





272 HEDGES AVENUE

Home Owners Manual



For almost 40 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 272 Hedges Avenue. We hope this manual provides you with useful insights and information as you settle in to your new community.

Yours sincerely,

Sahba Abedian  
Managing Director | Sunland Group



**CONGRATULATIONS AND WELCOME TO YOUR  
NEW HOME AT 272 HEDGES AVENUE.**

From its exceptional vantage point in Mermaid Beach, 272 Hedges Avenue presents an unfolding experience of architectural elegance and unparalleled amenity. Rising 44-storeys above its seaside setting, each residence is perfected by the timeless qualities of refined design and craftsmanship. The culmination of decades of design thinking, it is a residential experience like no other.

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

**FRANK LLOYD WRIGHT**

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This Home Owner's Manual is designed to help you settle in and familiarise yourself with your new residence. This tailored manual contains information that will assist you with moving into your new home and general information regarding building security, emergency contacts, 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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[1.0] Frequently Asked Questions

## Frequently Asked Questions

### 1.1 FREQUENTLY ASKED QUESTIONS

#### How does my air conditioning work?

Please refer to section 12.1. A hard copy is also provided to you in your settlement pack at settlement.

*Note: If the balcony doors are left open, this will disable the air conditioning serving that space. The system begins winding down after 2 minutes and turns off completely after 5 minutes.*

#### How is my water billed?

Cold water is billed through the City of Gold Coast via an automated meter reading system. Each apartment has an individual meter reader located in the service cupboard of each level's lift lobby. Each individual apartment water usage is billed quarterly.

#### How do I turn off my water?

The hot and cold water shut off valve is located in the hydraulic riser cupboard in the corridor. This door is not locked.

#### What do I do if I lose power?

Refer to section 9.3 Common Problems and Remedies/Suggestions on page 48.

#### Why isn't my oven working?

Your oven runs off its own electrical circuit. The isolator switch is located in the apartment electrical distribution board within the linen cupboard joinery (*location dependent on apartment configuration*). If your oven does not work, please check this switch is turned on. For more information on the apartment switchboard see section 12.6.

#### Why isn't my cooktop working?

Your cooktop runs off its own isolator switch, which is easily accessible on the benchtop. If your cooktop doesn't work, please check this switch is turned on.

#### Why doesn't my exhaust fan turn off?

Your bathrooms and ensuite are served by a ventilation exhaust system. This ventilation system operates when the light is turned on and will continue to operate for approximately 5 minutes after the light is turned off.

The exhaust fan switch in your laundry is on a separate GPO to the washer and dryer connections. This is located on an above bench GPO. Once the switch on this power point is turned off, the ventilation fan will turn off straight away. This means that the washer and dryer will not operate unless the fan is running. It is recommended that when operating your washing machine and/or dryer, that you open doors to ensure there is no excess build up of moisture in the laundry area.

#### What do I do in an emergency?

The 272 Hedges Avenue Building Management Team has established a 24 hour emergency contacts list for services in the event of breakdown or failure. Please refer to section 7.0. In the event of emergency or system failure please contact the Building Manager.

If there is imminent danger, or fire or medical assistance is required, please call 000.

#### Are my smoke detectors connected to the fire brigade?

Apartment smoke alarms are local only and will not call the fire brigade. On activation, an audible alarm will sound only within that apartment. These smoke alarms are interconnected so that when one sounds, they all sound. These "smoke alarms" are found in all bedrooms and living areas as required by code based on the size of the apartment.

However if apartment entry door is opened and smoke enters the lift lobby, these smoke alarms are connected to fire brigade.

#### How do I access the building in the event of a power outage?

272 Hedges Avenue has battery backup power supply systems to keep the door access readers operating in the event of power loss. The backup system will operate for a few hours after power outage depending on the number of times it is used. In the event of the power loss exceeding the battery charge, building access doors will power down and unlock. This excludes the pool and plunge pool doors which will lock upon power failure to ensure these areas are secure. A push to release button will be available to exit.

The lifts have a safety feature called ARO (*automatic rescue operation*) which in the event of a power outage, will move the lift to the closest floor and open its doors to release passengers.

#### How to log an Issue?

Building Issues (*non urgent*) should be logged via the BuildingLink App in the first instance. If you are unable to use the BuildingLink App, please email the details to [maintenance@272hedges.com.au](mailto:maintenance@272hedges.com.au)

Issues related to your apartment can be reported via the BuildingLink App. If you have issues with the app please contact Concierge for assistance.

Refer to Section 10.0 for more information.

#### What paint colour has been used?

The standard wall paint is Xero Advanced Interior White by Baxta. The standard ceiling paint is Xero Advanced Ceiling Flat by Baxta.



[2.0] Your Building Management

## Your Building Management

### 2.1 **BUILDINGLINK**

BuildingLink has been selected as the Building Communication portal for 272 Hedges Avenue. The BuildingLink app gives you access to important building information from your phone or tablet while also allowing you to communicate directly with the Building Manager/Concierge, book the Residents' facilities and log issues for rectification. Key features include:

#### **Library**

Here you will find copies of documentation related to your apartment including the settlement manual, copies of warranties and manuals and any other relevant information.

#### **Repairs**

This section allows you to report any issues for repair under the Home Warranty scheme as well as any maintenance issues for the residents' facilities and public areas.

#### **Bookings**

This area is where you can book each of the residents' facilities. Download the BuildingLink app from the App Store or Google Play.

If you have not received login details or need any assistance with the app please contact Concierge.

### 2.2 **BODY CORPORATE**

Cambridge Management Services (CMS) have been appointed as the Body Corporate Manager for 272 Hedges Avenue.

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.

The common property is administered by the Body Corporate and comprises the following areas:

- All passageways, lifts and fire stairs.
- Main entrance/lobby.
- External façade of the building.
- All leisure areas.
- Car parks and all basement areas.
- All external garden areas.

Further information on your Body Corporate can be obtained from the website [www.cambridgems.com.au](http://www.cambridgems.com.au), or by referring to your Disclosure Statement.

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

### 2.3 **BUILDING MANAGER**

The Building Manager's office is located onsite and will operate Monday to Friday between 8.30am and 5.00pm.

Responsibilities include the day to day operations and maintenance of the building.

### 2.4 **CONCIERGE**

Concierge services at 272 Hedges Avenue will be available to residents from 7am to 8.30pm Monday to Friday and Saturdays 8am to 12pm (excluding public holidays).

A range of services will be available to all residents, including (*but not limited to*) reservations, facilities bookings, parcel delivery, external contractor management, and community and event organising.





[3.0] Contacts

## Contacts

### 3.1 EMERGENCY CONTACTS

Police \_ 000

Ambulance \_ 000

Fire Brigade \_ 000

In the event of an emergency, please also contact 272 Hedges Avenue Building Management for assistance in coordinating access with the relevant authorities.

