

HOME OWNERS MANUAL

MAGNOLI

T E R R A C E S

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 Magnoli Terraces. 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 MAGNOLI APARTMENTS.**

Nestled between Burleigh Heads National Park and the pristine estuary of Currumbin Creek, Palm Beach occupies a position of unmatched natural amenity and opportunity.

Patrolled surf beaches frame the suburb to the east, connecting to the unspoiled creeks and canals that interlace the local landscape. To the north, the ancient Norfolk Pines of Burleigh Heads stand sentry over vibrant beachside cafés and restaurants, a mainstay of the village's early morning breakfast culture.

Tallebudgera Creek is a treasured local landmark and the perfect setting for swimming, fishing and water sports. A rich abundance of established amenity lies to the south of Magnoli Apartments – from the famous surf breaks of Snapper Rocks in Rainbow Bay, to leading schools, retail centres, restaurants and the Gold Coast Airport, which is only eight minutes away.

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

FRANK LLOYD WRIGHT

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

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

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

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CONTACTS

/1.1 EMERGENCY CONTACTS

Police _ 000
Ambulance _ 000
Fire Brigade _ 000

/1.2 24-HR MEDICAL EMERGENCY CARE

John Flynn Private Hospital
Tugun _ [07] 5598 9000
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
National Home Doctor Service
13 SICK [13 7425]
(non-urgent after hours bulk-billing)

/1.3 AUTHORITY/UTILITIES CONTACTS

SES (*State Emergency Service*)
QLD _ 13 25 00
Policelink Reporting of Non-Urgent
Incidents _ 13 14 44
Palm Beach Police Station,
Gold Coast Highway _ [07] 5534 0222
Electricity - Humenergy _ 1300 322 622
Gas - Humenergy _ 1300 322 622
Water - Gold Coast City Council _ 1300 000 928
Gold Coast City Council - General _ 1300 465 326

/1.4 BODY CORPORATE

Cambridge Management Services has been engaged as your Body Corporate Manager for Magnoli Apartments.
Cambridge Management Services (CMS)
1300 766 022
www.cambridgems.com.au

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

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

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

/1.5 BUILDING MANAGER

At the direction of the Body Corporate a Building Manager will be appointed to ensure the smooth operation of the building and the facilities management.

The Building Manager's office is located on Level 1 of Tower 1, in apartment 1-104.

/1.6 SUNLAND GROUP

PO Box 1301
Surfers Paradise QLD 4217
Phone _ [07] 5564 3700
Maintenance Co-ordinator
qldmaint@sunlandgroup.com.au

Refer to section 7.0 for Post-Settlement Maintenance/Warranty Claims.

MOVING IN

/2.1 MOVING IN / OUT CHECKLIST

Immediate Organisation

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

Home and Family

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

Personal

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

/2.2 MOVING IN PROCEDURE

Bookings are essential to reserve the loading bay. The moving of all furniture and goods must be made by prior arrangement with the Building Manager (or Caretaker), with a minimum of two (2) days notice provided.

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

The moving in or out of furniture is only permitted between 9am and 4pm, Monday to Saturday.

Various allocated times do apply, so please check with the Building Manager for these details. A maximum of three hours will be allocated for each move and must be completed within this timeframe. 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. Please use care when transporting furniture or bulky items.

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.

Please note that the basement clearance is 2.2 metres.

ACCESS AND SECURITY

/3.1 KEYS/ACCESS FOBS

The following keys and remotes will be provided to you:

- Proximity fob
- Front door
- Mail Box
- Sliding door
- Garage door remotes
- Air Conditioning remotes

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

/3.2 CARPARK ENTRY/GARAGE ENTRY

Parking within Magnoli Apartments is comprised of resident, visitor, tenancy and disabled parking over two basement levels. Vehicular access to the residents' car park is via proximity fob entering through Brooke Avenue. Visitors or residents, unless approved, must not park in a disabled car space. The Body Corporate reserves the right to remove vehicles if parked incorrectly.

Once in the residents' car park, proceed to your dedicated secure double garage. It is recommended that you do not leave any proximity fobs in your car when unattended. 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.

AMENITIES

/4.1 PRIVATE RESIDENT FACILITIES

The following amenities are open to all residents and guests (subject to compliance with Body Corporate Rules and Regulations):

- Swimming pool
- Alfresco pavilion with barbeque facilities
- Lawn area
- Residents lounge and dining room

Entry to the ground/podium level is via proximity fob, where you can access the pool and residents facilities building.

