

HOME OWNERS MANUAL

# ARBOUR RESIDENCES

T H E H E I G H T S

CONGRATULATIONS  
AND WELCOME TO  
YOUR NEW HOME AT  
ARBOUR RESIDENCES.

WELCOME

FOR THE PAST 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 Arbour Residences. We hope this manual provides you with useful insights and information as you settle in to your new community at The Heights.

Yours sincerely,



Sahba Abedian  
**Managing Director**  
*Sunland Group*

“THE MOTHER ART IS  
ARCHITECTURE. WITHOUT  
AN ARCHITECTURE OF OUR  
OWN, WE HAVE NO SOUL OF  
OUR OWN CIVILIZATION.”

FRANK LLOYD WRIGHT

TO AID YOU IN  
FAMILIARISING YOURSELF  
AND SETTLING INTO YOUR  
PROPERTY, WE HAVE CREATED  
THE ARBOUR RESIDENCES  
HOME OWNERS MANUAL.

Created by the award-winning Sunland Group, Arbour Residences is a collection of premium family terrace homes superbly located within The Heights master planned community in Pimpama. This elegant enclave adjoins a large corridor of protected natural forest and encompasses a beautifully landscaped park. All homes are fully landscaped and fenced, with leading schools, shopping and recreation spaces all conveniently close by.

From its central location on the northern Gold Coast, Arbour Residences enjoys convenient access to the M1, placing the beaches and major employment nodes within comfortable reach, and the culture and commerce of Brisbane only 40 minutes away. The nearby Coomera Train Station also provides regular direct services to the Brisbane CBD.

To help you settle in and familiarise yourself with your new home, we have created the Arbour Residences 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.

To find out more about your community, support local businesses and participate in local events, simply visit the Your Community website at [www.your-community.com.au](http://www.your-community.com.au).

#### 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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## 1.0/ CONTACTS

### 1.1/ EMERGENCY CONTACTS

Police	000
Ambulance	000
Fire Brigade	000

### 1.2/ 24-HOUR MEDICAL EMERGENCY CARE

Gold Coast University Hospital, Southport (24-hour emergency room)	1300 744 284
Gold Coast Private Hospital, Southport	07 5530 0300
Pindara Private Hospital, Benowa	07 5588 9888
National Home Doctor Service (non-urgent after hours bulk-billing)	13 SICK (13 7425)

### 1.3/ AUTHORITY/UTILITIES CONTACTS

SES (State Emergency Service) Gold Coast	07 5591 1177
Policelink – reporting of non-urgent incidents	13 14 44
Coomera Police Station, 11 De Barnett Street	07 5519 5555
Electricity – Origin	1300 661 544
Gas – Origin	13 24 63
Gold Coast City Council – Water	1300 000 928
Gold Coast City Council – General (24/7)	1300 465 326

### 1.4/ TRANSPORT

Coomera Train Station, 11 Foxwell Road	13 12 30
Surfside Bus lines	13 12 30
Translink	13 12 30
Gold Coast Taxis	13 10 08
Gold Coast International Airport	07 5589 1100

### 1.5/ SUNLAND GROUP

PO Box 1301, Surfers Paradise, Queensland 4217	
reception@sunlandgroup.com.au	
Client Relations	07 5564 3700
Maintenance Co-ordinator	07 5564 3700

### 1.6/ BODY CORPORATE

You own your own home and land under a building format (BFP) and you control your yard under an exclusive use plan. It is each owner's responsibility to look after their own exclusive use areas.

The Community Title Scheme is governed by an individual Community Management Statement, which clearly describes and protects the standards the community sets, to maintain the character and value of your property for the years ahead. The Community Management Statement outlines the by-laws which governs the use, standard and visual amenity of the common property.

