

THE VILLAGE

CHELTENHAM



APARTMENT MANUALS

Version Control

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1. Introduction

This manual provides you (the occupier) with important information about your apartment. Details are included for the connection of your apartment to various utilities (to ensure continued supply), emergency numbers and details of finishes, fixtures and fittings.

Important information has been provided in the relevant sections on the operation of various appliances. The operating instructions for each appliance are also provided in Appendix A.

Please Note: There are automatic fire sprinklers throughout the building, It is very important that sprinkler heads are protected from damage. DO NOT HANG ANYTHING FROM A SPRINKLER HEAD. A broken sprinkler head could cause considerable water damage to the apartment building. The Fire Brigade will be automatically called! The Fire Brigade may charge for unnecessary attendance. Current charges for unnecessary Fire Brigade attendance are \$1950.50 every 15 minutes or part thereof for every fire truck out of the Fire Station with a minimum of two trucks deployed.

Please alert the fire brigade immediately after a sprinkler is set off, by calling 000. This may help to reduce the cost of any false alarm.

2. Contact Numbers

2.1 Contact Telephone Numbers

For all defects enquires during the defect liability period of twelve (12) months please contact Buildcorp Commercial on:

E-Mail: thevillage@buildcorpcommercial.com.au

Please include a name, contact number, apartments number and full description of the defect (with supporting photographs) in your correspondence.

2.2 Emergency Contact Telephone Numbers

TELEPHONE ONLY IN AN EMERGENCY

Plumbing:	Walker Plumbing	Telephone: (03) 9338 9353
After Hours:	Justin Mason	Mobile: 0425 367 853
Mechanical:	M & L Scott	Telephone: (03) 9549 6100
After Hours:	Marty Scott	Mobile: 0418 135 546
Locksmith:	Locksmith Supply Company	Telephone: (03) 9329 7222
After Hours:	Lachlan Adam	Mobile: 0408 378 907
Electrician:	Prime Electrics	Telephone: (03) 9708 2021
After Hours:	Prime Electrics	Telephone (03) 9457 5122
Elevator	Kone	Telephone: 1300 362 022
Carpark gate	Eco Garage Doors	Telephone: (03) 9703 1500

PLEASE CHECK YOUR CIRCUIT BREAKERS BEFORE CALLING THE ELECTRICIAN

Please note that call out for all non-emergency items will be charged to you directly by the respective subcontractor.

For enquires after expiration of defect liability period all tenants should contact their property manager or respective rental agent.

3. On Entry Check List

3.1 Telephone and Internet

Your apartment is connected with data services through the Lightning Broadband Network.

All any incoming resident or commercial tenant needs to do is contact the number below to be instantly provisioned.

Lightning Broadband – 1800 4 SPEED

Further information is contained in APPENDIX G - LIGHTNING BROADBAND WELCOME PACK

Contact your preferred carrier service to arrange connection of telephone and supply of handset(s) if required.

3.2 Electricity

The building is serviced by an embedded network, operated by Origin Energy. To enable supply of electricity to your apartment, contact Origin Energy to arrange a supply contract.

Origin Energy – 13 24 61

To turn power on in your apartment, make sure that all circuit breakers and the main switchboard are in the on or up position. The switchboard is located in your apartment.

3.3 Gas

Gas is supplied to the cooktop in your apartment. To turn gas on, open the isolation valve located in the cupboard under the bench beneath the cook top or adjacent to the cooktop. To turn gas on/off for day-to-day use, use the knobs located on the cook top. The building is serviced by an embedded network, operated by Origin Energy. To enable supply of Gas to your apartment, contact Origin Energy to arrange a supply contract.

Origin Energy – 13 24 61

3.4 Cold Water

Individual water metres can be found in the water metre cupboards located in the common areas throughout the building. Contact South East Water to arrange updating of records and billing of cold water to your apartment.

South East Water – (03) 9552 3000

3.5 Hot Water

Hot water is provided to your apartment by a centralised hot water service. There is no need to make billing arrangements, as this cost is covered by body corporate charges.

4. Security

4.1 Audio Intercom / Access System

Your apartment is fitted with an intercom system. This system allows remote opening of the front door and basement gate. Please refer to the instructions located in Appendix B.

