

HOME OWNERS MANUAL

*MAGNOLI*

A P A R T M E N T 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 Apartments. 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.

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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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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](http://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](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.

### /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.

[magnoliapartments@sunlandgroup.com.au](mailto:magnoliapartments@sunlandgroup.com.au)  
Phone \_ 1300 563 433

### /1.6 SUNLAND GROUP

PO Box 1301  
Surfers Paradise QLD 4217  
Phone \_ [07] 5564 3700

Maintenance Co-ordinator  
[qldmaint@sunlandgroup.com.au](mailto: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 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 (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.

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 so please check with the Building Manager for more information.

For more information or to arrange your move please call the Building Manager on 1300 563 433.

A maximum of two 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 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: 900mm wide x 2100mm high

Size of lift: 1400mm wide x 1950mm x 2400mm high

### /2.3 SAFE HIGH-RISE APARTMENT LIVING

Several specific safety guidelines apply to high-rise 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.
- Occupants of this development are advised to be aware of the effects of wind on all levels and are NOT to leave unsecured items on balconies or terraces.
- Pot plants, furniture, bottles, litter and other loose items may be wind-affected and should not be left on balconies.
- When leaving for the day, lock 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.

## 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
- Windows
- Air Conditioning remotes

### /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 car space. 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 and after each vehicle. For security reasons the garage door is a single vehicle entry. DO NOT follow another vehicle. You MUST activate your remote prior to entering the basement.

### /3.3 INTERCOM/ACCESS SYSTEM

#### Resident Access

To enter the building, residents need to swipe the proximity fob past the proximity reader adjacent to the lobby door. The doors will open upon the latch releasing. Residents will need to swipe their fob again to enter their particular tower wing (southern or northern).

Upon entering the lift, pass the proximity fob close to the proximity reader on the lift panel and select your destination. Access will be available to your wing (northern or southern building), your allocated floor, the basement and ground/podium level where you can access the pool and residents facilities via the main entry lobby.

### /3.4 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 when visitors arrive.

For a visitor to call an apartment they should:

- Key in the apartment number;
- Then press the bell/call button (bell icon) on the intercom panel located beside the main 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. Visitors will then need to proceed through either the southern or northern glass wing corridor, and repeat this action to gain access to the desired tower.

Upon entry, your visitor should proceed immediately to the designated lift. If for any reason your visitor is delayed in reaching the lifts, the security system will time bar their entry/ lift leaving the ground floor and they will need to return to an 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 foyer only, you need to press the door release button on the intercom. You will need to repeat this action for your visitor to gain access to your tower. This will also call a lift to the ground-floor, which is programmed to go directly to your apartment level.

## **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 will feature 300sqm of vibrant retail space with three proposed tenancies offering food and beverage experiences and well-being services. This will be delivered in line with Tower 2 completion.



## 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 generally located under the laundry sink or under the kitchen sink.
- 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 to the apartment entry.
- 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 are located under the laundry sink. The water meter is located in the common hallway on each level.

### /5.4 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 Magnoli Apartments Building Management.

In the event of fire or fire alarm, residents will 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.

### /5.5 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 Magnoli Apartments 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 are hardwired inside your apartment and alert the QFES when they go off. The smoke alarms inside your apartment and the corridors are there to alert the occupants to smoke/fire inside their apartment or corridor.

#### /5.6 APARTMENT SMOKE DETECTORS

Smoke alarms have been installed in your apartment. 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 apartment 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 apartment smoke alarms provide a dual function. Firstly, they will operate and sound a local alarm, as normal smoke alarms would within your apartment, 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.

#### /5.7 EMERGENCY PLAN AND FIRE ORDERS

##### 1. The Plan

- 1.1 This plan describes Magnoli Apartment Residences 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 Magnoli Apartments 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.
  - 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 Magnoli Apartments consists 204 apartments and 6 terrace homes.
- 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.

/5.7 **EMERGENCY PLAN & FIRE ORDERS CONT.**

**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 an individual basis.

**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.
- 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.
- 6.2 Each apartment should consider having a Fire Blanket readily available in the apartment.

/5.8 **FIRE ALARM SYSTEM**

A fire alarm can 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.

