

# 272 HEDGES AVENUE

M E R M A I D B E A C H

## WELCOME TO YOUR NEW HOME AT 272 HEDGES AVENUE.

AS PART OF THE HANDOVER PROCESS YOU WILL RECEIVE A COMPREHENSIVE HOME OWNER'S MANUAL, AS WELL AS A BLACK SACHEL WHICH CONTAINS ALL THE APPLIANCE MANUALS AND WARRANTIES FOR YOUR NEW APARTMENT. A SOFT COPY OF ALL DOCUMENTS WILL ALSO BE AVAILABLE VIA BUILDINGLINK.

### IMPORTANT CONTACTS

#### **Building Manager**

*James and Simone Hall*  
*manager@272hedges.com.au*  
*0427 360 729*

#### **Concierge**

*concierge@272hedges.com.au*  
*0417 596 036*

#### **Body Corporate**

*Cambridge Management Services (CMS)*  
*1300 766 022*

#### **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.

Download the BuildingLink app from either the App Store or Google Play.

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

### FAMILIARISING YOURSELF WITH YOUR APARTMENT

#### **Changing your front door code.**

Please contact the Building Manager or Concierge to change your front door code to one of your own choice.

#### **NBN & Electrical Distribution Board**

Located in Linen or Robe cupboards.

#### **Plumbing Isolation Point**

Located in the Hydraulic Riser Cupboard on each floor level. Each one is marked with the unit number to which it belongs.

#### **Gas Provision**

Located inside the cupboard below cook top.  
Body Corporate approval must be obtained prior to installation and connection.

#### **Rangehood Isolation Switch**

Located in the cupboard above rangehood.

#### **Apartment Light Switch**

There is an additional light switch in the entry to your apartment which allows you to turn off all lights within the apartment in one go.

#### **Oven isolation switch**

Located beside cooktop.

#### **Dishwasher Power and Tap**

Located under the kitchen sink.

#### **Washing Machine Connection**

Please note there is a concealed plug spigot that needs to be removed upon installation of your washing machine. The location of the waste spigot is tagged under your laundry sink. 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.

### ARRANGING YOUR MOVE

Bookings must be made via the BuildingLink App. This ensures that each resident is provided exclusive access to a lift during their move.

Once you open the App press the green + button at the bottom and you will be presented with the various options. Bookings will be provisional until the Building Manager approves the booking and sends you a confirmation email.

We recommend you book a timeslot at least 24 hours after your nominated settlement time, to allow for any unforeseen delays.

Please note that all moves must be conducted via the basement (not via the lobby).

*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*

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## RUBBISH CHUTE

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. Cardboard boxes are also prohibited as they may cause blockages which will inconvenience you and other apartment owners. Please make private arrangements for the removal of boxes.

## ELECTRICITY

Sunland Group will soon be advising the electricity company that we are no longer the owner of this apartment. If you have not already done so, you should arrange to have the electricity account transferred to your name.

Embedded Network Provider (electricity and gas) -  
*WinConnect\_1300 791 970*

## WATER TEMPERATURE

The hot water temperature is set at 50 degrees as directed by Gold Coast City Council and is tested at the Laundry or point of entry to the unit.

## WARRANTY PROCESS

Items not identified during your pre-settlement inspection should be reported via the BuildingLink app. If you have any issues with the app please contact Concierge for assistance. Please attempt to submit all items at one time to ensure that our Maintenance Co-ordinator can minimise the disruption to yourself by having trades attend to works in the minimum number of visits.

Items of a more urgent nature (e.g. water leaks) should be reported immediately to the Building Manager by phone *0427 360 729*, followed by lodging via the BuildingLink app.

## SMEG APPLIANCES DEMONSTRATION

For those with Smeg appliances, Smeg kindly provides one on one demonstrations on how to operate your new appliances.

To request a private in-home appointment, please email *woodent@woodent.com.au*

## ADDITIONAL KEYS AND ACCESS REMOTES

Application for additional keys and fobs must be approved by the Body Corporate. Please contact the Building Manager for the application process -  
*manager@272hedges.com.au*

## WINDOW FURNISHINGS

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.

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.

## FURTHER INFORMATION

More detailed information regarding your apartment can be found in your Home Owner's Manual. It covers access and security information, cleaning and general care guides, emergency procedures, amenity information, telephone/TV/Internet connection, plus much more.

## Sunland Group

All reasonable care has been taken in the preparation of this Fact Sheet. To the best of our knowledge, no relevant information has been omitted and all information is correct at the time of printing.