

HOME OWNERS MANUAL

Lanes  
RESIDENCES

WEST VILLAGE

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’.

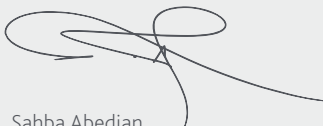
Along this journey, Sunland has received numerous awards from our industry and peers for our contribution to Australia’s urban landscape.

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 The Lanes Residences. 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 THE LANES RESIDENCES WEST VILLAGE.**

Located within the 42-hectare master planned community of The Lakes in Mermaid Waters, the sculptural mid-rise apartment buildings of The Lanes Residences combines an unparalleled waterfront setting with a vibrant new retail, wellness and lifestyle precinct on your doorstep.

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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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## FREQUENTLY ASKED QUESTIONS

### How does my air conditioning work?

Please refer to section 9.4. A hard copy is also provided to you in your settlement pack at settlement.

### How is my water billed?

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

### How do I turn off my water?

The hot and cold water shut off valves are located in the corridor hydraulic riser cupboard. The relevant apartment number is listed on the isolation valves. This door is not locked.

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

Check the apartment distribution board located in a robe or linen cupboard first for a tripped circuit breaker (location dependent on apartment configuration). If there is nothing tripped but the power is still off, consult the building manager. If the problem persists, you may have a faulty appliance. Ensure all appliances are off and unplugged and try again. If the power failure appears to be caused by the supplier, surrounding buildings will also be blacked out.

### Why isn't my oven working?

Your oven runs off its own electrical circuit. The isolator switch is located in your electrical distribution board within a robe or linen cupboard in your apartment (location dependent on apartment configuration). If your oven does not work, please check this switch is turned on. For more information on the apartment switchboard see section 10.2.

### Why isn't my cooktop working?

Your cooktop isolator switch is located on the powerpoint plate adjacent to the rear kitchen benchtop. If your cooktop doesn't work, please check this switch is turned on.

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

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

When operating your dryer it is recommended that you open doors and have the fan on to ensure there is no excess build up of moisture in the laundry area. This will also help reduce condensation in your apartment. Refer section 8.21 for tips on mitigating condensation.

### What do I do in an emergency?

Please refer to section 6.0. In the event of emergency or system failure please contact the Building Manager. If there is imminent danger, or fire or medical assistance is required, please call \_ 000.

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

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

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

The Lanes Residences has battery backup power supply systems to keep the door access readers operating in the event of power loss. The backup system will operate for a few hours after power outage depending on the number of times it is used. In the event of the power loss exceeding the battery charge, building access doors will power down and unlock.

The lifts are equipped with an emergency rescue device which in the event of a power outage, will move the lift to the closest floor and open its doors to release passengers.

### How to log an Issue?

Refer to section 7.0 – Maintenance and Warranty

Issues related to your apartment must be logged via DLP Manager. Access was issued upon settlement.

Building Issues must be logged via the Building Manager on [brmthelanes@tessaresidential.com.au](mailto:brmthelanes@tessaresidential.com.au) or \_ 0434 417 378.

### What paint colour has been used?

The apartment internal paint colour is Dulux Whisper White.

### Why is my shower not draining?

Before logging an issue in DLP Manager, first check for visible blockages caused by hair/debris by removing the smart tile waste.

### Why is my bath not draining?

A licensed maintenance plumber is required to perform the cleaning of this waste. A critical connection to enable the cleaning is located below the bath, and if not completed correctly will break the respective water seal.

## CONTACTS

### /2.1 EMERGENCY CONTACTS

Police \_ 000  
Ambulance \_ 000  
Fire Brigade \_ 000

### /2.2 24-HR MEDICAL EMERGENCY CARE

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

Gold Coast University Hospital  
Southport \_ 1300 744 284

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

Pindara Private Hospital  
Benowa \_ [07] 5588 9888

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

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

### /2.3 AUTHORITY/UTILITIES CONTACTS

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

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

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

Gold Coast City Council - Water \_ 1300 000 928

Gold Coast City Council - General \_ 1300 465 326

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

### /2.4 BODY CORPORATE

Cambridge Management Services has been engaged as your Body Corporate Manager for The Lanes Residences.