### 3.2 24-HR MEDICAL EMERGENCY CARE

Gold Coast Hospital Robina Campus  
Robina \_ [07] 5668 6000

Gold Coast University Hospital  
Southport \_ 1300 744 284

Gold Coast Private Hospital  
Southport \_ [07] 5530 0300

Pindara Private Hospital  
Benowa \_ [07] 5588 9888

John Flynn Private Hospital  
Tugun \_ [07] 5598 9000

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

### 3.3 AUTHORITY/UTILITIES CONTACTS

SES (*State Emergency Service*)  
QLD \_ 13 25 00

Policelink Reporting of Non-Urgent  
Incidents \_ 13 14 44

Broadbeach Police Station,  
Philip Avenue \_ [07] 5581 2800

Gold Coast City Council - Water \_ 1300 000 928

Gold Coast City Council - General \_ 1300 465 326

Embedded Network Provider (*electricity and gas*) -  
WinConnect \_ 1300 791 970

### 3.4 BODY CORPORATE

Cambridge Management Services (*CMS*)  
1300 766 022  
www.cambridgems.com.au

### 3.5 BUILDING MANAGER & CONCIERGE

#### Building Manager

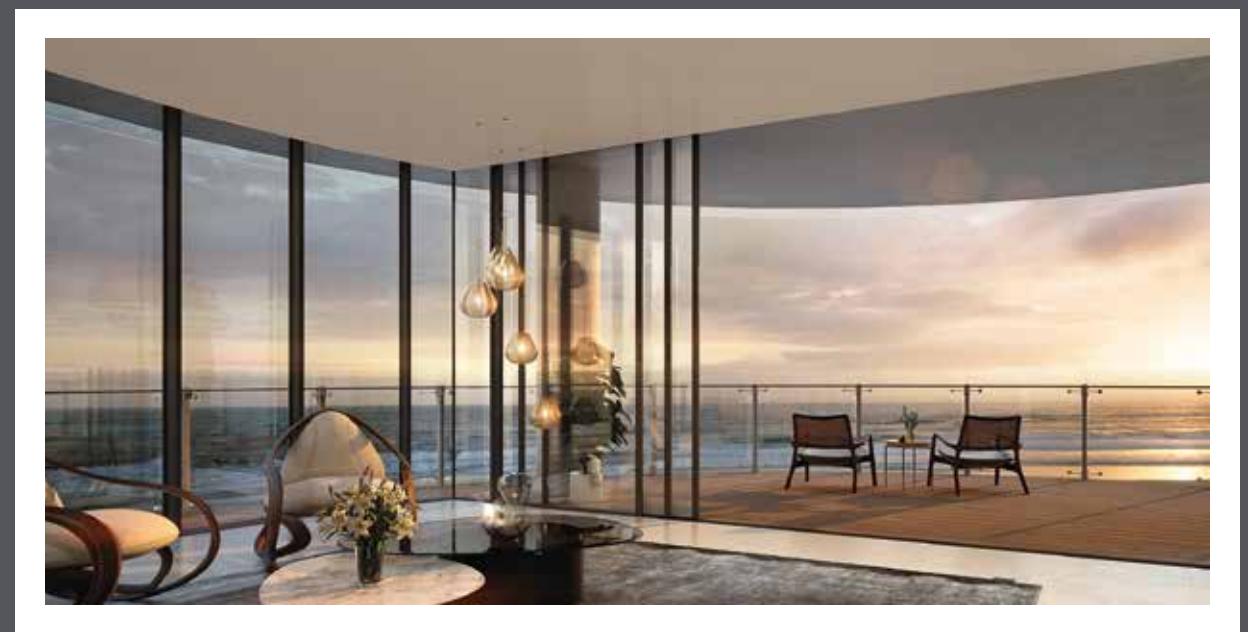
E-mail \_ manager@272hedges.com.au  
Mobile \_ 0427 360 729

#### Concierge

E-mail \_ concierge@272hedges.com.au  
Phone \_ 0417 596 036

### 3.6 SUNLAND GROUP

PO Box 1301  
Surfers Paradise QLD 4217



[4.0] Moving In / Moving Out



## Moving In / Moving Out

### 4.1 MOVING IN / OUT CHECKLIST

#### Immediate Organisation

- Contents Insurance
- Electricity and Water connection
- Telephone, Internet and Television connections
- Update address for regular deliveries eg. paper or magazine subscriptions
- Redirection of mail by Australia Post

#### Home and Family

- New school enrolments
- Transfer current school records
- Establish local doctor/dentist
- Transfer existing medical/dental records

#### Personal

- Drivers License
- Insurance Company/Broker
- Update medical benefits office re: new address
- Bank Accounts
- Credit Unions
- Credit Card offices
- Retail Accounts (*i.e. department store cards*)
- Electoral Roll
- Roadside Assistance Membership

272 Hedges Avenue's Concierge is able to assist you with arranging local services such as newspaper deliveries.

### 4.2 MOVING IN PROCEDURE

Bookings are essential to reserve the loading bay and lift, to ensure protective covers are installed in the lift and lift floor surface. The moving of all furniture and goods must be made by prior arrangement with the Building Manager, with a minimum of two (2) days notice provided.

Please be aware that during the initial stage of occupancy there will be a high demand for reservations, so bookings should be made as early as possible to avoid disappointment.

Generally, the moving in or out of furniture is only permitted between 9am and 4pm, Monday to Friday, however during the initial stage of occupancy, these times may be revised, please check with the Building Manager for more information.

For more information or to arrange your move please call the Building Manager on 0427 360 729.

A specific timeframe will be allocated for each move by the Building Manager and your move must be completed within this time. On completion of your move, residents are responsible for ensuring all rubbish is cleared from public areas.

Residents will be held responsible for the cleanliness of common areas and/or damage to lift walls. Please use care when transporting furniture or bulky items in the lift. Curtains inside the lift will help protect its interior from damage, but care must still be taken.

If any damage arises from the moving of residents' goods or if areas are left untidy or in need of cleaning, the Building Manager will arrange the rectification works as required and an account will be rendered for any cleaning or repairs that are required.

The moving of furniture or any goods is permitted only through the basement entrance. This shall apply also to tradespersons bringing in any materials.

Please note that the basement clearance is 2.2 metres.

The dimensions of the lift are approximately:

#### Door entry

1000mm wide x 2300mm high

#### Clear internal size of lift

1500mm wide x 2100mm x 2700mm high

## 4.0 MOVING IN / MOVING OUT [CONT]

### 4.3 SAFE HIGH-RISE APARTMENT LIVING

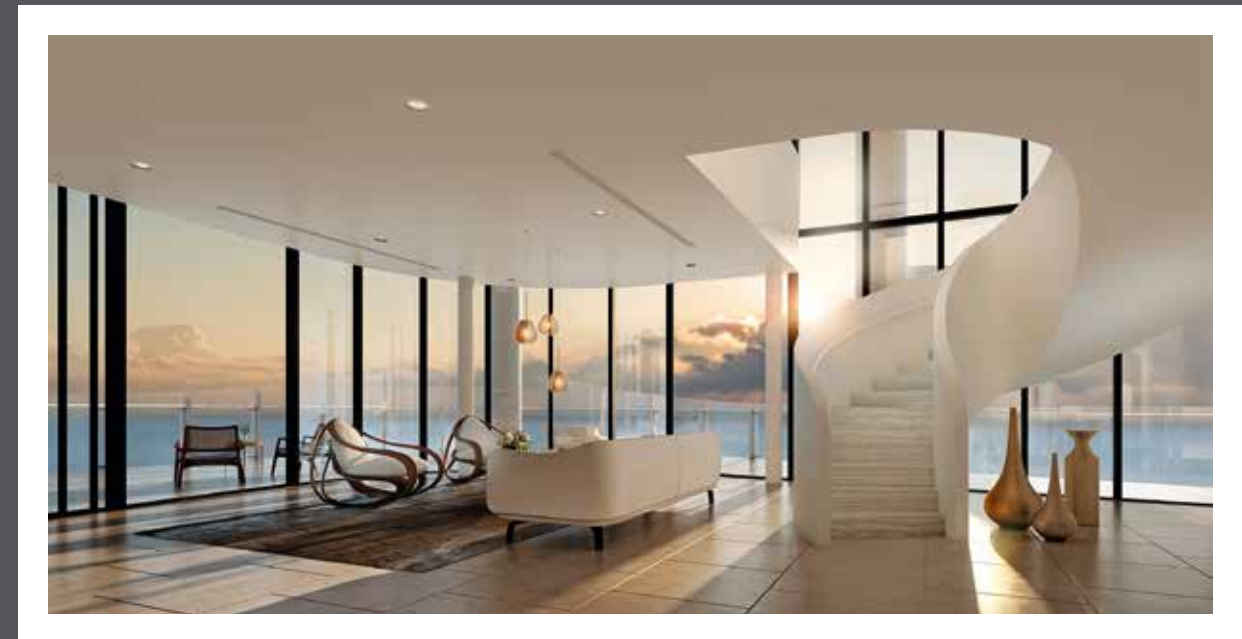
Several specific safety guidelines apply to high-rise apartment living and they are briefly outlined in this section.

For balcony areas, please note the following:

- You MUST NOT drop or throw any item from a balcony. Particular care must be taken with the gap between the tiled edge and glass balustrade.
- Occupants of 272 Hedges Avenue are advised to be aware of the effects of wind on all levels and are NOT to leave unsecured items on balconies or terraces.
- When leaving for the day, close balcony doors and windows as wind may pick up and cause damage to curtains and loose items in the apartment.
- Lock balcony doors when balconies are not in use to provide additional security.
- Balcony drainage and overflow drainage slots in the balustrade are to be kept clean and clear at all times. If you have concerns about blockages due to a spill or build up of debris, please contact the Building Manager.

The Building Manager can refer you to a contractor to inspect, clear and maintain the floor waste and balcony overflows.

For further information, please contact the Building Manager or refer to the Body Corporate By Laws.



[5.0] Access and Security

### 5.1 KEYS/ACCESS FOBS

The following will be provided to you:

- Front Door Swipe Cards
- Front Door Keys
- Building Proximity Fobs
- Window and Sliding Door Keys
- Mailbox Keys

Your apartment is fitted with a digital smart lock, which allows you to unlock your door with a PIN code, fob, key or Smart phone app via Bluetooth. (Refer to the manufacturers user guide for more detailed information).

Application for additional Building Proximity Fobs must be approved by the Body Corporate. Request can be made via BuildingLink or directly with Concierge.

