

HOME OWNER'S MANUAL

MARINA RESIDENCES

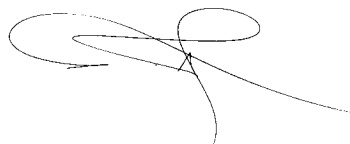
CONGRATULATIONS
AND WELCOME TO YOUR NEW
HOME AT MARINA RESIDENCES

THROUGH OUR ENDURING
COMMITMENT TO
CREATING ART THROUGH
ARCHITECTURE, SUNLAND'S
LEGACY IS ONE OF
DESIGN-DRIVEN BALANCE
AND HARMONY. DESIGN IS
PARAMOUNT IN EVERYTHING
WE CREATE AS IS
EVIDENCED THROUGHOUT
OUR ICONIC DEVELOPMENTS
SUCH AS PALAZZO VERSACE
ON THE GOLD COAST AND
THE LANDMARK Q1 TOWER.

It is with great pride that many of Sunland's projects in recent years have been recipients of industry awards and recognised for their contribution to the architectural and social fabric of Australian communities. This commitment to architectural excellence is evident across our entire portfolio, enabling us to create vibrant and sustainable communities that enrich the lives of generations. Sunland has a rich tradition of developing communities in premium locations, offering exclusive lifestyle and leisure opportunities to the home owner. Every Sunland home, like yours, is expertly designed and crafted to create a synergy between the built and natural environment and a feeling of balance and harmony. This focus also extends beyond the home to the broader community, where Sunland has pioneered the concept of urban artscape. At Sunland, we recognise the need for communities to have their own identity and deliver this through sculptured entry statements, open space and master-planned parklands. The result is a highly valued and distinctive community environment enhanced by beauty and artistry. In doing so, we will continue to inspire, innovate and create art through architecture.

Congratulations on your new home. We hope you find this manual useful in helping you settle into your new home and to discover all the lifestyle amenities and benefits that Marina Residences has to offer.

Yours sincerely,



Sahba Abedian
Managing Director
Sunland Group

ABOUT YOUR NEW HOME

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

FRANK LLOYD WRIGHT

CONGRATULATIONS
AND WELCOME TO YOUR
NEW HOME AT MARINA
RESIDENCES, ROYAL PINES.

Sunland proudly heralds a new style of elegant luxury living within two wings of mid-rise apartment residences - on the marina's edge. Introducing Marina Residences, the centrepiece of The Concourse, Royal Pines Resort.

Royal Pines Resort offers an unparalleled mix of living, golf and leisure, ensconced within 200 hectares of impeccably manicured environs and emerald fairways. Absolute luxury unites with golfing passion, in this gated master-planned residential resort... truly the most desirable address on the Gold Coast.

To aid you in familiarising yourself and settling into your property, we have created the Home Owner's Manual. It contains information that will assist you with moving into your property, connecting to utilities and general information regarding security, emergency contacts, local information and much more. You will also find details about fixtures and appliances, as well as general care and maintenance guidelines.

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

DISCLAIMER

Instructions contained in this manual are intended to assist you 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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1.1/ EMERGENCY CONTACTS

Police	000
Ambulance	000
Fire Brigade	000

1.2/ 24-HOUR MEDICAL EMERGENCY CARE

Gold Coast Hospital Robina	07 5668 6000
Pindara Private Hospital, Benowa	07 5588 9888
Gold Coast University Hospital, Southport (24-hour emergency room)	07 5519 8211
Allamanda Private Hospital, Southport (24-hour emergency room)	07 5591 9400
Medcall After Hours Service (after hours bulk-billing at home)	07 5559 1777

1.3/ AUTHORITY/UTILITIES CONTACTS

1. SES (State Emergency Service) Gold Coast	07 5591 1177
2. Policelink – Reporting Of Non-Urgent Incidents	13 14 44
3. Surfers Paradise Police Station, 23 Orchid Ave	07 5657 6888
4. Gold Coast City Council – General Enquiries/Admin	1300 465 326
5. Electricity/Gas/Hot Water Supply – Metered Energy Holding Pty Ltd	07 3891 3733
6. Cold Water – Silver Asset Services	07 3010 5560
7. Telephone /Free to Air Television / Pay TV / Internet Connection – Telstra Smart Community	1800 008 994

1.4/ ROYAL PINES RESORT

Royal Pines Security	07 5592 8734
Royal Pines Golf Membership	07 5597 8457
RACV Royal Pines Resort	07 5597 8700

1.5/ TRANSPORT

Nerang Train Station, Boulton Rd, Nerang	07 5527 4921
Surfside Bus lines	13 12 30
Gold Coast Taxis	131 008
Gold Coast International Airport	07 5589 1100

1.6/ SUNLAND GROUP

PO Box 1301, Surfers Paradise, Queensland 4217 office@sunlandgroup.com.au	
Client Relations Co-ordinator	07 5564 3700
Defects Supervisor	07 5564 3700

2.1/ MOVING IN – MOVING OUT CHECK LIST

Immediate Organisation

- » Home and Contents Insurance
- » Electricity and Gas Connection
- » Telephone, Internet, Free to Air Television and Pay TV Connection
- » Cancel old address, paper delivery
- » Redirection of mail by Australia Post
- » Keys

Home and Family

- » 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

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

2.2/ MOVING-IN PROCEDURE

The moving of all furniture and goods in and out of the building must be made by arrangement with the Building Manager. A minimum of three (3) days notice before the move must be given to the Building Manager. Bookings are necessary to ensure both availability and that the protective covers are installed in the allocated lift and lift-floor surfaces. Please be aware that at the start-up stage of occupancy there will

be a high demand for reservations, so bookings should be made as early as possible to avoid disappointment. The moving in or out of furniture is only permitted between 8am and 5pm Monday to Friday and between 9am and 12 noon on Saturday and Sunday. Various allocated times do apply; please check with The Building Manager for details. There will be no weekend moves permitted, other than as approved with The Building Manager. A maximum of three hours will be allocated for each move and must be completed within this timeframe.

On completion of your move, residents are responsible for ensuring that all rubbish is cleared from public areas. Residents must ensure that all boxes are flattened and placed in the rubbish room in the Basement along with all cartons and packing crates. Packing material too large to fit into the provided bins must be removed from the site by the residents or their removalists/suppliers. Residents will be held responsible for the cleanliness of common areas and damage to lift walls. Please use care when transporting furniture or bulky items in the lifts. Curtains inside the lift will help protect its interior from damage, but care must still be taken. If any damage arises from the moving of residents' goods or if areas are left untidy or in need of cleaning, the Building Manager will arrange the rectification works as required and an account will be rendered for any additional cleaning or repairs that are required.

The moving of furniture or any goods is permitted only through the basement entrance. Do note that the basement clearance is 2.25 metres. This shall apply to tradesmen bringing in any materials.

2.3/ PROBLEMS & REMEDIES/SUGGESTIONS

Power Failure Tripped At The Meter Board

- » First check the meter board
- » Has the circuit breaker been tripped to the off position? If so, reset.
- » If the problem persists, you may have a faulty appliance. Ensure all appliances are off and unplugged and then try again.
- » If the power trips out again, consult your Building Manager.

Your Supplier

- » If the power failure appears to be caused by the supplier, surrounding buildings will also be blacked out.
- » Contact the supplier and enquire as to whether any faults have occurred in your area, and ask the estimated time for supply resume.

Supplied Appliances Not working

- » Check the circuit breakers are in the on position. If not, reset and try the appliance again.
- » If the fault persists, refer to the operating manual. You may need to refer the problem to the manufacturer's service under your warranty (most appliances are covered for one year).

General Faults

- » Refer to the instruction manual and warranty details covering the appliance

Plumbing – Cistern Does Not Fill, No Water Supply

- » Check the stopcock is turned on and water is entering the cistern.
- » If the problem persists, contact your Building Manager.

Plumbing – Cistern Overflowing

- » Water Level May Be Too High
- » Ball float may be jamming.
- » The float arm may need adjusting.
- » Inlet valve rubber may not be sealing, debris may have gathered under the seal. Clear debris and replace.
- » Inlet valve rubber may need replacing.
- » If the problem persists, contact the Building Manager.