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.

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

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

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

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

### /2.5 BUILDING MANAGER

A Building Manager has been 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 4, adjacent to the entry Lobby.

[bmthelanes@tessaresidential.com.au](mailto:bmthelanes@tessaresidential.com.au)  
Phone \_ 0434 417 378

### /2.6 SUNLAND GROUP

PO Box 1301  
Surfers Paradise QLD 4217

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

## MOVING IN

### /3.1 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

#### Home and Family

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

#### Personal

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

### /3.2 MOVING IN PROCEDURE

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

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

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

For more information or to arrange your move please call the Building Manager on **\_ 0434 417 378**.

A specified timeframe will be allocated for each move and your move 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

### /3.3 SAFE APARTMENT LIVING

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

#### For balcony areas, please note the following:

- You **MUST NOT** drop or throw any item from a balcony.
- Balcony drainage and overflow drainage slots in the balustrade are to be kept clean and clear at all times. To prevent any issues with drainage causing water damage, this waste should be checked and cleared monthly and after a major storm event.
- 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.
- Ensure all windows and doors are closed during a storm event. The building design in respect to safety for internal partition design is to ensure this is in place.
- When leaving for the day, close balcony doors and windows as wind may pick up and cause damage to curtains and loose items in the apartment.
- Lock balcony doors when balconies are not in use to provide additional security.

## ACCESS AND SECURITY

### /4.1 KEYS/ACCESS FOBS

The following keys and remotes will be provided to you:

- 2 x Proximity fobs
- 2 x Front door keys
- 2 x Mail Box keys

Application for additional keys and fobs must be approved by the Body Corporate. Please contact the Building Manager for the application form - [bmthelanes@tessaresidential.com.au](mailto:bmthelanes@tessaresidential.com.au)

### /4.2 CARPARK ENTRY/GARAGE ENTRY

Parking within The Lanes Residences is comprised of resident, visitor, and disabled parking over two basement levels. Only visitors with relevant parking permits may park in the designated visitor disabled car space. The Body Corporate reserves the right to remove vehicles if parked incorrectly.

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

### /4.3 RESIDENT ACCESS

Your Proximity Fob will provide access to the lobby of the building your apartment is located in, your allocated floor, the basement and the ground floor/level 1 where you can access the pool and residents facilities.

To enter from the street, residents need to swipe the proximity fob past the proximity reader adjacent to the lobby door of their building. Upon the latch releasing, you will need to pull the door open.

Once you have entered the lift, pass the proximity fob close to the proximity reader on the lift panel and select your destination.

### /4.4 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 (🔔) on the intercom panel located beside the lobby entrance.

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

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

When the visitor leaves the apartment, they need to press the lift call button in the lift lobby and select Level 1 once inside the lift. The lift buttons for other apartment levels will not activate without the use of a proximity fob. The visitor can exit the ground-floor/level 1 lobby by the front doors using the 'push to exit' button. If the visitor needs to exit via the visitor carpark, you will need to accompany the visitor to the basement.

#### Apartment Intercom Use

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

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



## **AMENITIES**

### **/5.1 PRIVATE RESIDENT FACILITIES**

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

- Swimming pool
- Alfresco dining areas with barbeque facilities
- Residents' lounge and dining room
- Gymnasium
- Sauna
- Change Room and Toilet Facilities

Entry to these facilities is via proximity fob.

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

### **/5.2 PUBLIC AMENITIES**

The Lanes Retail Village will be a vibrant destination situated in the heart of a 42-hectare master planned community The Lakes in Mermaid Waters. The Lanes will feature an eclectic mix of lively retail laneways interwoven with a fresh food market hall, café culture, authentic restaurants, a health and wellbeing precinct and lakeside community Green.

