and Water connection
- Telephone, Internet and Television connection
- Update address for regular deliveries eg. paper or magazine subscriptions
- Redirection of mail by Australia Post
- Keys
- Waste Bin Delivery (*refer section 9.5*)

Home and Family

- New school enrolments
- Transfer current school records
- Establish local doctor/dentist
- Transfer existing medical/dental records
- Update medical benefits office re: new address
- Transfer family youth activities
(*e.g. scouts, tennis etc*)

Personal

- Drivers License
- Insurance Company/Broker
- Bank Accounts
- Credit Unions
- Credit Card offices
- Retail Accounts
(*i.e. department store cards*)
- Electoral Roll
- Roadside Assistance Membership

/2.2

KEYS AND REMOTE CONTROLS

The following keys and remotes will be provided to you:

- Front door
- Mail Box
- Sliding door
- Window keys
- Garage door remotes
- Air Conditioning remotes

Should you require additional garage remotes, please contact the supplier directly.

AMENITIES

/3.1

PRIMARY & SECONDARY EDUCATION

Prince of Peace Lutheran College Senior,
Everton Hills _ [07] 3872 5600

Prince of Peace Lutheran College Primary,
Everton Park _ [07] 3872 5700

Everton Park State School
Everton Park _ [07] 3550 2222

Everton Park State High School
Everton Park _ [07] 3354 0222

Northside Christian College
Everton Park _ [07] 3353 1266

McDowall State School
McDowall _ [07] 3872 5333

Grovely State School
Keperra _ [07] 3354 6333

Ferny Hills State School
Ferny Hills _ [07] 3550 5444

Patricks Road State School
Ferny Hills _ [07] 3872 1888

Mitchelton State High School
Mitchelton _ [07] 3550 1111

/3.2

TERTIARY EDUCATION

TAFE Queensland Grovely
Grovely _ 1300 308 233

Queensland University of Technology
Kelvin Grove _ [07] 3138 2000

Queensland University of Technology
Brisbane City _ [07] 3138 2000

James Cook University
Brisbane City _ [07] 3001 7800

The University of Queensland
St Lucia _ [07] 3365 1111

/3.3

HEALTHCARE

Fernlands Radius Medical Centre
Ferny Hills _ [07] 3550 5000

Arana Hills Medical Centre
Arana Hills _ [07] 3351 6444

Everton Hills Family Practice
Everton Hills _ [07] 3855 9778

Old Northern Road Medical Centre
Everton Park _ [07] 3353 2422

North West Private Hospital
Everton Park _ [07] 3246 3133

The Prince Charles Hospital
Chermside _ [07] 3139 4000

/3.4

TRANSPORT

Grovely Train Station
Blaker Rd, Keperra

Oxford Park Train Station
Blaker Rd, Mitchelton

Translink (*bus and train timetables*)
translink.com.au

/3.5

SHOPPING PRECINCTS

Arana Hills Plaza
Patricks Rd & Dawson Parade, Arana Hills

Everton Plaza & Park Lane Dining Precinct
791 Stafford Road, Everton Park

Northwest Homemaker Centre
429 South Pine Road, Everton Park

Northwest Plaza
97 Flockton St, Everton Park

Brookside Shopping Centre
159 Osborne Rd, Mitchelton

McDowall Village Shopping Centre
109 Beckett Rd, McDowall

Westfield Chermside
Gympie Rd, Chermside

EMERGENCIES

/4.1 000 EMERGENCIES

At all times emergency services can be contacted by telephoning 000 for assistance. Be prepared to identify yourself, your location, the problem and the likely emergency service required.

/4.2 EMERGENCY PROCEDURES AFTER HOURS

Firstly, identify the cause of the problem. If the problem is within your own home and if safe to do so, you can attempt to isolate the problem:

- If it is a water problem, shut off the water valve.
The hot water shut off valve is located inside the hot water cupboard. The cold water shut off valve is located in the meter box located next to the driveway.
- If it is an electrical problem, please turn off the main power switch located on the sub-board in your home.
- If it is a gas cooktop problem, please turn off the gas shut off valve. The gas shut off valve is located adjacent to the gas bottle.

If you experience a non-emergency maintenance/ service problem within your home, please refer to the supplier contact list in Section 6.3.