Locks

- » Should you have a problem with your locks contact the Building Manager.

Air-Conditioning or Heating Not Functioning

- » Check the meter board.
- » Was the circuit breaker tripped? If so, reset.
- » Ensure windows and doors are closed.
- » Ensure your air conditioning unit has been serviced in accordance with the manufacturer's specifications.

Proximity Fob Not Functioning

- » See the Building Manager.

(If your Apartment is in the Letting Pool, and you are experiencing any of the problems noted above, simply call The Building Manager for assistance). Your apartment is your responsibility. However, if an issue arises that is not referred to in this manual and is not able to be resolved, then the Building Manager may assist. Please note that the Building Manager's responsibility is to manage the common property in the first instance.

2.4/ SAFE MID-RISE RESIDENTIAL LIVING

Marina Residences is a luxury mid-rise residential apartment development. Several specific safety guidelines apply to mid-rise living. They are briefly outlined in this section. For balcony areas, please note the following:

- » You MUST NOT drop or throw any item from a balcony.
- » Occupants of this development are advised to be aware of the effects of wind on all levels and are NOT to leave unsecured items on balconies or terraces.
- » Pot plants, furniture, bottles, litter and other loose items may be wind-affected and should not be left on balconies.
- » When leaving for the day, lock patio doors and windows as wind may pick up and cause damage to curtains and loose items in apartment.
- » Lock patio doors when not in use to provide additional security.
- » Use of gas BBQs is strictly prohibited under the FSAR Fire Safety Access Report (QLD).

2.5/ ACCESS AND SECURITY

Building Access and Security

Your apartment is fitted with an audio intercom system. This system allows remote opening of the security entry door and allows lifts to access your floor. It also operates the security gate at the entrance to the development off Ross Street. Access to the building and apartments for pedestrians, residents and visitors at ground level, is through the central foyer building.

Entry Foyer Access for Residents

Access to the reception foyer is gained by presenting your electronic fob at the main entrance of the building or to lifts situated in the basement car parks.

Lift Access

Access to your floor and/or common areas is gained by presenting your electronic fob across the proximity reader in the lift. Once the proximity fob has been verified, you can gain access to your floor by pressing the applicable floor button. To enable visitor use of the lifts, the visitor must call the apartment using the intercom system. The apartment occupier must enable lift access by pressing the appropriate button (number '1') on the intercom.

Apartment Access

All owners are provided with keys to their apartments at settlement. The proximity fob will get them to their specific floor and the key will then be used to unlock their door.

Visitors

Visitor car parking is located on the ground level on either side of Marina Drive. Access for visitors is through the main entry foyer. Access to the foyer is gained by using the intercom system located beside the entry door.

Disabled Access

Pedestrian access is available through the main entry foyer or through the basement for disabled residents.

3.1/ BODY CORPORATE

Marina Residences, The Concourse is governed by a series of body corporates in order to effectively and progressively share the administration and costs of maintaining the community. The structure is also a requirement to comply with the Royal Pines Integrated Resort Development. The body corporate names and their roles are identified below.

1. Primary Thoroughfare Body Corporate (PTBC)

- a. Management of Riverbank and lock.
- b. Maintenance of grounds and gardens of the PTBC including the Ross Street frontage.

The administration of the Primary Thoroughfare Body Corporate (PTBC) is conducted by:

2. Your Community Body Corporate

- a. Maintain insurance of the common areas within the community.
- b. Reading of house water meters.

3. Easement Network Body Corporate

- a. Administration of Concourse as a whole.
- b. Caretaking and maintenance of common areas.
- c. Maintain and pay the costs of common area infrastructure.
- d. Provide mail delivery service to homes.
- e. Overall Utility Management.

4. The Marina Residences Body Corporate

- a. Governs the use of Marina Residences.
- b. Manages and maintains the assets of Marina Residences for the benefit of all apartment owners.

3.2/ BUILDING MANAGER

At the direction of the Body Corporate and the Developer, a Building Manager has been appointed to ensure the smooth operation of the building and the facilities management.

Your Building Manager is:

Louise Pase

Ground Floor, East Tower, Marina Residences,
Marina Drive, The Concourse, Benowa QLD 4217

Phone **0424 666 945**

Email **MANAGER@MARINARESIDENCES.NET.AU**

3.3/ LEISURE FACILITIES

The leisure facilities are open to all residents and guests (subject to compliance with Body Corporate rules and regulations), and include the following:

- » BBQ facilities
- » Pool
- » Lounge area

4.1/ AMENITIES

PRIMARY & SECONDARY EDUCATION

» St Kevin's Catholic Primary School Benowa Road, Benowa	07 5539 4522
» Bellevue Park State (Primary) Sapium Road, Ashmore	07 5539 5999
» Benowa State High School Mediterranean Drive, Benowa	07 5582 7333
» Southport State High School Smith Street, Southport	07 5509 1222
» Emmanuel Christian College Birmingham Road, Carrara	07 5561 4000
» Aquinas Catholic College Edmund Rice Drive, Southport	07 5510 2888
» Trinity Lutheran College Ashmore Road, Ashmore	07 5556 8200
» The Southport School (Boys) Winchester Street, Southport	07 5531 9911
» St Hilda's Anglican (Girls) High Street, Southport	07 5532 4922
» Gold Coast Institute of TAFE Cnr Heeb St and Benowa Rd, Ashmore	07 5581 8200

TERTIARY EDUCATION

» Bond University University Drive, Robina	07 5595 1111
» Griffith University Parklands Drive, Southport	07 5552 8800

HEALTHCARE

» Pindara Private Hospital Benowa	07 5588 9888
» Gold Coast University Hospital Southport	1300 744 284
» Allamanda Private Hospital Southport	07 5532 6444
» Ashmore City Medical Centre Ashmore	07 5539 4185

TRANSPORT

» Nerang Train Station Boulton Road, Nerang	07 5527 4921
» Surfside Bus Lines	13 12 30

SHOPPING PRECINCTS

» Benowa Gardens Shopping Centre Ashmore Road, Benowa	
» Ashmore Plaza Shopping Centre Cotlew Street, Ashmore	
» Capri on Via Roma Via Roma, Isle of Capri	
» Harbour Town Shopping Centre Cnr Gold Coast Hwy & Oxley Drive, Biggera Waters	
» Australia Fair Marine Parade, Southport	
» Pacific Fair Hooker Boulevard, Broadbeach	
» Robina Town Centre Robina Town Centre Drive, Robina	

5.1/ EMERGENCIES – 000

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. Once you have dialled 000, please advise the Building Manager of the details of your emergency.

5.2/ EMERGENCY PROCEDURE DURING BUSINESS HOURS

Firstly identify the cause of the problem. If the problem is within the common areas of the building, please contact the Building Manager. If the problem is within your own apartment, isolate the problem. If it is a water problem, shut off the water valve. If it is an electrical problem, please isolate the switchboard. After the problem has been isolated, you should then contact your Building Manager to have the problem rectified. If you experience a maintenance/service problem in your apartment that requires urgent attention, please refer to the supplier contact list in Section 8.2.

5.3/ EMERGENCY PROCEDURE AFTER HOURS

If you experience a maintenance/service problem in your apartment that requires urgent attention, please contact the Building Manager. First determine if the problem is a real emergency. If this is the case, identify the cause of the problem. If there is a problem in the common areas of the building, please contact your Building Manager. If the problem is located within your apartment, isolate the problem if possible. If the problem can wait until the next working day, then contact your supplier or contractor on the attached list to arrange for repairs. If you require service/repair immediately, please contact The Building Manager. Please note that if you utilise an independent service/

repair contractor other than those listed with the Body Corporate, warranties may be voided and you may incur service fees. Call out for non-emergency items will be charged to you directly.

