

MOVING IN GUIDE

Welcome home to
MASON SQ
MOONEE PONDS

Rise.

LIFE UNLIMITED

15 Everage St, Moonee Ponds

Moving can be stressful, and moving into an apartment tower has unique requirements. The Building Management team are here to help you understand these requirements to ensure your move goes smoothly.

Planning your Move

1. Contact the Resident Services team on email at everageestbm@mason-sq.com. You will need to provide your name, apartment number, mobile number and proposed move date and time. They will confirm if your proposed move time is available or provide alternatives if times are already booked out.
2. Complete the Resident Registration form online—the link will be provided to you via email with the move time confirmed in step 1.
- You will need to have:
 - a copy of your lease/settlement,
 - removalist details
 - removalist insurance certificate
3. You will receive an email from the Building Link, the resident hub portal for Rise.
4. Contact the utilities that service your apartment to create your accounts.
5. Confirm all details with removalist and Resident Services team before your move. The move time appointment needs to be followed as there maybe bookings around yours. If you miss your time, a new appointment will have to be made.

On the day you need to contact the Resident Services team before your move commences to ensure we have you in the best location and the move day and the induction can be completed. This ensures that your move goes smoothly on the day.

Contents Insurance—the Owners Corporation maintains insurance for the replacement of the building, this insurance will not cover items inside a private apartment.

Connecting Utilities

- **Electricity:** Origin Energy | 1800 684 993 or www.originenergy.com.au
- **Hot Water (Gas):** Origin Energy | 1800 684 993 or www.originenergy.com.au
- **Cold Water:** Greater Western Water | 13 44 99 or www.gww.com.au
- **Internet:** Opticomm | www.opticomm.com.au/service-providers

Moving in Tips

Bookings

Booking must be made at least 72 hours before your move commences.

Parking

Trucks can be accommodated in the loading bay off Aspen St, booking required. Also, you MUST contact building management on arrival to assist with details of the move in process. Travel path from the loading bay to the lift has doors.

Lift Dimensions

2m Deep | 1.35m Wide | 2.3m High
Door opening 0.9m

Move Times

Move times are to ensure that disruptions from moves are fair on the residents living in the building.

- Weekdays 10am - 4pm, 6pm - 8pm
- Saturday 10am - 12pm
- Sunday 10am - 12pm

Time limited to 2 hours per move. No moves on Public Holidays.

Insurance

You must provide a Insurance Certificate from the removalist before the move commences.

On-Site Building Manager Info

Precinct Phone: 1300 221 668

Email: everageestbm@mason-sq.com

Office: Ground Floor Lobby

Hours

Resident Services Manager

Monday to Friday: 8am – 4pm

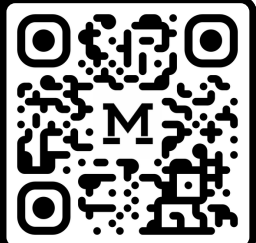
Resident Services Attendant

Weekdays: 4pm – 8pm

Weekends: 8am – 12pm

PH times may differ.

SCAN QR
FOR
BUILDING
INFO,
RESIDENT /
OWNERS
PORTALS &
MORE



BUILDING INFORMATION

Resident Moves & Large Deliveries

It can be difficult to organise moves & large deliveries to apartments. All moves & large deliveries must be booked via the Resident Hub.

We ask that they are organised between with 72hrs notice. Last minute large deliveries will need to wait until the lift is available should a booking for a move is already taking place.

WASTE

For recycling & general waste, always dispose waste via bin chutes on each level.

E-Waste bins are located Basement Level 2.



General Waste

Rubbish tied in small bags. General household rubbish only. No rubbish to be left on the floor

Mixed Recycling
Loose items only in the recycling Bin.
Plastic Bottles and containers
Paper Cartons
Newspaper & Magazines
Glass Bottles
Cans and Aerosols
NO LARGE ITEMS



Bulky Items

Large items can be taken to B2. Dedicated blue bins for cardboard are available on B2 also. Ask the Resident Services team regarding Hard Waste if you are unable to take items off site.

Carpark

Some apartments have an attached car space. Only park in your allocated space.

Visitor Parking

There are several visitor spaces available to guests of residents on B1 & B2.

Only Guests of residents are to use these spaces, for fairness and equality. Spaces are timed and further rules apply, see 'Parking' on website for more info

Day - 4hr limit: 8am to 8pm.
Night - 12hr limit: 8pm to 8am.

For longer stays please email the Building Manager with the car rego, owners name, apartment number & duration of stay.

Food Deliveries

Food deliveries drivers are guests of you, any damages caused are the responsibility of the lot owner.

Noise

Apartment living is a shared environment, and while the vast majority of residents respect each other's comfort, it's necessary to remember this as noise can easily affect others.

Pets

While Mason Sq is pet friendly, pets are not permitted in certain areas and must be on a lead. Please refer to the pet policy for further information.

Emergency exit paths are displayed near the lifts on each floor.

Amenities

Mason Sq has shared common areas. Some require a booking via the Resident Hub and may attract fees.

Gym, Steam/Sauna, L3: 24/7
Pool & Spa, L4: 6am-10pm
Terrace, L4: 6am-10pm
BBQ, L4 & Courtyard: 6am-10pm
My Parcel Locker, Grnd: 24/7
Workshop, B2: 6am-10pm

Bookable Spaces

Dining Room, L4: 10am-10pm
Sky Bar, L22+: 6am-12pm

OC Rules

A common part of Strata living there are various rules, policies and operating procedures Visit the website or speak to the building manager about these.

After Hours

Security & Emergencies

Threats to safety, trespassers, fire, serious medical injuries, noise. Call 000 (Triple Zero).

Common Area Issues After Hours

Call the Building Manager. If not a common area issue, callout charge may apply.

Non emergencies—email Resident Services team is the best option.

Lost Keys & Lockouts

Emergency call Gibson Locksmith 9326 1322. See Resident Portal for ordering replacement info.

Something broken in your apartment?

If you are a tenant, contact your property manager. If you are an Owner, consult the building manual or you can engage your own contractor.