Please note that if you utilise an independent service/ repair contractor other than those provided within the Supplier List, warranties may be voided and you may incur service fees.

CALL OUTS FOR NON-EMERGENCY ITEMS WILL BE CHARGED TO YOU DIRECTLY.

Unity Water _ 1300 086 489

Origin Gas _ 13 24 63

Origin Electricity _ 1300 132 480

Or contact your supplier

/4.3 SMOKE DETECTORS

Smoke detectors have been installed in your home. Generally, they are located on the ceiling in the corridor near the kitchen, in the area outside of the bedrooms, and in each bedroom. They are interconnected and connect to a 240V power supply via your switchboard, with a battery backup. Your smoke detectors will sound a localised alarm if smoke is detected in your property. They will not notify the Fire Brigade.

Smoke detectors require weekly testing. Push and hold the TEST button for several seconds. To silence the alarm, press the HUSH button. The smoke alarm uses a 9V battery to automatically provide backup power to the alarm in the event of a power failure. Smoke alarms will beep intermittently when the battery is low, however batteries should be replaced once every year. April 1st is the recommended changeover date for batteries. For more detailed information, refer to the user instructions found in your warranty pack.

APPLIANCES

/5.1 APPLIANCE MANUALS AND WARRANTIES

Information relating to the high quality appliances and systems within your new home are outlined in the manuals contained within your settlement pack. All home appliances, including your oven, cooktop, rangehood, dishwasher and air conditioning are covered by the manufacturer's warranty. If you discover that an appliance is not operating correctly or is faulty, please contact the manufacturer (for air conditioning, see note below). The manufacturer's information, warranties and instruction booklets are provided in your settlement pack. It is the property owner's responsibility to maintain these items and arrange repairs and maintenance if required. Repairs should be carried out by an authorised service company in accordance with the manufacturer's specifications.

Some manufacturers may require proof of purchase. Sunland's maintenance coordinator can provide this if required. However, please note that an appliance defect is not a building warranty issue and that Sunland has no control over manufacturers servicing times and schedules.

Note: There is a 12 month electrical contractors installation warranty on Air Conditioning units and for the first year any air conditioning issues should be reported to Sunland Homes first before making a manufacturer's warranty call.

It is recommended that all manuals and warranties are kept in a safe place within the home.

Garage Doors

Your garage door has a 12 month warranty from installation. It is recommended that garage doors be serviced annually. This will keep the garage door in optimum condition and maintain motor warranty.

Garage doors on Type A homes have been supplied by Pirie Enterprises _ **07 5539 6644**.

All other home types supplied by Steel Line Garage Doors _ **07 5571 5566**. Steel Line offer a no cost service on your garage door within the first six months from practical completion.

/5.2 ENERGY SOURCES

The energy sources of your appliances are as follows:

- Rangehood – Electricity
- Cooktop – Gas
(with electricity provided for ignition)
- Oven – Electricity
- Dishwasher – Electricity
- Hot Water – Gas

MAINTENANCE

/6.1

MAINTENANCE AND BUILDING WARRANTY

A pre-settlement inspection is offered to owners 1-2 weeks prior to settlement. Other maintenance items not completed or identified at this time can form part of the Post Settlement Building Warranty Reporting Form.

Warranty Periods

Building warranty work usually falls into two categories:

- Structural

- › Valid for six years and six months from practical completion.

- Non-structural

- › Valid for 12 months from practical completion.*

Practical completion is deemed as the date of the final building inspection by Council or Certifier (*please refer to www.qbcc.qld.gov.au for more details*).

Defects do not include damage by any owner, resident, or any other party.

*In the case where Sunland Group has sold the property 10 months post the practical completion date, the purchaser will be granted a non-structural warranty valid for three (3) months from the date of their settlement.

Making a Warranty Claim

In order to claim under these warranties, the owner must notify Sunland of such defects in writing via the Post Settlement Building Warranty Reporting Form provided to you via email upon settlement. This form is editable and you can send this via email to the Maintenance Coordinator (*refer below*). Alternatively you can email the Maintenance Coordinator a detailed list of the defects.

Tenants must refer any defects to their Property Manager (*or owner*) who will contact Sunland.

Items arising out of fair and reasonable wear and tear remain the responsibility of the owner/occupier and are not covered by this warranty.

