

## HOME OWNERS MANUAL

*Montaine*

MOUNT ANNAN

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 sensitive urban planning, architecture, art and open space converge to create a sense of unity and place.

We warmly welcome you to your new home at Montaine Residences, Mount Annan. We hope this manual provides you with useful insights and information as you settle in to your new community.

Yours sincerely,

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke extending to the right.

Sahba Abedian  
MANAGING DIRECTOR | SUNLAND GROUP

**CONGRATULATIONS AND WELCOME TO YOUR  
NEW HOME AT MONTAINE RESIDENCES, MOUNT ANNAN.**

Montaine Residences presents a collection of 139 contemporary, family homes located in the heart of the established suburb of Mount Annan, in Sydney's growing South-West. Refined yet informal, mature landscaping creates an appealing connection with the surrounding neighbourhood and provides a soft, living frame for the striking architectural facades. The idyllic new neighbourhood dedicates more than a third of the 5.5 hectare community to expansive open space, providing a sanctuary for recreation and relaxation.

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

**FRANK LLOYD WRIGHT**

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

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

**DISCLAIMER**

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

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## CONTACTS

### /1.1 EMERGENCY CONTACTS

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

### /1.2 24-HR MEDICAL EMERGENCY CARE

Camden Hospital \_ 02 4634 3000  
Campbelltown Hospital \_ 02 4634 3000

### /1.3 AUTHORITY/UTILITIES CONTACTS

SES [State Emergency Service] NSW \_ 132 500  
Policelink Reporting of Non-Urgent  
Incidents \_ 13 14 44  
Narellan Police Station \_ 02 4632 4499  
Electricity and Gas – AGL \_ 131 245  
Camden Council \_ 02 4654 7777  
Sydney Water \_ 13 20 92

### /1.4 COMMUNITY MANAGEMENT

ASSM (All Suburbs Strata Management)  
Suite 1, 4 Frederick St, Fairfield NSW 2165  
02 9600 7000

[Narelle.Doran@assm.net.au](mailto:Narelle.Doran@assm.net.au)

Your Community Manager will manage and attend to all  
issues in relation to the Communal Park and BBQ Area.

Further information on the Community Management  
team can be obtained from the website:

[www.allsuburbsstrata.com.au](http://www.allsuburbsstrata.com.au)

Please note that business hours for ASSM are Monday to  
Friday 9:00am – 5:00pm.

### /1.5 SUNLAND GROUP

Suite 408, 39 East Esplanade  
Manly NSW 2095

Client Relations \_ 02 9210 2100

Maintenance Co-ordinator \_ 02 9210 2100

*Refer to section 6.1 for submitting  
a Post-Settlement Warranty form.*

## **MOVING IN**

### **/2.1 CHECKLIST**

#### **Immediate Organisation**

- Telephone, Internet and Pay TV connection  
**Refer section 9.1**
- Electricity, Gas and Water connection  
**Refer sections 9.2, 9.3 and 9.4**
- Order recycling and waste bins from Council  
**Refer section 9.5**
- Home and Contents Insurance
- Redirection of mail by Australia Post
- Keys

#### **Home and Family (where applicable)**

- 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)

#### **Personal (where applicable)**

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

### **/2.2 KEYS AND REMOTE CONTROLS**

The following keys and remotes will be provided to you:

- Front door
- Window locks
- Aluminium sliding door
- Cavity sliding door (to garage if applicable)
- Mailbox locks
- Garage door remotes

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

## AMENITIES

### /3.1 PRIMARY & SECONDARY EDUCATION

Mount Annan Public School  
Mt Annan \_ 02 4647 2380

Narellan Vale Public School  
Narellan Vale \_ 02 4647 5291

St Clair Catholic Parish Primary School  
Narellan Vale \_ 02 4647 5291

Mount Annan High School  
Mt Annan \_ 02 4648 0111

Magdalene Catholic College  
Narellan \_ 02 4631 3300

Mt Annan Christian College  
Mt Annan \_ 02 4634 7474

Elizabeth Macarthur High School  
Narellan Vale \_ 02 4646 1899

### /3.2 TERTIARY EDUCATION

TAFE NSW  
Campbelltown \_ 13 16 01

TAFE NSW  
Wetherill Park \_ 13 16 01

Western Sydney University  
Campbelltown Campus \_ 02 9852 5222

School of Medicine  
Western Sydney University \_ 02 9852 5222

### /3.3 HEALTHCARE

Mount Annan Medical Centre  
Mt Annan \_ 02 4647 2877

Ultra Care Medical Centre  
Mt Annan \_ 02 4647 1666

The Good Shepherd Clinic Medical Centre  
Mt Annan \_ 02 4647 3000

Campbelltown Hospital  
Campbelltown \_ 02 4634 3000

Camden Hospital  
Camden \_ 02 4634 3000

### /3.4 TRANSPORT

State Transit \_ 02 8202 2200  
[transportnsw.info](http://transportnsw.info) for bus timetables and trip planner

