

ASPIRE

SYDNEY

OWNER'S MANUAL



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1. WELCOME

Welcome to Aspire.

Congratulations on the purchase of your new home in the Aspire Development, located in the heart of vibrant inner-city Sydney.

This high rise residential tower comprises of 56 apartments over 22 levels, with all apartments accessed via the lobby entrance on Alberta Street. The tower's address is 11 Alberta Street, Sydney.

This Owner's Manual will provide you with an overview of your apartment to ensure you receive the best outcomes for everyday use and improve the liveability of your new home. This manual will help you become familiar with your new apartment and will assist you in understanding the apartment's inclusions and controls, as well as containing important notes on care and maintenance to help you preserve your apartment's value and functionality.

We trust you will find this information useful and wish you the very best that Aspire has to offer.

Welcome.

2. THE PROJECT

The Aspire Development is situated on Alberta Street in the heart of inner-city Sydney. The building, comprising of 56 apartments over 22 levels, was designed by award winning international architects Marchese Partners. Aspire offers high standards of quality and design with luxurious fittings and finishes selected to provide a comfortable living environment.

The modern and striking building consists of sculptural white painted concrete blade columns and spandrels with a dynamic sky frame roof feature. The ground floor of the building features a retail tenancy, with provision for a cafe with outdoor seating. This space is framed by a dramatic double storey glass facade, maximising both the feeling of space and natural light.

The project captures the best of Sydney living, located only 40 metres from Hyde Park and within walking distance to the vibrant China Town precinct, the University of Technology and Sydney University, the Central Business District as well as the Royal Botanic Gardens and famous Sydney Harbour foreshore.

The development has excellent access to public transport, with Museum train station just a short walk away, and is within walking distance to Town Hall and Central train stations which service all major train lines in Sydney and connect to regional lines. Buses to the Eastern Suburbs and Beaches can be caught from Elizabeth Street, with buses to the Inner West, Northern Beaches and North West accessible via George Street.

The development also features a state of the art Car Stacker, which was imported from Germany and is capable of storing 30 vehicles. All car parking spaces have been pre-allocated to units. As per the City of Sydney Council Parking Permit Restrictions, residents living in the City of Sydney area in multi-unit developments approved after 1 May 2000 are unable to apply for resident parking permits.

Aspire was completed in June 2015.



3. THE TEAM

The Aspire project has been delivered by Hindmarsh Development Australia and built by Hindmarsh Construction Australia. Both the Hindmarsh Development and Construction teams possess specialised skill sets and have worked collaboratively to achieve the high quality finished product we are proud to present to you.

The project team involves a host of industry leading expert consultants including, but not limited to:

- Architect – Marchese Partners
- Interiors – Marchese Partners
- Landscape Architect – Clouston
- Structural Engineer – AECOM
- Civil and Hydraulic Engineers – Donnelley Simpson Cleary
- Fire Engineer – Raw Fire
- Electrical and Mechanical Engineer – Donnelley Simpson Cleary
- Traffic Engineer – Traffix
- Building Certifier – BM+G

4. PURCHASER PACKS

You will have been provided with 2 x apartment keys and 2 x building access fobs at settlement. A Welcome Pack has been placed on the kitchen bench of your apartment and comprises of 1 x A4 and 1 x A5 purchaser packs, which contain all relevant documentation and items which will be of assistance in helping you organise and establish your new home. Please ensure you take the time to check that all items listed below are contained in your Welcome Pack.

4.1 A4 and A5 Purchaser Packs

4.1.1 Contents

A4 Purchaser Pack

Items contained within the A4 purchaser pack are:

- Aspire Apartments Owner's Manual
- Harvey Norman Appliance Care and Warranty Information
- Copy of the Aspire By-Laws
- Klaus Multiparking Car Stacker User Instructions (if applicable)
- Defect reporting form
- Resident registration forms

A5 Purchaser Pack

- A USB storage device containing soft copy appliance manuals, care instructions and warranty information
- Mailbox keys x 2
- Balcony sliding door key(s) (1 per balcony)
- Storage room key (if your apartment is provided with a storage cage as noted on the strata plan)

Additional Items

If your apartment features external louvres to the north facing windows or balconies, you will be provided with a louvre operation arm which will enable you to control the angle of the louvre blades.

4.1.2 Keys

Keys will be allocated as per the above either at settlement or within your Welcome Pack. All window keys will be left in their corresponding locks in the apartment.

If you require additional keys or access cards, these must be requested by the owner in writing to the Strata Manager.

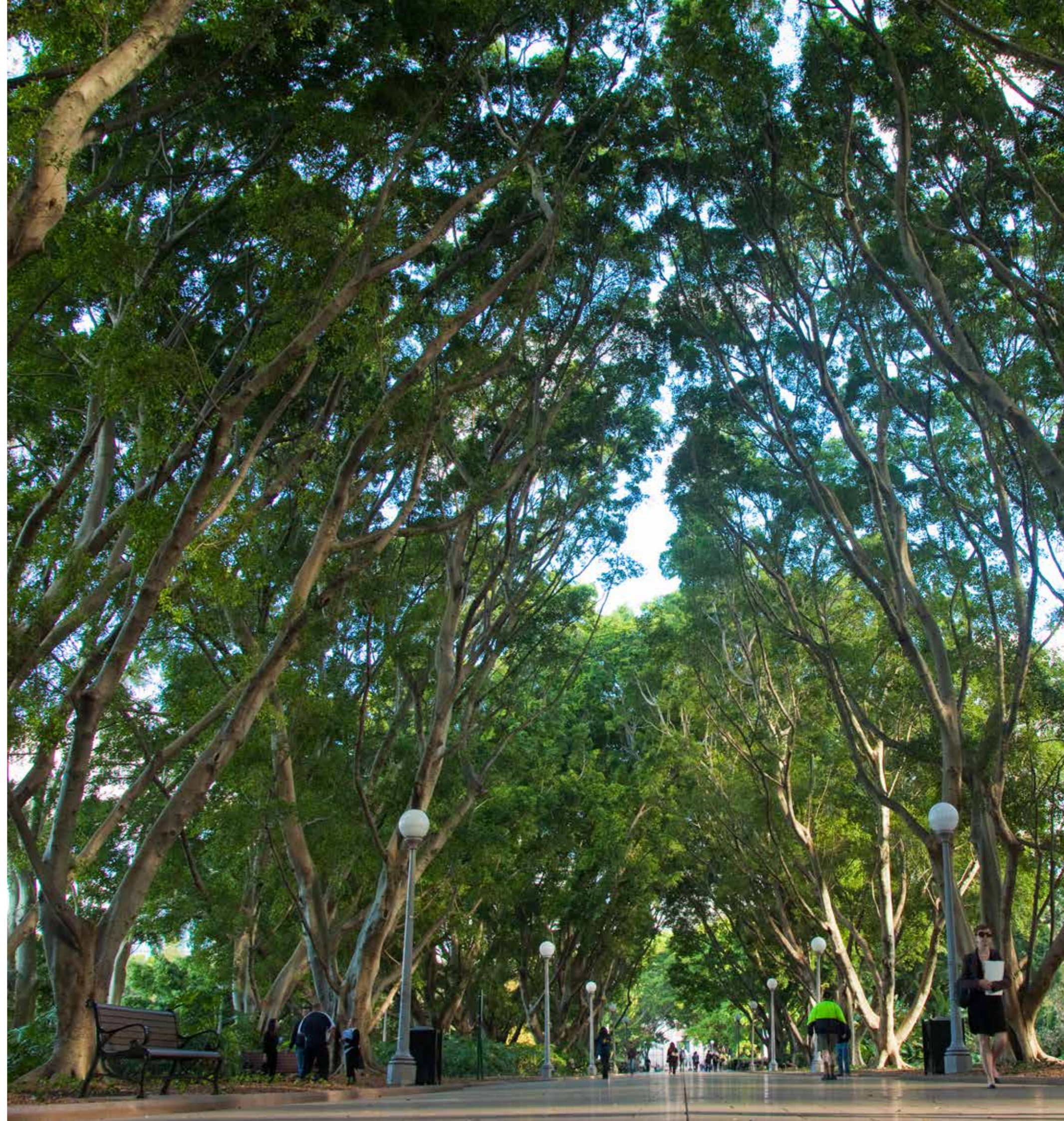
4.1.3 Security Access Fobs and Cards

Aspire is secured for your convenience and amenity. You have been provided with access fobs at settlement. The access fobs and cards are programmed for restricted access to:

- The ground floor lobby (accessed via Alberta Street)
- Lifts (operation restricted to the ground floor and the level of your apartment only)

4.1.4 Car Stacker Access Fobs

Please note a separate fob for entry and exit to the Car Stacker will be provided for those residents who have been allocated with a car parking space on completion of a formal induction to the system. Details of how to arrange an induction are included in Section 9 of this manual.