The owner or occupier must give Sunland and its agents access to the property during reasonable times (*Monday to Friday between 7am and 3.30pm*) to enable inspection of the defects and carry out the rectification works. A dedicated Maintenance Coordinator can be contacted via the email address below.

Email _ qldmaint@sunlandgroup.com.au

Items of a more significant nature (*e.g. water leaks*) should be reported immediately to Sunland's Maintenance Coordinator by phone, followed by confirmation in writing via email address above.

Phone _ [07] 5564 3700

/6.2

ROOF LEAKS

Should a roof leak occur 12 months after settlement, Sunland Homes deem it to be the owner or tenant's responsibility to rule out maintenance issues, such as a broken tile, installation of a satellite dish, or leaves in the gutters or valleys. In the event of Sunland Homes attending a leak which is deemed maintenance, then a call out fee may be charged.

MAINTENANCE

/6.3 TRADE CONTRACTORS & SUPPLIERS

Listed below are suppliers of the standard fixtures and fittings within The Hills Residences (excluding purchaser variations).

Trade Contractors and Suppliers

Air-conditioning

General Air Conditioning
Ph [07] 5580 1490
info@generalair.com.au

Appliances

Harvey Norman
Ph [07] 3297 3700
julie.pittman@au.harveynorman.com

Mirrors, Showerscreens, Splashbacks

Civic Showerscreens and Wardrobes
Ph [07] 3441 7711
straddiehilton@bigpond.com

Carpet

Carpet Call
Ph [07] 3489 1333
andrew.rodrick@carpetcall.com.au

Electrical [Stage 1 & 2]

Manlec
Ph 0418 804 240
manlec1@bigpond.com

Electrical [Stage 3]

Hawking Electrical
Ph [07] 5527 2544
nathan@hawking.com.au

Plumbing and Gas Hot Water

Logic Plumbing and Drainage
Ph [07] 5573 3996
logic123@bigpond.net.au

Bathroom Ware

Plumbers Supply Co
Ph 1300 772 667
www.pscoop.com.au

Tiles

Beaumont Tiles
Ph [07] 5526 9444
bundall@tile.com.au

Benchtops

MJG Stone
Ph [07] 5503 1288
sales@mjgstone.com.au

Termite Protection

Rentokil
Ph 1300 855 822
termite-au@rentokil.com

Blinds and Flyscreens

Dolomite
Ph [07] 55961 400
sales@dolomiteawnings.com.au

Your property has been constructed from high-quality materials, which must be cleaned and cared for regularly in the appropriate manner.

Some cleaning/general care hints are listed in this section. However, it is suggested that you consult a cleaning expert, materials/fitting manufacturer or cleaning product manufacturer to ensure correct procedures are applied. Ensure that the correct safety procedures are followed when using toxic or otherwise volatile chemical products.

/7.1 **FAÇADE PRODUCTS POWDER COATING**

Powder coating needs to be given a regular wash to remove dirt and grime and to keep it looking in top condition. As a general rule, cleaning should take place each six months. In areas where pollutants are prevalent, cleaning should be carried out more frequently, paying particular attention to areas that are not normally washed by rain.

Three steps to cleaning powder-coated surfaces:

1. Remove any loose deposits with a wet sponge rather than risk micro-scratching the surface by dry dusting.
2. Using a soft brush and mild detergent in warm water, clean the powder-coating to remove any dust, salt or other deposits.
3. Rinse thoroughly with clean, fresh water to remove any remaining detergent, etc.

Caution

The use of harsh solvents may damage the integrity of the powder coating. It is recommended that you use methylated spirits or mineral turpentine on stubborn stains.

/7.2 **PAINTED SURFACES**

Quality paints have been used throughout your home. Proper care and cleaning must be carried out to ensure that the appearance and integrity of your paintwork is maintained. Avoid using excessive water and never use an abrasive cleaner or scourer. To remove dust, simply use a wall duster or feather duster and brush lightly.

To remove minor marks, wipe very lightly in a circular motion with a clean, damp, soft microfibre cloth. Soiled surfaces or light stains are best removed with a solution of sugar soap in warm water – sugar soap can be found at most hardware stores. Brushes of any kind should NOT be used to remove stains on painted surfaces. Avoid using Blu Tac or adhesive tape on painted surfaces as they may leave stains or cause the paint to flake upon removal.

