

HOME OWNERS MANUAL

THE GARDENS

CONGRATULATIONS AND
WELCOME TO YOUR NEW
HOME AT THE GARDENS


FOR MORE THAN 30 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. We hope this manual provides you with useful insights and information as you settle in to your new community at The Gardens .

Yours sincerely,



Sahba Abedian
Managing Director
Sunland Group

ABOUT YOUR NEW HOME

“THE MOTHER ART IS
ARCHITECTURE. WITHOUT AN
ARCHITECTURE OF OUR OWN,
WE HAVE NO SOUL OF OUR OWN
CIVILIZATION.”

FRANK LLOYD WRIGHT

TO HELP YOU FAMILIARISE
YOURSELF AND SETTLE
INTO YOUR PROPERTY,
WE HAVE CREATED THE
GARDENS HOME OWNERS
MANUAL.

Created by Sunland Group, The Gardens is a vibrant new community and home to 176 contemporary townhomes that redefine the dimensions of modern living.

This manual contains information that will assist you with moving into your property, connecting to utilities and general information regarding security, 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 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 to fully enjoy 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. Details provided are correct at time of printing.

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1.0/ CONTACTS

1.1/ AUTHORITY/UTILITIES CONTACTS

Electricity – Ausnet Services 1300 360 795

Gas – Multinet Gas 1300 887 501

Water – Yarra Valley Water 1300 853 811

Nearest Police Stations:

Lilydale Police Station 03 9739 2300

6-10 Albert Hill Road,

Lilydale Victoria 3140

Mooroolbark Police Station 03 9725 9999

Hull Road,

Mooroolbark Victoria 3138

Yarra Ranges Council 1300 368 333

www.yarraranges.vic.gov.au

1.2/ TRADE CONTACTS

Plumber:

Haymic Plumbing 03 5977 8936

R&L Smith 03 9786 6899

Please refer to your plumbing certificate included with the occupancy permit to determine the plumbing company which worked on your home

Electrician: G&G 03 9796 7007

South Eastern Electrical

1.3/ SUNLAND GROUP

Client Relations Manager 03 9825 4700

Maintenance Co-ordinator 03 9825 4700

2.0/ MOVING

2.1/ MOVING IN CHECK LIST

Insurance

Electricity, Gas and Water Connection

Telephone and Internet Connection

Foxtel Connection

Redirection of mail by Australia Post

Organise new paper delivery

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)

Note: All utilities need to be connected by the resident upon moving in and are subject to connection and usage charges set by the chosen provider.

PERSONAL

Insurance Company/Broker

Bank Accounts

Credit Unions

Credit Card

Electoral Roll

Roadside Assistance Membership

3.0/ OWNERS CORPORATION

3.1/ MANAGER DETAILS

Homes within The Gardens are the subject of an owners corporation. The appointed manager is:

Victoria Body Corporate Services Pty Ltd (VBCS)
64 Fennell Street, Port Melbourne VIC 3207

Office Hours: 9am - 5pm, Monday - Friday

Phone	03 8531 8100
Email	VBCS@VBCS.COM.AU
Website	WWW.VBCS.COM.AU

You should obtain and familiarise yourself with the owners corporation rules. These rules are to be followed for the safety, wellbeing and enjoyment of all residents at The Gardens.

4.0/ KEYS

The following keys and remotes will be provided to you (as a minimum):

KEYS	QUANTITY
Front Door	3
Mail box	2
Window keys Generally*	1 key per window
Sliding doors Generally*	2
Garage	2 remotes

*Dependant on the configuration of the particular home

5.0/ APPLIANCES

5.1/ MANUALS AND WARRANTIES

This section of the manual contains important information relating to the high quality appliances and systems within your new home and outlines their basic operations. All your home appliances, including your oven, cooktop, rangehood and dishwasher 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 a separate pouch with this manual. 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 in the home.

5.2/ RANGEHOOD

The rangehood is located over the cooktop. Please ensure that the rangehood is plugged in and switched on before use (the switch is located in the cupboard above the rangehood). For more detailed instructions, refer to the owner's manual found in your warranty pack.

To ensure correct operation of the rangehood:

- » The aluminium filter must be cleaned at least once each month with soapy water or in a dishwasher
- » Check mountings for vibration monthly. Please ensure the circuit breakers in your property's electrical switchboard are switched to the ON position for the appropriate appliance or system.

5.3/ COOKTOP

The gas cooktop is located on the kitchen bench. It is controlled via the main panel on the top of the unit. Please note all cooktops are fitted with a flame failure device. Upon ignition you are required to hold the switch down for approximately 5 seconds to ensure that the cooktop remains ignited. For detailed information, refer to the user instructions found in your warranty pack.

