

HOME OWNERS MANUAL

MARINA  
CONCOURSE

ROYAL PINES

For more than 35 years, Sunland has pursued a path of creating inviting, engaging and enduring communities. Our commitment to design excellence strives to create balance and harmony with the surrounding environment to inspire vibrant spaces influenced by art, beauty and human values – a pioneering spirit, redefining the experience of ‘HOME’.

Along this journey, Sunland has received numerous awards from our industry and peers for our contribution to Australia’s urban landscape. This commitment to creating ‘Architecture as Art’ is evident across our entire portfolio, enabling us to create vibrant communities.

Every Sunland home is designed and crafted to create a synergy between the built and natural environment. This focus also extends beyond the home to the broader community, where Sunland has pioneered the concept of urban artscape and landscape design. At Sunland, we recognise the need for communities to have a unique identity where sensitive urban planning, architecture, art and open space converge to create a sense of unity and place.

We warmly welcome you to your new home at Marina Concourse. 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 MARINA CONCOURSE.**

Sunland Group is proud to present Marina Concourse - an elegant new waterfront destination overlooking the Royal Pines Marina in the heart of Benowa. Inspired by the ceremonial beauty of classic architecture, the two gracefully tapered towers present 110 superbly appointed two and three bedroom apartments and penthouses, spread across six levels.

This boutique apartment development is superbly located on the doorstep of Royal Pines Resort and only 15 minutes from the beaches, dining and retail precincts of Surfers Paradise and Broadbeach. At the marina level, a collection of dining, retail and recreation spaces have been created for the enjoyment of residents and the community.

Great shopping is close to home with Benowa Village and Benowa Gardens less than two minutes away. The championship golf course at the neighbouring Royal Pines Resort is renowned as the region's only 27-hole composite course, permanent home of the ANZ Ladies Masters and other notable tournaments. Also within walking distance is the celebrated Metricon Stadium, home to the Gold Coast Suns AFL team and the premier venue for major cricket and sporting events. Access to the M1 motorway is only five minutes away, linking Brisbane and the Gold Coast.

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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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To aid you in familiarising yourself and settling into your property, we have created this Home Owners Manual. It contains information that will assist you with moving into your residence, connecting to utilities and general information regarding security, emergency contacts, local information and much more. You will also find details about 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 new home 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

Pindara Private Hospital,  
Benowa \_ 07 5588 9888

Gold Coast University Hospital,  
Southport \_ 1300 744 284

Gold Coast Private Hospital,  
Southport \_ 07 5530 0300

Gold Coast Hospital - Robina Campus  
Robina \_ 07 5668 6000

13SICK National Home Doctor Service  
[after hours bulk-billing at home] \_ 13 74 25

### /1.3 AUTHORITIES - CONTACTS

SES [State Emergency Service] QLD \_ 13 25 00

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

Surfers Paradise Police Station,  
23 Orchid Ave \_ 07 5657 6888

Gold Coast City Council –  
General Enquiries/Admin \_ 1300 465 326

### /1.4 BODY CORPORATE

The Marina Concourse Body Corporate governs the use of Marina Concourse, and manages and maintains the assets of Marina Concourse for the benefit of all apartment owners. The administration is conducted by:

Stewart Silver King & Burns Pty Ltd  
10 Frigo Court, Bundall QLD 4217  
Phone 07 5504 2000  
Fax \_ 07 5504 2001  
Email \_ [sskb@sskb.com.au](mailto:sskb@sskb.com.au)  
Website \_ [www.sskb.com.au](http://www.sskb.com.au)

### /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 the East Building, adjacent to Entry Lobby B.

### /1.6 ROYAL PINES RESORT

Royal Pines Security \_ 07 5592 8734  
Royal Pines Golf Membership \_ 07 5597 8457  
RACV Royal Pines Resort \_ 07 5597 8700

### /1.7 SUNLAND GROUP

PO Box 1301, Surfers Paradise, Queensland 4217  
E-mail \_ [office@sunlandgroup.com.au](mailto:office@sunlandgroup.com.au)

Client Relations Co-ordinator \_ 07 5564 3700  
Maintenance Co-ordinator \_ 07 5564 3700  
E-mail \_ [qldmaint@sunlandgroup.com.au](mailto:qldmaint@sunlandgroup.com.au)

### /1.8 YOUR NEW ADDRESS

Resident's Name  
U \_\_\_\_\_ / 1 The Concourse  
Benowa QLD 4217

## MOVING IN

### /2.1 MOVING IN/MOVING OUT CHECKLIST

#### Immediate Organisation

- Contents Insurance
- Electricity and Gas Connection
- Telephone, Internet, Free to Air Television and Pay TV Connection
- Redirection of mail by Australia Post

#### Home and Family

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

#### Personal

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

### /2.2 MOVING IN PROCEDURE

The moving of all furniture and goods in and out of the development must be made by arrangement with Cambridge Management Services. A minimum of three (3) days' notice before the move must be given. Bookings are necessary to ensure lift availability and that the protective covers are installed in the allocated lift and lift-floor surfaces. Please be aware that at 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.

#### Cambridge Management Services

Email \_ [marinaconcourse.bm@cambridgems.com.au](mailto:marinaconcourse.bm@cambridgems.com.au)  
Phone \_ 0421 254 684

The moving in or out of furniture is only permitted between 9am and 5pm Monday to Friday and between 9am and 5pm on Saturday. Various allocated times do apply; please check with Cambridge Management

Services for 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 that all rubbish is cleared from public areas. Residents must ensure that all boxes are flattened and placed in the rubbish room in the Basement along with all cartons and packing crates. Packing material too large to fit into the provided bins must be removed from the site by the residents or their removalists/suppliers.

Residents will be held responsible for the cleanliness of common areas and damage to lift walls. Please use care when transporting furniture or bulky items in the lifts. 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, Cambridge Management Services will arrange the rectification works as required and an account will be rendered for any additional cleaning or repairs that are required. The moving of furniture or any goods is permitted only through the basement entrance. This shall apply to tradesmen bringing in any materials. Please note that the basement clearance is 2.15 metres.

The dimensions of the lifts are approximately:

Door Entry: 1m x 2.1m

Size of Lift is: 1.4m wide x 2.4m high x 1.97m deep

**/2.3 SAFE MID-RISE RESIDENTIAL LIVING**

Marina Concourse is a luxury mid-rise residential apartment development. Several specific safety guidelines apply to mid-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.
- The use of gas BBQs is strictly prohibited.

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

**/2.4 ACCESS AND SECURITY**

**Building Access and Security**

Access to Marina Concourse apartments for pedestrians, residents and visitors at ground level, is through one of four entry foyers/lobbies (two per building), which service specific apartments as outlined below:

Entry Lobby A - Apartments 101A to 604A

Entry Lobby B - Apartments 101B to 604B

Entry Lobby C - Apartments 101C to 604C

Entry Lobby D - Apartments 101D to 604D

Your apartment is fitted with an intercom system, which can remotely open the secure door to your specific lobby.

**Lobby Access for Residents**

Residents are granted access to their specific lobby only, by presenting the electronic proximity fob at the lobby entrance, or to the associated lift lobby situated in the basement carpark.

**Lift Access**

Access to your floor and basement parking is gained by swiping your electronic fob across the proximity reader in the lift and pressing the applicable button.

**Visitors**

11 signed visitor car parking spaces are available on the podium car parking area adjacent to the east building.

To enable visitor access to your entrance lobby, the visitor must call your apartment using the intercom system. You can then enable your visitor to enter the lobby and use the lift to reach your floor.

To enable visitor use of the lifts, the apartment occupier must press the telephone symbol on the intercom.

## AMENITIES

### /3.1 LEISURE FACILITIES

The leisure facilities are open to all residents and guests (subject to compliance with Body Corporate rules and regulations), and include the following:

#### Communal Facilities Building:

- Outdoor Pool
- Outdoor Pavilion inclusive of barbeque facilities, dining/recreational spaces and washroom.

### /3.2 LOCAL AMENITIES

#### Primary & Secondary Education

Ashmore State School (Primary)  
Currumburra Road, Ashmore \_ 07 5656 1333

Benowa State High School  
Mediterranean Drive, Benowa \_ 07 5582 7333

St Kevin's Catholic Primary School  
Benowa Road, Benowa \_ 07 5539 4522

Emmanuel Christian College  
Birmingham Road, Carrara \_ 07 5561 4000

Aquinas Catholic College  
Edmund Rice Drive, Southport \_ 07 5510 2888

Trinity Lutheran College  
Ashmore Road, Ashmore \_ 07 5556 8200

The Southport School (Boys)  
Winchester Street, Southport \_ 07 5531 9911

St Hilda's Anglican (Girls)  
High Street, Southport \_ 07 5532 4922

All Saints Anglican School  
Highfield Drive, Merrimac \_ 07 5530 2855

St Michael's College  
Jondique Avenue, Merrimac \_ 07 5530 2722

#### Education – Tertiary

Bond University  
University Drive, Robina \_ 07 5595 1111

Griffith University,  
Parklands Drive, Southport \_ 07 5552 8800

Gold Coast Institute of TAFE  
Cnr Heeb St and Benowa Rd,  
Ashmore \_ 07 5581 8200

#### Healthcare

Pindara Private Hospital  
Benowa \_ 07 5588 9888

Gold Coast University Hospital  
Southport \_ 1300 744 284

Gold Coast Private Hospital,  
Southport \_ 07 5530 0300

Ashmore City Medical Centre  
Ashmore \_ 07 5539 4185

#### Transport

Nerang Train Station  
Boulton Road, Nerang \_ 07 5527 4921

Surfside Bus Lines \_ 13 12 30

#### Shopping

Benowa Village Shopping Centre  
Ross Street, Benowa

Benowa Gardens Shopping Centre  
Ashmore Road, Benowa

Ashmore Plaza Shopping Centre  
Cotlew Street, Ashmore

Capri on Via Roma  
Via Roma, Isle of Capri

Harbour Town Shopping Centre  
Cnr Gold Coast Hwy & Oxley Drive,  
Biggera Waters

Australia Fair  
Marine Parade, Southport

Pacific Fair  
Hooker Boulevard, Broadbeach

Robina Town Centre  
Robina Town Centre Drive, Robina



## **EMERGENCIES**

### **/4.1 000 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 the Building Manager of the details of your emergency.