/7.3 **LIGHT FITTINGS**

Your light fittings are LED and therefore require no replacement globes. Faulty fittings are covered by the manufacturers warranty. You can replace LED light fittings by removing the old fitting, unplugging it and replacing it with a new fitting. Replacement of light fittings shall always be the responsibility of the owner or tenant.

/7.4 JOINERY

Joinery surfaces will dent or scratch if treated roughly. Particular care should be taken when moving furniture or heavy objects near joinery. To clean the shelves and interiors of the cabinets, a liquid cleaner is recommended as it does not leave streak marks on the surfaces.

Whenever stubborn spots occur that cannot be removed with a liquid cleaner, then the careful use of a cream cleaner is recommended. Avoid placing heavy objects in the centre of the shelves, especially in the wider units, as this will make the shelves bow. Heavy objects should be placed to the sides of the shelves.

/7.5 KITCHEN SINK

Scraping and banging metal kitchen utensils in the sink will gradually scratch and dull its surface, making the sink more susceptible to staining. Scouring material and harsh abrasives should NOT be used for cleaning stainless steel. The surface responds best to the gentlest cleaning methods. Frequent washing with water (preferably hot) is the recommended treatment, followed by rinsing with fresh water and wiping dry with a soft cloth or paper towel.

Avoid leaving ordinary metal items (e.g. metal cans) in the kitchen sink for prolonged periods of time, as these may mark the surface with rust from the item. Rust marks can be very difficult to remove without damaging the polished surface of the sink.

/7.6 STONE BENCH TOPS

Warranties will need to be registered. Please refer to the manufacturer's pamphlet located in your settlement pack.

Stone bench tops need little more than washing with dishwashing liquid, warm water and a sponge, followed by wiping with a dry cloth. The surface should never be allowed to get dirty enough to require more thorough cleaning. Weekly cleaning is recommended to maintain the stone's appearance and should be repeated more regularly if required by the level of soiling. All spillages should be cleaned immediately to prevent any liquid/chemicals penetrating the stone's pores, and resulting in unsightly staining. Bench tops should not be used as food preparation areas/cutting boards, as the stone (*whether natural or reconstituted*) will eventually mark and stain. Food preparation should be carried out on cutting boards, which may be replaced when marked and stained. In all instances refer to manufacturers recommendations.

With regards to bathrooms, ensuites and laundry applications, bleaches and mould-removing cleaning products should not be applied to any stone surfaces, weather natural or engineered. Care should be taken with toilet blues.

Stains that cannot be removed from stonework by normal cleaning procedures should be addressed by a specialist.

To care for your stonework you should:

- Polish or reseal the stonework periodically as part of your routine maintenance.
- Ensure dirt and grease is not left to accumulate as damage and cracks to the surface may appear.
- Avoid harsh or abrasive cleaners.
- Remove spills immediately.
- Avoid acid-based products that will react with the calcium carbonate in the stonework and will damage the polished surface.
- Avoid the use of detergents with a high pH rating as they will attack the resin of the stonework.
- Use water to wash away all traces of cleaning products.
- Remove common dirt and soil daily – care must be taken to ensure any grit is quickly removed from the stonework as it can damage the surface.

Caution

Do not sit or stand on stone bench tops.

The manufacturer's warranty will not be honoured for breaks caused by misuse. Do not put hot pans on bench tops directly from your cook top.

/7.7 REFRIGERATOR PLUMBING

Residences have water plumbed to fridge cavities. It is a universal connection that any fridge can connect to. Instructions for plumbing connection should be available with your refrigerator instruction manual. Each fridge will be slightly different, and it may be beneficial to have a plumber connect this for you.

/7.8 CARPET

Regular maintenance is required for carpets. Carpet cleaning should occur as follows:

- Carpet should be vacuumed weekly, or as required, to prevent dirt particles from getting into the carpet fibres.
- Spot cleaning should be undertaken immediately after soiling by spillage or dirt; use a warm, damp, clean cloth.
- When using carpet-stain removers, you should ensure the manufacturer's instructions are followed at all times.

Periodic deep cleaning of carpets by carpet-cleaning experts is also recommended (*at least annually*).