Apartment smoke alarms activate the building alarm and will cause the QFES to be called automatically.

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.

/5.9 **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 your apartment.

- 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 to carry out any maintenance or servicing of sprinkler equipment.

Maintenance and servicing is the responsibility of the Building Management and/or their representative. However, apartment owners and occupiers must adhere

/5.9 **SPRINKLERS** CONT.

**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. Goods 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 sprinkler company via 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.

/5.10 **FIRE EXTINGUISHERS**

Fire extinguishers are located in the fire hose reel cupboard, 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.

/5.11 **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 user will be charged for the call-out of Fire and Rescue officers.

/5.12 **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.

/5.13 **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.

## 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.

#### **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 on the air conditioning units is five (5) years. There is a 12 month warranty on all exhaust fans.

### /6.2 ENERGY SOURCES

The energy sources of your appliances are as follows:

- Rangehood – Electricity
- Cooktop – Electricity or Gas (depending on variations)
- 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 by 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](http://www.qbcc.qld.gov.au) for more details*).

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

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

#### Making a Warranty Claim

In order to claim under these warranties, the owner must notify Sunland of such defects in writing via the Post Settlement Building Warranty Reporting Form provided to you 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](mailto:qldmaint@sunlandgroup.com.au)

Items of a more significant nature (*e.g. water leaks*) should be reported immediately to Magnoli Apartments Caretaker by phone, followed by confirmation in writing via email address above.

Phone \_ 1300 563 433

## MAINTENANCE

### /7.3 TRADE CONTRACTORS & SUPPLIERS

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

#### Trade Contractors and Suppliers

##### *Air-conditioning and Mechanical Services*

Hinterland Air Conditioning  
Ph [07] 5576 8644  
Unit 4, 17 Leda Drive, Burleigh Heads, QLD 4220

##### *Appliances*

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

##### *Benchtops*

Saba Bros Marble & Granite  
Ph [07] 3807 2223  
83 Business Street, Yatala, QLD 4207

##### *Carpet*

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

##### *Electrical*

Hawking Electrical  
Ph [07] 5527 2544  
30 Stevens Street, Nerang, QLD 4211

##### *Joinery*

Corona Cabinets  
Ph [07] 3345 6885  
127 Benjamin Place, Lytton, QLD 4178

##### *Hydraulic Services*

Commodore Plumbing  
Ph [02] 9997 3166  
6/3 Apollo Street, Warriewood, NSW 2102

##### *Plumbing Fixtures*

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

##### *Robes and Doors*

Skeleton Glass  
Ph [07] 5563 3559  
17 Export Drive, Molendinar, QLD 4214

##### *Shower Screens*

In Glass Design Pty Ltd  
Ph [07] 5502 0744  
Unit 2, 82 Spencer Road, Nerang, QLD 4211

##### *Tiles Supply*

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

##### *Timber Floor*

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

##### *Windows and Sliding Doors*

Hitec Glazing Pty Ltd  
Ph [07] 3817 9300  
61 Kabi Circuit, Deception Bay, QLD 4508

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 or sand from being walked into the surface.

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

To avoid unnecessary marks, dents or scratching:

- do not walk on floors with high heels
- remove shoes where possible or switch to softer sole indoor shoes
- use mats to ensure unwanted grit or sand is not walked into your home
- ensure pets toenails are clipped
- use protectors on furniture feet
- ensure stools and chairs are not scraped over the surface
- use a protective rug or mat for office chairs with rollers

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 the Building Manager/ Caretaker immediately on on \_ **1300 563 433**, followed by confirmation in writing via email \_ [qldmaint@sunlandgroup.com.au](mailto: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.

## 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 a gas hot water system. The central gas heater is located on the roof of each tower.

### /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 a robe or linen cupboard in your apartment..

## 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.

### /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

Gold Coast City Council \_ 1300 000 928

### /10.4 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, it is advisable not to place any glass in the waste chute.

#### 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.

The following items may cause blockages in or damage to the chute, which will inconvenience you and other apartment owners. Do not under any circumstances dispose of these in the chute:

- Hard rubbish, bricks, crockery, appliances, etc.
- Cardboard boxes.