### **/4.2 EMERGENCY PROCEDURES**

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

If the problem is within your own apartment, and it is 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.
- 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 near the apartment entry.
- If it is a gas cooktop problem, please turn off the gas shut off valve. The gas shut off valve is generally located behind the kitchen drawers, to the right of the gas cooktop.

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

If you experience a non-emergency maintenance/ service problem within your apartment, Owners are to refer to the supplier contact list in Section 7.2 and Tenants are to contact their property manager/ leasing agent.

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.**

### **/4.3 HOT AND COLD WATER STOP VALVES**

The isolation valves are generally located under the laundry sink.

**/4.4 FIRE & 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 the apartment. When you hear the alarm sound you should alert all occupants in your apartment and evacuate the building immediately via the stairways detailed on the following plans.

Upon arrival of the Fire and Rescue, 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.

**/4.5 PERMANENT EVACUATION/  
REFERENCE PLANS**

**Fire Emergency Procedures**

- For your safety, you should note that Fire Emergency Evacuation Procedures will be 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 SSKB Body Corporate.
- The fire sprinkler system at Marina Concourse is externally monitored. The whole building with the exception of level 6 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, but do not 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.

**/4.6 APARTMENT SMOKE DETECTORS**

Smoke alarms have been installed in your apartment. They are connected to a 240V power supply via your apartment switchboard with a battery back-up. The batteries are rechargeable within the unit, however will run down if the 240V supply is disconnected. Batteries have to be manually changed if they are run down.

Your apartment smoke alarms will sound a local alarm, as normal smoke alarms would within your apartment, if smoke is detected. They will not notify the QFES.

Smoke alarms require periodic testing.

Please refer to the operations and maintenance manual for more information.

**False Alarms**

False Alarm Call Outs with attendance by Fire and Rescue services will incur an estimated expense of \$1,254.10 (figure correct as per 2017/2018 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 at Marina Concourse).
- Utilisation of fire hoses and extinguishers 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.

**/4.7 EMERGENCY PLAN & FIRE ORDERS**

**1.0 The Plan**

1.1 This plan describes Marina Concourse and its immediate surrounds.

1.2 An emergency is defined as any actual or imminent event that in any way endangers or threatens to endanger the safety or health of any person in Marina Concourse 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 SSKB Body Corporate.

1.6 Marina Concourse consists of 110 apartments – with both towers comprising of 55 apartments each.

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 to the common property only. Fire and Rescue officers will not enter apartments unless authorised, or in the event of an emergency situation.

**2.0 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 SSKB Body Corporate, 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.

**3.0 Emergency Coordination**

3.1 When evacuating the building, residents should evacuate as quickly and as orderly as possible to the assembly area designated by the Body Corporate.

Please do not gather on the road and obstruct access for the emergency services.

3.2 The all clear to return to the buildings will be given by the Officer-in-Charge of the QFES.

**4.0 Post-Emergency**

4.1 Residents should report damage to SSKB Body Corporate.

4.2 SSKB Body Corporate will arrange for all emergency systems to be examined and tested.

4.3 SSKB Body Corporate will take appropriate action to have repairs undertaken.

4.4 If collective trauma counselling is required, it will be arranged by SSKB Body Corporate; otherwise individual trauma counselling may be arranged on an individual basis.

**5.0 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 the 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 the assembly area designated by the Body Corporate.

- 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.

## EMERGENCIES CONT.

### /4.8 FIRE ALARM SYSTEM

A fire alarm can be activated by the following:

- Any sprinkler-head activation in an apartment and/or common area.- NOTE - The evacuation system will be tested periodically as required by regulations. A voice warning will be given over the speaker prior to this taking place.

### /4.9 SPRINKLERS

Apartments on levels 1-5 and the basement carpark are 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 the 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 to the following warnings:

- Utmost care should be taken not to hit a sprinkler head, particularly when moving furniture or other equipment into or around your apartment and basement storage cage. Maximum storage height in the basement cages is 500mm below sprinkler head.

- 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.

- DO NOT under any circumstances HANG ITEMS from the sprinkler heads (eg 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

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.

### /4.10 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.

### /4.11 FIRE HOSE REELS

Fire hose reels are also located in the basement carpark area. 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. See layout plan for locations.

### /4.12 FIRE DOORS

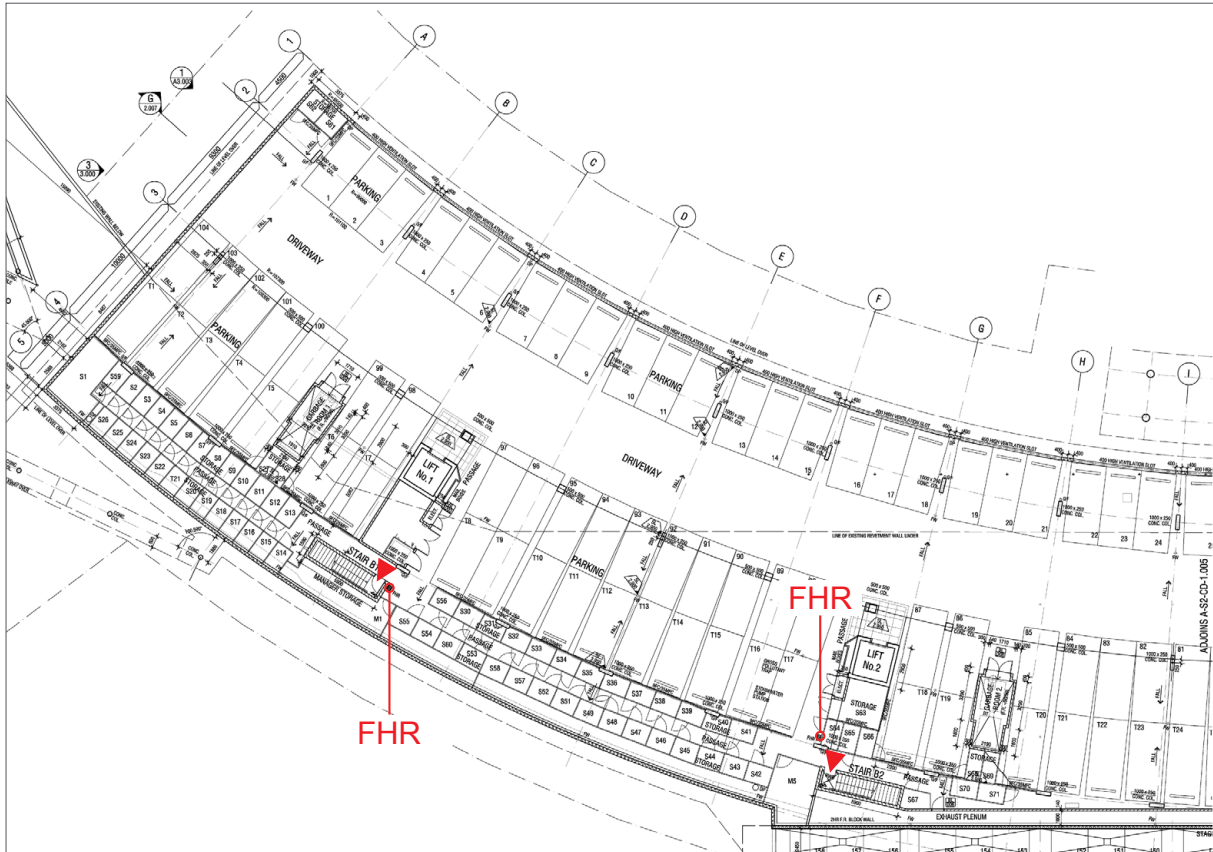
Fire escape doors are clearly marked and must not be held open or obstructed in any way.

### /4.13 FIRE EXTINGUISHERS

There are two fire extinguishers located in each corridor on each level. Fire extinguishers should only be used in case of an emergency and are not for general use. The use of the fire extinguishers will call the QFES and the user will be charged for the call-out.

EMERGENCIES CONT.