/7.9 FLOOR/WALL TILES

Please take care when moving about on stone and ceramic tiled floors, as they can be extremely slippery when wet. The ease of maintenance of any tiled surface is dependent on both the colour and texture of the surface. Regular maintenance of all tiled surfaces should be undertaken to avoid the need for aggressive chemical products.

DO NOT clean tiles with acid.

DO NOT clean tiles with any abrasive materials.

DO NOT place potted plants directly on to tiled areas and remove any residue immediately before staining occurs.

Use specifically designed cleaning detergents only.

/7.10 SHOWER AREAS

Due to the constant use of shower areas, regular cleaning is advised to avoid heavy-duty cleaning, and for hygiene purposes. Routine build-up can be removed with most all-purpose cleaners, while hard-water deposits are best removed with a solution of white vinegar and water. Bacteria and mould can develop due to the damp nature of shower recesses. This can be removed by wiping down the areas with a chlorine bleach product. Apply according to the manufacturer's instructions and rinse with clear water.

Caution

When using bleach products caution should be taken and it should never be mixed with ammonia. Always use chlorine in a well-ventilated room.

/7.11 SHOWER SCREENS

Hinges and other hardware

The best way to maintain hinges and other hardware is to wipe them down after every use. If the hardware is kept clean, it will not collect mineral deposits that require the use of soap solution to remove. After showering, use a dry towel to thoroughly dry the hinges. If you are unable to dry the hinges after every use, a weekly clean is suggested. Use a mild soap and warm water mixture and a soft, non-abrasive cloth. After you have cleaned the hardware, rinse it thoroughly with clean, warm water and dry.

Warning

Never use abrasive cleanser of any kind on hinges and other hardware. Many of the components are coated with a clear lacquer that will be irreparably damaged if subjected to harsh abrasive chemicals or scrubbing devices.

Glass

It is important to keep your glass clean. Glass that is neglected will accumulate water spots, which will eventually turn into mineral deposits. The best way to keep your glass free of potentially damaging water spots is to squeegee the glass after every use.

Regular cleaning, rather than allowing deposits to accumulate, will save you a great deal of work. Do not use any abrasive or cream cleaner.

/7.12 **MIRRORS**

Mirrors require special care in cleaning. Do so by wiping over the surface with a few drops of methylated spirits on a damp cloth. Polish the surface dry with a lint-free cloth. Some proprietary glass cleaners, if used to excess, can cause damage to the silvering, as can excessive amounts of water. Make certain when cleaning the face of the mirror that there is no contact with the silver backing, particularly at the edge of the glass, and be careful to keep any moisture away from the paint backing of the mirror. Do everything possible to ensure that the cleaning cloths used are free of abrasives.

/7.13 **BATH/BASINS**

Your bath and basins should be cleaned regularly with non-abrasive household cleaners and plenty of water.

Beware of scratching the surface of the bath/basin with abrasive products and cleaning utensils. Do not step into the bath or shower with shoes on, as grit may scratch the polished surface.

If products inclusive of, but not limited to, the following come into contact with your bath/basin, chemical damage/staining may also occur:

- Iodine
- Mercurochrome
- Shoe Polish
- Hair Dye
- Bleach
- Nail Polish/Remover.

Spills from products such as aftershave lotion, hair lacquer, mineral turpentine, white spirit, kerosene, aerosol propellants and insecticides should be removed immediately to avoid discoloration.

/7.14 **SANITARY HARDWARE –
INCLUDES TAPS, SPOUTS &
SHOWER ROSES**

Sanitary hardware should be cleaned regularly with household cleaners and plenty of water. Beware of scratching the surface of the hardware with abrasive products and cleaning utensils. If products inclusive of (*but not limited to*) the following come into contact with your hardware, chemical damage/staining may occur:

- Iodine
- Mercurochrome
- Shoe Polish
- Hair Dye
- Bleach
- Nail Polish/Remover.

/7.15 **WINDOW FRAMES/DOORS/DOOR
FURNITURE/HARDWARE**

Door and window tracks should be cleaned regularly to avoid permanent damage to opening/closing mechanisms. Glass and window frames will always look their best if they are regularly cleaned with suitable products. Clear, anodised or powder-coated surfaces should be cleaned with mild detergent.