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

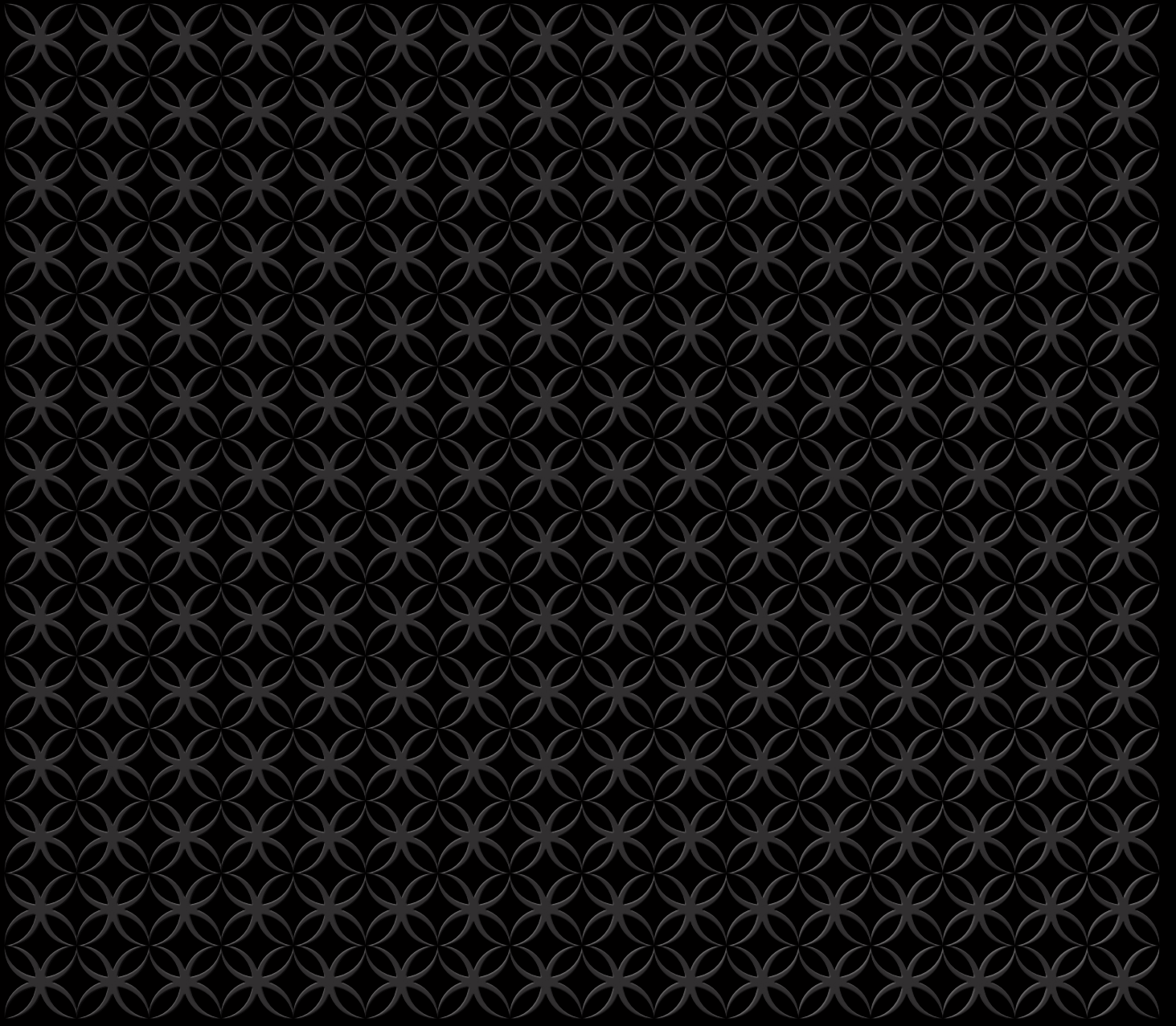
### /10.5 MAIL DELIVERY

Mailboxes are located in the basement lobby within each apartment building.

Your mail will be delivered to your letterbox by the Building Manager.

### /10.6 CARPARKS AND BASEMENT STORAGE

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. 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.



# Sunland Group

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