/4.13 FIRE ESCAPE ROUTE



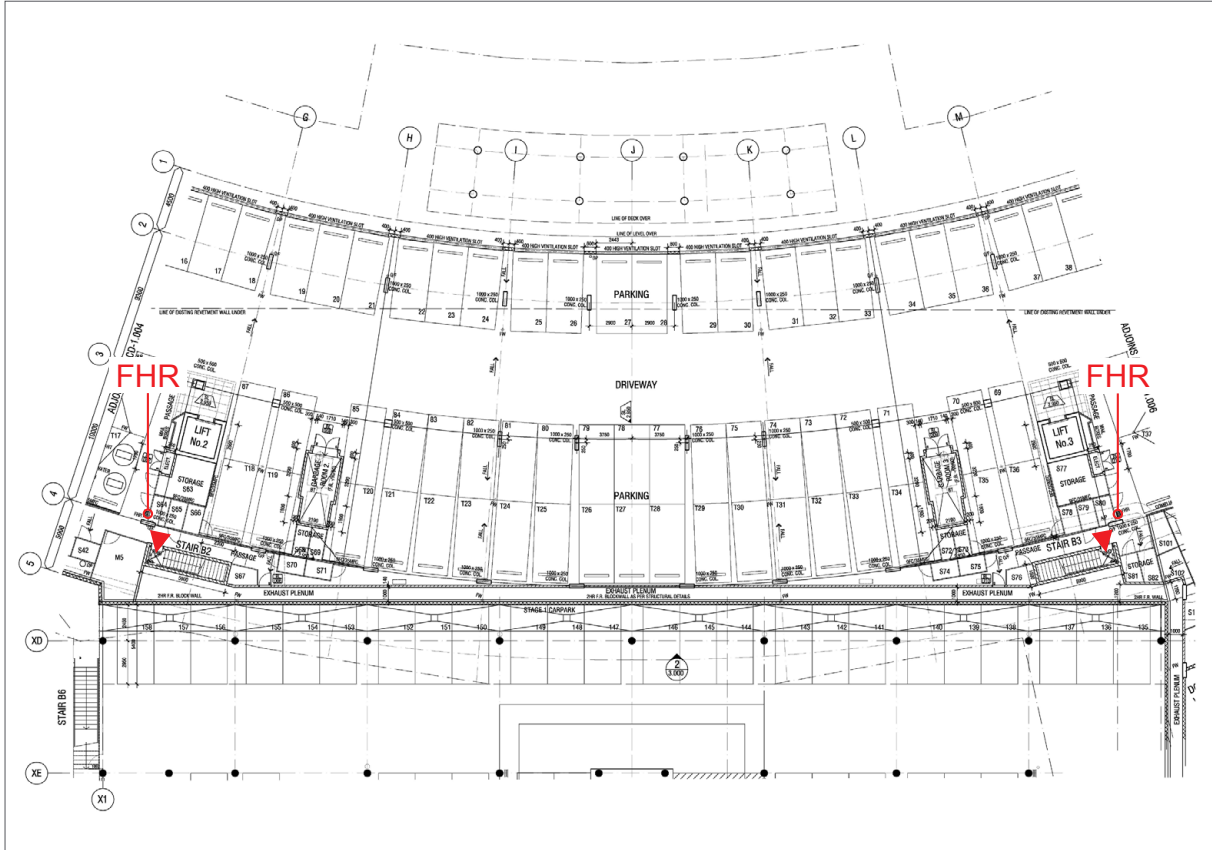
BASEMENT - WESTERN AREA

Legend

- ▲ Fire Escape Route
- FHR Fire Hose Reel
- FE Fire Extinguisher

EMERGENCIES CONT.

/4.13 FIRE ESCAPE ROUTE



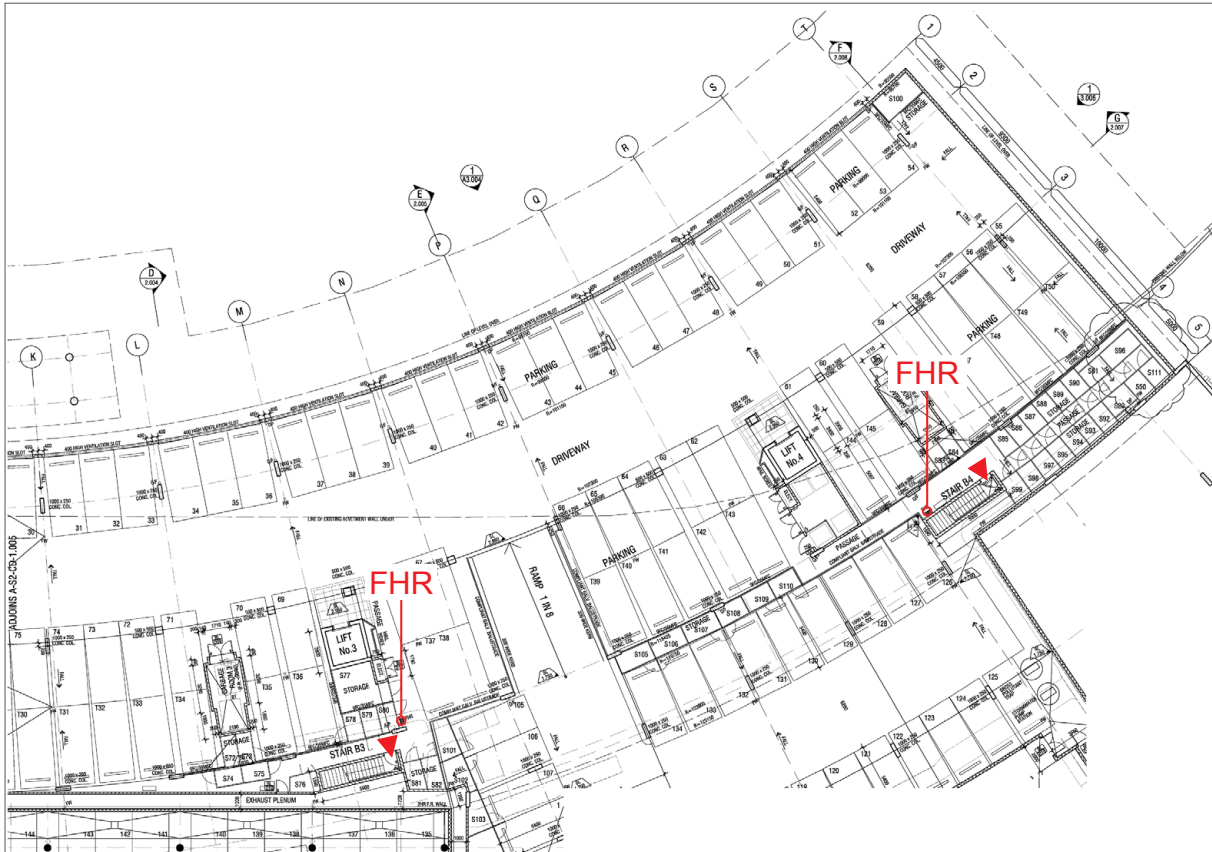
BASEMENT – CENTRAL AREA

Legend

- ▲ Fire Escape Route
- FHR Fire Hose Reel
- FE Fire Extinguisher



EMERGENCIES CONT.