Bookings for the residents lounge and dining room can be made through the Building Manager.

/4.2 PUBLIC AMENITIES

Located on the ground floor overlooking the expansive community park, Magnoli Apartments comprises of 300sqm of vibrant retail space with three proposed tenancies offering food and beverage experiences and well-being services.

EMERGENCIES

/5.1 000 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 dialled 000, please advise Magnoli Apartments Building Management of the details of your emergency.

If the emergency relates to a building matter, please contact the Magnoli Apartments Building Management immediately.

/5.2 EMERGENCY PROCEDURES

Firstly, identify the cause of the problem. If the problem is within the common areas of the building, please contact Magnoli Apartments Building Management immediately.

If the problem is within your own residence, it is recommended that the Magnoli Apartments 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 water shut off valve is located in the basement outside of Terrace Home number 6.
- If it is an electrical problem, please turn off the main power switch on the switchboard. The electrical switchboard is generally located within the garage.
- If it is a gas cooktop problem (where applicable), 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 7.3.

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

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

/5.3 HOT AND COLD WATER STOP VALVES

The isolation valves and water meters are generally located under the laundry sink or under the kitchen sink.

/5.4 SMOKE DETECTORS

Smoke alarms have been installed in your residence. Generally, they are located on the ceiling in the corridor between the kitchen and bedrooms, or in the living area directly outside bedrooms. They are connected to a 240V power supply via your switchboard with a battery back-up. The batteries are rechargeable within the unit and do not require manual recharging, as the power supply recharges them automatically.

Your home smoke alarms provide a dual function. Firstly, they will operate and sound a local alarm, as normal smoke alarms would within your home, if smoke is detected. They will also notify the QFES and activate the Occupant Warning System, resulting in attendance by the QFES.

Smoke alarms require periodic testing.

False Alarms

False Alarm Call Outs with attendance by Fire and Rescue services will incur an estimated expense of \$1,327.15 (figure correct as per 2019/2020 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.

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.

EMERGENCIES [CONT]

/5.5 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 user will be charged for the call-out of Fire and Rescue officers.

/5.6 FIRE HOSE REELS

Fire hose reels are located in the basement car park lobby areas and in the cupboard located in the corridor of the lift lobby on every floor. Fire hose reels should only be used in case of an emergency and not for general use (i.e. car washing). The use of the hose reel will call the QFES and the user will be charged for the call-out.

APPLIANCES

/6.1 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 and garage doors see note below). The manufacturer's information, warranties and instruction booklets are provided in your settlement pack. 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.

Garage Doors Warranty

Your garage door has a 12 month warranty from installation (not settlement date). It is recommended that garage doors be serviced annually. This will keep the garage door in optimum condition and maintain motor warranty.

Air-Conditioning Warranty

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 first before making a manufacturer's warranty call. The manufacturer's warranty is five (5) years.

/6.2 ENERGY SOURCES

The energy sources of your appliances are as follows:

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

MAINTENANCE

/7.1 MAINTENANCE AND BUILDING WARRANTY

A pre-settlement inspection was carried out prior to settlement on behalf of owners through Handovers.com. Other maintenance items not completed or identified at this time can form part of the Post Settlement Building Warranty Reporting Form.

Warranty Periods

Building warranty work usually falls into two categories:

- Structural

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

- Non-structural

› Valid for 12 months from practical completion.*

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

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

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

Making a Warranty Claim

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

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

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

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

Email _ qldmaint@sunlandgroup.com.au

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

Phone _ [07] 5564 3700

/7.2 ROOF LEAKS

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

MAINTENANCE

/7.3 TRADE CONTRACTORS & SUPPLIERS (TERRACE HOMES)

Listed below are suppliers of the standard fixtures and fittings within Magnoli Terrace Homes (excluding purchaser variations).