Please note: avoid use of detergents that contain acidic products as these discolour the anodised/powder coated finish of the window and door frames. Never use paint removers, aggressive alkaline, acid or abrasive cleaners. Do not use trisodium phosphate or highly alkaline or highly acidic cleaners. Always test cleaners in an area out of sight first. Follow the manufacturer's directions for mixing and diluting cleaners. Never mix cleaners – doing so may not only be ineffective, but also very dangerous, as some chemicals have violent reactions when mixed.

Wipe down handles occasionally, using stainless polish for stainless-steel handles. Stiff mechanisms may need to be lubricated with dry lubricant (*consult your locksmith*). Loose mechanisms may need to have screws tightened, especially during periods of heavy use.

/7.16 **WINDOWS**

Apply a non-abrasive mild detergent solution to glass either by spraying or using a clean, grit-free cloth or sponge saturated with cleaning solution. Complete coverage of the area to be cleaned is necessary.

Wipe the cleaning solution over the glass in a circular motion, applying light to moderate pressure. Approximately three to five passes of the affected area may be required, depending on the type and severity of the residue or sediment on the glass.

After cleaning with the solution, rinse the glass surface thoroughly with generous amounts of clean water, removing all traces of the cleaning solution from the glass surface. Using a squeegee or clean, lint-free cloth, remove water from the glass surface. If residue is still evident on the glass surface, repeat as above.

Important Notes

Do not clean the glass when it is exposed to direct sunlight. Glass should be cleaned by starting at the top of the pane and systematically working down to the bottom. This technique reduces the possibility of soiling previously cleaned glass.

Additional care should be exercised when cleaning all glass surfaces to ensure that gritty cloths, the metal parts of squeegees or other sharp, hard objects do not scratch the glass surface. Metal scrapers **MUST NOT** be used.

What not to do

1. Do not store or place items in contact with the glass, as this can damage it or cause a heat trap leading to thermal breakage.
2. Never use abrasive cleaners on glass; scouring pads or other harsh materials must not be used to clean windows or other glass products; powder-based cleaners are to be avoided.
3. Avoid extreme temperature changes, as this may lead to thermal fracture of the glass – do not splash hot water on cold glass, or freezing water on hot glass.
4. Some tapes or adhesives can stain or damage glass surfaces; avoid using such materials unless they are known to be easily removed.

/7.17 **STAINLESS-STEEL SURFACES**

Never use abrasive cleaners on stainless steel. Scouring pads, steel wool or other harsh materials must not be used to clean stainless steel. Powder-based cleaners are to be avoided.

To clean stainless-steel surfaces, wipe gently with a damp, lint-free cloth or other commercially available stainless-steel cleaning products.

/7.18 **GENERAL HARDWARE**

General periodic maintenance is required, proportional to wear, on all hardware supplied such as locks, hinges, catches, rollers, door closers and the like. The external finish of all hardware must be kept clean by removing any harmful residue on the surface, especially salt spray, using a non-abrasive cleaning agent.

Internal workings of locks, catches etc. should be kept in good working order by applying a light spray of lubricant as specified by the manufacturer. Care should be taken to ensure that any finished surfaces (*e.g. paint*), in close proximity to the hardware being maintained, are well protected to avoid damage to the finish.

/7.19 **SEALANTS**

All sealants should be cleaned (*wiped down with a damp cloth only*) regularly and inspected for deterioration and required maintenance.

All sealants to showers, wet areas and tile junctions should be inspected regularly and maintained (*where applicable*).

/7.20 **WATER LEAKS**

All water leaks have the potential to cause considerable damage if not repaired promptly. If you find a leak, isolate it where possible and arrange for repair or, if within warranty period, inform Sunland's Maintenance Co-ordinator immediately on on _ [07] 5564 3700, followed by confirmation in writing via email _ qldmaint@sunlandgroup.com.au.

/7.21 **MOISTURE**

Many materials used in the construction of your dwelling contain moisture. As your dwelling is heated, lived in, dried out and settled in, small cracks may appear in timber, plaster and concrete elements as they shrink. Shrinkage/slight movement is a common occurrence in new dwellings and has no effect on your home's structural integrity.

Condensation

Condensation occurs when the air temperature inside the dwelling is greater than the air temperature outside.

To prevent condensation:

- Open windows in dry weather.
- Use the kitchen's rangehood exhaust fans where possible.
- Leave bathroom and laundry doors open where possible.
- Ensure all ceiling vents are not obstructed.