Sydney Buses \_ 02 9997 1261

Camden Taxi Service \_ 02 4625 2922

### /3.5 SHOPPING PRECINCTS

Mount Annan Marketplace  
11-13 Main St, Mount Annan

Mount Annan Central Shopping Centre,  
Corner Waterworth and Holdsworth Drives,  
Raintree Way, Mount Annan

Narellan Town Centre  
326 Camden Valley Way, Narellan

Macarthur Square Shopping Centre  
Kellicar Road, Campbelltown

## **EMERGENCIES**

### **/4.1 000 EMERGENCIES**

At all times emergency services can be contacted by telephoning 000 for assistance. It is vital that you identify yourself, your location, the problem and the likely emergency service required.

### **/4.2 EMERGENCY CONTACTS AFTER HOURS**

Sydney Water (24 hour) \_ **13 20 90**

AGL Gas and Electricity \_ **131 245**

Ausgrid \_ **13 13 88**

Or contact your preferred supplier.

### **/4.3 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, and 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 localised alarm if smoke is detected in your property. They will not notify the Fire Brigade. To silence the alarm, press the HUSH button.

The smoke alarm uses a 9V battery to automatically provide backup power to the alarm in the event of a power failure. Smoke alarms will beep intermittently when the battery is low.

To test the alarm push and hold the TEST button for several seconds.

Batteries should be replaced once every year. April 1st is the recommended changeover date for batteries.



## **APPLIANCES**

### **/5.1 APPLIANCE MANUALS & WARRANTIES**

Information relating to the high quality appliances and systems within your new home, including manuals and warranties, are contained within your settlement pack.

All home appliances, including your oven, cooktop, rangehood, dishwasher, air conditioning and hot water unit 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). Some manufacturers may require proof of purchase. Sunland's maintenance coordinator can provide this if required. However, please note that an appliance defect is not a building warranty issue and that Sunland has no control over manufacturers' servicing times and schedules.

It is the property owner's responsibility to maintain these items and arrange repairs and maintenance if required. Failure to follow care and maintenance instructions may void any warranties. Repairs should be carried out by an authorised service company in accordance with the manufacturer's specifications.

NOTE: There is a 12 month electrical contractors installation warranty on air conditioning units and for the first year any air conditioning issues should be reported to Sunland first before making a manufacturer's warranty call. It is recommended that all manuals and warranties are kept in a safe place within the home.

#### **Garage Door**

Your garage door has a 12 month warranty from installation. It is recommended that garage doors be serviced annually. This will keep the garage door in optimum condition and maintain the motor warranty.

Please Call Steel-Line Garage Doors to arrange an annual service on 02 9679 5200.

### **/5.2 ENERGY SOURCES**

The energy sources of your appliances are as follows:

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

## MAINTENANCE

### /6.1 MAINTENANCE AND WARRANTY

A pre-settlement inspection is offered to owners 1-2 weeks prior to settlement. Warranty items not identified at this time can be notified via the Post Settlement Building Warranty Reporting Form.

Submitting all items at one time will ensure that our Maintenance Coordinator can minimise the disruption to yourself by having trades attend to works in the minimum number of visits. We encourage you to familiarise yourself with your residence for a short period of time prior to sending in the Post Settlement Building Warranty Reporting Form.

#### Warranty Periods

Building warranty work usually falls into two categories:

- Major defects warranty - valid for six years from practical completion.
- Minor defects warranty - valid for 24 months from practical completion.\*

Practical completion is deemed as the date of the final building inspection by Council or Certifier – (please refer to [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) for more details). Defects do not include damage by any owner, resident, or any other party.