5.4/ OVEN

The oven is run by electricity and located beneath the cooktop. It is controlled by the main panel at the front of the unit. Please ensure that the oven's circuit breaker is in the ON position in the electrical switchboard. For more detailed information, refer to the user instructions found in your warranty pack.

5.5/ DISHWASHER

The dishwasher is located under the kitchen bench. It is controlled via the main panel on the top of its door (the switch and water valve are located in the cupboard below the sink – please ensure they are turned on prior to operation). To ensure correct operation of the dishwasher, the filter should be cleaned periodically under running water, using a stiff brush. For more detailed information, refer to the user instructions found in your warranty pack.

5.6/ SMOKE DETECTORS

Smoke detectors have been installed in your property. Generally, they are located on the ceiling in the corridor near the kitchen or in the living area directly outside the bedrooms. They are connected to a 240V power supply via your switchboard, with a battery backup. Your smoke detectors will sound a local alarm if smoke is detected in your property. They will not notify the Fire Brigade. Smoke detectors require weekly testing. Push and hold the TEST button for several seconds. The smoke alarm uses a 9V battery to automatically provide backup power to the alarm in the event of a power failure. Batteries should be replaced once every year.

5.7/ ENERGY SOURCES

The energy sources of your appliances are as follows:

- » Rangehood – electricity
- » Cooktop – gas
(with electricity provided for ignition)
- » Oven – electricity
- » Dishwasher – electricity.

6.0/ MAINTENANCE

6.1/ TROUBLESHOOTING

PLUMBING CISTERN DOES NOT FILL

- » Check the stopcock is turned on and water is entering the system.

PLUMBING CISTERN OVERFLOWING

- » Water level may be too high
- » Ball float may be jamming
- » The float arm may need adjusting
- » Inlet valve rubber may not be sealing, debris may have gathered under the seal. Clear debris and replace.
- » Inlet valve rubber may need replacing.

AIR CONDITIONING NOT WORKING

- » Check the circuit breakers are in the ON position
- » Ensure external condenser units power supply is on
- » If not, reset and try the appliance again
- » If the fault persists, refer to the operating manual
- » You may need to refer the problem to the manufacturer for service.

6.2/ MAINTENANCE AND WARRANTY

A pre-settlement inspection should be carried out 1-2 weeks prior to settlement. Other maintenance items not completed or identified can form part of the post-settlement form. The original purchasers of a home at The Gardens from Sunland benefit from a three (3) month warranty that covers building defects which may become apparent. Defects of course do not include damage by any owner, resident or any other party. Sunland Group has six years from occupancy permit for any “Category 1” structural defects.

In order to claim under this warranty, the owner must notify Sunland of such defects in writing via the post settlement form provided to you in your home after settlement. 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 must give Sunland and its agents access to the property during reasonable times (Monday to Friday between 7am and 3pm) to enable inspection of the defects and to carry out the rectification works. A dedicated Maintenance Co-ordinator can be contacted through Sunland’s office. Items of a more significant nature (e.g. water leaks) should be reported immediately to Sunland’s Maintenance Co-ordinator on:

Phone 03 9825 4700

6.3/ ROOF LEAKS

Should a roof leak occur after settlement, it is the owner or tenant’s responsibility to rule out maintenance issues, such as a build-up of leaves in the gutters or valleys or any foreign objects obstructing outlets. In the event of Sunland Homes attending to a leak which is deemed maintenance, then a call out fee may be charged.

7.0 CLEANING & GENERAL CARE

YOUR PROPERTY HAS BEEN CONSTRUCTED FROM HIGH-QUALITY MATERIALS, WHICH MUST BE CLEANED AND CARED FOR REGULARLY IN THE APPROPRIATE MANNER.

Sine cleaning/general care items are listed in this section. These are a general guide and we suggest you consult a cleaning expert and/or manufacturer to ensure correct procedures are applied.

7.1/ 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.

7.2/ 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 paint work 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 rag. 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.

7.3/ LIGHT FITTINGS

Your light fittings are fitted with light globes or downlights 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.

7.4/ 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 joinery a soft cloth is recommended. Do not use chemical cleaners. 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.

7.5/ 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.

7.6/ 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. Benchtops 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. Care should be taken with toilet blues. Cleaning products such as Jiff and/or Pine-O-Clean should NOT be used. 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 cooktop. The manufacturer's warranty will not be honoured for breaks in these areas.

7.7/ FLOOR/WALL TILES

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

DO NOT clean tiles with acid.

DO NOT clean tiles with any abrasive materials.