5. LOOKING AFTER YOUR HOME

5.1 Looking After Your Apartment

It is very important that you maintain and clean your home to ensure the longevity of its finishes and fixtures. Consult your Owner's Manual in the first instance and always use experienced and licensed tradespeople to carry out repairs and maintenance work.

This Owner's Manual provides useful information about your new home. It is a guide to moving in, establishing your service accounts and caring for your home.

For items under warranty, you (as the owner) hold the warranty and any issues should be addressed directly with the manufacturer in the first instance. Proper care and maintenance is a standard condition to many manufacturers' warranties. Please refer to specific manufacturer's recommendations to ensure your warranties are not voided.

5.2 Looking After Your Building

Hindmarsh strongly recommends all owners take an active role in the Owners Corporation to ensure an appropriate maintenance plan and budget for the building is put in place.

5.3 Maintenance Period

In accordance with clause 52 of the Contract of Sale (Building Defects), Hindmarsh offers a three month conditional defect liability/ maintenance period on residential apartments in the Aspire Development, effective from the date of settlement. During your pre-settlement inspection, you or your nominated representative would have identified any items to be rectified in the period leading up to settlement.

Prior to the expiration of the three month period, Hindmarsh will contact you and seek information on any remaining items, which will be investigated and actioned where necessary.

If no defects are lodged prior to the expiration of this period, it will be deemed that Hindmarsh's obligations are satisfied.

In offering this service, Hindmarsh will make every attempt to resolve issues in the shortest time frame possible however some items may require third party involvement, of which the timing is outside the control of Hindmarsh.

5.4 Defect Identification and Resolution Process

5.4.1 Logging Defects

The Hindmarsh MyProperty portal is an interface between you and the Hindmarsh customer service team which allows you to log queries or issues in relation to your apartment. You were provided with a login and password in April 2013 or at the time of purchasing your apartment if it was purchased after April 2013.

All defect notices should be logged by submitting a query through the MyProperty portal. You can select the 'defect' subject from the drop down list which will ensure that your query is allocated to the right team member and effectively managed.

IMPORTANT: If you face any issues logging a defect notice via the MyProperty portal, please email the defect list through to customerservicensw@hindmarsh.com.au, or send it through via your solicitor.

5.4.2 Pre-Settlement Inspection

Prior to settlement you would have been given the opportunity to conduct a pre-settlement inspection. It is the buyer's obligation to thoroughly inspect the apartment to identify any incomplete works or items that are damaged, broken or faulty. At the end of the inspection Hindmarsh would have sent the pre-settlement inspection report to the email address you or your representative supplied during the inspection. The defects listed in this report will be rectified subject to the Contract for Sale.

5.4.3 Special Defects

For any special (emergency) defects that restrict or interfere with the proper use of your unit, you should immediately contact the Hindmarsh team by logging a defect notice through the MyProperty portal.

Hindmarsh will make good any of the below defects as a priority if;

- Electricity or gas supply is lost
- A sewage or drain blockage occurs
- There is damage or leaks to watertight areas
- Or any other defect which could materially restrict or interfere with the proper use and enjoyment of the unit, or pose a real risk to property or persons.

5.4.4 Three Month Defect Liability Period

The three month defect liability period commences from the earlier of the date of settlement or the date the purchaser enters into possession of the property.

The Hindmarsh team will have aimed to rectify the majority of defects raised in the pre-settlement inspections. For those items that remain outstanding, the relevant project manager or trade contractor will be in touch with you to arrange a mutually convenient time to access your apartment.

If there are any new building defects found after the initial pre-settlement inspection, please log a defect rectification query via the MyProperty portal.

The three month defect liability period will incorporate any unresolved defects disclosed in the pre-settlement inspection checklist and any new building defects listed. Hindmarsh will assess each defect in accordance with the Australian Building Code, the Standards and Tolerances Manual 2007 and its obligations under the Contract of Sale.

Please be advised the following will not be recognised by Hindmarsh as a defect unless reported prior to settlement:

Damage caused after settlement including;

- Scuff marks, scratches or stains
- Scratched, broken or chipped floor tiles
- Chipped or scratched joinery
- Broken door handles
- Broken, chipped or cracked fixtures and fittings
- Broken globes
- Damage to external finishes including scuff marks, scratches or stains
- Minor settlement cracks
- Any damage caused by fair wear and tear
- Any damage caused by the negligence of the purchaser, its employees, agents or contractors, or
- Any defects not notified within the defects liability period

We would like to take this opportunity to reiterate the terms of your Contract of Sale regarding make good of defects, and the required notice period that expires 3 months after the date of your property settlement (clause 52.7).

Please be aware that clause 52.3(b) of the Contract of Sale provides you the opportunity to issue a written list of all defects or faults twice only during the defects liability period. You are not limited in the number of notices served in regards to Special Defects, as defined in the Contract of Sale.

Please ensure that your defect list is submitted by 5pm on the expiry of the three month period after the date of your property settlement. Please submit the defect list via the Hindmarsh MyProperty Portal, as outlined in the 'logging defects' section of this Owner's Manual.

A defect reporting form can be found in the A4 purchaser pack if required.

IMPORTANT: Please ensure you report or note any perceived high priority issues as soon as possible to enable prompt assistance.

To ensure nothing is missed, we recommend listing defects on a room-by-room basis. Photos may be useful, especially if the issue or location is difficult to describe.

IMPORTANT: Please make sure your contact details and the details of any occupant (if not the owner), are provided with your notes. This will enable smoother coordination of any necessary access arrangements to rectify issues.

Please consult your Contract of Sale for further details on defect management.

5.5 New Building Movement and Settlement

Building movement and settlement is a natural process that occurs within the first 12 months of a building's life. The materials and constituents used to construct your apartment contain large elements of water, which is the composite that generally underpins most building movement and settlement. Once the building becomes occupied, most residents generally heat their apartments to a temperature that is suitable for their living requirements. It is during this heating process that most materials dry out and become set. Concrete, grout, timber and plaster may shrink during this time and small cracks may appear. This is a common occurrence in all new buildings.

To minimise the effects of the 'drying out' process, the occupant should reduce exposure to excess temperature fluctuations, naturally ventilate the apartment and avoid leaving the air conditioning system on for extended periods of time.

Minor cracking can generally be easily repaired using a rigid filler or pollyfilla and in most cases the cracks will not appear if the work has been undertaken 12 months after occupation.

The above mentioned cracking is not considered a defect under the maintenance or defect liability period.



6. MOVING IN GUIDE

All residents must follow the move in and move out procedures contained within the Aspire By-Laws and as directed by the Strata and Building Managers. All residents must contact the Building Manager in advance of moving to arrange access to the drop off/ loading areas and confirm procedures to ensure minimal disruption to other residents. In accordance with clause 12 of the Aspire By-Laws, all furniture moving must be carried out Monday to Saturday between the hours of 9:00am – 4:00pm. No furniture moving is to occur on Sundays or any public holiday.

You would have been provided with a move in/ move out procedure form at settlement. Please follow these instructions to schedule a moving time with Building Management.

IMPORTANT: Due to restricted road/ vehicle access to the site, all truck deliveries and removals must be coordinated with the Building Manager in advance.

Before an owner or occupier moves any furniture or goods through the building and common property it must:

1. Make arrangements with the Building Manager at least 48 hours in advance
2. Move furniture and goods according to the instructions of the Building Manager or Strata Manager and the Aspire By-Laws
3. Comply with any other reasonable requirements of the Building and Strata Managers
4. Use lifts and entrances as directed by the Building and Strata Managers

The following are recommended measures for protecting the building and your apartment while moving in:

- Ceilings, Walls & Doors: Use common sense and avoid scuffing or chipping ceilings, walls and doorframes
- Flooring: Do not drag heavy objects across carpets/flooring – use appropriate moving equipment and/or carry all objects

Please note that any resident, owner or removalist who causes damage to the common areas will be responsible to pay for repair. Please contact the Strata or Building Manager if you see occupants/ removalists damaging the common areas. All removalists will be required to sign an indemnity form, accepting responsibility for any damage to equipment and common areas prior to being allowed access to the building and your property.

When you are moving into your apartment please ensure packaging boxes are broken down and disposed of in the recycling room off the ground floor lobby. If you have a large amount of recycling or waste, or the recycling bins are full please take rubbish to the nearest depot so the Owners Corporation doesn't incur additional costs for rubbish disposal. Do not put boxes or other recycling items down the garbage chute.

Lifts will be protected for the initial moving in period. Please contact the Building Manager to arrange lift covers if they are not installed.