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

#### Making A Warranty Claim

In order to claim under these warranties, the owner must notify Sunland of such defects in writing via the Settlement Building Warranty Reporting Form provided to you in your settlement pack, or via email to the Maintenance Coordinator (refer below).

*Tenants must refer any building warranty claims to the Property Manager who will contact Sunland.*

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

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

Email \_ [nswmaint@sunlandgroup.com.au](mailto:nswmaint@sunlandgroup.com.au)

Phone \_ 02 9210 2100

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

### /6.2 ROOF LEAKS

Should a roof leak occur more than twelve months after settlement, Sunland deem it to be the owner or tenant's responsibility to first rule out maintenance issues, such as a broken tile, installation of a satellite dish, or leaves in the gutters or valleys.

In the event of Sunland attending a leak which is deemed maintenance, then a call out fee may be charged.

### /6.3 COMMON PROBLEMS AND REMEDIES/SUGGESTIONS

Your individual home is your responsibility. Should an issue arise, please refer to the table of common issues below and suggested remedies to solve them in the first instance, prior to contacting the Sunland Maintenance team.

PROBLEM	CAUSE	REMEDY/SUGGESTION
Power failure	Tripped at the meter board	<ul style="list-style-type: none"> <li>- First check the meter board.</li> <li>- Has the circuit breaker been tripped to the off position? If so, reset.</li> <li>- If the problem persists, you may have a faulty appliance. Ensure all appliances are off and unplugged and try again.</li> </ul>
	Your energy supplier	<ul style="list-style-type: none"> <li>- If the power failure appears to be caused by the supplier, surrounding buildings will also be blacked out.</li> <li>- Has your power bill been paid?</li> </ul>
Supplied appliances	Not working	<ul style="list-style-type: none"> <li>- Check the circuit breakers are in the 'on' position. If not, reset and try the appliance again.</li> <li>- If the fault persists, refer to the operating manual. You may need to refer the problem to the manufacturer under your warranty (most appliances are covered for one year).</li> </ul>
	General faults	<ul style="list-style-type: none"> <li>- Refer to the instruction manual and warranty details covering the appliance.</li> </ul>
Plumbing – cistern does not fill	No water supply	<ul style="list-style-type: none"> <li>- Check the stopcock is turned on and water is entering the cistern (turn to the left to open).</li> </ul>
Plumbing – cistern overflowing	Water level may be too high	<ul style="list-style-type: none"> <li>- Ball float may be jamming.</li> <li>- The float arm may need adjusting.</li> <li>- Inlet valve rubber may not be sealing, debris may have gathered under the seal. Clear debris and replace.</li> <li>- Inlet valve rubber may need replacing.</li> </ul>

**MAINTENANCE CONT.**

**/6.3 COMMON PROBLEMS AND REMEDIES/SUGGESTIONS CONT.**

PROBLEM	CAUSE	REMEDY/SUGGESTION
Locks	Defective lock	<ul style="list-style-type: none"><li>- Please do not leave your key in the lock internally as this can jam the cylinder when entering your home.</li></ul>
Air-conditioning/heating	Not functioning	<ul style="list-style-type: none"><li>- Check the meter board.</li><li>- Was the circuit breaker tripped? If so, reset.</li><li>- Ensure windows and doors are closed.</li><li>- Ensure your air-conditioning unit has been serviced in accordance with the manufacturer's specifications.</li><li>- Check manual and central control panel for error messages</li></ul>