### 5.2 CARPARK ENTRY/GARAGE ENTRY

Parking within 272 Hedges Avenue is comprised of resident, visitor, and accessible parking over four and a half basement levels. Only visitors with relevant parking permits may park in the designated visitor accessibility car space. The Body Corporate reserves the right to remove vehicles if parked incorrectly.

The basement visitor roller door will close after hours.

Vehicular access to the residents' car park is via proximity fob. Once in the residents' car park, proceed to your dedicated car space. Please do not attempt to enter or exit the car park while the door is in motion. The door will automatically close following a pre-determined time lapse and after each vehicle. For security reasons the garage door is a single vehicle entry. You MUST activate your remote prior to entering the basement. DO NOT follow another vehicle. It is recommended that you do not leave any proximity fobs in your car when unattended.

For more information regarding the use of this area, please refer to the Body Corporate by-law requirements. If you require any further assistance, please contact the Building Manager.

### 5.3 RESIDENT ACCESS

Your Proximity Fob will provide access to the lobby of the building, your allocated floor, the basement and level 2 where you can access the pool and resident's facilities.

To enter from the street, residents need to swipe the proximity fob past the proximity reader adjacent to the lobby door. The doors will open upon the latch releasing.

Upon entering the lift, pass the proximity fob close to the proximity reader on the lift panel and select your destination.

### 5.4 VISITOR ACCESS

Your apartment is fitted with an intercom system, located either on the wall near the kitchen, near the front door of your apartment, or on the wall in your living/dining area. This system allows you to remotely open the main entrance to the ground floor lobby or the Basement 1 lobby and allows the visitor to enter the lift and push the button for the designated floor.

For a visitor to call an apartment they should:

- Key in the apartment number;
- Then press the hash button ( # ) on the intercom panel located beside the lobby entrance.

This will ring the intercom in the selected apartment and upon authorisation from the occupier, the door will release, allowing entry into the lobby.

Upon entry, your visitor should proceed immediately to the lifts. If for any reason your visitor is delayed in reaching the lifts, the security system will time bar their lift leaving the ground floor and they will need to return to the intercom point to repeat the procedure.

#### Apartment Intercom Use

When a visitor activates the bell button for your apartment, the intercom within your apartment will ring.

To allow entry to the lobby, you need to press the door release button (🔓) on the intercom. This will also call a lift to the ground-floor, which is programmed to go directly to your apartment level.



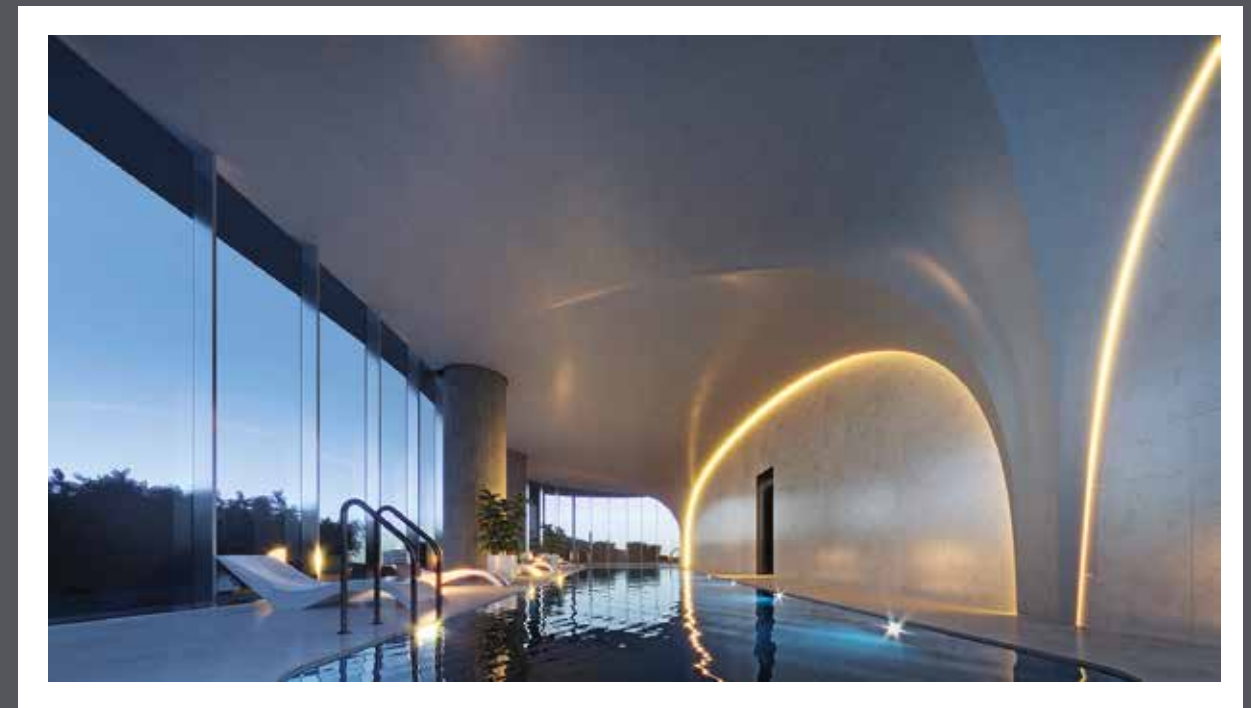
## 5.0 ACCESS AND SECURITY [CONT]

### Visitor Exit

When the visitor leaves the apartment, they need to press the lift call button in the lift lobby and select the ground-floor button once inside the lift. The lift buttons for other apartment levels will not activate without the use of a proximity fob. If the visitor is on a level where there are common areas or facilities, they will need to follow the same procedure. The visitor can exit the ground-floor lobby by the front doors using the 'push to exit' button.

### Resident Exit

Press the lift call button and enter the lift when it arrives. If you are exiting via the lobby press the ground-floor button. To exit via the basement carpark, swipe your proximity fob and choose your basement level.



[6.0] Amenities

## Amenities

### 6.1 PRIVATE RESIDENT FACILITIES

The following amenities are open to all residents and their guests (*subject to compliance with Body Corporate Rules and Regulations*). These will be outlined by the Body Corporate, including operating hours, safety requirements, use of equipment etc.

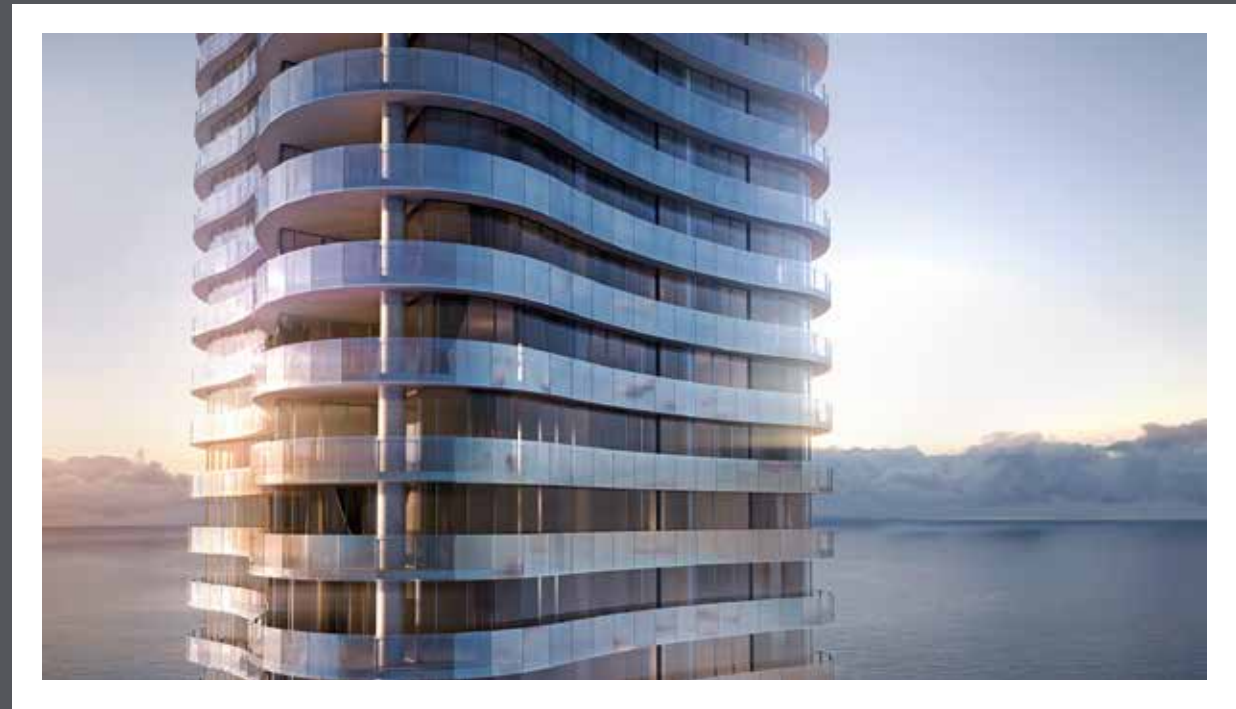
#### Level One

- Residents' Lounge
- Dining / Function Room
- Meeting Room
- BBQ Terrace / Seating

#### Level Two

- Heated lap pool and spa
- Plunge pool
- Sauna
- Hammam / Steam Room
- Treatment Room
- Technogym Gymnasium
- Shower / Change / Locker facilities

Bookings for Treatment Room, Meeting Room or the Dining / Function Room can be made through the BuildingLink app or directly with Concierge. Concierge will facilitate access to these spaces during the booking. Entry to the other facilities is via proximity fob.