7. IMPORTANT CONTACTS

Hindmarsh Customer Service/Maintenance

e. customerservicensw@hindmarsh.com.au

Strata Manager

Hindmarsh has appointed a Strata Manger for the development. Their details are as follows:

Strata Republic

m. 0411 615 737

p. 1300 884 104

e. wadem@stratarepublic.com.au

a. Suite 704, Level 7, 70 Pitt Street, Sydney NSW 2000

PO Box R1860, Royal Exchange NSW 1225

w. www.stratarepublic.com.au

Building Management

Hindmarsh has also appointed a Building Manger for the development. Their details are as follows:

Vision Building Management

m. 0449 044 913

e. lionel.krautz@visionbm.com.au

w. www.visionbm.com.au

Additional Contacts

Police

Emergency..... 000

Surry Hills Police Station (02) 9265 4144

City Central Police Station (02) 9265 6499

Fire

Emergency..... 000

Fire Station – Sydney..... (02) 9265 2799

Ambulance

Emergency..... 000

Hospital – Public

St Vincent’s Hospital (02) 8382 1111

Hospital – Private

St Vincent’s Private Hospital..... (02) 8382 7111

Doctor

Hyde Park Medical Centre (02) 9283 1234

Public Transport

Transport Information Line..... 131 500

Taxis Combined 131 008

Council

City of Sydney Council (02) 9265 9533

Australia Post

Customer Service (03) 8847 9045

8. OWNERS CORPORATION, STRATA TITLE & BY-LAWS

8.1 Strata Title

All apartments in the building are strata titled. As an owner of an apartment, you are the owner of a lot within the Strata Scheme.

Areas within a Strata Scheme which do not form part of an individual apartment are common property. These may include areas such as the apartment building entry lobbies, lifts, building structure and services contained within property boundaries, as well as landscaped gardens and shared urban spaces. The common property is owned by the Owners Corporation, and all owners contribute financially to the maintenance of these areas.

The Owners Corporation is a separate legal entity governed by legislation, which represents all the apartment owners in Aspire. As an apartment owner, you are automatically part of the Owners Corporation and are responsible for how the building is managed and for financial contributions to maintenance of the common property.

To protect your property asset, Hindmarsh strongly recommends all owners take an active role in the Owners Corporation function to ensure that appropriate maintenance plans are put in place, and that adequate financial provision is made to the sinking fund. The Owners Corporation will be managed by professional advisors and will seek independent maintenance advice to prepare costed maintenance plans for the building and grounds, and set levies accordingly.

8.2 Owners Corporation

The Owners Corporation deals with all matters associated with the management and administration of the common property including:

- Maintenance, cleaning and repairs
- Insurance (such as building, public liability, workers compensation etc)
- Control, cleaning and use of the common facilities
- Matters relating to garbage, noise, pets
- The administration and sinking funds
- By-Laws
- Convening and holding meetings, and
- Administration of the Executive Committee.

8.2.1 The Executive Committee

The Executive Committee is a body of volunteer owners who are elected to represent the Owners Corporation in the day to day running of the Strata Scheme.

The Executive Committee operates in a similar way to a board of directors for a company. The Committee is made up of the following members:

- Chairperson
- Secretary
- Treasurer
- Ordinary members of the Committee

A general meeting is a meeting of all members of the Owners Corporation.

At a general meeting, resolutions are passed, for example confirmation of the annual accounts, setting of budgets and levies, determination of if an audit is required and any other issue that requires a general meeting resolution. The last item of the agenda at every annual general meeting is the election of the Executive Committee.

Legislation prescribes the format of a general meeting, the types of resolutions required and who is eligible to vote.

A Committee Meeting is a meeting of the Executive Committee members held at regular intervals throughout the year.

Should you have any questions or concerns with the internal and external surrounds of the building, please ensure you address these to the Strata Manager as soon as possible.

8.2.2 Building Manager

A part time Building Manager has been appointed for the Aspire Apartments. The Building Manager will be on site periodically for an agreed number of hours per week and may complete the following;

- Organisation of repairs and maintenance of common property
- Arranging of quotations for services/works
- Engagement of cleaners, gardeners and other tradespeople
- Attending to correspondence

8.2.3 Levies - Administration and Sinking Fund

Levies are the financial contributions paid by all owners to the Owners Corporation to cover costs incurred in the management of the building and for allocation of capital expenditure. The amount is based on a schedule of Unit Entitlements (UE's) and each owner pays a share of the costs.

The budgets for the administrative and sinking funds determine levies, and these are generally resolved at each annual general meeting.

- Administrative Fund – is for regular reoccurring expenditure and includes payment to service contractors, ongoing maintenance and repairs, and the upkeep of common property.
- Sinking Fund – is a separate fund where money is put aside for future non-reoccurring maintenance (e.g. painting of exterior surfaces) and the purchase of new Owners Corporation assets.

8.2.4 Your Contact Details

It is very important that Hindmarsh Development Australia and the Owners Corporation have correct and up to date contact details for the owner and tenant (if applicable) of the apartment. Please ensure these details are provided in all correspondence so that the owner or tenant can be contacted should access need to be arranged or information provided.

IMPORTANT: The easier it is to contact you (and/or the occupant), the faster we can provide you with friendly and effective service.

8.3 By-Laws

By-Laws are a set of "rules" that the owners and tenants in a Strata Scheme must follow. They set out the rights and obligations of all parties involved within the building and have been created to ensure a cohesive living environment. They can be amended, and new By-Laws can be introduced at a general meeting of the Owners Corporation.

A copy of the Aspire By-Laws is included in a separate booklet in your Welcome Pack. The By-Laws cover topics such as moving goods and furniture, keeping of pets, cleaning, security and parking.

8.3.1 Modifications to Your Apartment

Prior to any building work being undertaken in your apartment, you may need to obtain the required consents from the City of Sydney Council, the Owners Corporation and any other relevant authority.

Refer to Part 6 of the By-Laws included in your Welcome Pack for relevant clauses relating to building works & alterations (consents, notice to Owners Corporation, carrying out of building works and alterations).

Consistent with the By-Laws, the following is a summary of the procedures which must be followed:

1. Notify the Owners Corporation prior to carrying out any modifications to your apartment, especially those which may affect any common property areas. Include a description of the works, estimate of time for undertaking works, and provide all necessary supporting documentation (such as report from reputable engineer, development consent etc).
2. Protect and keep clean all common property & make good any resultant damage.
3. Ensure consideration of all residents. Works are not to produce excessive noise, work hours (as stipulated in the relevant By-law) must be adhered to at all times, dust should be kept to a minimum and rubbish is to be disposed of. Use of lifts within common property areas is to be reasonable. Please co-ordinate with the Building Manager to ensure that the lift is protected in order to prevent damage.
4. Any proposed modifications to floors, ceilings or walls, such as a change to the floor finish from carpet to tiles, installation of downlights in the ceiling, installation of entertainment/sound system components (i.e. plasma screens, speakers) or the hanging of artwork, must:
 - Be designed to maintain the existing standard of acoustic and fire separation (Hindmarsh acoustic performance is above minimum standards set by regulations)
 - Be installed by an experienced tradesperson

8.4 Cleaning and Maintenance Protocol

As the owner of an apartment, you are responsible for the cleaning and maintenance of your apartment and all areas within your lot, including your balcony and storage cages.

This Owner's Manual aims to provide a helpful guide on the cleaning and maintenance of your apartment which can be carried out safely and easily. However, where appropriate, the use of professional cleaners and licensed tradespersons with necessary safety equipment is recommended.

Please report any common property cleaning or maintenance needs to the Building Manager when noted.

8.5 Safety

For your safety, and that of other residents, please follow the below general safety advice:

- Consult this Owner's Manual and the By-Laws prior to undertaking maintenance and cleaning works
- Untrained or unlicensed persons should not attempt to service or alter electrical, communications, air conditioning, gas, water or plumbing fixtures or services (this may void your warranty)
- Children must always be supervised (particularly on balconies, external areas and in fire stairwells)
- Do not stand on a raised platform, chair or ladder of any height on balconies or adjacent to windows or stairwells
- Do not lean out of windows or over balconies to clean, service or repair any item
- Any activity that requires external work, or the use of ladders, must be carried out in accordance with all relevant legislation, codes and guidelines

8.6 Insurances

The Strata Manager will arrange building insurance. Residents are responsible for insuring the contents and non-fixed items within their apartments. Owners and/or occupants should ensure they understand the cover of the Building Insurance Policy prior to arranging additional insurance with a reputable provider.

8.7 Depreciation Schedules

It is the responsibility of the owner to obtain a depreciation schedule for tax purposes if necessary.

9. BUILDING INFORMATION

9.1 Building Access

The key provided to you at settlement will unlock the front door of your apartment. The key has been cut to only allow access to your apartment. The access fob will provide access through the main lobby door when swiped against the card reader.

9.1.1 Pedestrian Access

The main residential entry door to Aspire is located on Alberta Street. The door is locked by default and controlled by an access control system for security. When a valid access control proximity card is presented to the card reader the lock is released, permitting entry.

The intercom within your apartment is also connected to the system which enables the locking and unlocking of the main entry door. Visitors will be able to key in your unit number on the intercom control panel adjacent to the entry. This will send an alert to the intercom in your apartment and allow you to confirm the identity of the visitor both verbally and on the video screen and unlock the building entrance door.