/6.4 **FITTINGS AND FIXTURES – TRADE CONTRACTORS AND SUPPLIERS**

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

**TRADE CONTRACTORS AND SUPPLIERS**

***Air-conditioning***

Lots 2-3 & 30-46

Supreme Air

Ph. 02 9648 3388

supremeac@netspace.net.au

Lots 10-29

Wattle Grove Air

Ph. 1800 958 069

dean@wattlegroveair.com.au

***Appliances***

Harvey Norman Commercial

Ph. 02 9710 4155

enquiries@au.harveynorman.com

***Bathroom and Tap Ware  
(excludes Toilet Suite)***

Johnson Suisse

Ph. 1300 717 717

bpa.info@johnsonsuisse.com.au

***Benchtops***

Made In Stone

Ph. 02 9756 4599

info@madeinstone.com.au

***Carpentry, Doors and Frames***

Corinthian Industries

Ph. 02 9673 7100

orders-nsw@cordoors.com

***Carpet***

Carpet Call

Ph. 07 3489 1333

nops.service@carpetcall.com.au

***Door Hardware***

Dormakaba Australia

Ph. 1800 675 411

info.au@dormakaba.com

***Electrical***

Corso Electrical

Ph. 0402 663 705

sc.corsoelectrical@gmail.com

***Façade and Windows***

Vista Windows

Ph. 02 8783 9444

volkan@vistawindows.com.au

***Hydraulic Services - Plumbing***

Whites Plumbing NSW Pty Ltd

Ph. 02 4647 9236

admin@whiteplumbing.com.au

***Joinery (Kitchens, Laundries, Vanities,  
Walk In Robes, Cupboards)***

Lots 2-9 & 30-46

Square Joinery

Ph. 02 9727 7373

mario@squarejoinery.com.au

Lots 10-29

Apollo Kitchens

Ph. 02 9612 2211

george@apollokitchens.com.au

***Mirrors, Shower Screens, Splashbacks,  
Mirrored Robes***

Glasswarehouse

Ph. 02 9825 9080

info@glasswarehouse.com.au

***Tile and Stone Supply***

Beaumont Tiles

Ph. 02 9421 6600

kylie.fowler@tile.com.au

***Carports and Patios***

Trueline

Ph. 1300 50 20 20

brisbane@trueline.net.au

## CLEANING AND GENERAL CARE

### /7.0 CLEANING AND GENERAL CARE

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

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

### /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 every 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 paintwork is maintained. Avoid using excessive water and never use an abrasive cleaner or scourer. To remove dust, simply use a wall duster or feather duster and brush lightly. To remove minor marks wipe very lightly in a circular motion with a clean, damp, soft cloth. Soiled surfaces or light stains are best removed with a solution of

sugar soap in warm water – sugar soap can be found at most hardware stores. Brushes of any kind should NOT be used to remove stains on painted surfaces. Avoid using Blu Tac or adhesive tape on painted surfaces as they may leave stains or cause the paint to flake upon removal.

### /7.3 LIGHT FITTINGS

Your home has been fitted with LED downlights. The supply must be isolated before any product maintenance or cleaning is conducted. Replacement of downlights shall always be the responsibility of the owner or tenant.

### /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 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.

### /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**

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

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

With regards to bathrooms, ensuites and laundry applications, bleaches and mould-removing cleaning products should not be applied to any marble, limestone, granite and/or reconstituted stone. 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, in particular where there are recesses ie. kitchen sink, hand basin or cooktop.

The manufacturer's warranty will not be honoured for breaks caused by misuse.

/7.7 **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.

Where an integrated fridge has been provided, please refer to the manufacturer's instructions for care and maintenance.

/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 **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.

/7.10 **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.

/7.11 **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.

/7.12 **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.

/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.

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**

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

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

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

**/7.15 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.

**/7.16 WINDOWS**

Apply a non-abrasive mild detergent solution to glass either by spraying or using a clean, grit-free cloth or sponge saturated with cleaning solution. Complete coverage of the area to be cleaned is necessary. Wipe the cleaning solution over the glass in a circular motion, applying light to moderate pressure. Approximately three to five passes of the affected area may be required, depending on the type and severity of the residue or sediment on the glass. After cleaning with the solution, rinse the glass surface thoroughly with generous amounts of clean water, removing all traces of the cleaning solution from the glass surface. Using a squeegee or clean, lint-free cloth, remove water from the glass surface. If residue is still evident on the glass surface, repeat as above.

**IMPORTANT NOTES**

DO NOT CLEAN THE GLASS WHEN IT IS EXPOSED TO DIRECT SUNLIGHT. GLASS SHOULD BE CLEANED BY STARTING AT THE TOP OF THE PANE AND SYSTEMATICALLY WORKING DOWN TO THE BOTTOM. THIS TECHNIQUE REDUCES THE POSSIBILITY OF SOILING PREVIOUSLY CLEANED GLASS. ADDITIONAL CARE SHOULD BE EXERCISED WHEN CLEANING ALL GLASS SURFACES TO ENSURE THAT GRITTY CLOTHS, THE METAL PARTS OF SQUEEGEES OR OTHER SHARP, HARD OBJECTS DO NOT SCRATCH THE GLASS SURFACE. METAL SCRAPERS MUST NOT BE USED.