5.4/ FIRE & EVACUATION PROCEDURES

In the event of a fire within the building, the automatic alarm and sprinkler system will come into operation and an evacuation tone will sound from the speakers located in the lift lobby area, corridors and from the apartment. When you hear the alarm sound you should alert all occupants in your apartment and evacuate the building immediately via the stairways detailed on the following plans. This building is fire zoned on a floor-by-floor basis and evacuations will be managed accordingly. The automatic alarm system will only alarm the fire and smoke-affected floors, plus the floor above and below, which will be required to evacuate. All other residents should await direction from Fire Brigade officers or Building Management.

In the event of fire or fire alarm, evacuation from floors is by the fire stairs. Upon arrival of the Fire Brigade, lifts will be switched to fire mode and will be controlled only by the Fire Brigade officers on site. Locations of Fire Hose Reels/Emergency routes for each floor/apartment area are shown on the following plans. The QFRS will take control and manage the evacuation process once they arrive on site. You are advised to familiarise yourself with the emergency exits and equipment on your floor.

5.5/ HOT AND COLD WATER STOP VALVES

The isolation valves in each apartment are located in laundries under the tub.

5.6/ PERMANENT EVACUATION/REFERENCE PLANS

Fire Emergency Procedures

- » For your safety, you should note that Fire Emergency Evacuation Procedures have been established for this building by the Body Corporate.
- » You should familiarise yourself with the 'Fire Evacuation – Emergency Plan & Fire Orders' and display the Fire Evacuation "Emergency Plan & Fire Orders" in your apartment. Further copies of "Fire Evacuation – Emergency Plan & Fire Orders" are available from SSKB Body Corporate.
- » The fire sprinkler system at Marina Residences is externally monitored. The whole building with the exception of level 5 runs on an automatic sprinkler system.
If the sprinkler system is activated, the QFRS will automatically be advised.
- » The smoke alarms are hardwired inside your apartment, but do not alert the Fire Brigade when they go off. The smoke alarms inside your apartment and the corridors are there to alert the occupants to smoke/fire inside their apartment or corridor.

False Alarms

False Alarm Call Outs with attendance by the Fire Brigade will incur an estimated expense of \$1,100.00 (as per 2014 financial year). The Fire Brigade is automatically informed if a sprinkler head is activated and will attend.

- » If you have caused a false alarm, you will be charged for the call-out cost.

Avoiding False Alarms

To assist residents to avoid false fire alarms, the following situations are known to cause the alarm to be triggered:

- » Utilisation of fire hoses for reasons other than a fire.

5.7/ EMERGENCY PLAN & FIRE ORDERS

The Plan

- 1.1 This plan describes Marina Residences and its immediate surrounds.
- 1.2 An emergency is defined as any actual or imminent event that in any way endangers or threatens to endanger the safety or health of any person in Marina Residences or that destroys or threatens to destroy any property within the building and that may have legal implications.
- 1.3 An emergency could include:-
 - » Fire
 - » Fatality
 - » Serious injury/assault
 - » Domestic dispute
 - » Car accident in undercover car park
 - » Firearms/weapons
- 1.4 This plan is intended to be flexible and covers minor emergencies, which may be managed by the residents, to major emergencies, which will be managed by emergency services.
- 1.5 After any emergency a written report is to be forwarded to SSKB Body Corporate.
- 1.6 Marina Residences consists of 84 apartments – with both towers comprising of 42 apartments each.
- 1.7 A fire bell alarm system, which is connected to the automatic fire sprinkler system, is linked to the QFRS. Appropriate contractors also maintain these sprinklers.
- 1.8 The continuous ringing of the fire bells along with the sound of the evacuation warning system will indicate an emergency situation.
- 1.9 The Queensland Fire Station has access keys only to the common property. QFRS personnel will not enter apartments unless authorised, or in the event of an emergency situation.

Identifying The Risks

- 2.1 The risks are those associated with high-density living.
- 2.2 There are a number of fire hoses and fire extinguishers located in the building and these are clearly marked.
- 2.3 SSKB Body Corporate, during their inspections of Body Corporate areas, may identify potential hazards and take appropriate remedial action. Remember that all fire stairs must remain clear at all times. Ongoing problems will be reported to the Body Corporate Management Committee.

Emergency Coordination

- 3.1 When evacuating the building, residents should evacuate as quickly and as orderly as possible to the assembly area on The Boulevard, located on the eastern end of the Marina Residences development: Refer attached location plans. Please do not gather on the road and obstruct access for the fire brigade.
- 3.2 The all clear to return to the buildings will be given by the Officer-in-Charge of the Emergency Service.

Post-Emergency

- 4.1 Residents should report damage to SSKB Body Corporate.
- 4.2 SSKB Body Corporate will arrange for all emergency systems to be examined and tested.
- 4.3 SSKB Body Corporate will take appropriate action to have repairs undertaken.
- 4.4 If collective trauma counselling is required, it will be arranged by SSKB Body Corporate; otherwise individual trauma counselling may be arranged on an individual basis.

5.8/ STANDARD FIRE ORDERS

- » Assist any person in immediate danger – only if safe to do so.
- » Close door on room of fire.
- » Call the Fire Brigade on 000.
- » Attack the fire only if safe to do so.
- » You can enter the fire escapes on any level. Ensure the doors are closed.
- » You cannot re-enter any floor or your apartment once the evacuation is in progress.
- » Evacuate to the assembly area on The Boulevard.
- » If stairs are smoke filled, return to apartment and await assistance.
- » Consideration to use of balconies to attract attention should be given only if safe to do so.
- » Remain at assembly area and ensure everybody is accounted for.

5.9/ FIRE ALARM SYSTEM

A fire alarm can be activated by the following:

- » Any sprinkler-head activation in an apartment and/or public area.
- » NOTE - The evacuation system will be tested periodically as required by regulations. A voice warning will be given over the speaker prior to this taking place.

5.10/ SPRINKLERS

Apartments on levels 1-4 and the basement carpark are provided with an automatic fire-sprinkler system. In the event of a fire near a sprinkler head, heat generated by the fire will cause the sprinkler to activate. If the sprinkler head is activated, a fire alarm will also be raised and the Fire Brigade will be called automatically.

- » In the event of a sprinkler being accidentally set off, call The Building Manager immediately – as a broken sprinkler head could cause considerable damage to your apartment.
- » If you have caused a false alarm and the Fire Brigade attend, you will be charged for the call-out cost.
- » If there is a fire, call the Fire Brigade on 000 immediately. The fire-sprinkler system is under constant water pressure. Pumps are also provided to maintain this pressure during a fire. Apartment owners and occupiers are not required to carry out any maintenance or servicing of sprinkler equipment. Maintenance and servicing is the responsibility of the building management and/or their representative. However, apartment owners and occupiers must adhere to the following Warnings on page 17.

5.10/ SPRINKLERS CONTINUED

WARNINGS

- » Utmost care should be taken not to hit a sprinkler head, particularly when moving furniture or other equipment into or around your apartment.
- » Take care in walk-in robes (where applicable) when stacking top shelves so as to not hit the sprinkler head. Goods should not be stored closer than 500mm from the head.
- » DO NOT under any circumstances PAINT the sprinkler heads.
- » DO NOT under any circumstances HANG ITEMS from the sprinkler heads (eg Christmas decorations).
- » Sprinkler heads should NOT BE REMOVED under any circumstances.
- » DO NOT store materials within 500mm of any sprinkler head; this also includes the sprinkler heads in the storage facilities throughout the car park.
- » If a leak occurs to a sprinkler head, advise the sprinkler company via the Building Manager immediately.

5.11/ APARTMENT SMOKE DETECTOR

Smoke alarms have been installed in your apartment. Generally, they are located on the ceiling in the corridor between the kitchen and bedrooms or in the living area directly outside bedrooms. They are connected to a 240V power supply via your apartment switchboard with a battery back-up. The batteries are rechargeable within the unit and do not require manual recharging, as the power supply recharges them automatically. Your apartment smoke alarms provide a dual function. Firstly, they will operate and sound a local alarm, as normal smoke alarms would within

your apartment, if smoke is detected. They will not notify the Fire Brigade, but will activate the Occupant Warning System. Smoke alarms require periodic testing.