[7.0] Emergencies



## Emergencies

### 7.1 000 EMERGENCIES

At all times emergency services can be contacted by telephoning 000 for assistance. It is vital that you identify yourself, your location, the problem and the likely emergency service required.

Once you have completed your call with 000, please advise the 272 Hedges Avenue Building Manager of the details of your emergency.

If the emergency relates to a building matter, please contact the 272 Hedges Avenue Concierge or Building Manager immediately.

### 7.2 EMERGENCY PROCEDURES

Firstly, identify the cause of the problem. If the problem is within the common areas of the building, please contact 272 Hedges Avenue Building Management immediately.

If the problem is within your own residence, it is recommended that the 272 Hedges Avenue Building Management is contacted in the first instance.

Alternatively, 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 and cold water shut off valve is located in the hydraulic riser cupboard in the corridor.
- If it is an electrical problem, please turn off the main power switch on the switchboard. The electrical switchboard is generally located within a cupboard adjacent the apartment entry, within a robe or linen cupboard.
- If it is a gas cooktop problem, please turn off the gas shut off valve. The gas shut off valve is generally located under the gas cooktop.

After the problem has been isolated, contact the Building Manager and they will help coordinate the necessary support services to have the problem rectified.

If you experience a non-emergency maintenance/ service problem within your residence, please refer to the supplier contact list in Section 9.2.

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.

WE RECOMMEND FAMILIARISING YOURSELF WITH THE LOCATION OF YOUR SHUT OFF VALVES AND ELECTRICAL SWITCHBOARD UPON MOVING IN.

### 7.3 HOT AND COLD WATER STOP VALVES

The isolation valves are located in the unlocked hydraulic riser cupboard in the corridor on your apartment level. The relevant unit number is listed on the isolation valve. The water meters are located in the same location.

### 7.4 FIRE AND EVACUATION PROCEDURES

In the event of a fire within the building, the automatic alarm and sprinkler system will come into operation and an evacuation tone will sound from the speakers located in the lift lobby area, corridors, and from your apartment. When you hear the alarm sound you should alert all occupants in your apartment and evacuate the building immediately via the stairways detailed in the evacuation plans.

This building is fire zoned on a floor-by-floor basis and evacuations will be managed accordingly. The automatic alarm system will only alarm the fire and smoke-affected floors, plus the floor above and below, which will be required to evacuate. All other residents should await direction from Queensland Fire and Emergency Services (QFES) officers or 272 Hedges Avenue Building Management.

In the event of fire or fire alarm, residents should evacuate the building via the fire stairs. Upon arrival of Fire and Rescue officers, lifts will be switched to fire mode and will be controlled only by the Fire and Rescue officers on site.

Locations of Fire Hose Reels/Fire Extinguishers/ Shut-Off Valves/Emergency routes for each floor/ apartment area are identified on the evacuation plans provided by the Body Corporate. The QFES will take control and manage the evacuation process once they arrive on site. You are advised to familiarise yourself with the emergency exits and equipment on your floor.

7.5 **PERMANENT EVACUATION/  
REFERENCE PLANS**

**Fire Emergency Procedures**

- For your safety, you should note that Fire Emergency Evacuation Procedures have been established for this building by the Body Corporate.
  - You should familiarise yourself with the 'Fire Evacuation – Emergency Plan & Fire Orders' and display the Fire Evacuation "Emergency Plan & Fire Orders" in your apartment.
- Further copies of "Fire Evacuation – Emergency Plan & Fire Orders" are available from Cambridge Management Services.
- The fire sprinkler system at 272 Hedges Avenue is externally monitored. The whole building runs on an automatic sprinkler system. If the sprinkler system is activated, the QFES will automatically be advised.
  - The smoke alarms inside your apartment are hardwired and are there to alert the occupants to smoke/fire inside their apartment. They will not alert the QFES when activated.
  - The smoke detectors in the corridors are there to alert occupants to smoke/fire in the corridor. They will alert the QFES when activated.

7.6 **APARTMENT SMOKE DETECTORS**

Smoke detectors have been installed in your apartment. Generally, they are located on the ceiling in the corridor between the kitchen and bedrooms, in the living area and/or directly outside bedrooms. They are connected to a 240V power supply via your apartment switchboard with a battery back-up.

Your apartment smoke detectors will operate and sound a local alarm, if smoke is detected. The smoke detectors inside of the apartments are not connected to QFES. This avoids QFES attending site for false alarms.

However if apartment entry door is opened and smoke enters the lift lobby, these smoke alarms are connected to fire brigade.

Smoke detectors require periodic testing.

**False Alarms**

False Alarm Call Outs with attendance by Fire and Rescue services will incur an estimated expense of \$1,351 (figure correct as per 2020/2021 financial year

and subject to change). The QFES is automatically informed if a sprinkler head is activated and will attend. If you have caused a false alarm, you will be charged for the call-out cost.

For more information on sprinklers, refer to section 7.9.

**Avoiding False Alarms**

To avoid false fire alarms, the following situations are known to cause the alarm to be triggered and should be avoided:

- Smoking in common areas: corridors, floor landings, lifts, stairwells, etc. (please note, smoking in common areas is NOT permitted).
- Utilisation of fire hoses for reasons other than a fire.
- Excess cooking smoke e.g. burning toast or other food (in non-dangerous situations only, windows should be opened to allow excess smoke to escape).
- Excess heat/steam e.g. during the steam cleaning of carpets.

7.7 **EMERGENCY PLAN AND FIRE ORDERS**

**1. The Plan**

- 1.1 This plan describes 272 Hedges Avenue and its immediate surrounds.
- 1.2 An emergency is defined as any actual or imminent event which in any way endangers or threatens to endanger the safety or health of any person in 272 Hedges Avenue or that destroys or threatens to destroy any property within the building and that may have legal implications.
- 1.3 An emergency could include:
  - Fire
  - Fatality
  - Serious injury/assault
  - Domestic dispute
  - Car accident in basement/driveway
  - Firearms/weapons.
- 1.4 This plan is intended to be flexible and covers minor emergencies, which may be managed by the residents, to major emergencies, which will be managed by emergency services.
- 1.5 After any emergency a written report is to be forwarded to Cambridge Management Services.

- 1.6 272 Hedges Avenue consists of 98 apartments.
- 1.7 A fire bell alarm system, which is connected to the automatic fire sprinkler system, is linked to the QFES. Appropriate contractors also maintain these sprinklers.
- 1.8 The continuous ringing of the fire bells along with the sound of the evacuation warning system will indicate an emergency situation.
- 1.9 The QFES has access keys only to the common property. Fire and Rescue officers will not enter apartments unless authorised, or in the event of an emergency situation.

**2. Identifying The Risks**

- 2.1 The risks are those associated with high-density living.
- 2.2 There are a number of fire hoses and fire extinguishers located in the building and these are clearly marked.
- 2.3 Cambridge Management Services, during their inspections of Body Corporate areas, may identify potential hazards and take appropriate remedial action. Remember that all fire stairs must remain clear at all times. Ongoing problems will be reported to the Body Corporate Management Committee.

**3. Emergency Coordination**

- 3.1 When evacuating the building, residents should evacuate as quickly and as orderly as possible to the assembly area identified on the evacuation plans on each level.
- 3.2 The all clear to return to the buildings will be given by the Officer-in-Charge of QFES.

**4. Post-Emergency**

- 4.1 Residents should report damage to Cambridge Management Services.
- 4.2 Cambridge Management Services will arrange for all emergency systems to be examined and tested.
- 4.3 Cambridge Management Services will take appropriate action to have repairs undertaken.

- 4.4 If collective trauma counselling is required, it will be arranged by Cambridge Management Services; otherwise individual trauma counselling may be arranged on a case by case basis as required.