## EMERGENCIES

### /6.1 000 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.

Please immediately inform Building Management of your emergency call.

### /6.2 EMERGENCY PROCEDURES

Firstly, identify the cause of the problem. If the problem is within the common areas of the building, please contact The Lanes Residences Building Management immediately.

If the problem is within your own residence, it is recommended that the The Lanes Residences Building Management is contacted in the first instance. Alternatively, and if safe to do so, you can attempt to isolate the problem:

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

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.**

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

### /6.3 HOT AND COLD WATER STOP VALVES

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

### /6.4 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 initially only alarm the fire and smoke-affected floors. After 5 minutes, the alarm will progress in the sequence of two floors up and one floor down. The QFES will take control and manage the evacuation process once they arrive on site.

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. You are advised to familiarise yourself with the emergency exits and equipment on your floor.

### /6.5 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.

## EMERGENCIES [CONT]

Further copies of "Fire Evacuation – Emergency Plan & Fire Orders" are available from Cambridge Management Services.

- The fire sprinkler system at The Lanes Residences 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 detectors inside your apartment are hardwired and are there to alert the occupants to smoke/fire inside their apartment.
- The smoke detectors in the corridors are there to alert occupants to smoke/fire in the corridor and will alert the QFES when activated.

### /6.6 APARTMENT SMOKE DETECTORS

Smoke detectors have been installed in your apartment. Generally, they are located on the ceiling in the corridor between the kitchen and bedrooms, or in the living area or 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 detectors will operate and sound a local alarm, if smoke is detected. The smoke detectors inside of the apartments are not connected to QFES. This avoids QFES attending site for false alarms.

Smoke detectors require periodic testing.

#### False Alarms

False Alarm Call Outs with attendance by Fire and Rescue services will incur an estimated expense of \$1,408.25 (*figure correct as per 2022/2023 financial year and subject to change*). The QFES is automatically informed if a sprinkler head is activated and will attend. If you have caused a false alarm, you will be charged for the call-out cost.

*For more information on sprinklers, refer to section 6.9.*

#### Avoiding False Alarms

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

- Smoking in common areas: corridors, floor landings, lifts, stairwells, etc. (*please note, smoking in common areas is NOT permitted*).
- Utilisation of fire hoses for reasons other than a fire.

- Excess cooking smoke e.g. burning toast or other food (*in non-dangerous situations only, windows should be opened to allow excess smoke to escape*).
- Excess heat/steam e.g. during the steam cleaning of carpets.

### /6.7 EMERGENCY PLAN AND FIRE ORDERS

#### 1. The Plan

- 1.1 This plan describes The Lanes 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 The Lanes Residences or that destroys or threatens to destroy any property within the building and that may have legal implications.
- 1.3 An emergency could include:
  - Fire
  - Fatality
  - Serious injury/assault
  - Domestic dispute
  - Car accident in basement/driveway
  - Firearms/weapons.
- 1.4 This plan is intended to be flexible and covers minor emergencies, which may be managed by the residents, to major emergencies, which will be managed by emergency services.
- 1.5 After any emergency a written report is to be forwarded to Cambridge Management Services.
- 1.6 The Lanes Residences - West Village consists of 157 apartments.
- 1.7 A fire bell alarm system, which is connected to the automatic fire sprinkler system, is linked to the QFES. Appropriate contractors also maintain these sprinklers.
- 1.8 The continuous ringing of the fire bells along with the sound of the evacuation warning system will indicate an emergency situation.
- 1.9 The QFES has access keys only to the common property. Fire and Rescue officers will not enter apartments unless authorised, or in the event of an emergency situation.

/6.7 **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 a case by case basis as required.