**What Not To Do**

1. Do not store or place items in contact with the glass, as this can damage it or cause a heat trap leading to thermal breakage.
2. Never use abrasive cleaners on glass; scouring pads or other harsh materials must not be used to clean windows or other glass products; powder-based cleaners are to be avoided.
3. Avoid extreme temperature changes, as this may lead to thermal fracture of the glass – do not splash hot water on cold glass, or freezing water on hot glass.
4. Some tapes or adhesives can stain or damage glass surfaces; avoid using such materials unless they are known to be easily removed.

**Window Restrictors**

As a health and safety measure and to conform with the Building Code of Australia / Prevention Of Falls From Windows, some of the windows in your home have been fitted with opening restrictors. These opening restrictors must not be tampered with or removed at any time.

**/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.

**/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 warranty period, inform Sunland's Maintenance Coordinator immediately on - 02 9210 2100, followed by confirmation in writing via email - [nswmaint@sunlandgroup.com.au](mailto:nswmaint@sunlandgroup.com.au)

**/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.

**/7.22 TERMITE CONTROL**

Please find enclosed in your settlement pack, the Certificate of Compliance and Warranty for termite control.

**/7.23 GARAGE DOORS**

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

**/7.24 COLORBOND FENCES**

Colorbond fences only require basic upkeep. Simply brushing away cobwebs with a broom and as needed hosing it down periodically with water. It is important to make sure soil or garden fill doesn't build up against the bottom of your Colorbond fence, as the water retention may eventually lead to corrosion.

For more information please refer to:

<https://colorbond.com/products/fencing>

**/7.25 EXTERNAL HOUSE CLEANING**

The External materials used to build your house include cladding, hebel, mouldings and render. To remove stains from your render or to give the building a good wash with a low pressure washer and mild detergent, please ensure you adjust the pressure washer to a fan action, rather than a jet action which could damage the render. It is important to keep in mind that decorative moulding and hood should never be stood on and is not designed to take weight of any kind.

## SERVICES

### /8.1 EXHAUST SYSTEM

Your property is fitted with an exhaust fan in the laundry, bathrooms and ensuite which are operated when the switch is turned on in the respective areas. However, it is recommended that you leave the laundry door open while using your clothes dryer, as moisture may cause damage to the laundry doors and internal walls and fittings in the long term. Kitchen range hoods are either ducted to the atmosphere or are recirculating

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 AND COLD WATER SYSTEM

Your home has been installed with an instantaneous 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

Ducted air conditioning has been installed in your home. Filters have to be cleaned regularly (minimum twice yearly) and the units maintained as per the owner's operating manual. Annual servicing is recommended. For more information, please refer to the manuals provided.

### /8.4 GAS CONNECTION

It is the responsibility of the owner or occupier to apply for gas connection. The gas provider will then supply the owner or occupier with natural gas.

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 points in the 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

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

## GENERAL INFORMATION

### /9.1 TELEPHONE, INTERNET AND TV CONNECTION

Montaine Residences is NBN ready and your residence has been pre-wired for access. To find out more about the NBN in your area, log on to [www.nbnco.com.au](http://www.nbnco.com.au) or contact your local provider:

Telstra \_ 800 676 442

Optus \_ 1800 708 216

Foxtel/Austar is available, however owners will have to organise and pay for their own individual line connection.

### /9.2 ELECTRICITY CONNECTION

AGL is currently the site electricity provider. You are required to contact AGL to provide account details for records and billing of electricity to your dwelling and to arrange for power to be turned on. You can choose to connect with AGL or your preferred supplier.

You should notify AGL, or your preferred supplier, of your details within 14 days of settlement, to ensure that power supply is not terminated. After settlement date, any power that is used will be charged to your account accordingly.

AGL \_ 131 245

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.

#### Alarm

Your home has been pre-wired for an alarm system. Installation of an alarm is at the owner's discretion and expense. A plan showing keypad and sensor locations can be provided by contacting Corso Electrical on 0402 663 705.

### /9.3 GAS CONNECTION AND SUPPLY

It is the responsibility of the owner or occupier to apply for gas connection. The gas provider will then supply the owner or occupier with natural gas. AGL is the current supplier.

AGL \_ 31 245

### /9.4 WATER SUPPLY/CONNECTION

Sydney Water \_ 13 20 90

### /9.5 WASTE BINS

You will need to arrange for your bin to be delivered by phoning the Camden Council.