DO NOT place potted plants directly on to tiled areas and remove any residue immediately before staining occurs. Use specifically designed cleaning detergents only.

7.8/ 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).

7.9/ 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

7.10/ 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.

7.11/ 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.

7.12/ SHOWER AREAS

Due to the constant use of shower areas, regular cleaning is advised to avoid heavy-duty cleaning, and for hygiene purposes.

PORCELAIN TILES (WHERE APPLICABLE)

Routine build-up can be removed with most allpurpose 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.

7.13/ 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. Do not sit or lean on basin.

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.

7.14/ SANITARY HARDWARE– INCLUDES TAPS, SPOUTS AND SHOWER ROSES

Stainless steel 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.

7.15/ 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.

7.16/ 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/powdercoated

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.

WHAT NOT TO DO

- » 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.
- » 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.
- » 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
- » Some tapes or adhesives can stain or damage glass surfaces; avoid using such materials unless they are known to be easily removed.

7.17/ 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.

7.18/ 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.

7.19/ 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).

7.20/ 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 the warranty period, inform Sunland's Maintenance Co-ordinator immediately on 03 9825 4700.

7.21/ MOISTURE

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

CONDENSATION

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

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

8.0 SERVICES

8.1/ EXHAUST SYSTEM

Your property is fitted with an exhaust fan in the bathrooms, ensuite and laundry which are operated when the switch is turned on in the respective areas. However, it is recommended that you leave the laundry door open while using your clothes dryer, as moisture may cause damage to the laundry doors and internals in the long term. Kitchen rangehoods operate normally, assisted via external ducting. To ensure correct operation of the exhaust system:

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

8.2/ HOT WATER SYSTEM

Your home has been installed with an instantaneous gas hot water system. Water is heated as it passes through the unit, providing you with a continuous flow of hot water.

8.3/ COOLING/HEATING

Reverse-cycle split system air conditioning has been installed to selected rooms in your home. Ducted heating throughout has also been installed for your comfort. The units are to be maintained as per the owner's operating manual. For more information, please refer to the manuals provided.

8.4/ GAS

The gas meter is installed to the front of the property. It is the responsibility of the owner or occupier to contact a gas retailer and arrange account connection.

At settlement, Sunland will disconnect the gas from the property and it will be your responsibility to have it reconnected through your preferred retailer. If you wish to stop the supply of gas to your property for any reason, there is a handled stop valve located on the top of the supply side of the meter – it is recommended you turn the valve off.

For ease of identification: if the handle is in line with the gas pipe, then the supply valve is open. If the handle points at right angles to the gas pipe, then the supply valve is closed.

8.5/ ELECTRICITY

All circuit breakers must be switched to the ON position for normal operation. Circuit breakers are located in the electricity sub-board in the garage or under the stairs of each dwelling. Meter boxes are located on common property within shared switch board arrangements and are only accessible by the Power Authority.

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 then an electrician should be called.

9.0 SERVICES

9.1/ TELEPHONE AND BROADBAND

Your residence is serviced for telephone and internet by fibre optic cable provided by NBNCo. To view the list of available retailers, visit nbnco.com.au, and click 'Connect Home or Business', and enter your address. You should then contact your desired retailer to arrange connection of telephone and internet.

9.2/ ELECTRICITY CONNECTION

Ausnet Services is your local electricity supply authority. They provide the power infrastructure to retailers in your area. To arrange connection, contact your preferred supplier or view available options at www.yourchoice.vic.gov.au. Please note that at settlement power will be disconnected and you should contact your preferred retailer to advise your settlement date to ensure uninterrupted supply.

Should your chosen retailer be unable to locate your property in their database using your street address, please contact us and we will provide you with your meter number.

9.3/ GAS CONNECTION

Multinet Gas is your local gas supply authority. They provide the gas infrastructure to retailers in your area. To arrange connection, contact your preferred supplier or view available options at www.yourchoice.vic.gov.au. Please note that at settlement gas will be disconnected and you should contact your preferred retailer to advise your settlement date to ensure uninterrupted supply.

9.4/ WATER SUPPLY

Yarra Valley Water is currently your local authority. Potable and recycled water is connected to your dwelling. If you wish to stop the supply of potable water for any reason this can be achieved by turning off the stop valve located in the meter in your front garden. It is recommended that you familiarise yourself with the location of the stop valve for your property.

Please note that the water company will be notified at settlement of the new ownership, however you will need to contact them directly to ensure they have your best contact details.

Yarra Valley Water 1300 853 811

9.5/ GARBAGE

To arrange a bin and dates and times for garbage collection please contact:

VBCS 03 8531 8100

Website WWW.VBCS.COM.AU

9.6/ MAIL DELIVERY

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