5.12/ FIRE HYDRANTS

Fire hydrants are located in stairwells and other public areas. These are for Fire Brigade use only and under no circumstances should be used. Activation or use of any fire hydrant will cause the Fire Brigade to be called and the user will be charged for the Fire Brigade call-out.

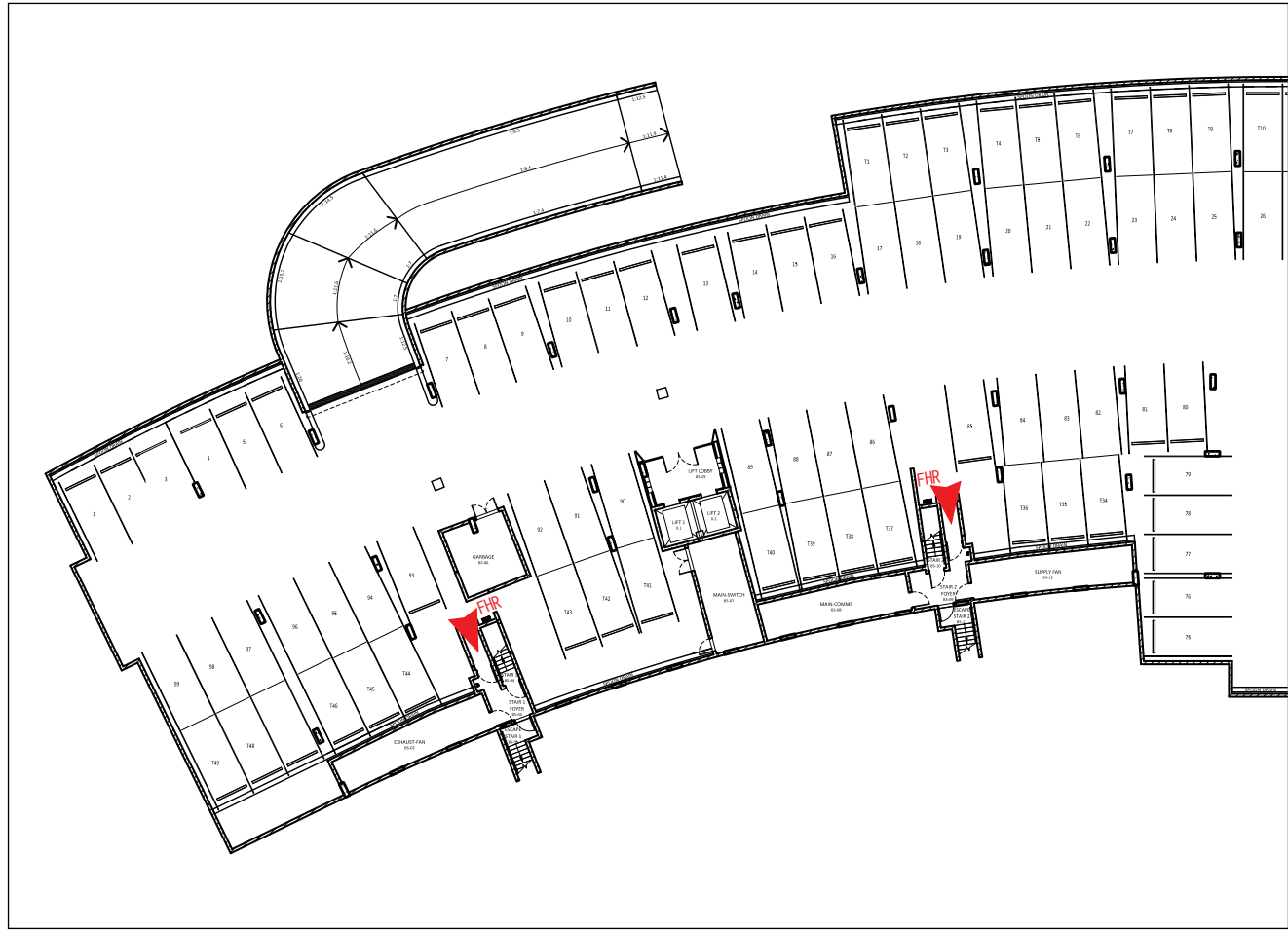
5.13/ FIRE HOSE REELS

There are two fire hose reels located in each corridor on each level. They are also located in the basement carpark area. Fire hose reels should only be used in case of an emergency and not for general use (i.e. car washing). The use of the hose reel will call the Fire Brigade and the user will be charged for the call-out. See layout plan for locations.

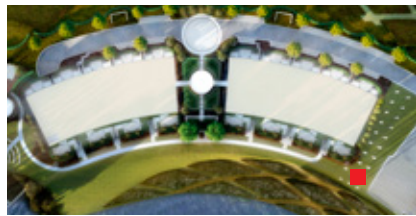
5.14/ FIRE DOORS

Fire escape doors are clearly marked and must not be held open or obstructed in any way.