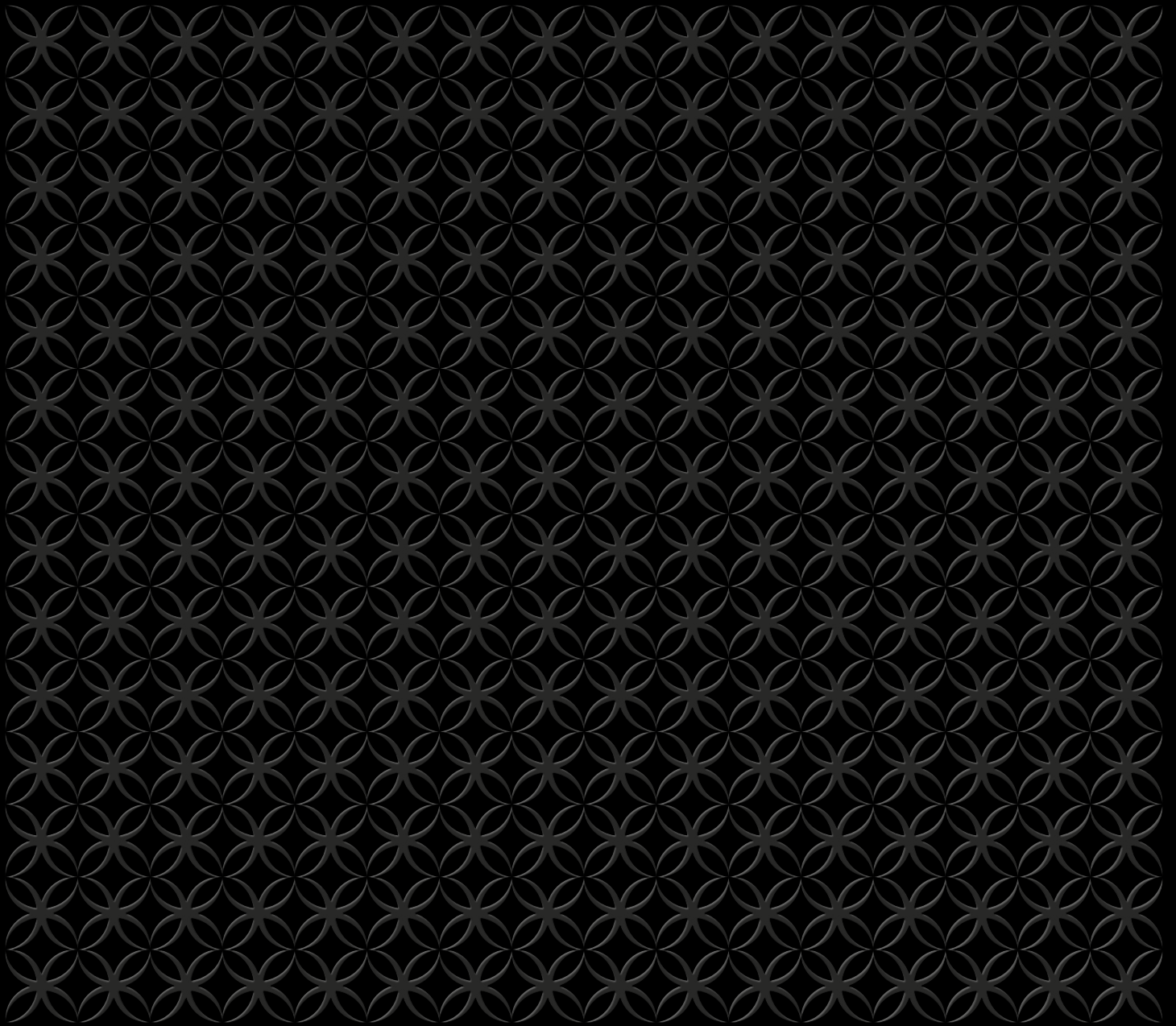
Camden Council\_ 02 4654 7777

### /9.6 MAIL DELIVERY

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

### /9.7 INSURANCE INFORMATION

Your home has been fitted with deadlocks.



# *Montaine*

M O U N T   A N N A N

SUNLAND GROUP

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CLIENT RELATIONS MANAGER - 02 9210 2100 | MAINTENANCE CO-ORDINATOR - 02 9210 2100