**5. Standard Fire Orders**

- 5.1 Assist any person in immediate danger – only if safe to do so.
- 5.2 Close door on room of fire.
- 5.3 Call Emergency Services on 000.
- 5.4 Attack the fire only if safe to do so.
- 5.5 You can enter the fire escapes on any level. Ensure the doors are closed behind you.
- 5.6 You cannot re-enter any floor or your apartment once the evacuation is in progress.
- 5.7 Evacuate to assembly area identified on the evacuation plans on each level.
  - If stairs are smoke filled, return to apartment and await assistance.
  - Consideration to use of balconies to attract attention should be given only if safe to do so.
- 5.8 Remain at assembly area and ensure everybody is accounted for.

**6. Awareness**

- 6.1 All residents should make themselves familiar with the location of exit doors, fire stairs, fire equipment and light switches in fire stairs. Fire exit stairs and doors are alarmed and should not be used except in the case of an emergency or emergency drill.
- 6.2 Each apartment should consider having a Fire Blanket readily available in the apartment.

7.8 **FIRE ALARM SYSTEM**

A fire alarm will be activated by one of the following:

- Any sprinkler-head activation in an apartment and/or common area;
- A lift lobby/corridor smoke-detector activation.

The evacuation system will be tested periodically as required by regulations. A voice warning will be provided over the speaker prior to this testing taking place.

## 7.9 SPRINKLERS

Your apartment is provided with an automatic fire-sprinkler system. In the event of a fire near a sprinkler head, heat generated by the fire will cause the sprinkler to activate. If the sprinkler head is activated, a fire alarm will also be raised and the QFES will be called automatically.

- In the event of a sprinkler being accidentally set off, call the Building Manager immediately – as a broken sprinkler head could cause considerable damage to both your apartment and those surrounding or below you.
- If you have caused a false alarm and Fire and Rescue officers attend, you will be charged for the call-out cost.
- The fire-sprinkler system is under constant water pressure. Pumps are also provided to maintain this pressure during a fire. Apartment owners and occupiers are not required (*or authorised*) to carry out any maintenance or servicing of sprinkler equipment.

Maintenance and servicing is the responsibility of the Body Corporate and/or their representative. However, apartment owners and occupiers must adhere to the following warnings.

### WARNINGS

- Utmost care should be taken not to hit a sprinkler head, particularly when moving furniture or other equipment into or around your apartment.
- Take care in walk-in robes (*where applicable*) when stacking top shelves so as to not hit the sprinkler head. Items should not be stored closer than 500mm from the head.
- DO NOT under any circumstances PAINT the sprinkler heads and/or covers.
- DO NOT under any circumstances HANG ITEMS from the sprinkler heads (*e.g. Christmas decorations*).
- Sprinkler heads should NOT BE REMOVED under any circumstances.
- DO NOT store materials within 500mm of any sprinkler head; this also includes the sprinkler heads in the storage facilities throughout the car park.
- If a leak occurs to a sprinkler head, advise the Building Manager immediately.

Damage to fire sprinklers can cause severe flooding to apartments and public areas. Call-outs for non-emergency or non-warranty items will be charged to you directly. Do not cover sprinkler heads in any way or hang/tie anything to or from them.

## 7.10 FIRE EXTINGUISHERS

Fire extinguishers are located in the corridor of the lift lobby on every floor. Locations of Fire Hose Reels/Fire Extinguishers/Shut-Off Valves/Emergency Routes for each floor/apartment area are also identified on the evacuation plans provided by the Body Corporate.

## 7.11 FIRE HYDRANTS

Fire hydrants are located in stairwells and other public areas. These are for QFES use only and under no circumstances should be used. Activation or use of any fire hydrant will cause the QFES to be called and the users will be charged the call out fee for QFES if activated for non-fire emergencies.

## 7.12 FIRE HOSE REELS

Fire hose reels are located in the basement car park. Fire hose reels should only be used in case of an emergency and not for general use (*i.e. car washing*).

## 7.13 FIRE DOORS

Fire escape doors are clearly marked on every level of the building and must not be held open or obstructed in any way.



[8.0] Appliances

## Appliances

### 8.1 **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*).

It is the property owners 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.

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

#### **Air-Conditioning Warranty**

There is a 12 month mechanical contractors installation warranty on Air-Conditioning units, and for the first year any air conditioning issues should be reported to Sunland first before making a manufacturer's warranty call. The manufacturer's warranty on the air conditioning units is five (5) years. There is a 12 month warranty on all exhaust fans.

#### **Appliance Warranties**

Your appliances are supplied by Harvey Norman. In the event of an appliance malfunction where the issue cannot be resolved, please contact Harvey Norman directly and provide them with the required information listed below.

- Your full address
- Contact name and phone number to organise access
- Brand name, model number and serial number of the appliance
- Details about the issue you're having, as much information as possible

#### **Warranty**

For other warranty service requests, they can be forwarded to the supplier directly for processing. Refer to Section 9.2 (*on page 46*) for contact details.

To assist with an efficient rectification, please provide the following information when requesting a service call:

- Your full address
- Contact name and phone number to organise access
- Brand name and model number of the appliance
- Details about the issue you're having, as much information as possible

### 8.2 **ENERGY SOURCES**

The energy sources of your appliances are as follows:

- Rangehood – Electricity
- Cooktop – Electricity/Gas
- Oven – Electricity
- Dishwasher – Electricity
- Hot Water – Gas

#### **Caution:**

Ensure a pot/pan is placed on the cooktop while using the gas element to prevent heat transfer.





[9.0] Warranties

## Warranties

### 9.1 BUILDING WARRANTY

Warranty items not completed or identified during the pre-settlement inspection can be reported post-settlement via the BuildingLink app.

#### 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](http://www.qbcc.qld.gov.au) for more details).

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

#### Making a Warranty Claim

In order to claim under these warranties, the owner must notify Sunland of such defects via the BuildingLink app. If you are unable to use the BuildingLink app please contact the Concierge for assistance.

If you would like to nominate a Property Manager to lodge Home Warranty items on your behalf please contact the Building Manager to arrange for the Property Manager to have their own BuildingLink login.

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.

Items of a more significant nature (e.g. water leaks) should be reported immediately to the 272 Hedges Avenue Building Manager by phone, followed by confirmation in writing via the BuildingLink app.

9.2 TRADE CONTRACTORS & SUPPLIERS

Listed below are suppliers of the standard fixtures and fittings within 272 Hedges Avenue (excluding purchaser variations).

**AIR CONDITIONING & MECHANICAL SERVICES**

Venmist Pty Ltd  
Unit 14/193-203 Southpine Road,  
Brendale, Queensland, 4500  
Phone \_ [07] 3205 5733

**APPLIANCES**

Harvey Norman Commercial  
101 Burside Road,  
Stapylton, Queensland, 4207  
Phone \_ [07] 3297 3700

**CARPET & TIMBER FLOORING**

Master Floor Preparers (Qld) Pty Ltd  
15 Alloy Street,  
Yatala, Queensland, 4207  
Phone \_ [07] 3827 7444

**ELECTRICAL SERVICES**

Stowe Australia Pty Ltd  
Unit 12 / 15 John Duncan Court,  
Varsity Lakes, Queensland, 4227  
Phone \_ [07] 5588 1066

**FIRE SERVICES**

Auscoast Fire Services Pty Ltd  
1 / 105 Spencer Drive,  
Nerang, Queensland, 4211  
Phone \_ [07] 5557 6788

**GLAZED BALUSTRADES & PRIVACY SCREENS**

Aluminium Balustrades (Burleigh Heads) Pty Ltd  
38 Bailey Crescent,  
Southport, Queensland, 4215  
Phone \_ [07] 5532 2544

**GLAZING - WINDOWS & SLIDING DOORS**

I & H Contractors  
25 Devlan Street, Mansfield, Qld, 4122  
Phone \_ [07] 3343 9600

**HYDRAULIC SERVICES**

Shore (Qld) Pty Ltd  
5/39 Township Drive,  
West Burleigh, Queensland, 4220  
Phone \_ [07] 5576 2028

**JOINERY**

Australian Joinery Products Pty Ltd  
3 Supply Court,  
Arundel, Queensland, 4214  
Phone \_ [07] 5594 8599

**PAINTING**

Usher & Son Commercial Coatings (Qld) Pty Ltd  
Unit 1 / 93 Burnside Road,  
Stapylton, Queensland, 4207  
Phone \_ [07] 5573 2300

**PLASTERBOARD & CARPENTRY**

Fine Line Commercial Interior Linings Pty Ltd  
PO Box 69,  
Mermaid Beach, Queensland, 4218

**PLUMBING FIXTURES-SUPPLY**

Rogerseller  
74-76 McLachlan Street,  
Fortitude Valley, Queensland, 4006  
Phone \_ [07] 3251 4333