/4.13 FIRE ESCAPE ROUTE



BASEMENT - EASTERN AREA

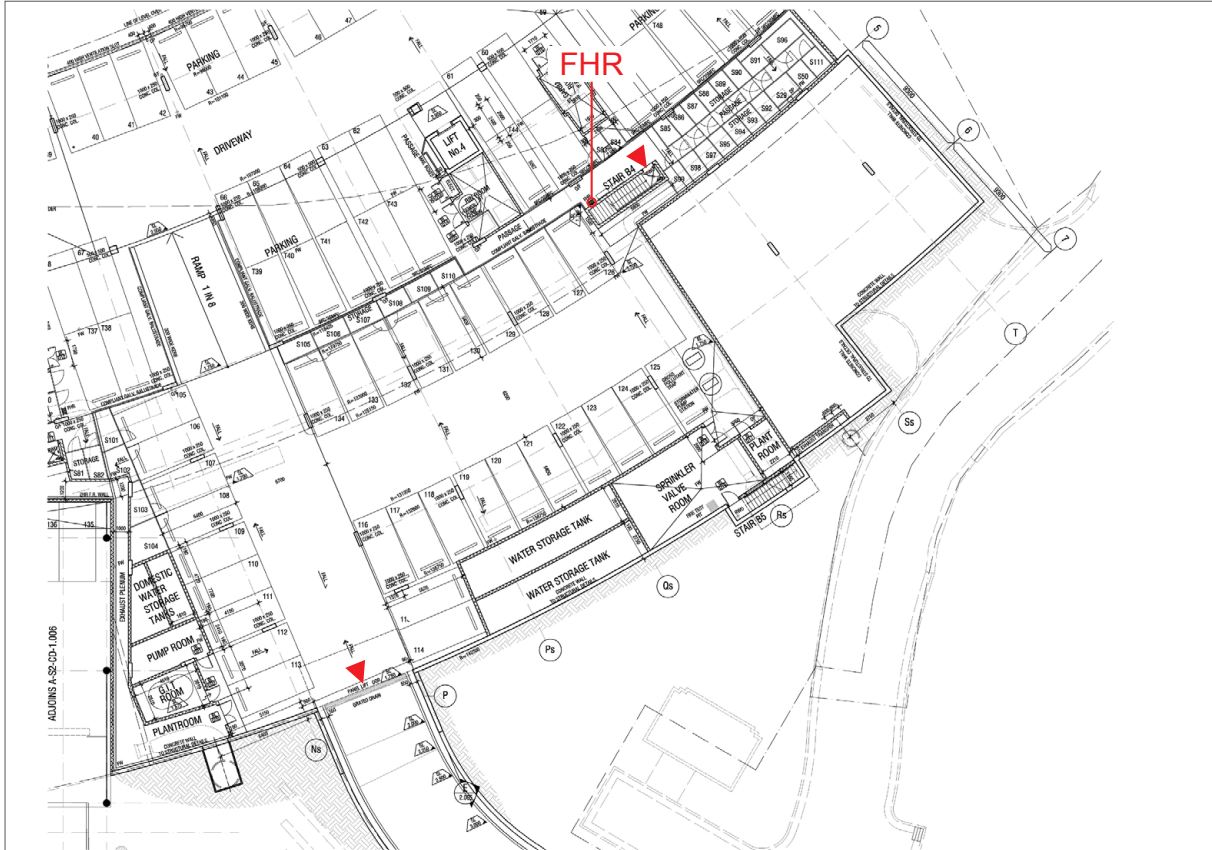
Legend

-  Fire Escape Route
-  Fire Hose Reel
-  Fire Extinguisher






EMERGENCIES CONT.

/4.13 FIRE ESCAPE ROUTE



BASEMENT – SOUTHERN AREA

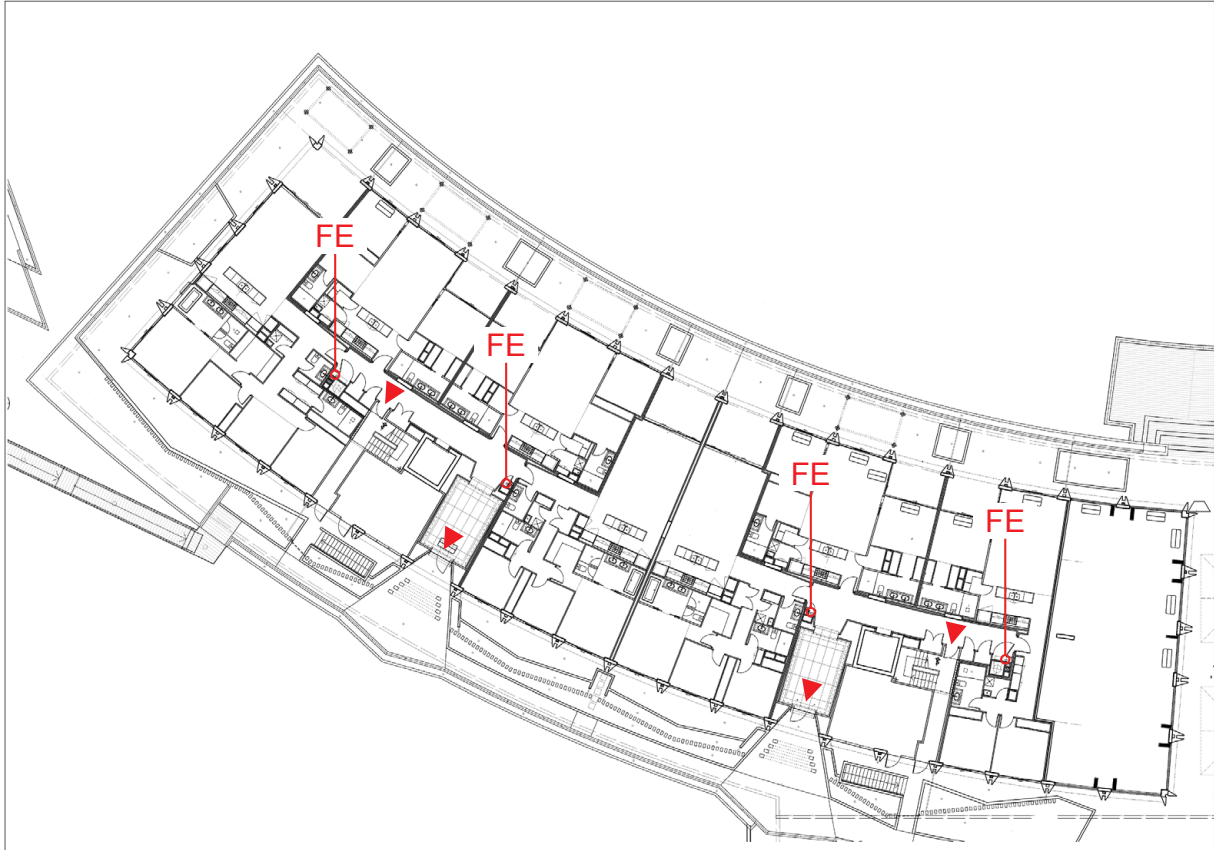
Legend

-  Fire Escape Route
-  Fire Hose Reel
-  Fire Extinguisher






EMERGENCIES CONT.

/4.13 FIRE ESCAPE ROUTE



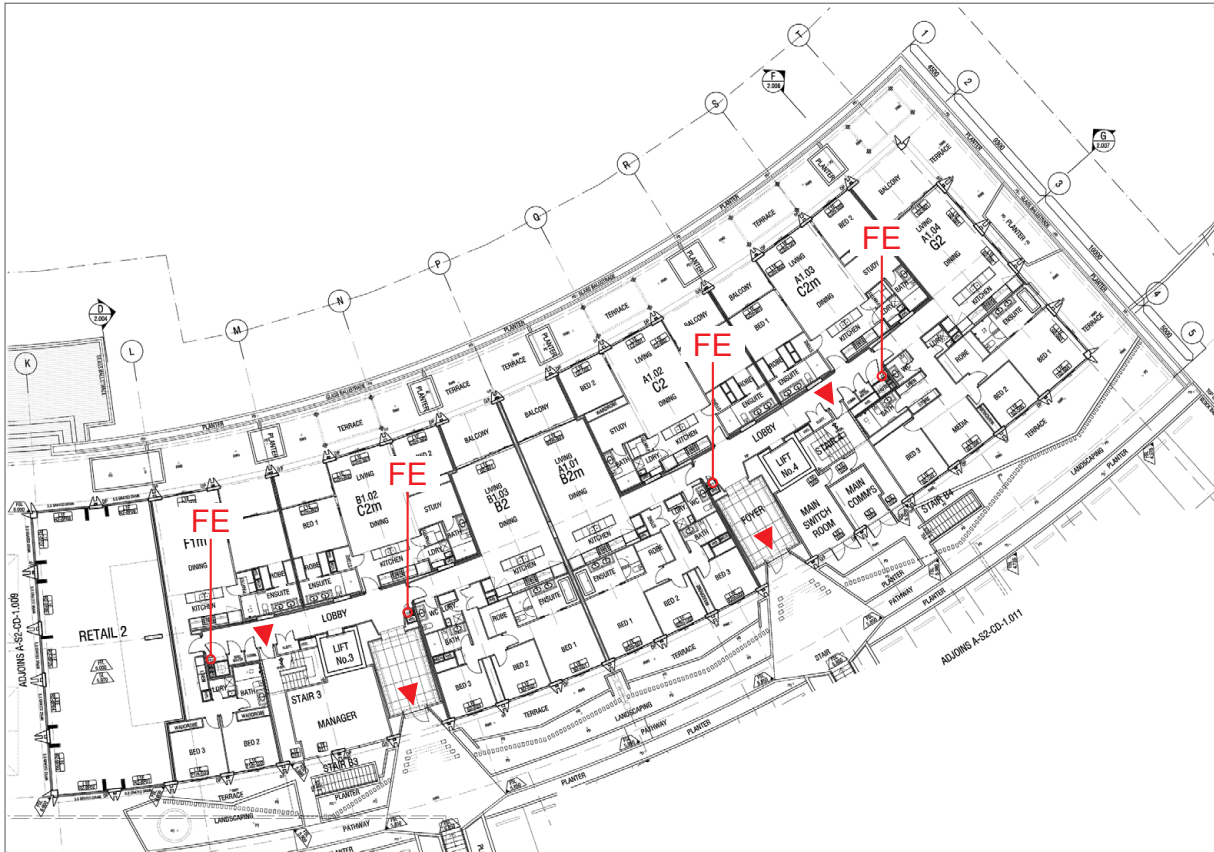
LEVEL 1 - WEST WING

Legend

-  Fire Escape Route
-  Fire Hose Reel
-  Fire Extinguisher




EMERGENCIES CONT.