### MANAGEMENT DETAILS

Stewart Silver King & Burns Pty Ltd  
10 Frigo Court, Bundall QLD 4217

Phone	07 5504 2000
Fax	07 5504 2001
Email	sskb@sskb.com.au
Web	www.sskb.com.au

## 2.0/ MOVING IN AND KEYS

### 2.1/ MOVING IN CHECK LIST

#### IMMEDIATE ORGANISATION

- » Contents Insurance
- » Electricity, Gas and Water connection
- » Telephone, Internet, Pay TV and Television connection
- » Cancel old address, paper delivery
- » Redirection of mail by Australia Post
- » Keys
- » Waste bin delivery (refer section 9.5)

#### HOME AND FAMILY

- » Organise new paper delivery
- » 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

- » Insurance Company/Broker
- » Bank Accounts
- » Credit Unions
- » Credit Card offices
- » Retail Accounts (i.e. department store cards)
- » Electoral Roll

### 2.2/ KEYS AND REMOTE CONTROLS

The following keys and remotes will be provided to you:

- » Front door
- » Mail box
- » Window keys
- » Sliding door
- » Garage door remotes

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

### 3.0/ AMENITIES

#### 3.1/ PRIMARY & SECONDARY EDUCATION

- » Pimpama State Primary School, 07 5549 4333  
Pimpama
- » Pimpama State Primary College, 07 5549 5333  
Pimpama
- » Pimpama State Secondary College, 07 5540 9333  
Pimpama
- » Kings Christian College, 07 5587 7660  
Pimpama
- » Coomera Anglican College, 07 5585 9900  
Upper Coomera
- » Saint Stephen's College, 07 5573 8600  
Upper Coomera
- » Assisi Catholic College, 07 5656 7100  
Upper Coomera
- » Upper Coomera State College, 07 5580 7555  
Upper Coomera
- » Ormeau State School, 07 5546 6500  
Ormeau
- » Livingstone Christian College 07 5546 7083  
Ormeau
- » Mother Teresa Primary School 07 5549 5000  
Ormeau

#### 3.2/ TERTIARY EDUCATION

- » Griffith University 07 5552 8800  
Southport
- » Bond University 07 5595 1111  
Robina
- » TAFE Creative Campus 07 5581 8300  
Coomera
- » Gold Coast Institute of TAFE 07 5581 8200  
Ashmore

#### 3.3/ HEALTHCARE

- » Pimpama Medical Centre 07 5549 3100  
Dixon Drive, Pimpama
- » Medicross Coomera 07 5573 0911  
Days Rd, Upper Coomera
- » Hope Island Medical Centre 07 5510 8199  
Hope Island
- » Gold Coast University Hospital 1300 744 284  
Southport
- » Gold Coast Private Hospital 07 5530 0300  
Southport
- » Pindara Private Hospital 07 5588 9888  
Benowa

#### 3.4/ TRANSPORT

- » Helensvale Train Station,  
Town Centre Drive, Helensvale
- » Coomera Train Station,  
Foxwell Road, Coomera
- » Translink (bus and train timetables) [translink.com.au](http://translink.com.au)

#### 3.5/ SHOPPING PRECINCTS

- » Coomera Square  
Cnr Days Rd & Old Coach Rd, Coomera
- » Upper Coomera City Centre  
Days Rd, Upper Coomera
- » Pimpama Junction  
Cnr Yawalpah Rd and Dixon Dr, Pimpama
- » Westfield Shopping Centre,  
Millaroo Drive, Helensvale
- » Homeworld Helensvale  
Hope Island Rd, Helensvale
- » Harbour Town Shopping Centre,  
Cnr Gold Coast Hwy & Oxley Drive,  
Biggera Waters
- » Australia Fair  
Marine Parade, Southport
- » Pacific Fair,  
Hooker Boulevard, Broadbeach



#### 4.0/ EMERGENCY

##### 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

Gold Coast City Council Water and Sewerage 1800 637 000

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 property. Generally, they are located on the ceiling in the corridor near the kitchen or in the living area directly outside the bedrooms. They are connected 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.

##### 4.4/ SAFETY SWITCH

A safety switch has been installed.

## 5.0/ 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 DOOR

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.

Steel Line Garage Doors: 07 5571 5566 will service your garage door at no cost 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

## 6.0/ 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 can form part of the Post Settlement Building Warranty Reporting Form.

#### WARRANTY PERIODS

Building warranty work usually falls into two categories:

· **Structural**

· **Non-structural**

» Structural warranty - valid for six years and six months from practical completion.