In an event of electrical failure, the doors that are operated by card readers or fobs will remain active for about 2-3 hours (depending on usage). After this period the doors will be unlocked until power is resumed. As soon as power is resumed all doors will be locked.

IMPORTANT: Do not obstruct doors or tamper with the electric strike mechanism as this will require a costly service call to rectify and may compromise the buildings security.

IMPORTANT: Only allow access to persons you know to reduce the risk of compromising building security.

9.2 Vehicle Access and Parking

Exclusive use car parking is provided to residents by way of a car stacking system. All car parking spaces in the Car Stacker have been allocated to apartments. For confirmation on whether your apartment was sold with a car space included, please consult your Contract of Sale, the Parking Area – Carparking and Storage Area Schedule contained within the Aspire By-Laws, or your solicitor. Please note in order to be provided with a Car Stacker swipe tag you must first undergo a formal induction into the system.

IMPORTANT: Except for residents with storage cages located in the Car Stacker (see section 9.6 of this Owner's Manual), any resident who does not have a car park allocated to them must not use the car stacking system under any circumstances. The roller entry door will only open once a valid access card has been swiped. When driving to the Car Stacker entrance, please ensure you watch out for pedestrians.

The Car Stacker has been designed to accommodate a maximum of 30 cars at any one time. The Car Stacker cannot take cars which are greater than 1900mm high, 5200mm in length, 2150mm in width or more than 2500kg. Should your car be in breach of any one of these dimensions, it will not be accepted by the Car Stacker.

9.2.1 Inductions

Any person who will be using the Car Stacker must undergo a formal induction by a service technician from Klaus Multiparking Systems prior to using the system. All users must also read the user instruction guide, which has been provided in your Welcome Pack. This manual details the correct protocol for operating the car stacking system and provides guidance in the event the system malfunctions. If you will be renting your apartment with a car space, each tenant who will be using the Car Stacker must undergo an induction for the Car Stacker as well.

To book your induction, please visit www.multiparking.com.au and follow the links, or alternatively contact the Building Manager. You must provide the Building Manager with an induction record to confirm that you have been correctly inducted.

IMPORTANT: Except in relation to units with storage cages located in the Car Stacker (see section 9.6 of this User's Manual), only your registered vehicle can be stored in the system. Do not attempt to store trailers, motorbikes, boxes or other goods. If you change the vehicle you wish to park in the system, you must also contact Klaus Multiparking Australia to ensure the Car Stacker can accommodate your new vehicle.

9.2.2 Car Stacker Operation Instructions

1. Residents must enter the Car Stacker via the Alberta Street entrance. Once at the entry point, you will need to swipe your card at the designated card reader which will cause the entry roller door to open. Each user will have a designated user ID number. If the system is busy (meaning it is being used by another car) you will be placed in a queue. A prompt on the reader screen will confirm your request and advise where you stand in the queue.

IMPORTANT: Do not drive into the cabin if the traffic lights at the entrance roller door are amber, red or flashing red, or your tag number is not displayed on the screen. Wait for the light to turn green and ensure your tag number appears on the reader screen before proceeding.

2. Once the roller door opens completely, drive your vehicle into the transfer cabin and park within the pallet wheel-wells where your car will be measured. The message display screen will indicate once your vehicle is in the correct position.

IMPORTANT: Materials left in the cabin may obstruct sensors. Do not leave any foreign objects in the cabin, or increase the size of your vehicle whilst in the cabin (e.g. by attaching roof racks).

3. Once your vehicle is correctly in place, you may park your vehicle and turn the ignition off. You will need to exit your car, follow a series of safety prompts and swipe your card for final confirmation of your intention to park before your car will be moved to the storage area.

IMPORTANT: Wait for your vehicle to start lowering into the car park before walking away from the system.

To retrieve your vehicle, swipe your tag at the reader adjacent to the side door or on the lift panel where indicated. If the system is not in use, your vehicle retrieval will start immediately. If the system is busy, you will be placed in a queue. When your vehicle is ready, the cabin side door will unlock allowing you to retrieve your car.

IMPORTANT: Always exit the system in a forward direction and never attempt to reverse out.

Should you wish to return your vehicle to storage immediately after calling it up (for example if you wish to retrieve something from your car), proceed to the side door screen and follow the prompts on the side reader to return your vehicle.

9.2.3 System Faults

If the system is operating abnormally, or you are unable to complete your park/ exit, contact the Building Manager or a Klaus Service Representative (phone number provided in the Klaus Car Stacking User Instructions) immediately. Do not leave the system unattended if your park/ exit fails to complete. In the event of a power outage, the system will not operate.

IMPORTANT: In an emergency situation, always call 000.

Please refer to the Klaus Car Stacker User Instructions and Aspire By-Laws for more information on the Car Stacker operation, regulations and protocol.

9.2.4 Visitor Parking

Please be aware there are no designated visitor car parking spaces located within the building's Car Stacker or anywhere on the property. Visitors may use the on-street metered parking in the vicinity of the building, located on Alberta, Clarke and Nithsdale Streets subject to availability and timing/ payment restrictions.

There are also multiple car parking stations in the area. The nearest car parking stations are:

- Wilson's Car Park – 175 Liverpool Street, Sydney
www.wilsonparking.com.au/go/wilson-car-parks/nsw/175-liverpool-street
- Secure Car Park - Cnr Goulburn & Elizabeth Streets, Sydney
www.secureparking.com.au/car-parks/australia/nsw/sydney/goulburn-street

To view car parking rates, hours of operation and terms and conditions, please visit the relevant car park operator's website.

9.3 Lifts

There are two lifts servicing the building. The lifts are activated through the use of your programmed proximity card/ remote control fob that will only provide access to your residential floor and the ground floor lobby. The proximity card reader is located immediately below the control panel in each lift car. The lift will also feature a card reader for your Car Stacker swipe tag which is located on the left wall as you enter, towards the rear of the lift car. This will enable you to call your car from the system whilst in the lift.

The following internal lift dimensions are provided as a guide only and should be checked before relying on this information.

Lifts 1 & 2 - 1400mm (w) x 2300mm (d) x 2200mm (h) with a clear opening at the doors of 2100mm (h) x 900mm (w)

In the unlikely event that there is a malfunction and a lift stops with passengers inside, there are instructions within the lift car to enable passengers to contact the lift company directly for assistance. Passengers must press the alarm button for 3-5 seconds to trigger an automatic hands-free dialler which connects directly to the lift manufacturer's 24 hour call centre. There is a microphone and speaker within the main car operating panel allowing lift passengers to talk directly to call centre staff to advise of their location and lift number.

IMPORTANT: In the event of an emergency do not use the lifts. All residents should proceed to exit the building via the fire stairs and gather at the muster point as indicated on the Aspire Evacuation Plan.

9.4 Building Fire Services

The building has a fire alarm system that will automatically alert the NSW Fire Brigade if smoke detectors within the common areas of the building are activated.

In addition, an evacuation occupant warning system has been installed with speakers located in all communal areas. The Strata Manager will test the system from time to time. Please report any malfunctions to the Strata Manager.

The following fire alarm, detection and protection devices are provided within the building:

- Automatic smoke detectors (monitored by the Fire Indicator Panel)
- Sprinklers
- Fire extinguishers
- Fire hose reels & hydrants where required
- Fire doors
- Marked fire exits
- Emergency lighting
- Apartment thermal detectors (non-monitored)

Further to this an evacuation plan will be generated by Building Management. Residents should familiarise themselves with this plan to prepare for the unlikely event of an emergency.

IMPORTANT: Fire stairs are provided in the core of the building for egress in an emergency. There is access back into the building from each level.

9.4.1 Occupant Smoke Detectors

Smoke detectors have been installed in each apartment and are connected to the main power supply of the building. There is also a back up battery in case of power failure. The smoke detectors in apartments are not remotely monitored. They are early warning devices for individual apartment occupants only.

IMPORTANT: Upon initial entry into your apartment please open the smoke detector and ensure the battery is installed correctly in accordance with the instruction manual. The maintenance of smoke detectors in all apartments (including regular replacement of batteries), is the responsibility of individual apartment occupants.

9.4.2 Operation Once Smoke is Detected

The smoke detectors will sound a loud alarm (85dB) and the red LED will flash rapidly in the event they are set off. This will continue until the air is cleared.

Standby Condition

The red LED flashes once every 40-60 seconds to indicate the smoke detectors and battery are functioning correctly.

Green LED

The green LED glows when the main power is on.

IMPORTANT: Test the smoke detector at least once per month to ensure proper operation and replace the battery once a year.

Test by pushing the test/push button on the smoke detector for 3 seconds until the alarm sounds. If no alarm sounds, check the battery is installed correctly or replace the battery. If the battery is new and installed correctly and the alarm still does not sound, have a qualified electrician replace the smoke detector.