Trade Contractors and Suppliers

Air-conditioning

Multicool
Ph [07] 5522 0304
Unit 3/8 Flint Court, Varsity Lakes, QLD 4227

Electrical

A & N Electrical Contractors
Ph [07] 5502 0838
PO Box 425, Nerang, QLD 4211

Plumbing

Logic Plumbing
Ph [07] 5573 3996
9/3 Northward Street, Upper Coomera, QLD 4209

Windows

G James Glass & Aluminium
Ph [07] 5588 5766
636 Southport Nerang Road, Ashmore, QLD 4214

Carpet

Carpet Call (QLD)
Ph [07] 3489 1333
24 Jutland Street, Loganlea, QLD 4131

Plumbing Fixtures

Plumbers' Supplies Co-Op
Ph [07] 5522 3300
34 Hutchinson Street, Burleigh Heads, QLD 4220

Joinery

Bosch Kitchens
Ph 0402 984 995
PO Box 3232, HTC, Helensvale, QLD 4212

Benchtops

Imperial Stone Group Pty Ltd
Ph [07] 5522 0800
3 Ern Harley Drive, Burleigh Heads, QLD 4220

Shower Screens / Robes

Civic
Ph [07] 3441 7777
1 Freight Street, Yatala, QLD 4207

Tiles Supply

Beaumont Tiles
Ph [07] 5526 9444
71 Upton Street, Bundall, QLD 4217

Appliances

Harvey Norman
Ph [07] 3297 3700
101 Burnside Road, Stapylton, QLD 4207

Timber Floor

Master Floor Coverings (QLD) Pty Ltd
Ph [07] 3827 7444
15 Alloy Street, Yatala, QLD 4207

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.

/8.1 **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.

/8.2 **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.

/8.3 **LIGHT FITTINGS**

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

/8.4 **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.

/8.5 **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.

/8.6 **STONE BENCH TOPS**

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

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

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

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

To care for your stonework you should:

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

Caution

Do not sit or stand on stone bench tops.

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

/8.7 **REFRIGERATOR PLUMBING**

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

/8.8 **FLOOR COVERINGS**

Timber Floors

Engineered wood flooring pre-finished with a lacquer gives it a smooth, easy-to-clean surface. With any wood product it is wise to limit the amount of water that is used and regular vacuuming is recommended to control dust and prevent particles of grit from being walked into the surface.

Periodically the floor can be cleaned with a well-wrung mop or spray mop system (recommended). Use a neutral detergent, maximum pH 8. Ensure that any water that is applied becomes dry within one minute. A spillage is unlikely to mark your floor if wiped up immediately.

Refer to the manufacturer's care and maintenance guide for more information.

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*).

/8.9 **FLOOR/WALL TILES**

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

DO NOT clean tiles with acid.

DO NOT clean tiles with any abrasive materials.

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

Use specifically designed cleaning detergents only.

/8.10 **SHOWER AREAS**

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

Caution

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

/8.11 **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.

/8.12 **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.

/8.13 **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.

/8.14 **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.

/8.15 **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.

/8.16 **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.

/8.17 **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.

/8.18 **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.

/8.19 **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*).

/8.20 **WATER LEAKS**

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

/8.21 MOISTURE

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

Condensation

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

To prevent condensation:

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

/8.22 TERMITE CONTROL

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

/8.23 GARAGE DOORS

All garage doors should be serviced annually to maintain opening mechanism at its optimum level.

SERVICES

/9.1 EXHAUST SYSTEM

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

To ensure correct operation of the exhaust system:

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

/9.2 RANGEHOOD

Rangehoods are recirculating. Ventilation for the rangehood is activated when the fan in the range hood is switched on and the sliding mechanism extended out. To change the light bulb, please refer to the rangehood manual. Your range hood is fitted with a filter to help mask cooking odours. Refer to the "User Manual" prior to use.

/9.3 HOT AND COLD WATER SYSTEM

Your home has been installed with an electric hot water system. The unit is situated under the stairs, within the laundry area.

/9.4 AIR CONDITIONING SYSTEM

Ducted air conditioning units have been installed throughout your home. The "User Manual" should be read prior to use. Filters have to be cleaned regularly and the units maintained as per the owner's operating manual. Annual servicing is required to maintain warranties. For more information, please refer to the manuals provided.

/9.5 GAS

In the event that owner or occupier wishes to install a gas cooktop, you need to contact body corporate first to register and organise gas connection via Humenergy.

/9.6 ELECTRICITY

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

GENERAL INFORMATION

/10.1 TELEPHONE, TV AND INTERNET CONNECTION

Telephone and Internet

Magnoli Apartments 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, so all you need to do is connect your digital TV to the Broadcast Outlet and tune in the channels.

Pay TV

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

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

/10.2 ELECTRICITY CONNECTION

Electricity is currently supplied via a private embedded electricity network.