» Non-structural warranty - 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](http://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 in your settlement pack after settlement, or via email to the Maintenance Coordinator (refer below).

*Tenants must refer any defects to the Property Manager 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 through Sunland's office.

Email **[lbillett@sunlandgroup.com.au](mailto:lbillett@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 twelve 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.

## 7.0/ CLEANING AND GENERAL CARE

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 rag. 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 fitted with light globes or down lights of an appropriate wattage rating for that fitting, as specified by the manufacturer. Signage located inside the fitting states the maximum rating for globes for that particular fitting. It is important that the maximum wattage ratings are not exceeded, otherwise overheating may occur. Please ensure that light globes are replaced with globes of similar wattage and type. Replacement of light globes 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 cold 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.

With regards to bathrooms, ensembles and laundry applications, bleaches and mould-removing cleaning products should not be applied to any marble, limestone, granite and/or reconstituted stone. 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: 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 where there is a recess i.e. kitchen sink, hand basin or cook top.

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

#### 7.7/ 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).

#### 7.8/ 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.

### 7.9/ 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.

### 7.10/ 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.

### 7.11/ 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.

### 7.12/ 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.

### 7.13/ SANITARY HARDWARE – INCLUDES TAPS, SPOUTS AND SHOWER ROSES

Chrome sanitary hardware should be cleaned regularly with household/specialist stainless 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.

### 7.14/ 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/powdercoated 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.

### 7.15/ 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.

### WINDOW RESTRICTORS

As a health and safety measure and to conform with the Building Code of Australia / Prevention Of Falls From Windows, some of the windows in your home have been fitted with opening restrictors. These opening restrictors must not be tampered with or removed at any time.

### 7.16/ BLINDS (WHERE APPLICABLE)

Pull metal chain up or down to set blind at required height. Pull chain straight, not on an angle. Blinds are supplied with a stopper to prevent over rolling.

Do not use too much force when operating the blind.

Fabric is 100% polyester, and should be cleaned as follows:

- » Dusting – Regular dusting maintains a like-new appearance.
- » Vacuuming – Vacuum gently with brush attachment of any vacuum cleaner.
- » Spot cleaning – Spot clean with soft cloth or sponge moistened with lukewarm water. Blot gently to avoid creasing.
- » An art gum rubber can be used to remove small marks.
- » Avoid dry cleaning.

Do not remove child safety locking device.

#### 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.

#### 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 07 5564 3700, followed by confirmation in writing via email [lbillett@sunlandgroup.com.au](mailto:lbillett@sunlandgroup.com.au).

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

#### 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.
- » Ensure ceiling vents are not obstructed.
- » 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.



## 8.0/ SERVICES

### 8.1/ EXHAUST SYSTEM

Your property is fitted with an exhaust fan in the laundry, bathroom 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, assisted via either ducting to the atmosphere or 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/ HOT AND COLD WATER SYSTEM

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

### 8.3/ 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 recommended. For more information, please refer to the manuals provided.

### 8.4/ GAS CONNECTION

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 natural gas.

If you wish to stop the supply of gas to your property for any reason, there is a handled stop valve located on the top of the supply side of the meter – it is recommended you turn the valve off.

For ease of identification: if the handle points in the line with the gas pipe, then the supply valve is open. If the handle points at right angles to the gas pipe, then the supply valve is closed.

### 8.5/ ELECTRICITY

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

## 9.0/ 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

Foxtel/Austar is available, however owners will have to organise and pay for their own individual line connection. 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 (select option 1 moving in or out of a property)	1300 661 544
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 CONNECTION AND SUPPLY

Gas – Origin 13 24 63

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 natural gas. Origin is the current supplier.

### 9.4/ WATER SUPPLY/CONNECTION

Cold Water  
Gold Coast City Council 1300 000 928

### 9.5/ WASTE BINS

You will need to arrange for your bin to be delivered by phoning the Gold Coast City Council.

Gold Coast City Council Waste Management	1300 694 222
Emergency	1800 637 000

### 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 and key lockable windows.