**5. Standard Fire Orders**

- 5.1 Assist any person in immediate danger – only if safe to do so.
- 5.2 Close door on room of fire.
- 5.3 Call Emergency Services on **\_000**.
- 5.4 Attack the fire only if safe to do so.
- 5.5 You can enter the fire escapes on any level. Ensure the doors are closed.
- 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.

/6.8 **FIRE ALARM SYSTEM**

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

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

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

/6.9 **SPRINKLERS**

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

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

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

/6.9 **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 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.

**New Ceiling Fans**

This sprinkler system has been designed and installed to allow for future ceiling fans to be installed. These locations are set out in the building design plans in predetermined coordinated locations. Installation of ceiling fans outside of the nominated locations will potentially require additional sprinkler system modifications. Please contact the Building Manager before installing any new ceiling fans to ensure they are installed in the correct location to avoid non-compliance issues.

/6.10 **FIRE EXTINGUISHERS**

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

/6.11 **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.

/6.12 **FIRE HOSE REELS**

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

/6.13 **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.

## MAINTENANCE AND WARRANTY

### /7.1 APARTMENT WARRANTY

Maintenance items not completed or identified during the pre-settlement inspection can form part of the Post Settlement Building Warranty.

#### Warranty Periods

Building warranty work usually falls into two categories:

##### - Structural

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

##### - Non-structural

› Valid for 12 months from practical completion.\*

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

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

#### Making a Warranty Claim

DLP Manager has been engaged to facilitate the management of defects at The Lanes Residences - West Village. All builders warranty claims must be logged via the DLP Manager platform which can be accessed via [www.dlpmanage.com.au](http://www.dlpmanage.com.au)

Upon settlement, owners are issued access to DLP Manager. Owners not residing in the building may nominate their property manager to log their defects on behalf of tenants.

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

Prior to submitting a building warranty claim, you must first self-assess in line with the following procedure:

1. Refer to this Operations and Maintenance Manual – It is the responsibility of the owner to maintain their property in accordance with this manual.
2. Refer to the Queensland Guide to Standards and Tolerances 2019. This guide was developed by the Queensland Building and Construction Commission and is a guide to what constitutes a building defect in Queensland.

[www.qbcc.qld.gov.au/sites/default/files/documents/guide-standards-tolerances.pdf](http://www.qbcc.qld.gov.au/sites/default/files/documents/guide-standards-tolerances.pdf)

If you feel that you have a valid building warranty claim, please log it in DLP Manager and we can undertake a final assessment and rectify the issue.

The owner or occupier must give builders and trades access to the property during reasonable times (*Monday to Friday between 7am and 3.30pm*) to enable inspection of the defects and carry out the rectification works.

Items of a more significant nature (*e.g. water leaks*) should be reported immediately to The Lanes Residences Building Manager (or Caretaker) by phone, followed by confirmation in writing via DLP Manager.

#### Appliances

Information relating to the high quality appliances and systems within your new home are outlined in the manuals contained within your settlement pack. All home appliances, including your oven, cooktop, rangehood, dishwasher and air conditioning are covered by the manufacturer's warranty. If you discover that an appliance is not operating correctly or is faulty, please contact the manufacturer (*for air conditioning see note below*). 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.

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.

The energy sources of your appliances are as follows:

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

#### 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 via DLP Manager first before making a manufacturer's warranty call (refer section 7.1 – Making a Warranty Claim). The manufacturer's warranty on the air conditioning units is five (5) years. There is a 12 month warranty on all exhaust fans.

**MAINTENANCE AND WARRANTY [CONT]**

**/7.2 MAINTENANCE CHECKLIST**

Further to general day to day maintenance and cleaning of your apartment, please find a general guide to routine maintenance which is required to maintain your warranties. This is not an exhaustive list and home owners should always refer back to the operating instructions and warranty cards for comprehensive information regarding the products..