IMPORTANT: If the premises is unoccupied for a period of time (more than a few days) then a battery test should be undertaken upon return.

In the event of a false alarm, apartment smoke detectors can be reset by using the reset button located on the smoke detector itself.

IMPORTANT: Never use an open flame of any type to test your alarm.

9.5 Garbage Disposal and Recycling

A waste chute has been provided for resident convenience. The waste chute is located in the common area of your floor adjacent to lift 2. Please note this waste chute has been designed for general household rubbish only and all recycling and oversized items must be disposed of appropriately as per the below instructions.

IMPORTANT: Failure to adhere to instructions for use of waste chutes may lead to failure of the system and the creation of unpleasant odours or a fire hazard.

General waste and household rubbish can be placed directly into the waste chute. These chutes discharge to waste rooms located on the ground floor (accessible through the main lobby). Residents do not have direct access to the waste bins due to the hopper equipment installed.

All waste should be contained in tied clean rubbish bags. Dimensions must not exceed 350mm in any dimension or weight in excess of 3kg.

IMPORTANT: Do NOT dispose of recycling, bottles, glass, cartons, cigarette butts, ignition sources or fluid via the waste chute.

IMPORTANT: Do NOT place hands or arms into the waste chute (beyond door frame) as objects may fall from above causing injury.

Residents are to carry their recycling to the bins located in the waste room opposite the mail boxes off the ground floor lobby. Recyclable items include: newspaper, cardboard, paper packaging, junk mail, printing and writing paper, envelopes, glass bottles, jars, steel cans, aluminium cans, trays and foil. Refer to the City of Sydney Municipal Services website for a full list of recyclable materials:

www.cityofsydney.nsw.gov.au/live/waste-and-recycling

The design for the waste services room has been developed in consultation with the Council of the City of Sydney Policy for Waste Minimisation in New Developments to calculate anticipated waste generation from the building.

The cleaner contracted by the Strata Manager will ensure hoppers and recycling receptacles are transferred as necessary from waste rooms and storage areas to the primary waste enclosure.

It is anticipated that waste will be collected from the primary waste enclosure approximately twice per week and recycling collected at least once per week from the same location.

IMPORTANT: Please notify the Building Manager if you require assistance or wish to report an issue with the waste management system.

9.6 Storage Cages

Some apartments have been provided with storage cages. These storage cages are located in three designated storage rooms on Level B1. Each storage cage is identified with a number corresponding to the apartment number. These storage cages are noted on the Strata Plan as a subsidiary to each apartment and are part of that unit's title. Please respect the property of your neighbours and do not impede access, lock or use any storage cage other than your own.

The storage cages for units 1601 and 2201 are located in the Car Stacker. The Aspire By-Laws contain an exclusive use condition (clause 23) for these cages.

IMPORTANT: Under no circumstances should fuel or any dangerous goods or flammables be stored in any storage areas.

It is the resident's responsibility to provide security to their storage cage via a sturdy padlock or the like and keep their individual storage area clean and free from debris. It is strongly recommended that valuables are not stored in cages.

The storage cages are located in a 'wet basement'. The basement is susceptible to moisture and minor water infiltration. The open grill of your storage cage must not be enclosed as it provides access to fire sprinklers if necessary.

IMPORTANT: Do not store perishable or moisture susceptible items directly on the concrete basement floor.



9.7 Mail

A lockable mailbox is provided for each apartment. Mailboxes are located in the ground floor lobby adjacent to the main entry door. Two keys to unlock your mailbox have been provided in your Welcome Pack.

Your apartment has been registered with Australia Post for the delivery of mail. You may need to apply for mail re-direction if you require mail to be diverted from your existing address to your new address at Aspire. A mail redirection form can be found on the Australia Post website or obtained at any Australia Post branch.

The Aspire Apartments address convention is apartment number / street number, for example;

201/11 Alberta Street,
Sydney NSW 2000

1902/11 Alberta Street,
Sydney NSW 2000



10. APARTMENT INFORMATION

10.1 Utilities and Services Connections

10.1.1 Electricity and Gas

The first thing you must do prior to taking occupation of your apartment is to set up utilities accounts for gas and electricity.

You will be required to set up electricity and gas accounts by calling an energy retailer directly. Meters have been installed in the building which will track individual apartment usage. Some retailers who provide both gas and electricity services include:

Energy Australia 136 102
AGL 131 245
Origin Energy 13 24 63

Please note this list does not include all service providers and is not intended to represent a Hindmarsh recommendation. For a full list of energy retailers, please visit the NSW Energy Ombudsman website:

www.ewon.com.au/index.cfm/suppliers/suppliers-in-nsw/

IMPORTANT: Failure to establish individual accounts with utility providers will result in on-charges for post occupation usage of services and potential disconnection by service providers.

For reporting of emergency services faults, please note the following contact numbers:

- | | |
|------------------------------------|----------------------------|
| • Electricity | Ausgrid 131 388 |
| • Natural Gas and Emergency Faults | Jemena Gas Network 131 909 |
| • Water and Sewerage | Sydney Water 132 090 |
| • Stormwater | Sydney Water 132 090 |
| • State Emergency Services (NSW) | 132 500 |

10.1.2 Water

Water has been connected to your apartment and you do not need to apply to Sydney Water to set up an account. Sydney Water is notified by Land and Property Information NSW when a property is sold, and the account will be automatically transferred to the new owner post settlement.

10.1.3 Utilities Accounts Received Post Settlement

Invoices received by the owner or tenant that predate settlement of the unit are not required to be paid by the owner/ tenant. In the event that invoices are received prior to settlement, please contact customerservicensw@hindmarsh.com.au and provide a copy of the unpaid invoice as soon as practicable.

10.1.4 Telephone and Data

Your apartment has provision for telephone and data access including Telstra and other service providers. Please check with your service provider to ensure connection to their network is available within the building.

Connection of telephone and data will require the setup of an account with your chosen service provider.

10.1.5 TV, Radio and Pay TV

Connection to the Master TV antenna and FM Radio antenna is available free through the coaxial wall plates in your apartment. Either socket can be used, as a diplexer splitter has been installed. TV splitters are located in the communication risers and can only be accessed by the Building Manager.

Connection to Pay TV services such as Foxtel requires service subscription and installation. Please contact your chosen service provider for more details. Please note connection fees may apply for connections to Pay TV services.

10.2 Air Conditioning

Each apartment at Aspire is fitted with a Daikin ducted split system air conditioning unit. All fan coil units are located in the ceiling spaces and condensers are located on the roof. Each individual fan coil unit has its own wall mounted controller. The system is controlled via the wall mounted controller which includes functions to vary the temperature, mode and time. Cooled or heated air is delivered via grilles located in the bulkhead or in the ceiling.

To maximize the life and effectiveness of the air conditioning system, it is recommended that the indoor air filters and the indoor unit be checked and serviced on a regular basis. Refer to the Daikin manual and warranty information for more details.

Your Daikin air conditioner comes with a 1 year warranty. For warranty issues within the first year please contact Sydney City Mechanical on 02 9587 0070. After the first year, please refer to your Daikin air conditioner manual for warranty claim procedure. You can also visit Daikin's website: www.daikin.com.au for trouble shooting tips or call Daikin on 1300 787 266.

10.3 Exhaust Fans

Exhaust fans have been installed in all bathrooms and laundries. These fans are ducted to the exterior of the building through the façade. You may notice a small grille on the outside of your apartment (adjacent to or over your balcony). This is designed to exhaust moist air out of these rooms.

IMPORTANT: Some exhaust fans are automatically activated when the light switch is turned on. If your bathroom or laundry has a double switch then one of these switches will be a dedicated exhaust fan switch. Please note you may have a common fan serving both a bathroom and your laundry which is controlled by a switch in the bathroom as well as one in the laundry. Both switches must be turned off for the exhaust fan to fully cease operation.

The rangehood installed over the cooktop in the kitchen is a recirculating model. It is not ducted outside of the apartment.

IMPORTANT: The rangehood filters must be cleaned periodically. Please refer to the specific manual for details.

10.4 Communications

Every data/telephone point connects back to a central location under the electrical board of the unit. One of the data sockets will be labelled as 'PHONE' or 'INCOMING' which is your main phone point for the unit. Each socket has been hard wired individually to the rear of the patch panel.

Application for telephone and data connection is the responsibility of the resident.

10.5 Electrical Distribution Board

An electrical distribution board is located within each apartment. Each sub-circuit is protected by a circuit breaker to prevent overload. The light and power circuits have earth leakage protection (RCD's), to detect earth leakage in appliances or the circuits. Circuit breakers can be reset by switching the toggle to the 'on' position. The RCD can be reset in the same way.

IMPORTANT: In the event the RCD trips, ALL appliances should be unplugged before attempting to reset the RCD. If the fault persists an electrician should be contacted.

10.6 Hot Water

Hot water is delivered throughout the building from a central hot water plant located on the roof. A tempering valve is located in the laundry cabinet which can isolate the apartment and has been set to 50°C.