*Bath & Basin waste | Toilet pan & seat  
Inwall cistern & flush plate*

**PLUMBING FIXTURES - SUPPLY**

Reece Plumbing Centre  
7 Northview Street,  
Mermaid Beach, Queensland, 4218  
Phone \_ [07] 4591 5270

*Hand shower wall mounted | Laundry tub | All mixers |  
Kitchen sink | Butler pantry | Shower rose | Hand towel  
rail | Toilet roll holder | Bathroom shelves | Tile insert  
floor waste | Stop cocks | Glass fixing kits for towel rails  
and shower shelves | Balcony hose tap*

**SHOWER, TOILET SCREENS & DOORS**

Civic Shower Screens  
Unit 1 / 93 Burnside Road,  
Stapylton, Queensland, 4207  
Phone \_ [07] 3441 7777

**STONE BENCHTOPS**

Imperial Stone Group Pty Ltd  
3 Ern Harley Drive,  
Burleigh Heads, Queensland, 4220  
Phone \_ [07] 5522 0800

**TILING - LABOUR**

Set Tiling Pty Ltd  
3 / 1424 New Cleveland Road,  
Capalaba West, Queensland, 4157  
Phone \_ [07] 3823 1482

**TILING - TRAVERTINE SUPPLY**

Marble Plus Pty Ltd  
Unit 5-6 / 201 Evans Road,  
Salisbury, Queensland, 4107  
Phone \_ [07] 3274 1100

**WATERPROOFING**

Gabba Waterproofing Pty Ltd  
Phone \_ [07] 3393 1100

9.3 COMMON PROBLEMS AND REMEDIES/SUGGESTIONS

Your apartment is your responsibility. However, if an issue arises which is not referred to in this manual and is not able to be resolved, then the Building Manager may assist. Please note that the Building Manager’s responsibility is to manage the common property in the first instance.

PROBLEM	CAUSE	REMEDY/SUGGESTION
Power failure	Tripped at the meter board	<ul style="list-style-type: none"> <li>- First check the apartment distribution board first, for a tripped circuit breaker.</li> <li>- If there is nothing tripped but the power is still off, consult the building manager</li> <li>- If the problem persists, you may have a faulty appliance. Ensure all appliances are off and unplugged and try again.</li> </ul>
Power failure	Your energy supplier	<ul style="list-style-type: none"> <li>- If the power failure appears to be caused by the supplier, surrounding buildings will also be blacked out.</li> <li>- Contact your Building Manager for assistance in the first instance.</li> </ul>
Supplied appliances	Not Working	<ul style="list-style-type: none"> <li>- Check the circuit breakers are in the 'on' position. If not, reset and try the appliance again.</li> <li>- If the fault persists, refer to the operating manual. You may need to refer the problem to the manufacturer’s service under your warranty (<i>most appliances are covered for one year</i>).</li> </ul>
Supplied appliances	General faults	<ul style="list-style-type: none"> <li>- Refer to the instruction manual and warranty details covering the appliance.</li> </ul>
Plumbing – cistern does not fill	No water supply	<ul style="list-style-type: none"> <li>- Check the stopcock is turned on and water is entering the cistern.</li> <li>- If the problem persists, contact your Building Manager.</li> </ul>

PROBLEM	CAUSE	REMEDY/SUGGESTION
Plumbing – cistern overflowing	Water level may be too high	<ul style="list-style-type: none"> <li>- To access the in-wall cistern, the push plate needs to be removed.</li> <li>- Ball float may be jamming.</li> <li>- The float arm may need adjusting.</li> <li>- Inlet valve rubber may not be sealing, debris may have gathered under the seal. Clear debris and replace.</li> <li>- Inlet valve rubber may need replacing.</li> <li>- If the problem persists, contact your Building Manager.</li> </ul>
Locks	Defective lock	<ul style="list-style-type: none"> <li>- Please do not leave your key in the lock internally as this can jam the cylinder when entering your apartment.</li> <li>- Should you have a problem with your locks, contact your Building Manager.</li> </ul>
Air-conditioning/ heating	Not functioning	<ul style="list-style-type: none"> <li>- Check the meter board.</li> <li>- Was the circuit breaker tripped? If so, reset.</li> <li>- Ensure windows and doors are closed.</li> <li>- Ensure your air-conditioning unit has been serviced in accordance with the manufacturer’s.</li> </ul>
Proximity Fobs	Not functioning	<ul style="list-style-type: none"> <li>- Contact your Building Manager.</li> </ul>





[10.0] Building Maintenance

## Building Maintenance

### 10.1 ROUTINE MAINTENANCE

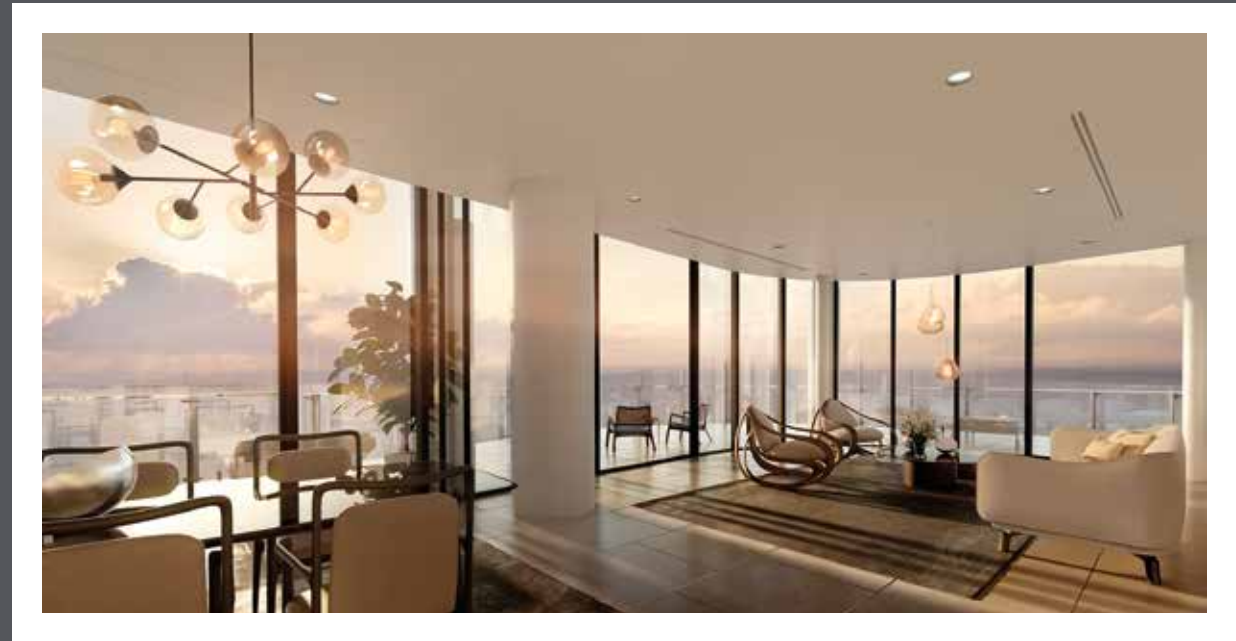
It is the responsibility of the Building Manager to ensure that the structure and all common property services and equipment are maintained regularly to ensure they are kept in good condition and reliable operation.

### 10.2 CORRECTIVE MAINTENANCE

Corrective maintenance or repairs that may be required to 272 Hedges Avenue's common property, through damage or machinery breakdown, are the responsibility of both the Building Manager and the Body Corporate Manager. If you identify any damage or deterioration of the building or its services and equipment, please contact the Building Manager who will notify the Body Corporate Manager and seek instruction to arrange for the necessary repairs.

### 10.3 INSURANCE REPAIRS

If, from time to time, damage occurs to 272 Hedges Avenue which is covered by the building insurance policy, the Building Manager shall, on instruction from the Body Corporate management, arrange for the repair works to be carried out as required.



[11.0] Apartment Cleaning and General Care

## Apartment 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.

Routine care, and minor, time-sensitive maintenance attention can save the need for more serious and costly repairs later. Please also note that neglecting routine maintenance can void some of the applicable warranties the building may have. Periodic maintenance is essential for:

- Normal wear and tear
- Maintaining characteristics of the materials used in your apartment
- Normal service required by the mechanical systems
- Natural fluctuations in temperature and humidity
- Natural and manufactured materials, and how they interact with each other and the environment
- The EXTREMELY CORROSIVE NATURE of being near breaking surf on the Gold Coast

Some cleaning/general care hints are listed in this section. However, it is suggested that you consult the manufacturer, 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.

### 11.1 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.

### 11.2 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.

In the areas that do not have skirting boards around the base of the walls, additional care must be taken when vacuuming to prevent damage to the walls.

### 11.3 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 be the responsibility of the owner or tenant.



**11.4 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.

LED strip lighting is located in some joinery and should be treated as per any other light fitting.