SYSTEM	COMPONENT/EQUIPMENT	MONTHLY	QUARTERLY	6 MONTHLY	ANNUALLY
<b>SMOKE DETECTOR</b>	Regular testing of smoke alarms				✓
<b>ALUMINIUM WINDOW FRAMES</b>	Powdercoat inspection & clean	✓			
<b>GLAZING &amp; ALUMINIUM GLASS</b>	Glass inspection & clean		✓		
<b>JOINERY ITEMS / APPLIANCES / HARDWARE / BATHROOM FIXTURES</b>	Stainless steel clean	✓			
<b>AIR CONDITIONING SYSTEM</b>	Annual service by contractor				✓
<b>APPLIANCES / DISHWASHER / RANGEHOOD</b>	Clean Filters			✓	
<b>CARPET</b>	Periodic deep cleaning of carpets by carpet-cleaning experts is recommended				✓
<b>BALCONY/TERRACE</b>	Clean glass and powder coated aluminium			✓	
<b>EXHAUST SYSTEM</b> <small>[BATHROOM, LAUNDRY, ENSUITE WHERE APPLICABLE]</small>	Clean filters regularly and check for normal operation and noise	✓			

/7.3 **TRADE CONTRACTORS & SUPPLIERS**

Listed below are suppliers of the standard fixtures and fittings within The Lanes Residences (*excluding purchaser variations*).

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

Venmist

Ph [07] 3205 5733

Unit 1 / 18 Leanne Crescent, LAWNTON, QLD 4501

***Appliances***

Harvey Norman

Ph [07] 3297 3700

101 Burnside Road, STAPYLTON, QLD 4207

***Benchtops***

Imperial Stone Group Pty Ltd

Ph [07] 5522 0800

3 Ern Harley Drive, BURLEIGH HEADS, QLD 4220

***Carpet***

World Commercial Flooring

Ph [07] 5529 0577

1/5-7 Olsen Avenue, LABRADOR, QLD 4215

***Electrical***

Green Switch Electrical

Ph 1300 789 361

Shed 1, 17 Morrison Close, MANSFIELD, QLD 4122

***Joinery***

Australian Joinery Products

Ph [07] 5594 8599

3 Supply Court, ARUNDEL, QLD 4214

***Hydraulic Services***

Shore Plumbing And Drainage

Ph [07] 5576 2028

5/39 Township Drive, WEST BURLEIGH, QLD 4219

***Plumbing Fixtures***

Plumbers' Supplies Co-Op

Ph [07] 5522 3300

34 Hutchinson Street, BURLEIGH HEADS, QLD 4220

***Showerscreens, Robes and Doors***

Civic Shower Screens & Wardrobes

Ph [07] 3441 7777

1 Freight Street, YATALA, QLD 4207

***Tiles Supply***

Beaumont Tiles

Ph [07] 5526 9444

71 Upton Street, BUNDALL, QLD 4217

***Windows and Sliding Doors***

I & H Contractors

Ph [07] 3343 9600

24 Devlan Street, MANSFIELD, QLD 4122

/7.4 **BUILDING MAINTENANCE**

**Routine Maintenance**

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

**Corrective Maintenance**

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

**Insurance Repairs**

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



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.

As your apartment does not have skirting boards around the base of the walls, additional care must be taken when vacuuming to prevent damage to the walls.

/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 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**

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

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

**To care for your stonework you should:**

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

**Caution**

Do not sit or stand on stone bench tops.

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

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

/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 **CARPET**

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

- Carpet should be vacuumed weekly, or as required, to prevent dirt particles from getting into the carpet fibres.
- Spot cleaning should be undertaken immediately after soiling by spillage or dirt; use a warm, damp, clean cloth.
- When using carpet-stain removers, you should ensure the manufacturer's instructions are followed at all times.

Periodic deep cleaning of carpets by carpet-cleaning experts is also recommended (*at least annually*).

**Caution**

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

/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.

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.