/7.22 **TERMITE CONTROL**

Please find enclosed, in the separate pouch with this manual, the Certificate of Compliance and Warranty for termite control.

/7.23 **GARAGE DOORS**

All garage doors should be serviced annually to maintain opening mechanism at its optimum level. *(Refer to section 5.1 for details on warranty).*

SERVICES

/8.1 EXHAUST SYSTEM

Your property is fitted with an exhaust fan in the bathrooms and ensuite which are operated when the switch is turned on in the respective areas. However, it is recommended that you leave the laundry door open while using your clothes dryer, as moisture may cause damage to the laundry doors and internals in the long term. Kitchen range hoods operate normally and are recirculating (*where applicable*).

To ensure correct operation of the exhaust system:

- Check air inlets for obstructions at all times.
- Check for correct operation and noise monthly.

/8.2 RANGEHOOD

Rangehoods are recirculating. Ventilation for the rangehood is activated when the fan in the range hood is switched on and the sliding mechanism extended out. To change the light bulb, please refer to the rangehood manual. Your range hood is fitted with a filter to help mask cooking odours. These filters should be replaced every six months. Replacement filters can be obtained from any Bosch stockist.

/8.3 HOT AND COLD WATER SYSTEM

Your home has been installed with an instantaneous gas hot water system. Water is heated as it passes through the unit, providing you with a continuous flow of hot water.

/8.4 COOLING/HEATING

Split system air conditioning units have been installed to the living area and master bedroom in your home. Filters have to be cleaned regularly and the units maintained as per the owner's operating manual. Annual servicing is required to maintain warranties. For more information, please refer to the manuals provided.

/8.5 GAS

It is the responsibility of the owner or occupier to apply for gas connection. The gas provider will then supply the owner or occupier with gas.

If you wish to stop the supply of gas to your property for any reason, turn the valve to the off position on your gas bottle.

/8.6 ELECTRICITY

The electricity meter is located outside in a centralised metering location. All circuit breakers must be switched to the ON position for normal operation. Circuit breakers are located on the sub-board in the garage of each dwelling.

GENERAL INFORMATION

/9.1 TELEPHONE, TV AND INTERNET CONNECTION

Your residence has been pre-wired to allow easy connection to telephone networks.

Contact one of the following service providers (*or your preferred supplier*) to arrange connection of your telephone line, internet and provision of handset(s) if required:

Telstra _ 13 22 00

Optus _ 13 39 37

Free to Air Television

Free to air TV services are already activated, so all you need to do is connect your digital TV to the Broadcast Outlet and tune in the channels.

Pay TV

Your home has the capacity to receive a Pay-TV service. Residents wishing to access this service can contact the provider for details of available services/ payment options and installation of decoder box.

See conditions in the Community Management Scheme (CMS) regarding installation of TV antennas, satellite dishes and aerials.

/9.2 ELECTRICITY CONNECTION

Origin is currently the local electricity supply authority. You are required to contact Origin to provide account details for records and billing of electricity to your dwelling and to arrange for power to be turned on. You can choose to connect with Origin or your preferred supplier.

You should notify Origin, or your preferred supplier, of your details within 14 days of settlement, to ensure that power supply is not terminated. After settlement date, any power that is used will be charged to your account accordingly.

Origin _ 1300 661 544

(select option 1 moving in or out of a property)

24 Hour emergency _ 13 19 62

To turn power on in your home, make sure that all circuit breakers and the main switch are in the ON or UP position.

Should a trip-out occur, the appliance must be isolated from the power outlet and the circuit breaker turned to the ON position. Push the reset button on the safety switch. If the circuit breaker still trips out, an electrician should be called.

/9.3 GAS BOTTLE SUPPLY

Gas – Elgas _ 1800 626 988

It is the responsibility of the owner or occupier to apply for gas connection. The gas provider will then supply the owner or occupier with gas. Elgas is the current supplier.

/9.4 WATER SUPPLY/CONNECTION

Unity Water _ 1300 086 489

/9.5 WASTE BINS

You will need to arrange for your bin to be delivered by phoning the Moreton Bay Regional Council.