**11.5 KITCHEN SINK**

Scraping and banging kitchen utensils in the sink will gradually scratch and dull its surface, making the sink more susceptible to staining. Dropping items may also cause ceramic sinks to crack or break. 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 surface of the sink.

**11.6 STONE BENCH TOPS**

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 easily 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.

Care should be taken in apartments where the carpet flooring adjoins the kitchen stone benchtop. Ensure protection measures are put in place during cleaning.

**11.7 REFRIGERATOR PLUMBING**

Residences have water plumbed to a cupboard near your fridge for easy accessibility. 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.

**11.8 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*).

**Caution**

Care should be taken in apartments where the carpet flooring adjoins the kitchen stone benchtop. Although suitable cleaners are listed on the stone benchtop cleaning guide, this area is at high risk of carpet staining. Note cleaning of benchtops and any drips associated when in contact with carpet will cause damage. Ensure protection measures are put in place during cleaning.

**11.9 FLOOR/WALL TILES**

Please take care when moving about on 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.

Remove any residue immediately before staining occurs

Use specifically designed cleaning detergents only.

**Travertine Tiles**

Special attention needs to be placed on the care and maintenance of travertine floors. Being a natural stone, travertine is susceptible to damage if not treated correctly. Running a vacuum cleaner or broom over the floor will minimise the build-up of dirt particles and grit, which when combined with people

walking on the surface, can damage and scrape the pits. Before mopping, the mop needs to be cleaned and dried to avoid leaving residue on the surface, and ideally it should be used in conjunction with a neutral (*non-oil based*) detergent. Rinse the mop out frequently and when finished rinse the surface with clean water. In the event that water marks develop, buff the floor with a dry tea towel. Stone containing calcium, such as limestone, marble and travertine are violently attacked by acidic substances on contact, leading to unsightly etching of the stone. This even applies to mild everyday household acids, such as wine, vinegar, lemon juice and some household cleaners.

**External Tiles**

The external balcony tiles are laid on pedestals, not directly laid on concrete or bedding. Therefore to prevent tile breakage, take care when positioning furniture to avoid point loading tiles. Pedestals are located in the middle and corners of the tile. These are the most secure areas for furniture placement.

**11.10 SHOWER AREAS**

Due to the constant use of shower areas, regular cleaning is advised to avoid heavy-duty cleaning, and for hygiene purposes.

**Travertine Tiles**

The travertine tiles on the bathroom floors and walls have been treated with an impregnating sealer. Mop up any spills immediately. Acidic substances can still damage treated surfaces if left for an extended period. Spot clean using diluted acid-free bleach (*e.g. 5% sodium hypochlorite in water*). Always test the cleaning chemical on a small inconspicuous area of the surface before using it to clean the rest of the surface, as it may lighten or darken some surfaces.

Scrub floor surfaces monthly with a soft natural bristle brush using a cleaner similar to diluted acid-free bleach. Regularly clean the surface using a non-acidic cleaner suitable for the surface. Remember that impregnating sealers are not bullet proof, so spills should still be wiped up in a timely fashion and the surface should be cleaned regularly, but the treatment should make regular cleaning easier and quicker, with less need for harsh cleaning chemicals. Please refer to the Warranty Certificate enclosed in your settlement pack for further details on warranty of sealants, and correct maintenance procedures.

**11.11 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.

**11.12 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.

**11.13 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.

**11.14 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.

Regular inspection of taps, mixers, showers and toilets for leaks is important to ensure that leaks are identified quickly and can be rectified before damage can be caused.

Bath spouts are not to be used as a grab rail.

To enable any blockages to be cleared, "clear outs" are recessed with tile insert covers over them in wet areas. Please note these are not floor wastes and are not self-draining. Therefore any water that is split here, or if excess water pools in this area, it will need to be cleaned out by hand.

**11.15 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.

**11.16 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.

*Note: external balustrading and windows will be cleaned by the Body Corporate on a periodic basis.*

**11.17 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.

Regular cleaning of hose cocks and balustrade fittings on your balcony is required to prevent "tea staining".

*Note: "tea staining" is not rust.*

**11.18 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.

Due to the proximity of the beach, these require frequent cleaning to prevent "tea staining".

*Note: "tea staining" is not rust.*

**11.19 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*).

**11.20 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 the Building Manager immediately on 0427 360 729, followed by confirmation in writing via the BuildingLink app.

**11.21 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.

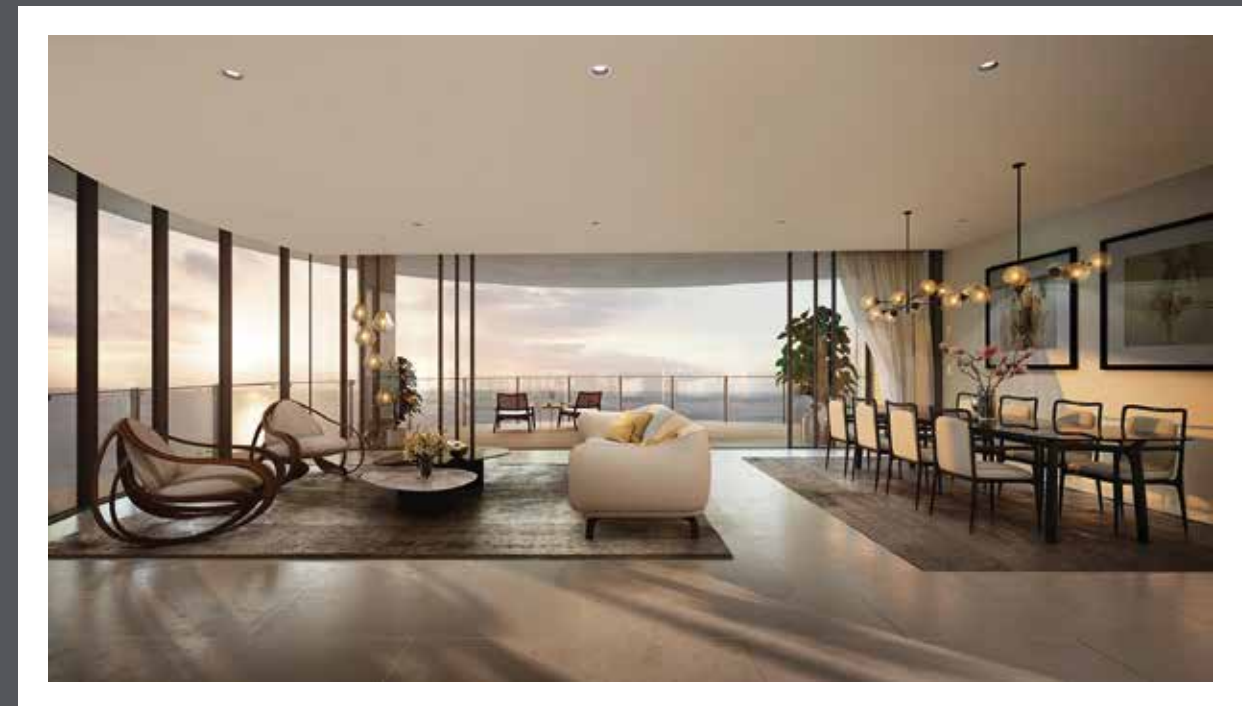
Condensation is not caused by a problem with the window system itself but rather the level of humidity in the room, often due to a lack of appropriate ventilation in the room or apartment.

Some condensation can be expected in cold weather. The colder the outdoor temperature, the more likely you are to have condensation. A little fog on our windows on an especially cold night does not represent a problem, and it usually goes away fairly quickly.

Surface condensation should always be wiped up to discourage mould growth or decay of timber door frames.

To prevent condensation:

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



[12.0] Services



### 12.1 AIR CONDITIONING SYSTEM

Each apartment fan coil unit (FCU) is provided with a smart Wi-Fi enabled standalone wall controller (*no interface to BMS*).

Each controller has the ability for the end user to turn the unit on and off, adjust fan speed, adjust temperature setpoints, review space temperature, and set mode (*heating/cooling*). The air conditioning to each room is also enabled from a master key card signal.

When the apartment becomes unoccupied, the key card contact will close, and the chilled water valve or heater will be closed/turned off immediately. The supply air fan will continue running for a period of 1 minute before turning off. The chilled water valve and heater will remain disabled while the apartment is unoccupied (*room temperature will NOT enable the thermostat outputs until the room is occupied via key card input*).

The supply air fan will be enabled, and the chilled water valve/electric heater will be enabled to maintain normal cooling and heating setpoints. This functionality is programmed into the controller itself.

#### Wi-Fi Connectivity

Each thermostat can be accessed remotely via Wi-Fi through a smartphone app to change setpoints, turn unit on and off and activate economy mode.