You should notify Humenergy 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.

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.

/10.3 WATER SUPPLY/CONNECTION

Unity Water _ 1300 086 489

Gold Coast City Council _ 1300 000 928

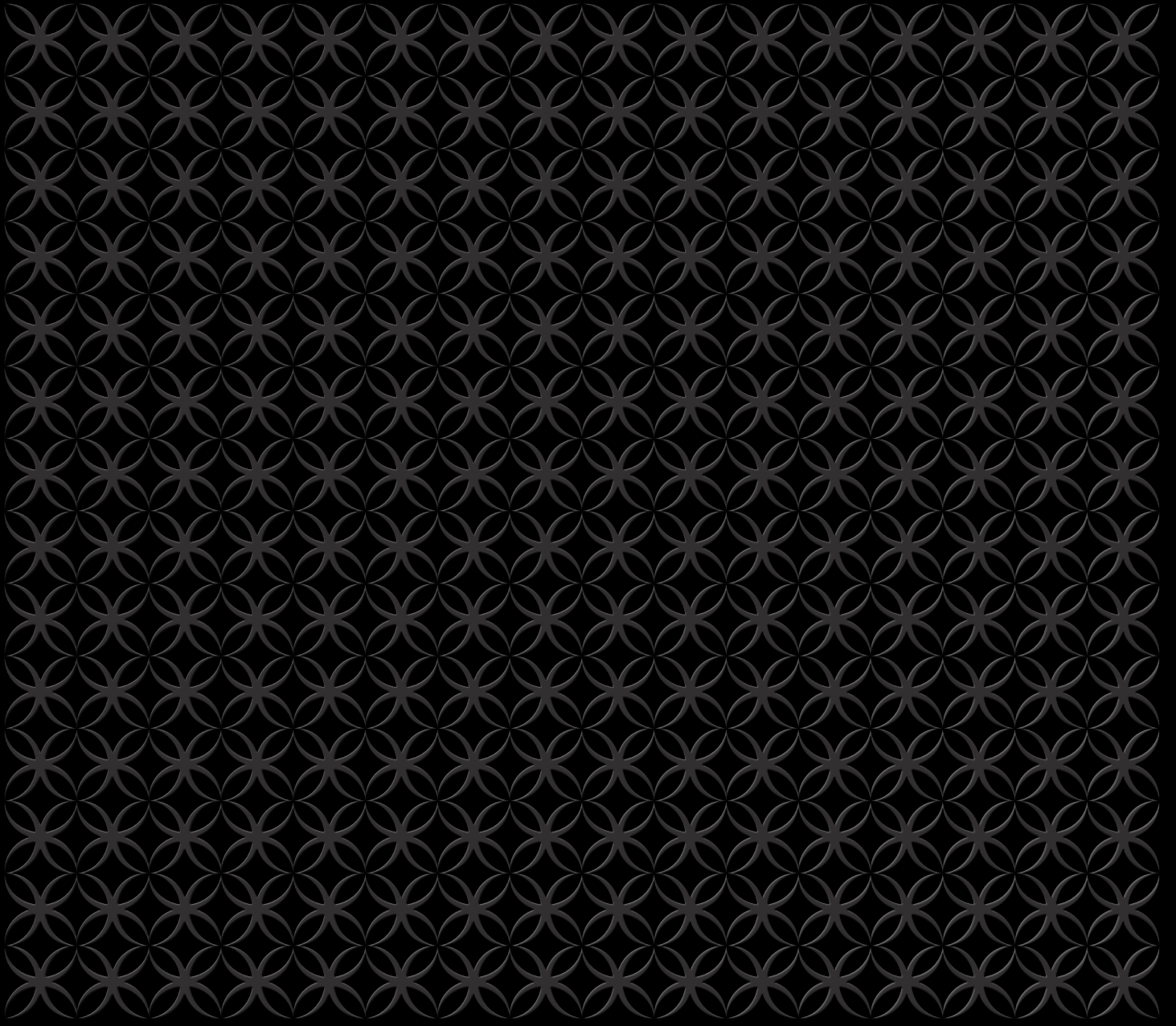
/10.4 WASTE BINS

Terrace Home residents will need to take their waste to the large bins located in the dedicated waste area on the southern boundary.

/10.5 MAIL DELIVERY

Each Terrace Home has their own mailbox located on their front fence, facing Brooke Avenue.

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



Sunland Group

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