/4.13 FIRE ESCAPE ROUTE

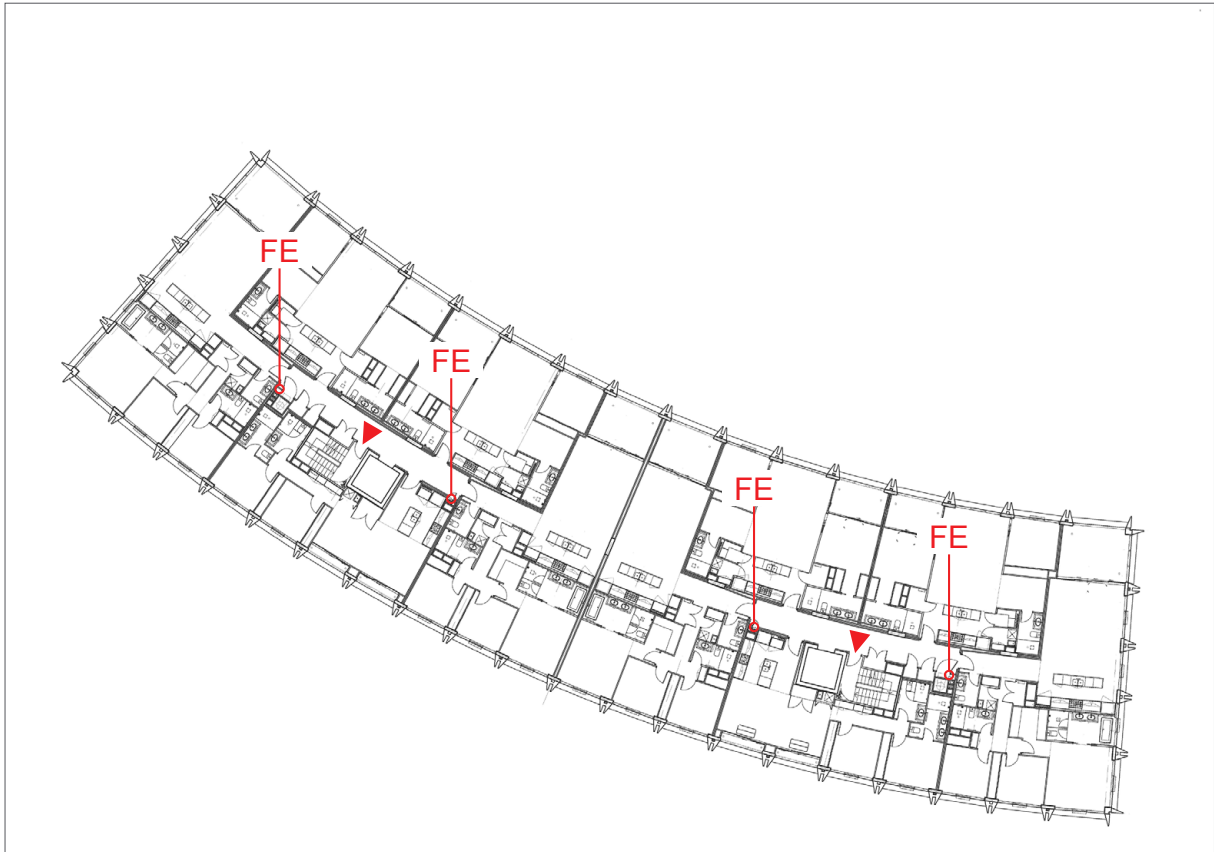


LEVEL 1 - EAST WING

Legend


-  Fire Escape Route
-  FHR Fire Hose Reel
-  FE Fire Extinguisher

/4.13 FIRE ESCAPE ROUTE



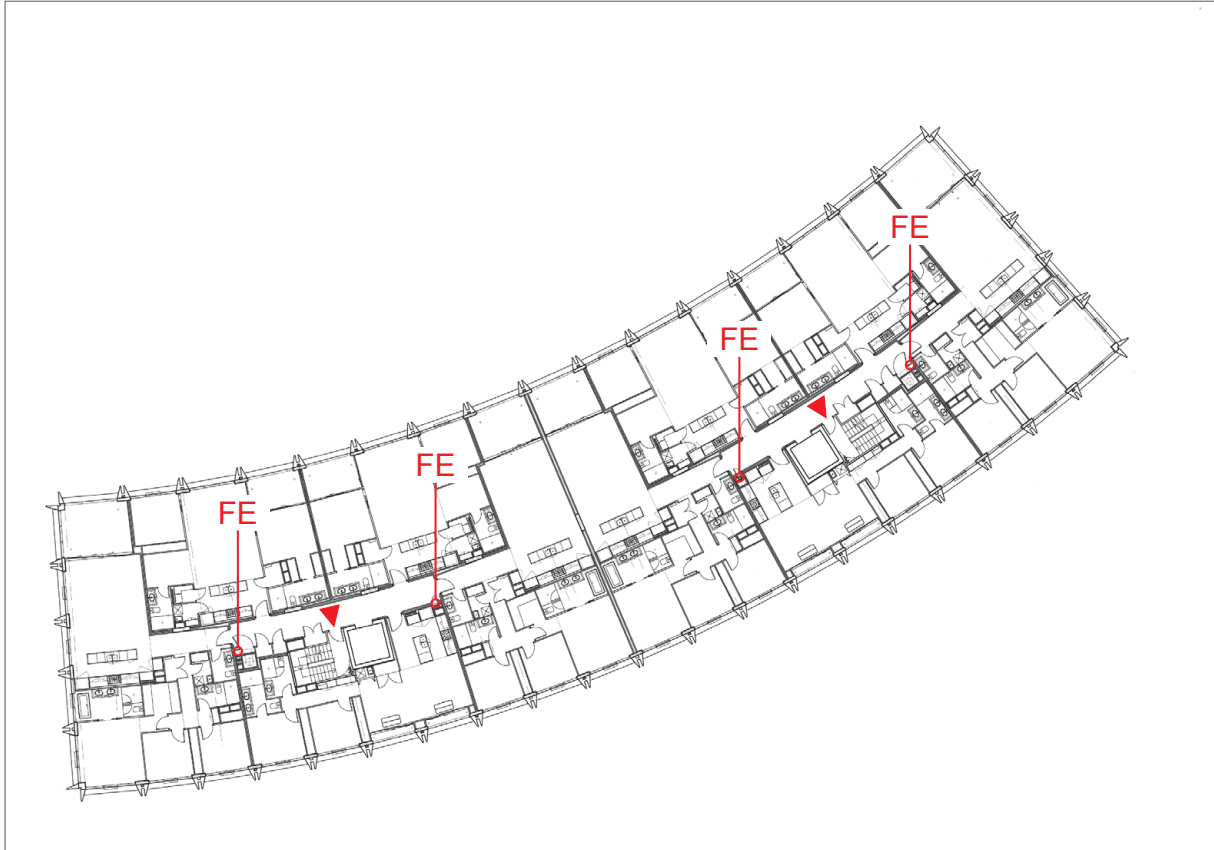
LEVEL 2-5 - WEST WING

Legend

-  Fire Escape Route
- FHR** Fire Hose Reel
- FE** Fire Extinguisher




EMERGENCIES CONT.

/4.13 FIRE ESCAPE ROUTE



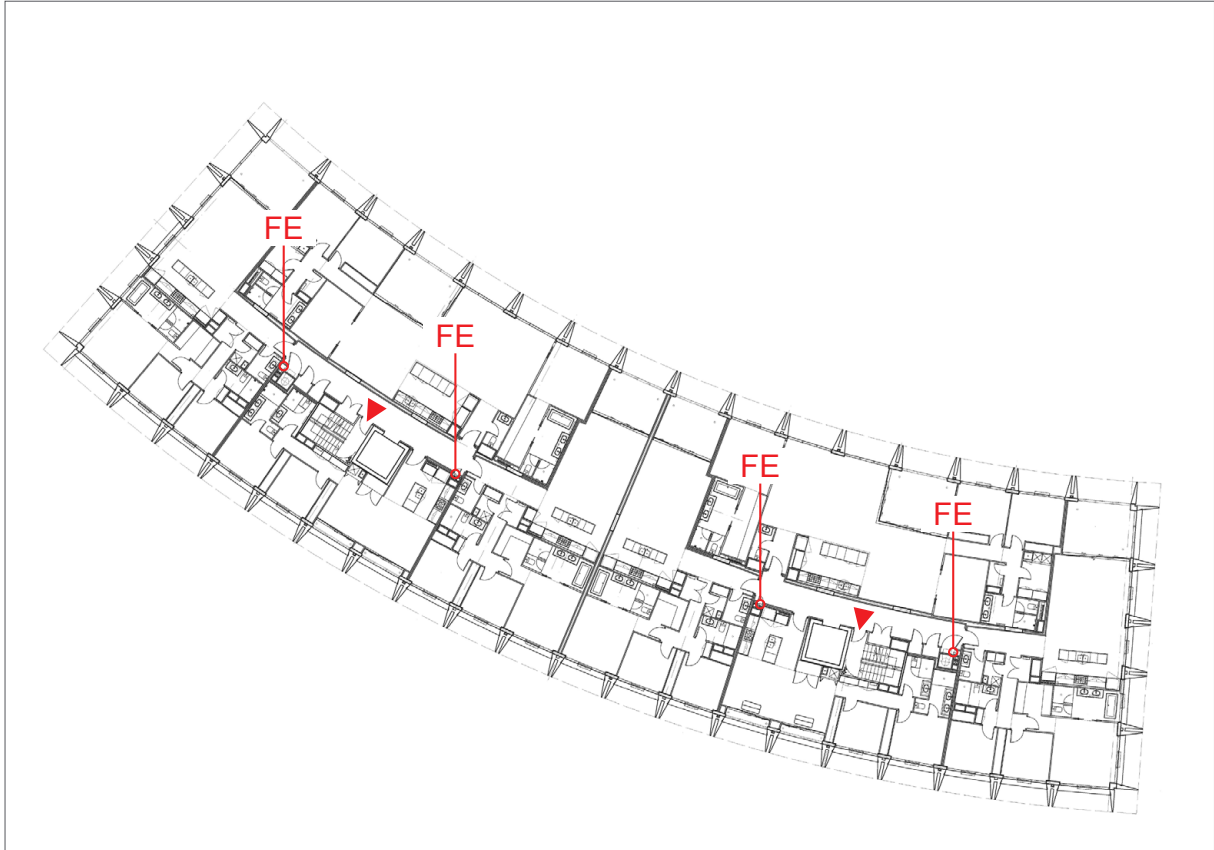
LEVEL 2-5 - EAST WING

Legend

-  Fire Escape Route
-  Fire Hose Reel
-  Fire Extinguisher


EMERGENCIES CONT.