All internal cleaning of drainage points and wastes must be performed by a licensed plumber as there are critical seals within these locations that if damaged will result in major leaks within the apartment.

/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.

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

DO NOT FLUSH "FLUSHABLE WIPES", BABY WIPES, BIODEGRADABLE WIPES OR SANITARY PRODUCTS DOWN THE TOILET.

So-called "flushable wipes" do not disintegrate like toilet paper does. Flushed wipes will eventually gather in your pipes which will stop your toilet from flushing correctly, potentially resulting in sewage backing up into your home. Call outs for plumbing blockages caused by use of these products will be charged to the owner/occupant accordingly.

/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.

Note: external balustrading and windows will be cleaned by the Body Corporate.

**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]**  
**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 **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 \_ **0434 417 378**, followed by confirmation in writing via DLP Manager.

/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.

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

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

Glass and window frames are usually the coldest surfaces in a room, and condensation forming on them is an early warning of high relative humidity that can support dust mite infestations and mould growth.

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

To prevent condensation:

- Open windows in dry weather.
- Use a fan in short cycles within a room when the condensation problem is excessive or use the dehumidifying setting on your air-conditioner. Over time, these materials will dry to reach a normal moisture level.
- Keep lids on pans during cooking, avoiding necessary steam production and use the rangehood exhaust fan.
- Open windows/doors during and after showers and baths, and use the exhaust fan.
- When using the dryer, keep windows and doors open during the cycle, and use the exhaust fan.
- Avoidable sources of water vapour in any room should be looked for and eliminated as far as possible.
- Ensure all ceiling vents are not obstructed.

## SERVICES

### /9.1 EXHAUST SYSTEM

Your home is fitted with an exhaust fan in the bathroom/s 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 internal joinery 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 rangehood is switched on. To change the light bulb, please refer to the rangehood manual. Your rangehood is fitted with a filter to help mask cooking odours. Filters should be cleaned regularly as per the User Manual to optimise efficiency and reduce fire risk. 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.

Hot water is set at 50 degrees as per Gold Coast City Council regulation.

### /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. Ensure all windows/doors are closed when air conditioning is in use. Not following this requirement will result in condensation in ventilation areas and also cause inefficient running of the air conditioning equipment which may lead to a system failure and damage to finished surfaces when moisture reaches dew point.

### /9.5 GAS

In the event that an owner wishes to install a gas cooktop, the owner will need to contact the Body Corporate first to register and organise a gas connection.

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

For apartments where a gas cooktop has been installed, the gas shut off valve is located in the adjacent lower cabinet on one side of the cooktop, at the rear of the cabinet.

### /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

The Lanes Residences 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 their 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 WinConnect of your details within 14 days of settlement, to ensure that power supply is not terminated. After settlement, any power that is used will be charged to your account accordingly.

WinConnect \_ 1300 791 970

To turn power on in your home, make sure that all circuit breakers and the main switch are in the ON or UP position.

Should a trip-out occur, the appliance must be isolated from the power outlet and the circuit breaker turned to the ON position. Push the reset button on the safety switch. If the circuit breaker still trips out, an electrician should be called.

### /10.3 WATER SUPPLY/CONNECTION

Gold Coast City Council \_ 1300 000 928

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

### /10.4 WASHING MACHINE CONNECTION

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

### /10.5 RUBBISH CHUTES

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

#### IMPORTANT

- It is your responsibility to dispose of any items that cannot be disposed of through the rubbish chute.
- General household rubbish should be contained in sturdy, tied bags.
- The following materials should not be disposed of through the rubbish chute:
  - Flammable liquids
  - Unextinguished cigarettes
  - Highly flammable items
  - Hard rubbish, bricks, crockery, appliances, etc.
  - Cardboard boxes
  - Glass

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

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

### /10.6 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.

### /10.7 CARPARKS AND BASEMENT STORAGE

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

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

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

**GENERAL INFORMATION [CONT]**

**/10.8 LIFTS**

Two lifts per building have been installed at The Lanes Residences. Access to your floor, basement carpark and/or common areas is gained by passing your proximity fob across the proximity reader in the lift. Once the proximity fob has been verified, you can gain access to your floor or the common areas by pressing the applicable floor button. To enable visitors to use the lifts, the visitor must call the apartment using the intercom system and the apartment occupier must enable lift access by pressing the bell button on the intercom. For more detailed instruction regarding visitor access, please refer to section 4.4.