#### Balcony doors

Each apartment sliding door has been fitted with a reed switch that is interlocked with your air-conditioning. If the balcony doors are left open, this will disable the air conditioning serving that space. The system begins winding down after 2 minutes and turns off completely after 5 minutes. Your air-conditioning will turn back on when the door has been closed and will take between 10-12 minutes to revert back to the desired temperature.

Ducted air conditioning units have been installed throughout your home. The "User Manual" should be read prior to use. Filters have to be cleaned or replaced, by owner regularly and the units maintained as per the owner's operating manual. Filters are accessible via the access panels in the ceiling. Annual servicing is required to maintain warranties. For more information, please refer to the manuals provided. Ensure all windows/doors are closed when air conditioning is in use. Not following this requirement will result in condensation in ventilation areas and also cause inefficient running of the air conditioning equipment which may lead to a system failure.

### 12.2 EXHAUST SYSTEM

Your apartment is fitted with an exhaust system in the bathrooms and laundry. It is recommended that the laundry doors are left open while using the dryer as moisture may cause damage to the laundry internals in the long term. The exhaust fan switch is located on the above-bench GPO in the laundry. This must be turned on to operate both the washing machine and dryer.

To ensure correct operation of the exhaust system:

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

### 12.3 RANGEHOOD

Rangehoods are exhausted to the façade (*outside*) via duct. Ventilation for the rangehood is activated when the fan in the rangehood is switched on. To change the light bulb, please refer to the rangehood manual. Your rangehood is fitted with a filter to help mask cooking odours. We recommend washing the filter in hot soapy water monthly or as required, while maintaining manufacturer requirements for warranty. Refer to the "User Manual" prior to use.

### 12.4 HOT AND COLD WATER SYSTEM

Your home has been installed with a gas hot water system. The central gas heater is located on the roof. Hot water is set at 50 degrees which is the maximum operating temperature as per Gold Coast City Council regulation and sanitary ware specification.

### 12.5 GAS

Should an owner wish to install a new gas appliance, they will need to contact Body Corporate first to register and organise the gas connection.

Once approval has been given, all connections need to be done by a registered gas fitter.

### 12.6 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 a hallway or linen cupboard in your apartment.



[13.0] General Information



## General Information

### 13.1 TELEPHONE, TV AND INTERNET CONNECTION

#### Telephone and Internet

272 Hedges Avenue provides connection to the NBN network. Residents can choose their internet and telephone package from their preferred NBN retailer.

#### Free to Air Television

Free to air TV services are already activated, 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 their preferred provider for details of available services.

### 13.2 ELECTRICITY CONNECTION

Electricity is currently supplied via a private embedded electricity network.

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

WinConnect \_ 1300 791 970

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.

### 13.3 WATER SUPPLY/CONNECTION

Gold Coast City Council \_ 1300 000 928

### 13.4 WASHING MACHINE CONNECTION

The location of the waste spigot is under your laundry sink. Please note there is a blue plug that needs to be removed upon installation of your washing machine. We recommend a licenced plumber undertakes all washing machine installations, as incorrect installation can lead to the washing machine not draining, or worse, severe leaks/water damage to your apartment and surrounding apartments.

### 13.5 MAIL DELIVERY

Letterboxes are located in the mail room on Level 1, adjacent to the lift lobby.

Your mail will be delivered to your letterbox by the Concierge.

### 13.6 CARPARKS AND BASEMENT STORAGE

When entering or exiting the basement carpark please ensure you wait for the roller door to be fully open before proceeding. Do not move under the roller door whilst it is in operation.

Residents are to park in their designated car park only. All storage is to be kept within the designated storage cages allocated to your apartment in the basement. Carparks are not to be used as an additional storage facility i.e. furniture, equipment, odds and ends, or storage containers.

All items stored in the storage cages are to be at least 50mm off the floor of the basement. No perishable goods are to be stored within the cages. Residents are to arrange their own padlock for their storage cage. Residents are to ensure that there is a 500mm buffer zone from sprinkler heads in their storage cage.

Regular washing down of storage cages by owner is recommended.

### 13.7 LIFTS

Three lifts have been installed at 272 Hedges Avenue. Access to your floor, basement carparks and/or common areas is gained by presenting your proximity fob across the proximity reader in the lift. Once the proximity fob has been verified, you can gain access to your floor or the common areas by pressing the applicable floor button. To enable visitors to use the lifts, the visitor must call the apartment using the intercom system and the apartment occupier must enable lift access by pressing the appropriate button on the intercom. For more detailed instruction regarding visitor access, please refer to Section 5.4 on Security.

PLEASE NOTE LIFT AND FLOOR COVERS ARE REQUIRED WHEN MOVING FURNITURE IN OR OUT OF THE BUILDING AT ANY TIME. PLEASE CONTACT BUILDING MANAGEMENT TO ARRANGE LIFTCOVER INSTALLATION AND SCHEDULE A TIME FOR YOUR MOVE REFER TO SECTION 3.0 OF THIS MANUAL FOR FURTHER INFORMATION.

The dimensions of the lifts are approximately:

**Door Entry**

1000mm wide x 2300mm high

**Clear internal size of lift**

1500mm wide x 2100mm x 2700mm high

**Lifts – General Instructions**

1. Your proximity fob allows access to the floor of your apartment, your basement level and Level 2 facilities.
2. Access to the ground floor (Level 1) does not require a proximity fob.

**IMPORTANT: IN CASE OF FIRE – DO NOT USE LIFTS.**

**13.8 INSURANCE INFORMATION**

Your apartment has been fitted with a smart lock, lockable balcony doors and windows.

**13.9 CEILINGS, WALLS AND PARTITIONS**

All apartments have noggins for television installation in the living area and master bedroom. Please refer to the floorplans provided for locations, or contact Concierge for the information.

Noggins have been installed above the island benchtop for future pendant installation. Cable has been provided with one end located at the nearest downlight, the other end at the kitchen switchplate. Maximum weight of pendants above the kitchen benchtop is 3kg.

No fixings are permitted through firewalls, or through exhaust grilles (see 13.10 for more information).

**13.10 WINDOW FURNISHINGS**

All window furnishings are to have a white backing. Please refer to the building By-Laws for more information. All blind/curtain installations are to be conducted by an appropriate tradesperson or installation company. The general blind fixings location (blind pelmets) are supported by 12mm plywood. Ensure appropriate fixings are utilised. Refer to plans for location of exhaust grilles.

Mini J boxes have been provided in the return air pelmet. Should you wish to install electric window furnishings, a licensed electrician must be engaged to carry out works.

**13.11 RUBBISH CHUTES**

A garbage disposal chute is located in the hallway on each floor. The chute has a diverter which can be switched depending on the waste type, either general household waste or recycling. In the interest of safety for the person attending the waste room, glass is prohibited in the waste chute. If the bin chute is being cleaned or in its maintenance cycle, all hopper doors will be locked. If this is the case please do not leave your rubbish in the bin chute area, rather take it back to your apartment and dispose of it once the chute is back in operation.

**IMPORTANT**

- It is your responsibility to dispose of any items that cannot be disposed of through the rubbish chute.

- General household rubbish should be contained in sturdy, tied bags.

- The following materials should not be disposed of through the rubbish chute:

- › Flammable liquids
- › Unextinguished cigarettes
- › Highly flammable items
- › Hard rubbish, bricks, crockery, appliances, etc.
- › Cardboard boxes
- › Glass

These items may cause blockages in or damage to the chute, which will inconvenience you and other apartment owners.

Please make private arrangements for disposal of hazardous or hard rubbish. In the event of blockage of the chute, please contact the Building Manager.

**WHAT CAN GO IN THE BIN CHUTE**



BAGGED RUBBISH  
MAX 3KG / 30X30CM



CLEAN AND LOOSE  
RECYCLING

**DO NOT DISPOSE OF THE FOLLOWING IN THE BIN CHUTE**



NEWSPAPERS



BEDDING / LINEN



UMBRELLAS



CIGARETTES



LARGE CARTONS /  
BOXES



COAT HANGERS



BROOMS



MOPS



FURNITURE  
PACKAGING



WHITE GOODS /  
APPLIANCES



SHARP OBJECTS



HOT LIQUID /  
ASHES



OIL



UNBAGGED  
VACUUM DIRT



PAINT OR  
SOLVENTS



CAR PARTS



BIKE PARTS



CHEMICALS /  
FLAMMABLE ITEMS



BUILDING  
MATERIALS



FURNITURE &  
DECORATIONS

PLEASE CONTACT THE BUILDING MANAGER IF YOU NEED TO DISPOSE OF ANY OF THESE ITEMS

# Sunland Group

PO BOX 1301 SURFERS PARADISE QLD 4217