/4.13 FIRE ESCAPE ROUTE

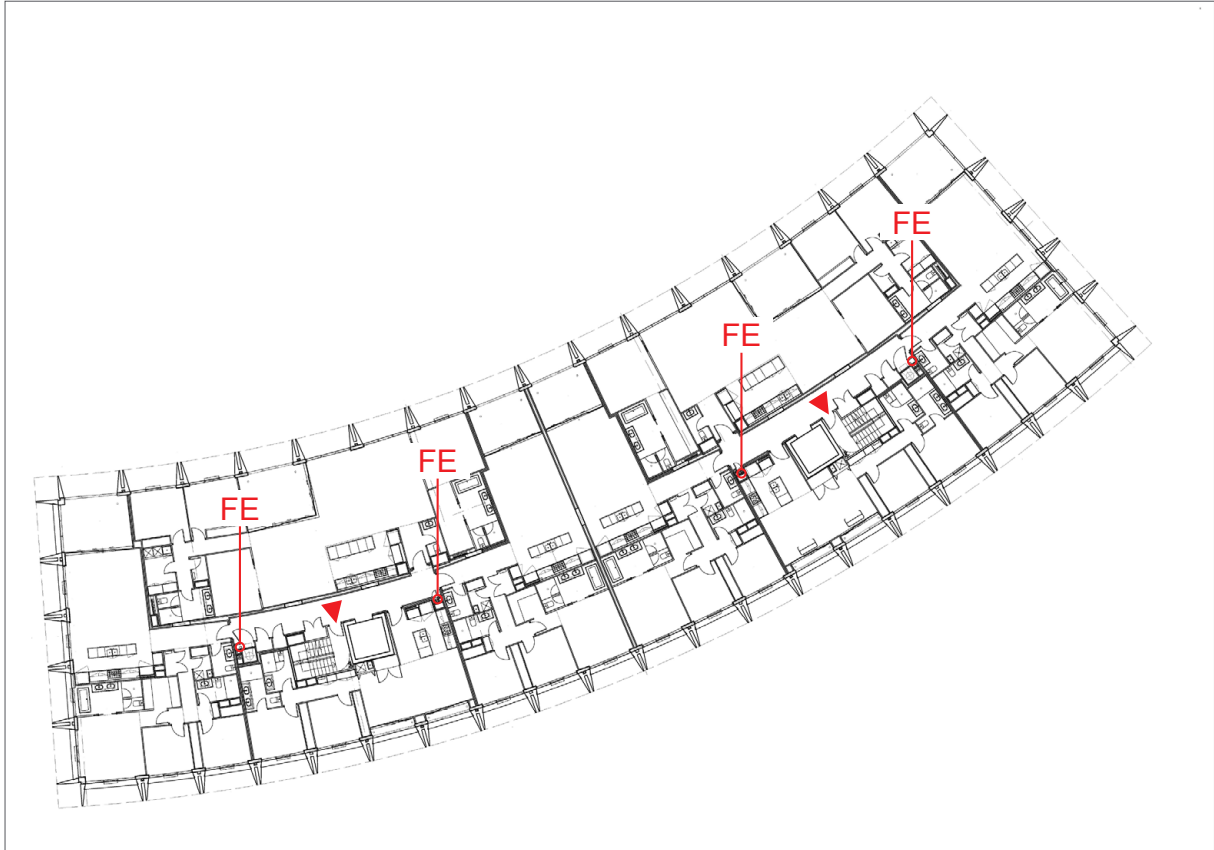


LEVEL 6 - WEST WING

Legend


-  Fire Escape Route
- FHR** Fire Hose Reel
- FE** Fire Extinguisher

/4.13 FIRE ESCAPE ROUTE



LEVEL 6 - EAST WING

Legend

-  Fire Escape Route
- FHR** Fire Hose Reel
- FE** Fire Extinguisher

## SECURITY

### /5.1 KEYS/ACCESS FOBS

You will be provided with keys and proximity fobs as per the schedule below.

Keys / Access Fobs	Quantity
Front Door	2
Mail box	2
Sliding Doors Level 1 only	2
Basement Roller Door Remotes	2
Foyer Entry Fobs	3

**NOTE:** Additional or replacement proximity fobs can be arranged through the Building Manager in accordance with the Body Corporate rules and regulations. Costs will apply.

### /5.2 CAR PARK ENTRY

Parking within Marina Concourse comprises a single split level basement for residents only. Visitor parking is located on the podium level.

Vehicular access to the resident's car park is gained by pressing your remote control, which will open the automatic roller door. Once in the residents' car park, proceed to your dedicated car space.

Please do not attempt to enter or exit the carpark while the door is in motion. The door will automatically close following a predetermined time lapse.

The Body Corporate reserves the right to remove vehicles if parked incorrectly.

### /5.3 AUDIO INTERCOM/ACCESS SYSTEM

Your apartment is fitted with an audio intercom system, located either on the wall near the kitchen, near the entry door of your apartment, or on the wall in your living/dining area. This system allows you to remotely open the lobby entrance on the ground floor when visitors arrive.

### /5.4 VISITOR ACCESS

#### Front Door Entry

Access to Marina Concourse apartments for pedestrians, residents and visitors at ground level, is through one of four entry foyers/lobbies (two per building), which service specific apartments as outlined below:

Lobby A - Apartments 101A to 604A

Lobby B - Apartments 101B to 604B

Lobby C - Apartments 101C to 604C

Lobby D - Apartments 101D to 604D

For a visitor to call an apartment they should:

- Proceed to the appropriate lobby as per above schedule
- Key in the apartment number.
- Press the telephone symbol on the intercom panel located on the entry arbour adjacent to the entrance foyer.

This will ring the handset in the selected apartment and upon authorisation from the occupier the door will release allowing entry into the foyer. The visitors will then be able to use the lift to arrive at selected apartment level only.

#### Occupier/Resident Entry

To enter the building, the apartment occupier must swipe the proximity fob past the proximity reader adjacent to the door. The doors will open upon the latch releasing. Enter the lift and swipe the proximity fob close to the proximity reader on the lift panel and select floor level. The lift will then proceed to the nominated floor. Access will be available on your allocated floor, and the basement.

#### Apartment Handset Use

When a visitor activates the call button at the front door, the handset within the apartment will ring.

To allow entry to the foyer, you need to press the door release button (key symbol) on the monitor.

The visitor will then be able to use the lift to access the apartment level.

#### Visitor Exit

When the visitor leaves the apartment, they need to press the lift call button in the lift lobby and select the ground-floor button when the lift arrives. The other lift buttons will not activate any other apartment levels. The visitor can leave the ground floor foyer by the front doors using the 'push to open' button.

#### Occupier/Resident Exit

Press the lift call button in the apartment-level lift lobby and enter the lift when it arrives. Select the ground-floor button or use the proximity fob to select the basement car park. The other lift buttons will not activate.

## **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.**

The manufacturer's information, warranties and instruction booklets are provided in your settlement pack. It is the property owner's responsibility to maintain these items and arrange repairs and maintenance if required. Repairs should be carried out by an authorised service company in accordance with the manufacturer's specifications. It is recommended that all manuals and warranties are kept in a safe place within the home.

### **/6.2 ENERGY SOURCES**

The energy sources of your appliances are as follows:

- Rangehood – Electricity
- Cooktop – Gas  
(with Electricity provided for ignition)
- Oven – Electricity
- Dishwasher – Electricity



## MAINTENANCE

### /7.1 MAINTENANCE AND WARRANTY

A pre-settlement inspection is offered to owners prior to settlement. Other maintenance items not completed or identified can form part of the post-settlement form. The original purchasers of a property from Sunland Group benefit from a (3) monthwarranty period from date of settlement that covers "Category 2" building defects which may become apparent. Defects do not include damage by any owner, resident or any other party. Sunland Group has six years six months from practical completion for any "Category 1" defects (please see [www.qbcc.qld.gov.au](http://www.qbcc.qld.gov.au) for more details). Practical completion is deemed as the date of the building final inspection by Council or Certifier.

To claim under this warranty, the owner must notify Sunland of such maintenance items in writing via the post-settlement form provided to you in your settlement pack. Tenants must refer any maintenance items to their Property Manager who will contact Sunland.