► FIRE ESCAPE ROUTE

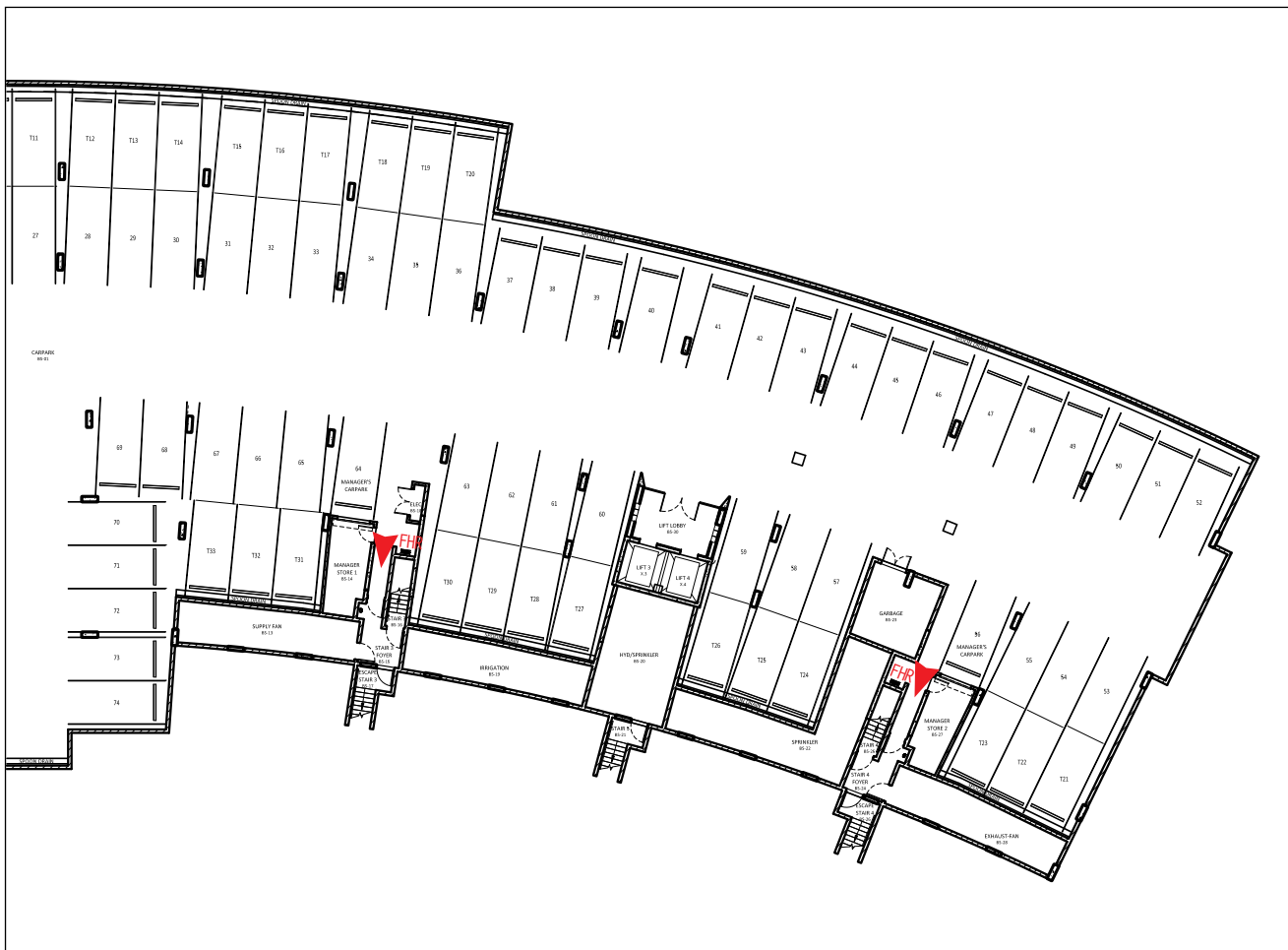


5.15/ WEST WING BASEMENT



■ EMERGENCY ASSEMBLY POINT
FHR FIRE HOSE REELS

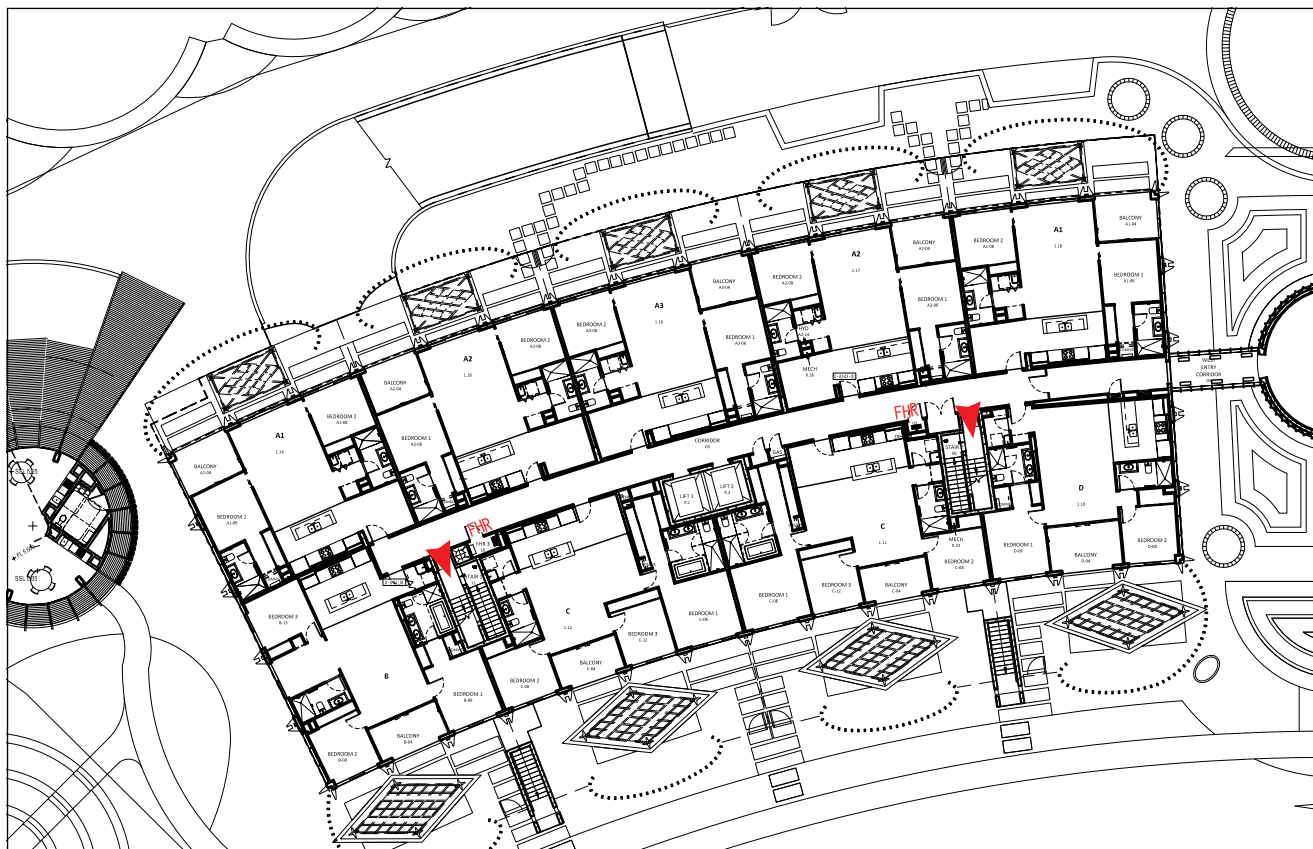
► FIRE ESCAPE ROUTE



5.16/ EAST WING BASEMENT

■ EMERGENCY ASSEMBLY POINT
FHR FIRE HOSE REELS

► FIRE ESCAPE ROUTE

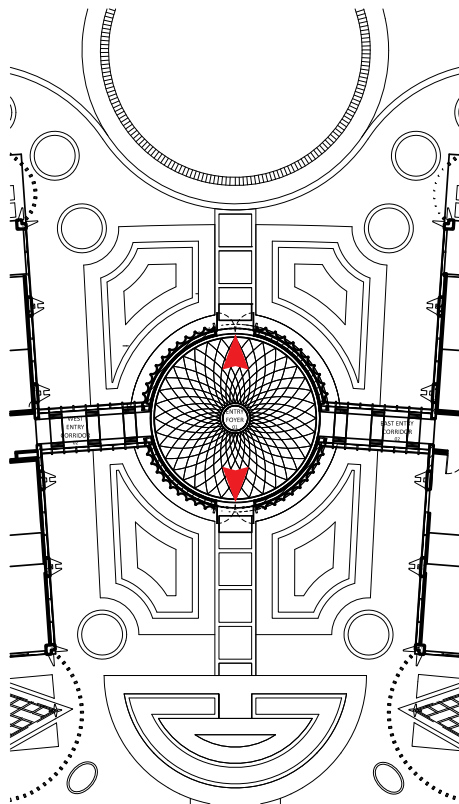


5.17/ WEST WING LEVEL 01



■ EMERGENCY ASSEMBLY POINT
FHR FIRE HOSE REELS

► FIRE ESCAPE ROUTE



5.18/ ENTRY FOYER



- EMERGENCY ASSEMBLY POINT
- FHR FIRE HOSE REELS

► FIRE ESCAPE ROUTE



5.19/ EAST WING LEVEL 01

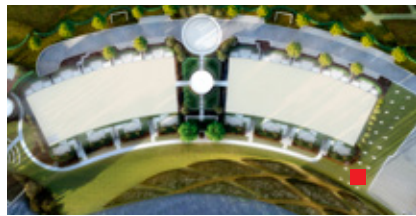


- EMERGENCY ASSEMBLY POINT
- FHR FIRE HOSE REELS

► FIRE ESCAPE ROUTE



5.20/ WEST WING LEVEL 02-04



■ EMERGENCY ASSEMBLY POINT
FHR FIRE HOSE REELS

► FIRE ESCAPE ROUTE



5.21/ EAST WING LEVEL 02-04



- EMERGENCY ASSEMBLY POINT
- FHR FIRE HOSE REELS

► FIRE ESCAPE ROUTE



5.22/ WEST WING LEVEL 05



- EMERGENCY ASSEMBLY POINT
- FHR FIRE HOSE REELS

► FIRE ESCAPE ROUTE



5.23/ EAST WING LEVEL 05



- EMERGENCY ASSEMBLY POINT
- FHR FIRE HOSE REELS

6.1/ KEYS/ACCESS FOBs

In addition to keys, you will be provided with proximity fobs as per the schedule below.

NOTE:

THE INTERCOM SYSTEM AT THE FRONT GATE IS STAND ALONE.

IT IS NOT CONNECTED TO YOUR APARTMENT.

A VISITOR CAN ONLY CALL A RESIDENTS MOBILE NUMBER FROM THE FRONT GATE PROVIDING THAT RESIDENT HAS THEIR MOBILE NUMBER REGISTERED THROUGH THE THIRD PARTY PROVIDER.