IMPORTANT: The temperature of the hot water is delivered as per Australian Standards and must not be changed.

The hot water supply is heated by natural gas. Hot water consumption is measured in each apartment and a calculation of gas used by each apartment is made and charged by ActewAGL via individual gas accounts. To establish a gas account with ActewAGL, you will need the hot water meter number for your unit.

IMPORTANT: It is the responsibility of the apartment occupant to establish a gas account with their chosen provider. Failure to do so will result in on-



Figure 10.6a: Hot Water Meter



Figure 10.6b: Hot Water Meter

charges for post occupation hot water consumption. Please refer to section 10.1.1 of this manual for instructions on how to set up an account.

Your apartment will have a hot water meter located in the kitchen cupboard. Figures 10.6a and 10.6b will help you identify the hot water meter.

10.7 Lighting

Energy efficient LED downlights have been installed throughout individual apartments and common areas. Maintenance and replacement of lights in apartments is the responsibility of the occupant.

10.7.1 Replacement Lights

Apartment and common area downlights: 13 watts LED downlights

Joinery downlights: LED strip lights

For specialist light fittings refer to the supplier's recommendation on replacement globes. Before changing a globe, please ensure that you have turned off the power switch.

10.8 Access Devices

10.8.1 Access Fobs

Each apartment will have a uniquely programmed access fob (figure 10.8.1a) that will enable them entry to the building via the lobby when swiped against the card reader located next to the building entrance (figure 10.8.1b) and grant access to their apartment level via the lift. If your proximity card or fob is lost or stolen you will need to notify the Building Manager immediately so the device can be de-activated. If your fob stops working then you must also contact the Building Manager to organise a replacement.

The cost of repair, replacement and additional fobs will be determined by the Building Manager.

If your apartment was sold with a car parking space you will be provided with a Car Stacker swipe card/ tag on completion of your induction to the system. Each tag has an individual number which the system will recognise to permit access to the system and enable you to retrieve your car.

If your Car Stacker swipe card is lost or stolen, please notify the Building Manager immediately.

10.9 Visitor Entry Lobby Intercom Station

Visitors arriving to the main entry door to the apartment building must call the apartment they wish to visit via the intercom in order to gain access.

Visitors must enter the apartment number using the numeric keypad, and then press the call button marked with a 'bell' symbol on the external intercom (figure 10.9a).

For example, to call unit 201 the visitor needs to press '2' '0' '1' & "bell" buttons.

The intercom in the called apartment will sound. Residents will get a visual of the visitor outside on the built-in screen. Press the button on the bottom left of the intercom panel to start communication and press the door release ('key' symbol) to allow access for your visitor. This will also permit use of the lift to the floor of the called apartment.

IMPORTANT: Your visitors will have two minutes to enter the lift and access the level required.



Figure 10.8.1a: Access Fob



Figure 10.8.1b: Fob Reader



Figure 10.9a: Outside Intercom



Figure 10.9b: Apartment Intercom Monitor

11. MAINTENANCE INFORMATION

11.1 Appliances

User manuals and warranty information for each of the appliances located within your apartment have been provided in both hard and soft copies within the Welcome Pack.

Manufacturer's literature and recommendations including all operating instructions has been provided for the below appliances (subject to what appliances are located within your apartment).

APPLIANCE	
OVEN	Smeg 60cm Linear Multifunction Electric Oven Energy Rating A – Model #SAC106S
MICROWAVE	Smeg 30 Litre Microwave Oven Model # SBIM30X Smeg 34 Litre Microwave Oven Model # SA35MX
DISHWASHER	Smeg 60cm Fully-Integrated Dishwasher Model # DWAQF1314
COOKTOP	Smeg 30cm Ultra-Low Profile Two-Burner Gas Cook Top Model # PGA32 Smeg 60cm Gas Cook Top Model #PGA64 Smeg 90cm Gas Cook Top Model #PGA90
RANGEHOOD	Smeg 60cm Concealed Undermount Rangehood Model # PUM60X Smeg 90cm Concealed Undermount Rangehood Model # PUM90X
DRYER	Electrolux 5kg Clothes Dryer with Sensor Dry System Model # EDV5051

To maintain the appearance and durability of your appliances, follow the instructions and advice within these documents.

Please note that manufacturer's warranties are often conditional, and require regular maintenance. We also recommend appliances be inspected every 2 years by an authorised service agent.

In the event of an appliance malfunction:

1. Check power at the switchboard,
2. Follow relevant instructions in the Operation Manual, and
3. Check the Warranty and call the Manufacturer's Service Centre.

11.1.1 Warranty Information

IMPORTANT: For any appliance warranty claims, please refer to the leaflet provided with your Harvey Norman Commercial Warranty Manual for more details or contact Harvey Norman Customer Service by phone on (02) 6202 2000 or by email at: HNCACT.CustomerService@au.harveynorman.com

When placing your service call please quote the Master Number which will be located in the Harvey Norman Commercial Warranty Pack. Harvey Norman Commercial will arrange a service call to rectify the issue as quickly as possible.

11.2 Aluminium Doors and Windows

Aluminium windows and doors have a powder coated finish which needs to be cleaned and maintained regularly to ensure the decorative and protective properties of the coating are retained.

Cleaning is recommended every three to six months to remove airborne deposits such as atmospheric pollution and dirt.

The manufacturer recommends the following steps to maintain:

- Remove dust with a wet sponge (rather than risk micro scratching by dry dusting)
- Remove any marks by the use of a warm, mild detergent or mineral turpentine
- Wash and remove powder deposits from the powder coating surface using a soft bristle brush
- Always rinse afterwards with fresh water so that the contact time with the cleaning solution is kept to a minimum

Do not use abrasive cleaners, harsh solvents (including window cleaner or industrial strength solvents or solvents recommended for the removal of sealant or mastic), scouring pads or other harsh materials such as powder based cleaning products as these may scratch the finish. Always test a small discreet section of a frame to confirm the suitability of the cleaning agent used. This will ensure minimal or no damage to the powder coat colour or surface.

Window furnishings should not be mounted on any part of the aluminium door or window frame. Hindmarsh strongly recommends window furnishings are installed by a qualified and experienced tradesperson to ensure there is no damage to windows or ceilings.

IMPORTANT: All opening windows installed at Aspire comply with the Building Code of Australia and are mandated to a maximum opening of 125mm.

11.3 Carpet

Carpet throughout your apartment has been selected to provide a soft, maintainable and durable floor finish.

In some instances, joins within the carpet may appear prominent (also known as "peaking") which occurs with all carpet that is heat bonded. This is not a fault in installation and over time the wax from the heat bonding is flattened and the fibres of the yarn entangle reducing the visual prominence of the join.

Regular maintenance will increase the life span of all types of carpet. The five basic steps of an adequate maintenance program are:

1. Protection from damage and prevention of spills
2. Regular vacuuming
3. Intermediate surface brightening
4. Periodic wet cleaning, and
5. Removal of stains and spills

Light coloured carpets should be professionally cleaned every 6-12 months to maintain a satisfactory appearance in the carpet.

Please note that the manufacturer does not recommend 'scotch guarding' carpet.

11.4 Ceiling Exhaust Ventilation Grills

The exhaust grill in the bathroom and laundry will assist the removal of steam and humid conditions, prolonging the life of the interior finish.

The ceiling diffuser should be cleaned every 4 months with a damp cloth.

Leaving a window within your apartment slightly open will increase the air intake and efficiency of all the internal exhaust mechanisms (including the kitchen rangehood).

To improve airflow to the laundry exhaust, leave the laundry door open while the dryer is in use.

11.5 Cupboard Joinery

The kitchen cupboard joinery is finished in a Timber Veneer.

To clean and maintain:

- Remove soiled surfaces or light stains with a damp soft cloth
- Do not use abrasive or alkaline cleaners and ensure that the finish does not remain in contact with hypochlorite bleach, mineral acid, dye or iodine solution, silicon-based cleaners, polish, steel wool, acidic and alkaline materials. (Note that silicon cleaners render surfaces unsuitable for re-coating.)
- Ensure all spills are cleaned up immediately with a damp cloth and dried, to prevent swelling or damage
- Veneer should not be left wet/damp or with wet staining materials on them (such as dark fruit juice/wine etc)
- Check, tighten and adjust hinges every 6 months, and
- Do not apply oil or grease to any joinery hardware, such as hinges, runners etc

11.6 Wardrobe Joinery – White Polyurethane Finish (2-Pak)

To clean and maintain:

- Clean up any spills as quickly as possible, particularly on horizontal surfaces
- Remove soiled surfaces or light stains with mild detergent such as dishwashing liquid and soft cloth, or a non-abrasive spray and wipe cleaning agent
- Do not rub with an excessive force to remove stains as this may produce a gloss patch on the rubbed area
- Do not use scourers or abrasive or alkaline cleaners
- Check, tighten and adjust hinges every 6 months, and
- Do not apply oil or grease to any joinery hardware, such as hinges, runners etc

11.7 Door and Door Hardware

To maintain a high level of function, door hardware, tracks and bearings must be free from dust and grit. Generally all components can be cleaned with a soft damp cloth. Grease or oil should not be applied to any hardware.