Items arising out of fair and reasonable wear and tear remain the responsibility of the owner/occupier and are not covered by this warranty. The owner or occupier must give Sunland and its agents access to the property during reasonable times (Monday to Friday between 7am and 3.30pm) to enable inspection of the maintenance items and to carry out the rectification works. A dedicated Maintenance Coordinator can be contacted through Sunland's office.

Phone \_ 07 5564 3700

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 Sunland's Maintenance Coordinator.

### /7.2 FITTINGS AND FIXTURES – TRADE CONTRACTORS AND SUPPLIERS

Listed below are suppliers of the standard fixtures and fittings within the apartments (excluding purchaser variations). Only one post-settlement maintenance form will be accepted. We encourage you to familiarise yourself with your apartment for a short period of time prior to sending in the maintenance forms.

#### Trade Contractors and Suppliers

##### Air-conditioning & Mechanical Ventilation Services

Venmist

Ph \_ 07 3205 5733

Unit 14, 193 - 203 Southpine Rd,  
Brendale QLD 4500

##### Electrical

Stowe Electrical

Ph \_ 07 5522 1066

Unit 12 / 15 John Duncan Crt,  
Varsity Lakes QLD 4227

##### Plumbing

Shore Plumbing

Ph\_07 5576 2028

PO Box 530,  
West Burleigh QLD 4219

##### Windows

G James Glass & Aluminium

Ph \_ 07 3877 2855

1007 Kingsford Smith Dr,  
Eagle Farm QLD 4009

##### Carpet

Carpet Call (QLD)

Ph \_ 07 3489 1333

24 Jutland St,  
Loganlea QLD 4131

##### Plumbing Fixtures

Casa Lusso

Ph \_ 07 5501 1500

14 Enterprise St,  
Molendinar QLD 4214

##### Door Hardware

SPL

Ph \_ 07 5588 8111

101 Ashmore Rd,  
Bundall QLD 4217

##### Fire Doors

Peninsula Fire Doors

Ph \_ 07 3283 6514

8/9 Redcliffe Gardens Dr,  
Clontarf QLD 4019

**MAINTENANCE CONT.**

**Fire Services**

Auscoast Fire  
Ph \_ 07 5557 6788  
PO Box 1027,  
Mudgeeraba QLD 4213

**Joinery**

Sun Joinery  
Ph \_ 07 5556 0871  
2 Kingston Dr,  
Helensvale QLD 4212

**Benchtops**

GMG Stone  
Ph \_ 07 5503 1288  
188 Nerang St,  
Southport QLD 4215

**Shower Screens /Mirrors / Robes**

Regency  
Ph \_ 07 5502 5730  
6 Kingston Dr,  
Helensvale QLD 4212

**Tiling Labour**

TAT Tiling  
Ph \_ 0432 240 663  
6 Cedar Pl,  
Broadbeach Waters QLD 4218

**Tile Supply**

Macrostone  
Ph \_ 07 3040 0807  
Suite 345, Locked Bag 1,  
Robina TC QLD 4230

**Waterproofing**

Spanos  
Ph \_ 07 3807 9943  
Unit 3 / 53-57 Link Rd,  
Yatala QLD 4207

**Painting & Render**

Usher & Son  
Ph \_ 07 5573 2300  
PO Box 3788,  
Helensvale TC QLD 4212

**Appliances**

Harvey Norman  
Ph \_ 07 3297 3700  
101 Burnside Rd,  
Stapylton QLD 4207

**Blinds**

PR Corporate Blinds  
Ph 07 5597 7055  
PO Box 243,  
Nerang QLD 4211

## CLEANING AND GENERAL CARE

### /8.0 CLEANING AND GENERAL CARE

Your property has been constructed from high-quality materials, which must be cleaned and cared for regularly in the appropriate manner.

Some cleaning/general care hints are listed in this section. However, it is suggested that you consult a cleaning expert, materials/fitting manufacturer or cleaning product manufacturer to ensure correct procedures are applied. Ensure that the correct safety procedures are followed when using toxic or otherwise volatile chemical products.

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

### /8.4 JOINERY

Joinery surfaces will dent or scratch if treated roughly. Particular care should be taken when moving furniture or heavy objects in the vicinity of 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**

Stone bench tops need little more than washing with cold water and a sponge, followed by wiping with a dry cloth. The surface should never be allowed to get dirty enough to require more thorough cleaning. Weekly cleaning is recommended to maintain the stone's appearance and should be repeated more regularly if required by the level of soiling.

All spillages should be cleaned immediately to prevent any liquid/chemicals penetrating the stone's pores, and resulting in unsightly staining. Bench tops should not be used as food preparation areas/cutting boards, as the stone (whether natural or reconstituted) will eventually mark and stain.

Food preparation should be carried out on cutting boards, which may be replaced when marked and stained.

With regards to bathrooms, ensuites and laundry applications, bleaches and mould-removing cleaning products should not be applied to any marble, limestone, granite and/or reconstituted stone.

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 where there is a recess i.e. kitchen sink, hand basin or cook top. The manufacturer's warranty will not be honoured for breaks in these areas.

/8.7 **REFRIGERATOR**

Please refer to the manufacturer's instructions for care and maintenance on integrated fridges.

/8.8 **CARPET**

Regular maintenance is required for carpets. Carpet cleaning should occur as follows:

- » Carpet should be vacuumed weekly, or as required, to prevent dirt particles from getting into the carpet fibres.
- » Spot cleaning should be undertaken immediately after soiling by spillage or dirt; use a warm, damp, clean cloth
- » When using carpet-stain removers, you should ensure the manufacturer's instructions are followed at all times.
- » Periodic deep cleaning of carpets by carpet-cleaning experts is also recommended (at least annually).
- » Regular maintenance is required for carpets.

/8.9 **FLOOR/WALL TILES**

Please take care when moving about on stone 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.

**Travertine Tiles**

Special attention needs to be placed on care and maintenance of travertine floors. Being a stone, travertine is more hard-wearing than most floor materials but is still susceptible to damage if not treated correctly. Running a vacuum cleaner or broom over the floor will minimise the build up of sand particles and grit, which when combined with people walking on the surface, can damage and scrape the pits. Before mopping, the mop needs to be cleaned and dried to avoid leaving residue on the surface, and ideally it should be used in conjunction with a neutral (non-oil based) detergent. Rinse the mop out

/8.9 **FLOOR/WALL TILES CONT.**

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

/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.

**Travertine Tiles**

The travertine tiles on the bathroom floors and walls have been treated with an impregnating sealer. Mop up any spills immediately. Acidic substances can still damage treated surfaces if left for an extended period. Spot clean using diluted acid-free bleach (e.g. 5% sodium hypochlorite in water). Always test the cleaning chemical on a small inconspicuous area of the surface before using it to clean the rest of the surface, as it may lighten or darken some surfaces. Scrub floor surfaces monthly with a soft natural bristle brush using a cleaner similar to diluted acid-free bleach. Regularly clean the surface using a non-acidic cleaner suitable for the surface. Remember that impregnating sealers are not bullet proof, so spills should still be wiped up in a timely fashion and the surface should be cleaned regularly, but the treatment should make regular cleaning easier and quicker, with less need for harsh cleaning chemicals. Please refer to the Warranty Certificate enclosed in your settlement pack for further details on warranty of sealants, and correct maintenance procedures.

/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 AND SHOWER ROSES**

Chrome and powder coated sanitary hardware should be cleaned regularly with household/specialist stainless cleaners and plenty of water. Beware of scratching the surface of the hardware with abrasive products and cleaning utensils.

If products inclusive of (but not limited to) the following come into contact with your hardware, chemical damage/staining may occur:

- Iodine
- Mercurochrome
- Shoe Polish
- Hair Dye
- Bleach
- Nail Polish/Remover.

**/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.

## CLEANING AND GENERAL CARE CONT.

### /8.16 WINDOWS CONT.

#### 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 BLINDS

Pull metal chain up or down to set blind at required height. Pull chain straight, not on an angle. Do not use too much force when operating the blind. Fabric is 100% polyester, and should be cleaned as follows:

- Dusting – Regular dusting maintains a like-new appearance.
- Vacuuming – Vacuum gently with brush attachment of any vacuum cleaner.
- Spot cleaning – Spot clean with soft cloth or sponge moistened with lukewarm water. Blot gently to avoid creasing.
- An art gum rubber can be used to remove small marks.
- Avoid dry cleaning.
- Do not remove child safety locking device.

### /8.18 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.

### /8.19 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.

### /8.20 SEALANTS

All sealants should be cleaned (wiped down with a damp cloth only) regularly and inspected for deterioration and required maintenance.

#### Condensation

Condensation occurs when the air temperature inside the dwelling is greater than the air temperature outside. To prevent condensation:

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

### /8.21 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 Defects Supervisor immediately on 07 5564 3700. All sealants to showers, wet areas and tile junctions should be inspected regularly and maintained (where applicable).