NOTE: Additional or replacement proximity fobs can be arranged through The Building Manager in accordance with the Body Corporate rules and regulations. Costs will apply.

6.2/ CAR PARK ENTRY

Parking within Marina Residences comprises resident and visitor parking. Vehicular access to the residents' car park is via automatic door remote entering through the roller door at the end of the main driveway. The Body Corporate reserves the right to remove vehicles if parked incorrectly. Once in the residents' car park, proceed to your dedicated car space using a remote to gain access. Please do not attempt to enter or exit the carpark while the door is in motion. The door will automatically close following a predetermined time lapse.

6.3/ AUDIO INTERCOM/ACCESS SYSTEM

Your apartment is fitted with an audio intercom system. This system allows remote opening of the secure apartment entry foyer door **only**. It does not **open the gate** on The Boulevard. The handset is located either on the wall near the kitchen near the entry door of your apartment, or on the wall in your living/dining area. This audio system allows you to hear your visitors at the **building foyer entry** or **wing doors**. Pedestrian access to the building and apartments is through the front entry foyer located in the middle of the two towers. Basement car park access for residents is via Marina Drive off The Boulevard. Visitor car parking is located on either side of Marina Drive in the designated areas.

6.3/ AUDIO INTERCOM/ACCESS SYSTEM CONTINUED

Pedestrian Access

(Front Door Entry)

For a visitor to call an apartment they should:

- a. Key in the apartment number.
- b. Press either '3' for the (E) East Building or '9' for the (W) West Building.
- c. Pressing the call button (#) on the intercom panel located beside the main doors at the entrance foyer. This will ring the handset in the selected apartment and upon authorisation from the occupier the door will release by pressing the number 1 button, allowing entry into the foyer.

Your visitor should go immediately to the designated lift in either the East or West towers and push the floor button for your apartment. If for any reason your visitor is delayed in reaching the lifts the security system will time bar their entry/lift leaving the ground floor and they will need to return to an intercom point to repeat the procedure. Intercom points are also located in both towers on the ground floor close to the lift entrances. A visitor can also make contact at the Building Manager's office.

Occupier Entry

To enter the building, the apartment occupier must swipe the proximity fob past the proximity reader adjacent to the door. The doors will open upon the latch releasing. Enter the lift and swipe the proximity fob close to the proximity reader on the lift panel and select floor level. The lift will then proceed to the nominated floor. Access will be available on your allocated floor, Level 1 and the basement.

Apartment Handset Use

When a visitor activates the call button at the front door, the intercom within the apartment will ring.

The resident can answer by pressing the handset icon on the screen and talking to the caller, who can respond hands-free. Once access is granted by pressing the pressing the open door icon then can terminate the call. The visitor enters the lift and selects the appropriate floor button. The other lift floor buttons will not activate. The lift has an automatic time out and will cease to be active after a set time.

Visitor Exit

When the visitor leaves the apartment, press the lift call button in the apartment-level lift lobby and enter the lift when it arrives. Select the ground-floor button. The other lift buttons will not activate any other apartment levels. The visitor can leave the ground-floor foyer by the front doors using the 'push to open' button.

Occupier Exit

Press the lift call button in the apartment-level lift lobby and enter the lift when it arrives. Select the ground-floor button or use the proximity fob to select the basement car park. The other lift buttons will not activate.

7.1/ APPLIANCES: MANUALS AND WARRANTIES

Information relating to the high quality appliances and systems within your new home are outlined in the manuals contained within your settlement pack. All home appliances, including your oven, cooktop, rangehood, dishwasher and air conditioning are covered by the manufacturer’s warranty.

If you discover that an appliance is not operating correctly or is faulty, please contact the manufacturer.

The manufacturer’s information, warranties and instruction booklets are provided in your settlement pack. It is the property owner’s responsibility to maintain these items and arrange repairs and maintenance if required. Repairs should be carried out by an authorised service company in accordance with the manufacturer’s specifications. It is recommended that all manuals and warranties are kept in a safe place within the home.

Marina Residences Appliances Schedule:

Typical Apartments

Whitegoods	Model/Brand	Phone
Dishwasher	G220I Miele	1300 464 353
Oven	H2261B Miele	1300 464 353
Cooktop	KM2012G Miele	1300 464 353
Rangehood	DA3360 Miele	1300 464 353
Dryer	DE50F56A2 Fisher & Paykel	1300 650 590
Fridge	E522BR E4 or E522BL E4 Fisher & Paykel	1300 650 590

Penthouse Apartments

Whitegoods	Model Brand	Phone
Dishwasher	G220I Miele	1300 464 353
Oven	H5900B Miele	1300 464 353
Cooktop	KM2054G Miele	1300 464 353
Rangehood	DA3490 Miele	1300 464 353
Dryer	DE50F56A2 Fisher & Paykel	1300 650 590
Fridge	E522BR E4 or E522BL E4 Fisher & Paykel	1300 650 590

7.2/ ENERGY SOURCES

The energy sources of your appliances are as follows:

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

8.1/ MAINTENANCE AND WARRANTY

A pre-settlement inspection is offered to owners 1-2 weeks prior to settlement. Other maintenance items not completed or identified can form part of the post-settlement form. The original purchasers of a property from Sunland Group benefit from a (6) month warranty period from date of settlement that covers “Category 2” building defects which may become apparent. Defects do not include damage by any owner, resident or any other party. Sunland Group has six years three months from practical completion for any “Category 1” defects (please see www.qbcc.qld.gov.au for more details). Practical completion is deemed as the date of the building final inspection by Council or Certifier.

In order to claim under this warranty, the owner must notify Sunland of such defects in writing via the post-settlement form provided to you in your settlement pack after settlement. Tenants must refer any defects 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 to carry out the rectification works. A dedicated Defects Supervisor can be contacted through Sunland’s office.

Phone 07 5564 3700
Email MCARTER@SUNLANDGROUP.COM.AU

Items of a more significant nature (e.g. water leaks) should be reported immediately to Sunland’s Defects Supervisor, Mick Carter.

Phone 0438 100 182

8.2/ FITTINGS AND FIXTURES – TRADE CONTRACTORS AND SUPPLIERS

Supplier Contact List

Listed below are suppliers of the fixtures and fittings within the apartments. Only one post-settlement defect form will be accepted. We encourage usage of your apartment for a short period of time prior to sending in the defect forms.

TRADE CONTRACTORS AND SUPPLIERS

Air-conditioning & Mechanical Ventilation Services

Sun Electrical
3/183 Currumburra Road
Ashmore QLD 4214
Phone: (07) 5539 2937

Façade / Windows

G James Glass & Aluminium
30 French Street
Eagle Farm QLD 4009
Phone: (07) 3877 2844

Carpet

Master Kelwin Floors
27 Computer Road
Yatala QLD 4207
Phone: (07) 3804 7744

Sanitary and Bathroom Hardware /

Plumbing Fixtures

Casa Lusso
383 Southport – Nerang Road
Molendinar QLD 4214
Phone: (07) 5527 9496

8.2/ FITTINGS AND FIXTURES CONTINUED**Ceilings/Partitions/Carpentry**

TAF Internal Linings

9/6 Nuban Street

Currumbin Waters QLD 4223

Phone: (07) 5534 2779

Door Hardware

Designer Doorware

14 Adams Court

Sunshine VIC 3020

Phone: (03) 9300 8888

Electrical Services

Sun Electrical

3/183 Currumburra Road

Ashmore QLD 4214

Phone: (07) 5539 2937

Fire Doors/Metal Frames

Spence Doors

344 Fison Avenue

Eagle Farm QLD 4009

Phone: (07) 3868 1877

Fire Services

Auscoast Fire Services

PO Box 37

Paradise Point QLD 4216

Phone: (07) 5557 6788

Hydraulic Services

Isle Plumbing

10/10 Enterprise Street

Molendinar QLD 4214

Phone: (07) 5564 8222

Joinery Levels 1-4

Sun Joinery

Cnr Kingston Drive & Havana Street

Gaven QLD 4211

Phone: (07) 5556 0871

Joinery Level 5

Australian Joinery Products

41 Production Avenue

Molendinar QLD 4214

Phone: (07) 5563 3183

Shower screens / Mirrors

Regency Showerscreens & Wardrobes

Brisbane Road

Labrador QLD 4215

Phone: (07) 5594 0440

Painting & Render

Usher & Son

1/47 Newheath Drive

Gaven QLD 4211

Phone: (07) 5573 2300

Tile Supply

Johnson Tiles

10/121 Evans Road

Salisbury QLD 4217

Phone: (07) 3276 8888

Tile Lay

Bill Adams Tiling

PO Box 144

Bribie Island QLD 4507

Phone: (07) 5498 3366

Waterproofing

Water Proofing Industries

52 John Island Drive

Hope Island QLD 4212

Phone: (07) 5514 0761

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.