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

The dimensions of the lift are approximately:

- Door entry: 900mm wide x 2100mm high.
  - Size of lift: 1400mm wide x 1950mm x 2400mm high.
- IMPORTANT: IN CASE OF FIRE – DO NOT USE LIFTS.

**/10.9 WALLS, CEILINGS AND PARTITIONS**

No fixings are permitted through firewalls, or through exhaust grilles (refer to section 10.10 for more information).

**/10.10 WINDOW FURNISHINGS**

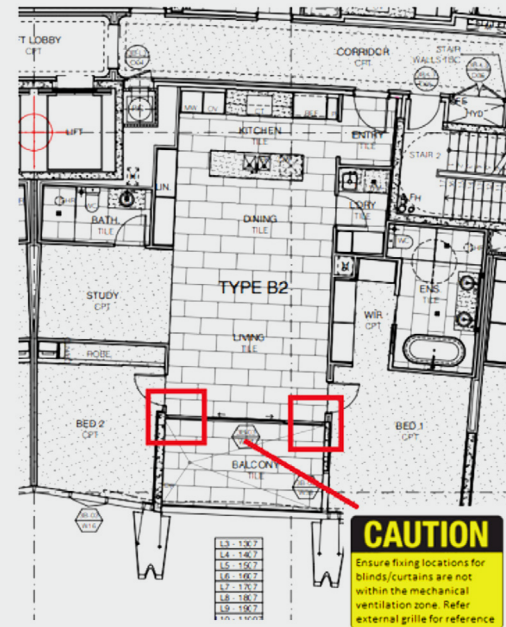
All window furnishings are to have a white backing. Please refer to the building By-Laws for more information.

Note: blind and/or curtain installations are to be conducted by an appropriate tradesperson or installation company.

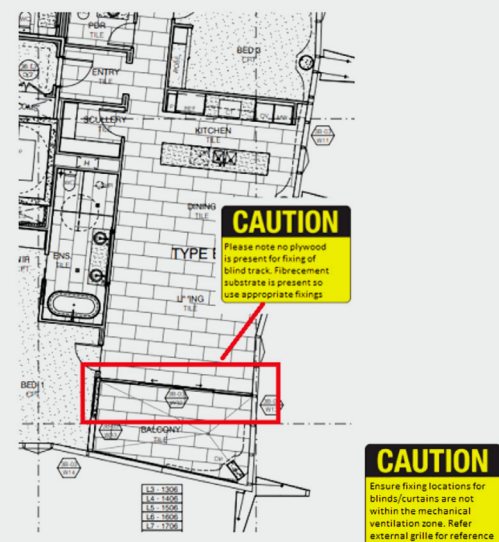
In general, the blind fixings locations (blind pelmets) are supported by 12mm plywood. Ensure appropriate fixings are utilised.

Please ensure blind fixing locations are not within concealed mechanical ventilation zones. Refer to the following plan showing mechanical zones for typical centre lakeside apartment types. You will need to check your individual apartment type for mechanical zone locations which will be adjacent to external grille/grilles on balcony soffit.