Service door locks and handles every 6-12 months, as necessary by:

- Tightening fixing screws
- Re-aligning strike plates
- Lubricating internal mechanisms with an aerosol lubricant (do not use in cylinder mechanisms), and
- Lubricating 'sticky' locks with dry powder graphite sprinkled on the key

11.8 Balcony Tiles

To ensure good drainage and prevent a build up of dirt or dampness around outdoor pot plants, all pots should be raised slightly off the tiled surface and have a drip tray. Very large, heavy pots should also be avoided to prevent excessive loads on the building structure. Always keep balconies and drains free of leaves and debris as these may cause flooding in heavy rain.

11.9 Glass and Mirror

To clean glass and mirrors, use clean water with mild soap, diluted methylated spirits, glass cleaner or a slightly acidic (vinegar) cleaning solution on a soft, lint free, damp cloth or chamois. Always apply the cleaner onto the cloth first and not directly onto the glass.

To avoid scratching, do not use caustic or abrasive substances such as polish, silicon based cleaners, powder based cleaning agents or other harsh materials, and do not use cleaning items such as steel wool, scouring pads or razor blades. If using a solvent cleaner, care should be taken to avoid contact with the glazing sealant and any other materials which may be affected by the solvent. Avoid using a broom and hose to clean windows as this can result in scratched glass and leaking windows.

Please note that a professional cleaner engaged by the Owners Corporation with the required safety equipment will clean the external face of windows, glass balustrades and aluminium louvres.

IMPORTANT: Damaged glass and mirrors cannot be repaired. An experienced glazier must replace them.

11.10 Floor Waste (Laundry and Wet Areas)

To ensure the water seal in the laundry floor waste does not dry out and let odours escape, each fortnight a small amount of water is required to be poured into the laundry floor waste. Pour approximately 600mls of water into the floor waste.

Should soapsuds come up through the laundry floor waste, we recommend changing your washing powder to a 'low suds' variety.

11.11 Paint

Refer to the finishes schedule in section 11.19 for paint specifications including colour. As paint colour may change subtly over time, and paint manufacturers may alter colour specifications, we recommend any future colour matching be based on a paint sample.

Most marks can be removed with a clean damp cloth. Use a diluted sugar soap mix if necessary. Avoid excessive scrubbing and the use of scourers of any type, as this may alter the finish of the surface.

11.12 Pest Eradication

An inspection of your apartment by an appropriate pest eradication contractor is recommended every 12 months or as required.

11.13 Sanitaryware

To preserve the polished surface of your bath (if your apartment features one), clean with a soft cloth and warm soapy water or a liquid cleaner to wash away any body oils or soap residue. Ensure any selected cleaning agents do not affect adjacent stone or tiles.

It is recommended that you do not use powders, pastes, cream cleaners, thinners, window cleaning sprays or dry cleaning fluids.

As the use of coloured essential oils may stain your bath's polished surface, test before use and add oils into a bath full of water rather than pouring them into an empty bath. To prevent corrosion of metal accessories by mineral salt such as Radox, ensure they are dissolved completely prior to adding them to bathwater.

Do not sit or stand on WC when lid is in down position as this may cause cracking.

Do not sit or stand on wall hung basin as it may cause failure to the unit.

11.14 Stainless Steel Surfaces - Kitchen Sink, Laundry Tub and Trims

To clean, wipe with a soft damp slightly soapy cloth, let dry and wipe with a dry cloth. Always wash and wipe with the grain of the stainless steel, to avoid scratching.

To protect from staining after cleaning with a chemical cleaner or coming into contact with food acid, wash down with fresh water.

To brighten, use a non-abrasive cleaner or specialist stainless steel product.

IMPORTANT: Do not use steel wool, abrasive cleaner, or oil based cleaners on stainless steel surfaces.

11.15 Tapware

To prevent damage to the protective finish, avoid cleaning taps and spouts with harsh chemicals. Clean with warm soapy water, rinse well and dry with a soft cloth.

To maintain tapware:

- Clean tap filters every two months
- Check tap washers every two years, and replace as necessary
- A licensed plumber is required to replace the ceramic washer in lever mixer taps

Remember to turn off the water supply to your apartment prior to carrying out maintenance or in the event of a tap or fitting breaking.

11.16 Tiles

To clean, use a mix of warm water with a biodegradable cleaner and a cup of methylated spirits. When dry, buff with a dry mop or woollen cloth.

GROUP	RECOMMENDATION
Oil & Grease Vegetable, Mineral, Petroleum Alkaline-based Detergent Wax	Rubber scrape off, then use solvent turpentine followed by an alkaline based detergent
Lipstick, Shoe Polish	Alkaline based detergent
Paint (oil based), Ink Solvent such as Turpentine or Thinner	Mortar acidic based detergent
Rust Stains	Hydrochloric acid or acidic based detergent marker felt pen thinner
Methylene Blue	Alkaline based detergent
Crayon	Scrape off then use solvent turpentine followed by alkaline based detergent
Tile Grout, Cement	Diluted hydrochloride acid, latex or polymer solvent such as turpentine or thinner, epoxy scraper to scrape it off

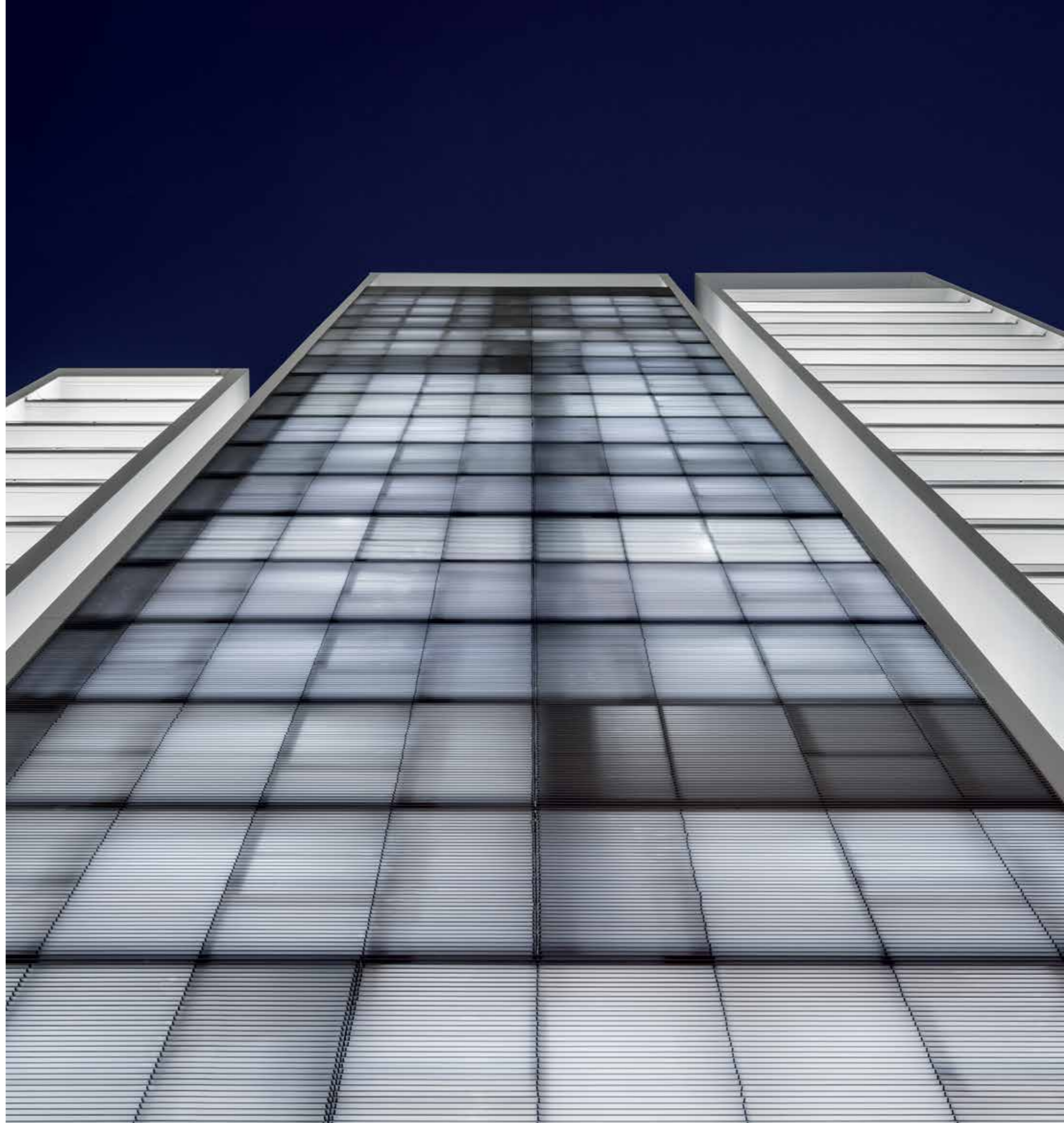
We recommend caulking be checked regularly and reapplied should evidence of caulking breakdown be apparent. Caulking (or sealant) in the showers and other wet areas has a 12 month warranty.