9.1/ FAÇADE PRODUCTS

Powder Coating

Powder coating needs to be given a regular wash to remove dirt and grime and to keep it looking in top condition. As a general rule, cleaning should take place each six months. In areas where pollutants are prevalent, cleaning should be carried out more frequently, paying particular attention to areas that are not normally washed by rain.

Three steps to cleaning powder-coated surfaces:

1. Remove any loose deposits with a wet sponge rather than risk micro-scratching the surface by dry dusting.
2. Using a soft brush and mild detergent in warm water, clean the powder-coating to remove any dust, salt or other deposits.
3. Rinse thoroughly with clean, fresh water to remove any remaining detergent, etc.

CAUTION

The use of harsh solvents may damage the integrity of the powder coating. It is recommended that you use methylated spirits or mineral turpentine on stubborn stains.

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

9.3/ LIGHT FITTINGS

Your light fittings are fitted with light globes or down lights of an appropriate wattage rating for that fitting, as specified by the manufacturer. Signage located inside the fitting states the maximum rating for globes for that particular fitting. It is important that the maximum wattage ratings are not exceeded, otherwise overheating may occur. Please ensure that light globes are replaced with globes of similar wattage and type. Replacement of light globes shall always be the responsibility of the owner or tenant.

9.4/ 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.

9.5/ 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.

9.6/ STONE BENCH TOPS

Stone bench tops need little more than washing with cold water and a sponge, followed by wiping with a dry cloth. The surface should never be allowed to get dirty enough to require more thorough cleaning. Weekly cleaning is recommended to maintain the stone's appearance and should be repeated more regularly if required by the level of soiling.

All spillages should be cleaned immediately to prevent any liquid/chemicals penetrating the stone's pores, and resulting in unsightly staining.

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 where there is a recess i.e. kitchen sink, hand basin or cook top. The manufacturer's warranty will not be honoured for breaks in these areas.

9.7/ REFRIGERATOR

Please refer to the manufacturer's instructions for care and maintenance on integrated fridges.

9.8/ 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).
- » Regular maintenance is required for carpets.
- » Please contact Building Manager to gain access for carpet cleaning equipment.

9.9/ FLOOR/WALL TILES

Please take care when moving about on stone 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.

Travertine Tiles

Special attention needs to be placed on care and maintenance of travertine floors. Being a stone, travertine is more hard-wearing than most floor materials but is still susceptible to damage if not treated correctly. Running a vacuum cleaner or broom over the floor will minimise the build up of sand particles and grit, which when combined with people walking on the surface, can damage and scrape the pits. Before mopping, the mop needs to be cleaned and dried to avoid leaving residue on the surface, and ideally it should be used in conjunction with a neutral (non-oil based) detergent. Rinse the mop out frequently and when finished rinse the surface with clean water. In the event that water marks develop, buff the floor with a dry tea towel. Stone containing calcium, such as limestone, marble and travertine are violently attacked by acidic substances on contact, leading to unsightly etching of the stone. This even applies to mild everyday household acids, such as wine, vinegar, lemon juice and some household cleaners.

9.10/ SHOWER AREAS

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

Travertine Tiles

The travertine tiles on the bathroom floors and walls have been treated with an impregnating sealer. Mop up any spills immediately. Acidic substances can still damage treated surfaces if left for an extended period. Spot clean using diluted acid-free bleach (e.g. 5% sodium hypochlorite in water). Always test the cleaning chemical on a small inconspicuous area of the surface before using it to clean the rest of the surface, as it may lighten or darken some surfaces. Scrub floor surfaces monthly with a soft natural bristle brush using a cleaner similar to diluted acid-free bleach. Regularly clean the surface using a non-acidic cleaner suitable for the surface. Remember that impregnating sealers are not bullet proof, so spills should still be wiped up in a timely fashion and the surface should be cleaned regularly, but the treatment should make regular cleaning easier and quicker, with less need for harsh cleaning chemicals. Please refer to the Warranty Certificate enclosed in your settlement pack for further details on warranty of sealants, and correct maintenance procedures.

9.11/ 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.

9.12/ 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.

9.13/ 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.

9.14/ SANITARY HARDWARE –**INCLUDES TAPS, SPOUTS AND SHOWER ROSES**

Chrome 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.

**9.15/ 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.

9.16/ 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.

9.17/ BLINDS

Pull metal chain up or down to set blind at required height. Pull chain straight, not on an angle. Blinds are supplied with a stopper to prevent over rolling. Do not use too much force when operating the blind.

Fabric is 100% polyester, and should be cleaned as follows:

- » Dusting – Regular dusting maintains a like-new appearance.
- » Vacuuming – Vacuum gently with brush attachment of any vacuum cleaner.
- » Spot cleaning – Spot clean with soft cloth or sponge moistened with lukewarm water. Blot gently to avoid creasing.
- » An art gum rubber can be used to remove small marks.
- » Avoid dry cleaning.
- » Do not remove child safety locking device.

9.18/ 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.

9.19/ 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.

9.20/ SEALANTS

All sealants should be cleaned (wiped down with a damp cloth only) regularly and inspected for deterioration and required maintenance.

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.

9.21/ 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 Defects Supervisor immediately on 0438 100 182.

All sealants to showers, wet areas and tile junctions should be inspected regularly and maintained (where applicable).

9.22/ 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 apartment's structural integrity.

9.23/ EXHAUST SYSTEM

Your apartment is fitted with an exhaust system in the bathrooms, separate laundries and ensuites. They are operated at all times from the central plant area on the roof. It is recommended that the laundry doors are left open while using the dryer as moisture may cause damage to the laundry internals in the long term. The exhaust system for the bathroom, separate laundry and ensuite is via a ducted system. The air is drawn through ceiling-mounted grilles, with exhausts located in a central plant area.

To ensure correct operation of the exhaust system:

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

9.24/ RANGEHOOD

Ventilation for the range hood is activated when the fan in the range hood is switched on and the sliding mechanism extending out. To change the light bulb, please refer to the rangehood manual. Your Miele Rangehood has been fitted with a charcoal filter to help mask cooking odors. These filters should be replaced every six months. Replacement filters can be obtained from the Miele website.

9.25/ AIR-CONDITIONING COOLING/HEATING SYSTEM

Your apartment features reverse-cycle ducted air-conditioning. Thermostat controls are typically located on living/entry internal walls. Please ensure the circuit breaker in your apartment's electrical switchboard is switched to the ON position for the air-conditioning system. Instructions for the operation of the air-conditioning system controls and programming of the system can be found in the user's manual.

9.26/ HOT WATER SYSTEM

System Explanation

All hot water is supplied to your apartment via a centralised gas-fired boiler system located on the roof of the building. The hot water is constantly recirculated throughout the building to ensure that the waiting time on hot water is kept to a minimum. Hot water supplied to your apartment is metered in the same way as cold water, and you will be charged directly for the quantity of hot water used in your apartment.

Location of Stop Valve

If you wish to stop the supply of hot water to your apartment for any reason, this can be done by turning off the stop valve found under the laundry tub in your apartment. The hot water meters are located within the Fire Hose Reel cupboards in the corridors.