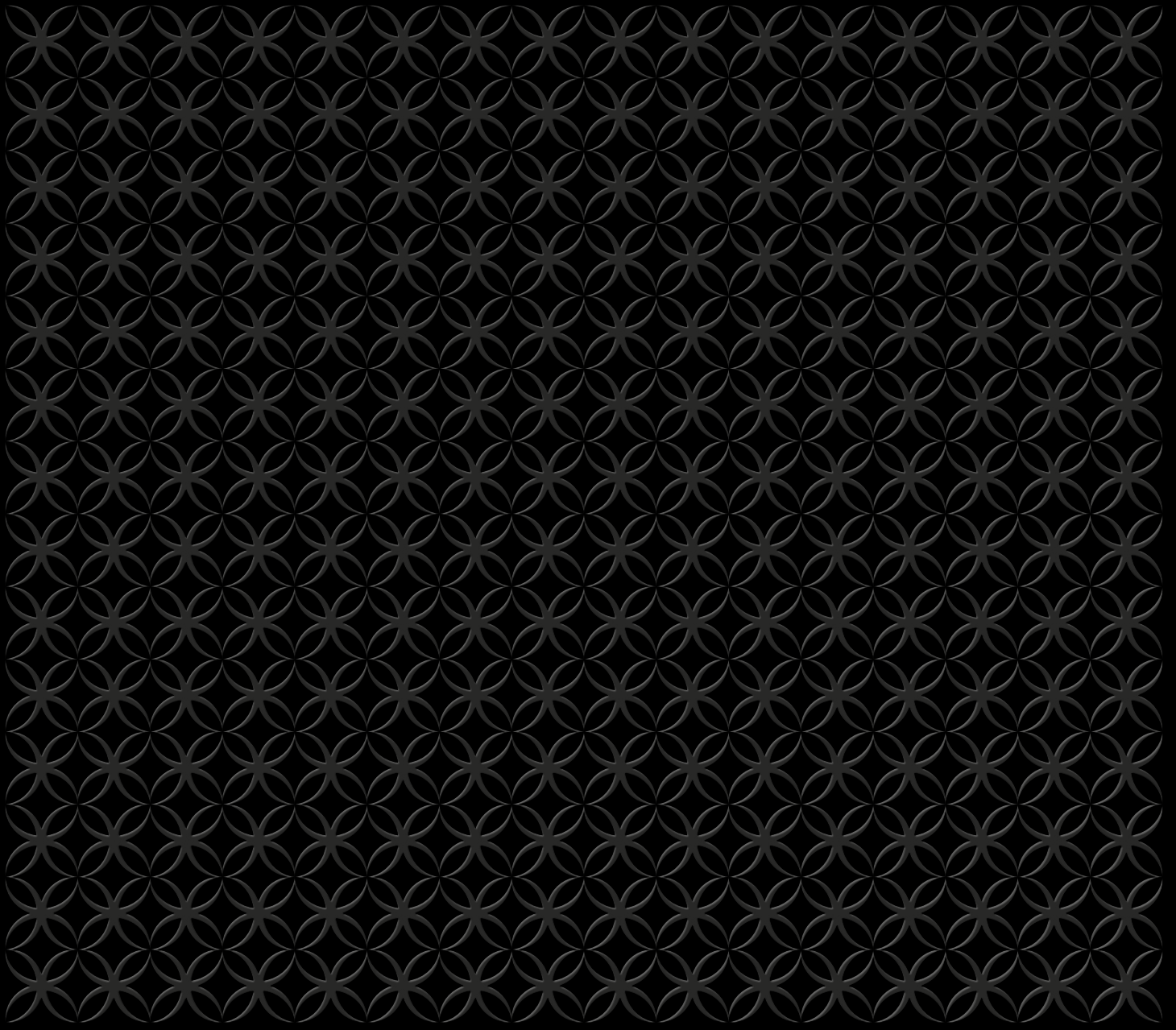
**Typical Lakeside Centre Apartment Types – Mechanical Ventilation Zones**



We note the following exceptions for pelmet substrate material (fibre cement in lieu of plywood): Tower 3 End Apartment Types Levels 2-8 + Tower 4 End Apartment Types Levels 2-10







Sunland Group