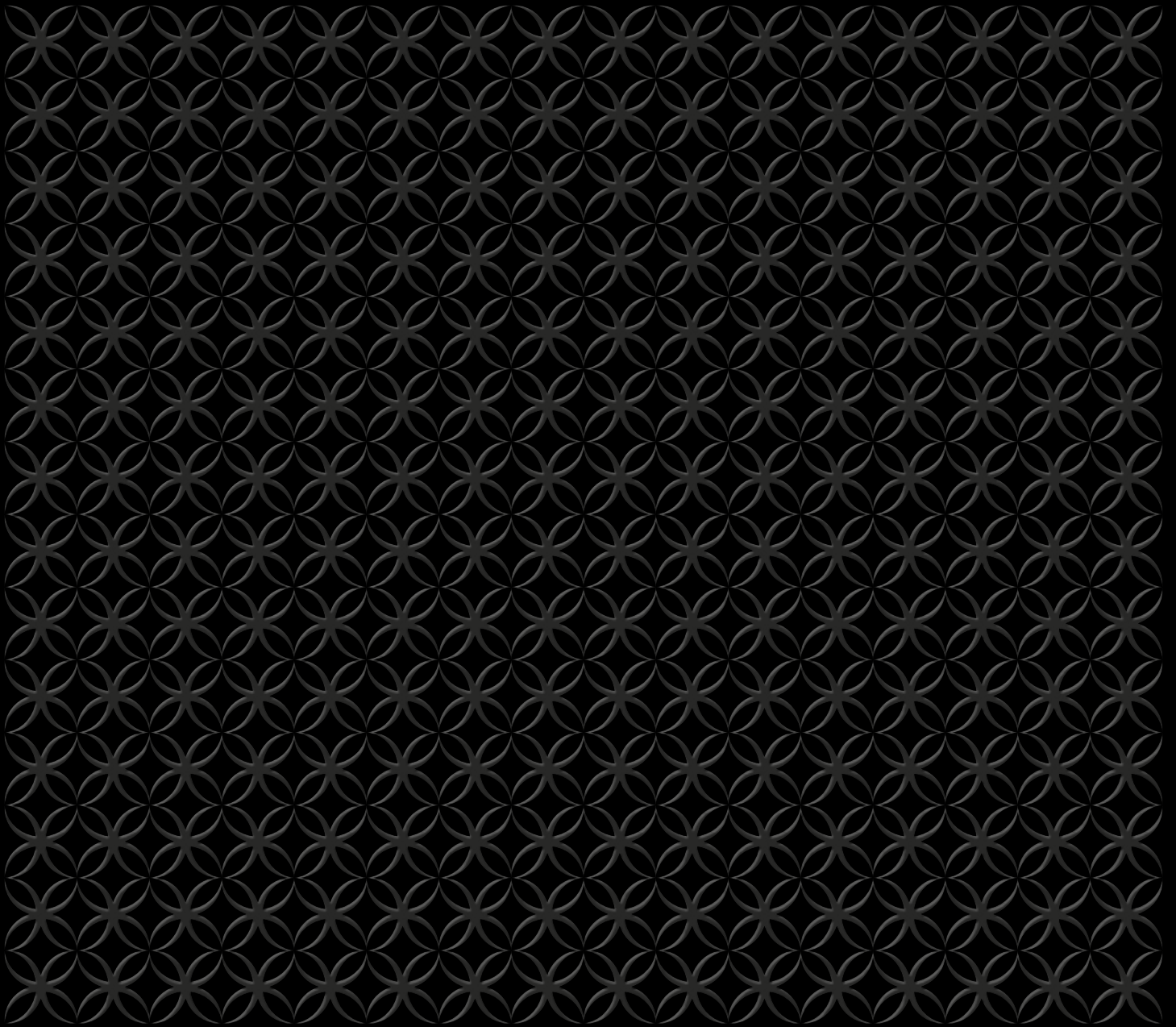
Moreton Bay Regional Council _ [07] 3205 0555

/9.6 MAIL DELIVERY

Your mail will be delivered to your letterbox by Australia Post as per their delivery schedule.

/9.7 INSURANCE INFORMATION

Your home has been fitted with deadlocks.



Sunland Group

QLDMAINT@SUNLANDGROUP.COM.AU
MAINTENANCE CO-ORDINATOR - [07] 5564 3700
GPO BOX 603 BRISBANE QLD 4001