9.27/ COLD WATER SYSTEM

The stop valve for the cold water supply is located under the laundry tub in each apartment. The cold water meters are located within the Fire Hose Reel cupboards in the corridor.

9.28/ SWITCHBOARD

The electrical switchboard is located within your apartment. All circuit breakers must be switched to the ON position for normal operation.

10.1/ TELEPHONE AND PAY TV CONNECTION

Telstra Smart Community

The Concourse is a Telstra Smart Community estate, which delivers you state of the art telecommunication solutions to your new home.

You will have access to products that include:

- » high speed broadband
- » multiple fixed line services, up to 4 lines;
- » digital free to air TV services, without the need for an antenna;
- » Foxtel from Telstra, without the need for a satellite dish; and uncompromised access to Telstra’s future broadband products and services as they become available in the future.

Telstra Smart Community
 Connection and Enquiries 1800 008 994

Free to Air Television

Free to air TV services are already activated, so all you need to do is connect your digital TV to the Broadcast Outlet and tune in the channels.

Pay TV

Foxtel is available through Telstra, and can be connected by calling Telstra Smart Community. Please note as a Telstra Velocity estate, Optus Pay TV will not be available at Marina Residences.

Telstra Smart Community 1800 008 994

Telephone

Contact one of the following service providers (or your preferred supplier) to arrange connection of your telephone line and provision of handset(s) if required:

Telstra 1800 008 994

Optus 13 39 37*

*Please note telephone services provided by Optus would be by mobile coverage only and performance is likely to be affected.

10.2/ UTILITY CONNECTION

Electricity, hot water and gas supply is provided through Metered Energy Holdings Pty Ltd. To set up an account please call Metered Energy on (07) 3891 3733.

10.3/ WATER SUPPLY/CONNECTION

Cold Water

Cold water is connected to your apartment. The water meter is read by Silver Asset Services and an invoice is forwarded to the apartment owner. Silver Asset Services can be contacted on Ph 07 3010 5560.

If you wish to stop the supply of cold water to your apartment for any reason, this can be done by turning off the stop valve. Each stop valve is labelled with the relevant apartment number. It is recommended that you familiarise yourself with the location of the stop valve for your apartment.

Hot Water

Hot water is supplied to your apartment from a central gas-fired boiler unit with digital remote-read hot water meters and isolation valves located in various locations in each apartment. If you wish to stop the supply of hot water to your apartment for any reason this can be done by turning off the stop valve. The hot and cold water stop valves are located under the laundry tub in each apartment.

10.4/ FIRE PROTECTION – SMOKE DETECTORS & FIRE SPRINKLERS

Your apartment and the common areas of the building are fitted with a fire detection and alarm system. You must investigate the cause of any alarm and phone the Fire Brigade on 000 in the event of an emergency or if a sprinkler is accidentally set off. As required by the fire safety regulations, the water within the sprinkler piping is continuously under pressure. This will release and flood the immediate area in the event of a fire, or if the sprinkler head is accidentally hit.

Please note: the interior of apartments on Levels 1-4, the car park and the public areas of the apartment building are fitted with automatic sprinklers. It is very important that sprinkler heads are protected from damage. In addition please make yourself familiar with the exit routes and refer to your Body Corporate Evacuation Plan in Section 5.

Do Not Damage Fire Sprinklers

Damage to fire sprinklers can cause severe flooding to apartments and public areas. Call-outs for non-emergency or non-warranty items will be charged to you directly. Do not cover sprinkler heads in any way or hang/tie anything to or from them.

10.5/ AUDIO INTERCOM/ACCESS SYSTEM

Your apartment is fitted with an audio intercom system. This system allows remote opening of the secure apartment foyer entry door on the ground floor as well as the main entrance gate located on The Boulevard. For your personal and building security, please allow only persons known to you to enter the building and the development.

10.6/ TELEVISION

Your apartment is provided with plug-in points connected to a free-to-air digital television which is hard wired to the building. The service for this is provided by Telstra Visionstream.

10.7/ RUBBISH CHUTES

A garbage disposal chute has been installed in the refuse rooms located on each floor. The rubbish disposal chute can be used for general household waste, which must be contained in thick plastic bags. Maintenance and care instructions for the rubbish chute will be at the discretion of the Building Manager.

Recycling rubbish must be disposed of in the basement refuse rooms. There is a rubbish chute door clearly marked 'Recycling Rubbish'.

IMPORTANT

- » Do not leave any items in the refuse room or corridors – the refuse room should be kept clear at all times.
- » It is your responsibility to dispose of any items that cannot be disposed of through the rubbish chute.
- » Rubbish should be contained in sturdy, tied bags.
- » The following materials should not be disposed of through the rubbish chute or left in the refuse area on each floor:
 - Flammable liquids
 - Unextinguished cigarettes
 - Highly flammable items

The following items may cause blockages in or damage to the chute, which will inconvenience you and other apartment owners. Do not under any circumstances dispose of these in the chute:

- » Hard rubbish, glass, glass bottles, bricks, crockery, appliances, etc.
- » Cardboard boxes. They are to be broken down and stacked flat. The Building Manager will advise you where you can place the broken-down boxes for collection.

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

10.8/ LIFTS

Four lifts have been installed at Marina Residences, two servicing each building. Access to your floor, basement carparks and/or common areas is gained by presenting your electronic proximity fob across the proximity card reader in the lift. Once the proximity fob has been verified, you can gain access to your floor or Level 1 by pressing the applicable floor button. To enable visitors to use the lifts, the visitor must call the apartment using the intercom system and the apartment occupier must enable lift access by pressing the appropriate button on the intercom. For more detailed instruction regarding visitor access, please refer to Section 6 on Security.

Please note: lift and floor covers are required when moving furniture in or out of the building at any time. Please contact the Building Manager to arrange lift-cover installation and book a time.

The dimensions of the lifts are approximately:
Door Entry: 1m x 2.1m
Size of Lift is 1.4m wide x 2.3 high x 1.7m deep

Lifts – General Instructions

1. Your proximity fob allows access to the floor of your apartment and basement level.
2. Access to the ground floor does not require a proximity fob.

IMPORTANT

IN CASE OF FIRE – DO NOT USE LIFTS

10.9/ COMMON PROPERTY & BODY CORPORATE

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

- » All passageways, lifts and fire stairs.
- » Residential foyer.
- » External façade of the building.
- » All leisure areas.
- » Car parks and all basement areas.
- » All external garden areas.

For further enquiries regarding these areas, please contact SSKB Body Corporate.

10.10/ UTILISATION OF COMMON FACILITIES

The facilities at Marina Residences are available to residents only and are governed by the Body Corporate Rules. These will be outlined by the Body Corporate, including operating hours, safety requirements, use of equipment, etc. For security reasons, access to apartment floors and the fire exit stairs is restricted. Access to apartment floors is restricted to residents of that floor and their guests.

The facilities accessible to all building occupants include:

- » Pool
- » Recreation Building
- » BBQ area

10.11/ MAIL COLLECTION

Your mail will be delivered into your letter box by RACV Security as per Australia Post's delivery schedule. Letterboxes are located beside the lifts in the basement. Parcels delivered by courier will be left with the Building Manager for safe keeping. There are two keys to your letterbox provided in the apartment handover pack.

Your mail address will be:

Resident's Name
The Concourse,
Unit Number (E or W) Marina Residences,
Marina Drive, Benowa QLD 4217

10.12/ THE BUILDING MANAGER OFFICE/ PUBLIC TOILETS

The Building Manager Office

The Building Manager's office is located in the East Tower adjacent to the Entrance Foyer.

Public Toilets

A public toilet with disabled access is located on the ground level in the Recreation Building beside the pool.

10.13/ CARPARKS

Occupiers are to park in their designated car park only. Carparks are not to be used as a storage facility - ie: furniture, equipment, odds and ends or storage sheds erected in carpark.

11.1/ INSURANCE INFORMATION

Your home has been fitted with deadlocks and lockable windows. The Concourse is patrolled by RACV Security on a regular basis.