11.17 Stone Surfaces

- For everyday routine cleaning, wipe surface with warm soapy water (using a mild detergent) and a damp cloth
- Never attempt to polish the surface on your own and avoid prolonged rubbing on one spot when cleaning
- During food preparation, it is recommended you use an appropriate cutting board for cutting and chopping and never directly use a knife on the stone bench top

11.18 External Louvres

Please note a professional cleaner engaged by the Owners Corporation with the required safety equipment and qualifications will clean the external louvres. Please do not attempt to clean these yourself as it may pose a safety hazard.



11.19 Finishes Specification

The below tables contain a list of specified finishes for information and future matching should it become necessary.

11.19.1 Park Light Scheme

ARCHITECT REF CODE	ITEM	LOCATION	SELECTION/SUBSTRATE	FINISHES & COLOUR	SUPPLIER	SUPPLIER CONTACT DETAILS
C1	Carpet	General Floors	Godfrey Hirst Sussex	Taupe	Godfrey Hirst	Godfrey Hirst Frank Fingleston Tel: 02 9648 2921 Mobile: 0412 274 076
G1	Glass	Shower Screens	Clear toughened glass Thickness: 10.38mm	Clear	Viridian Glass	Viridian Glass Phone: 1800 810 403
L1	Melamine	Internal Joinery Carcass in Kitchen	18mm Thick melamine	White		
L2	Kickplate	Kitchen	Laminex Innovations REF: Brushed stainless Steel	Metallic Finish 957	Laminex	Laminex Contact: Greg Gregory Phone: 0408 331 006
SK1	Skirting	To all walls within the apartment, excluding wet areas	Finger Jointed Pine REF: DR6611 Dim: 60mm x 11mm	Primed		
M2	Mirror	Bathroom	Plain Mirror	Plain	Graphic Glass Mirror	Graphic Glass Mirror Phone: 9525 7322
P1	Paint	General Walls	Dulux W&W 101 Ref: Pw1G9H	Colour: Lexicon Half	Dulux	
P2	Paint	General Walls	Dulux Wash & Wear 101 Advanced Flat	Lexicon Half	Dulux	
P3	Paint Special	Joinery (All Poly Doors)	2 Pac Polyurethane Furniture Grade Ref: Pw1G9H	Colour: Lexicon Half Gloss Level 70%		
P5	Paint	Trim - Skirtings and Architraves	Semi Gloss Aqua Enamel	Lexicon Half	Dulux	
ST1	Natural	Splashback in Kitchen and Bathroom and hob top in Bathroom	Arabescato Polished	Arabescato Polished	WK Marble & Granite	WK Marble & Granite Contact: Donna Ciric Phone: 0400 033 039
ST2	Reconstituted Stone	Kitchen Bench	Caesarstone Ref: 1141	Colour: Pure White	Caesarstone	Caesarstone Contact: Toni Hearne Mobile: 0418 227 517
T1	Floor Tile	Wet Area Floor Tile	Volare Ref: T/GY214-36 Size: 300x600 Grout to match		Volare	Volare Contact: Phil Ujdur Tel: 02 6162 3747 Mob: 0141 610 084
T3	Floor Tile	Floor on Balcony	Volare Ref: T/DEGREX3030 Size: 300x300	Colour: Grey	Volare	Volare Contact: Phil Ujdur Tel: 02 6162 3747 Mob: 0141 610 084
T4	Wall Tile	Bathroom	Volare Ref: T/WHGL30608 Size: 300x600 Grout to match	Colour: White Gloss	Volare	Volare Contact: Phil Ujdur Tel: 02 6162 3747 Mob: 0141 610 084
T5	Feature Wall Tile	Shower Wall in Bathroom	Volare Ref: T/GLWSTA3060 Size: 300x600 Grout to match		Volare	Volare Contact: Phil Ujdur Tel: 02 6162 3747 Mob: 0141 610 084
TM1	Timber Floor	General Floor Finish	Armstrong REF: Smoke Instyle Oaks Size: 183 x 15 x 1900	Smoke Instyle Oaks	Armstrong Flooring	Armstrong Flooring Contact: Richard John Phone: 0412 342 923
TV1	Timber Veneer	Kitchen Joinery Unit	Eveneer REF: Even Sirocco	Finish: UV inhibitor to be applied with clear non- yellowing polish 10% Gloss Sealer Run Grain Vertically	Eveneer	Elton Group Contact: Darren Dalton Phone: 0403 654 246 194b Grange Road, Fairfield VIC

11.19.2 City Dark Scheme

ARCHITECT REF CODE	ITEM	LOCATION	SELECTION/SUBSTRATE	FINISHES & COLOUR	SUPPLIER	SUPPLIER CONTACT DETAILS
C1	Carpet	General Floors	Godfrey Hirst Sussex	Possum	Godfrey Hirst	Godfrey Hirst Frank Fingleston Tel: 02 9648 2921 Mobile: 0412 274 076
G1	Glass	Shower Screens	Clear toughened glass Thickness: 10.38mm	Clear	Viridian Glass	Viridian Glass Phone: 1800 810 403
L1	Melamine	Internal Joinery Carcass in Kitchen	18mm Thick melamine	White		
L2	Kickplate	Kitchen	Laminex Innovations REF: Brushed stainless Steel	Metallic Finish 957	Laminex	Laminex Contact: Greg Gregory Phone: 0408 331 006
SK1	Skirting	To all walls within the apartment, excluding wet areas	Finger Jointed Pine REF: DR6611 Dim: 60mm x 11mm	Primed		
M1	Mirror	Splashback in Kitchen	Graphic Glass	Toughened Silvered Mirror	Graphic Glass Mirror	Graphic Glass Mirror Phone: 9525 7322
M2	Mirror	Bathroom	Plain Mirror	Plain	Graphic Glass Mirror	Graphic Glass Mirror Phone: 9525 7322
P1	Paint	General Walls	Dulux W&W 101 Ref: Pw1G9H	White on White	Dulux	
P2	Paint	General Walls	Dulux Wash & Wear 101 Advanced Flat	White on White	Dulux	
P3	Paint Special	Joinery (All Poly Doors)	2 Pac Polyurethane Furniture Grade Ref: Pw1G9H	Colour: White on White Gloss Level 70%		
P5	Paint	Trim - Skirtings and Architraves	Semi Gloss Aqua Enamel	White on White	Dulux	
ST1	Natural	Splashback in kitchen & Bathroom and hob top in Bathroom	Arabescato Polished	Arabescato Polished	WK Marble & Granite	WK Marble & Granite Contact: Donna Ciric Phone: 0400 033 039
ST2	Reconstituted Stone	Kitchen Bench	Caesarstone Ref: 2141	Colour: Snow	Caesarstone	Caesarstone Contact: Toni Hearne Mobile: 0418 227 517
T1	Floor Tile	Wet Area Floor Tile	Volare Ref: T/GY515-36 Size: 300x600 Grout to match		Volare	Volare Contact: Phil Ujdur Tel: 02 6162 3747 Mob: 0141 610 084
T3	Floor Tile	Floor on Balcony	Volare Ref: T/DEGREX3030 Size: 300x300	Colour: Grey	Volare	Volare Contact: Phil Ujdur Tel: 02 6162 3747 Mob: 0141 610 084
T4	Wall Tile	Bathroom	Volare Ref: T/WHGL30608 Size: 300x600 Grout to match	Colour: White Gloss	Volare	Volare Contact: Phil Ujdur Tel: 02 6162 3747 Mob: 0141 610 084
T5	Feature Wall Tile	Shower Wall in Bathroom	Volare Ref: T/GLWCOS3060 Size: 300x600 Grout to match		Volare	Volare Contact: Phil Ujdur Tel: 02 6162 3747 Mob: 0141 610 084
TM1	Timber Floor	General Floor Finish	Armstrong REF: Wenge Oak 1 Strip Size: 183 x 15 x 1900	Oak 1 Strip	Armstrong Flooring	Armstrong Flooring Contact: Richard John Phone: 0412 342 923
TV1	Timber Veneer	Kitchen Joinery Unit	Eveneer REF: Even Metro	Finish: UV inhibitor to be applied with clear non- yellowing polish 10% Gloss Sealer Run Grain Vertically	Eveneer	Elton Group Contact: Darren Dalton Phone: 0403 654 246 194b Grange Road, Fairfield VIC