### /8.22 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.

## SERVICES

### /9.1 EXHAUST SYSTEM

Your apartment is fitted with an exhaust system in the bathrooms, separate laundries and ensuites. They are operated at all times from the plant area on the roof. It is recommended that the laundry doors are left open while using the dryer as moisture may cause damage to the laundry internals in the long term. The exhaust system for the bathroom, laundry and ensuite is via a ducted system. The air is drawn through ceiling-mounted grilles, with exhausts located on the roof.

To ensure correct operation of the exhaust system:

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

### /9.2 RANGE HOOD

Ventilation for the range hood is activated when the fan in the range hood is switched on. To change the light bulb, please refer to the rangehood manual. Your Rangehood has been fitted with a filter to help mask cooking odour. Depending on usage, these filters should be replaced every six months.

### /9.3 AIR-CONDITIONING COOLING/ HEATING SYSTEM

Your apartment features zone-controlled ducted air-conditioning. Thermostat controls are typically located on living and main bedroom internal walls. Instructions for the operation of the air-conditioning system controls and programming of the system can be found in the user's manual.

### /9.4 WATER SUPPLY/CONNECTION

#### System Explanation

All hot water is supplied to your apartment via a centralised gas-fired boiler system located on the roof of the building. The hot water is constantly recirculated throughout the building to ensure that the waiting time on hot water is kept to a minimum. Hot water supplied to your apartment is metered in the same way as cold water, and you will be charged directly for the quantity of hot water used in your apartment.

#### Location of Stop Valve

If you wish to stop the supply of hot water to your apartment for any reason, this can be done by turning off the stop valve found under the laundry tub in your apartment. The hot water meters are located in the meter cupboards in the corridors.

### /9.5 COLD WATER SYSTEM

Cold water has been connected and is individually metered by Silver Asset Services.  
Silver Asset Services \_07 3010 5560.

The stop valve for the cold water supply is located under the laundry tub in each apartment. The cold water meters are located in the meter cupboard in the corridor.

### /9.6 SWITCHBOARD

The electrical switchboard is located within your apartment. All circuit breakers must be switched to the ON position for normal operation.



## GENERAL INFORMATION

### /10.1 TELEPHONE, INTERNET AND TV CONNECTION

#### 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

Foxtel is available and can be connected by calling Foxtel Representative 0419 738 437.

#### Telephone and Internet

Contact one of the following service providers (or your preferred supplier) to arrange connection of your internet, telephone line and provision of handset(s) if required:

Telstra 1800 008 994

Optus 13 39 37

### /10.2 UTILITY CONNECTION

Electricity, hot water and gas supply is provided through WINconnect. To set up an account please call WINconnect on

1300 791 970

### /10.3 RUBBISH CHUTES

A garbage disposal chute has been installed in the refuse cupboard located on each floor. The rubbish disposal chute can be used for general household waste, which must be contained in thick plastic bags. Maintenance and care instructions for the rubbish chute will be at the discretion of the Building Manager. Recycling rubbish must be disposed of in the basement recycling rooms. The door to the recycling room is marked "Recycle".

#### IMPORTANT

- Do not leave any items in the refuse room or corridors – the refuse room should be kept clear at all times.
- It is your responsibility to dispose of any items that cannot be disposed of through the rubbish chute.
- Rubbish should be contained in sturdy, tied bags.
- The following materials should not be disposed of through the rubbish chute or left in the refuse area on each floor:

- 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, glass, glass bottles, bricks, crockery, appliances, etc.
- Cardboard boxes. They are to be broken down and stacked flat. The Building Manager will advise you where you can place the broken-down boxes for collection.

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

## GENERAL INFORMATION CONT.

### /10.4 LIFTS

Four lifts have been installed at Marina Concourse, two servicing each building. Access to your floor, basement carpark and/or common areas is gained by presenting your electronic proximity fob across the proximity card reader in the lift. Once the proximity fob has been verified, you can gain access to your floor or Level 1 by pressing the applicable floor button. To enable visitors to use the lifts, the visitor must call the apartment using the intercom system and the apartment occupier must enable lift access by pressing the appropriate button on the intercom. For more detailed instruction regarding visitor access, please refer to Section 6 on Security.

**Please note:** lift and floor covers are required when moving furniture in or out of the building at any time.

The dimensions of the lifts are approximately:

Door Entry: 1m x 2.1m

Size of Lift is: 1.4m wide x 2.4m high x 1.97m deep

#### Lifts – General Instructions

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

#### IMPORTANT

IN CASE OF FIRE – DO NOT USE LIFTS

### /10.5 MAIL COLLECTION

Australia Post will bulk deliver mail to the Manager's Office. The Building Manager will then distribute mail to the basement letterboxes located adjacent to the lifts. Parcels delivered by courier will be left with the Building Manager for safe keeping. There are two keys to your letterbox provided in the apartment handover pack.

Your mail address will be:

Resident's Name

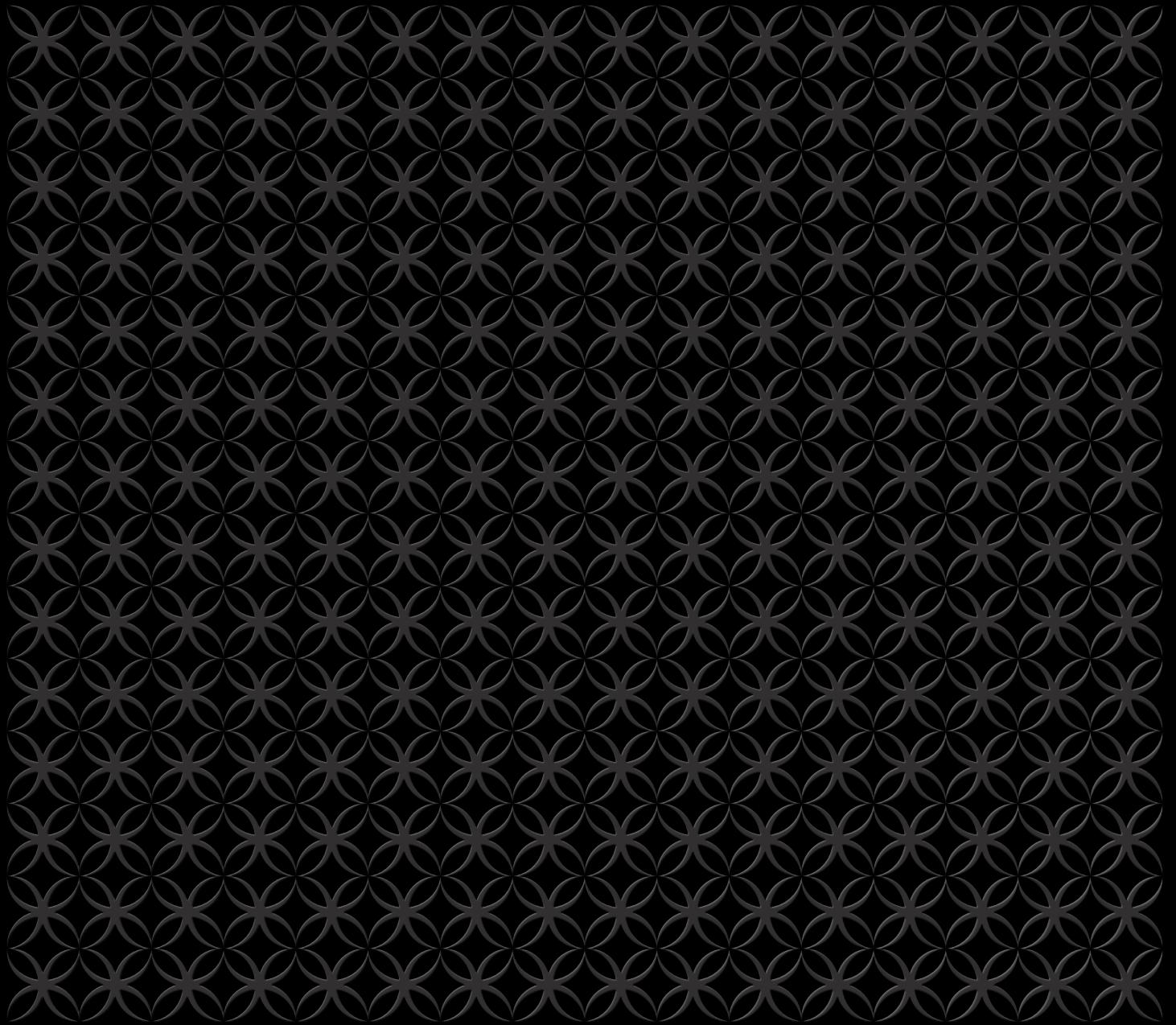
U \_\_\_\_\_ /1 The Concourse

Benowa QLD 4217

### /10.6 CARPARKS AND BASEMENT STORAGE

Occupiers are to park in their designated car park only. Carparks are not to be used as a storage facility - ie: no furniture, equipment, odds and ends or storage sheds are to be erected in carparking spaces.

Each apartment is allocated a basement chainwire mesh storage cage. Please refer to cage signage for maximum allowable storage height.



**SUNLAND GROUP**

GPO BOX 603, BRISBANE, QUEENSLAND 4001 | E-MAIL - CLIENTRELATIONS@SUNLANDGROUP.COM.AU  
CLIENT RELATIONS MANAGER - 07 3456 5700 | MAINTENANCE CO-ORDINATOR - 07 3456 5700