SECURITY INSTRUCTION

Visitor at front Door

To select the apartment, the Visitor can:
Enter the apartment number on the keypad;
Press the bell button on the keypad (this will ring the bell in the apartment)

Alternatively, the visitor can scroll through the directory, using the arrow keys for the apartment number or name of the resident (if entered in the directory) and press the bell key to initiate the call.

Occupier Entry

To enter the building, the apartment occupier must:
Pass the proximity fob past the proximity reader, which is adjacent to the lobby door.

Apartment Handset

When a visitor activates the bell button at the front door the apartment handset bell will sound;

The resident can answer by using the handset.

Colour vision of the calling entry is displayed and two-way communication takes place between the video monitor handset and the hands-free external entry station.

The resident grants visitor access by pressing the video monitor button with the key symbol and the door/gate will be released. The key button also enables the lift function

Car park Vehicle Entry Door

The car park is entered from Railway Road. The apartment number painted on the floor indicates your allocated car park.

To enter and leave the car park, swipe fob at the receiver adjacent the entry doors. On receipt of signal, the door will open. It will close after a short period of time.

You can also enter the car park using the remote.

On approach to the grille at a distance nominally 25 meters or less, depress the left button of the RF/proximity tag once. This action will cause the car park gate to open for a pre set period and then close after the vehicle has passed through the entry.

4.2 Keys / Remotes

The following table indicates keys issued to each apartment owner.

Key	Number	Access to the following
Remote / Fob	1 Remote	Building front door, access to car park
Fob	1 fobs	Building front door, access to car park
Apartment Key	2 keys	Your apartment entry door
Awning Window Key	1 Key	Locks you Awning Window
Mail Box and Mailbox Number Tag	2 keys	Your mailbox. A black tag also indicates your mailbox number.

Please note your front entry keys have a 'restricted profile'. If you wish to have an additional key cut please contact the owner's corporation:

5. Electricity

Electricity is individually metered to your apartment. Supply is provided via the switchboard located within your apartment. The board is fitted with circuit breakers to each electrical circuit. These may trip out if a fault develops in an electrical appliance.

If a trip should occur, the appliance should be isolated from the power outlet and the circuit breaker turned to the 'on' (up) position. Push the reset button on the safety switch.

If the circuit breaker still trips out, then an electrician should be called.

5.1 Switchboard

Take notice of the location of the apartment switchboard.

DO NOT penetrate the plasterboard lined wall behind a switchboard.

6. Appliances

In the event of an appliance malfunction, the occupier should contact the appliance manufacturer to arrange an appointment for an authorised service company to attend their apartment to repair the appliance. Please refer to Appendix A for information on appliance warranties.

6.1 Range hood

Your kitchen is fitted with either the NEFF D5645X or NEFF D5655X0 range hood above the cook top.

Operating & Care instructions are included in Appendix A of this manual. The range hood is fitted with a 'metal grease filter'.

To ensure good operation of the range hood:

- The filter must be cleaned at least once per month with soapy water or in a dishwasher.
- Check mounting for vibrations monthly.
- The range hood is an exhausting model, expelling air outside. Ensure the outlet is not obstructed.

6.2 Oven

The oven supplied with your apartment is a NEFF under-bench electric oven.

The operating instructions are included in Appendix A of this manual.

Isolation of electricity to the oven is by a switch inside the kitchen bench.

6.3 Cook top

The cook top supplied with your apartment is a NEFF 4 burner gas cook top with wok burner and flame failure device.

The operating instructions are located in Appendix A of this manual.

6.4 Dishwasher

The dishwasher supplied with your apartment is either a Neff Dishwasher or a Fischer and Paykal Integrated Dishdrawer.

The operating instructions for both these options are included in Appendix A of this manual.

6.5 Wall Heater

Your apartment is supplied with a Stiebel Eltron CNS 100 Electric Wall Heater.

The operation manual and warranty information for the heater can be found in Appendix A

7. Ventilation System

7.1 Bathroom/Laundry Exhaust System

The bathroom of your apartment and your laundry space is mechanically ventilated by an extraction fan mounted in the ceiling space. This fan is activated from the switch located next to the light switch. Technical data and warranty information is provided in Appendix E.

To ensure correct operation of the Exhaust System:

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

7.2 Range hood

Ventilation for the range hood is activated when the range hood is switched on. The expelled air is taken out of the apartment by ducts in the ceiling space. These are not the same ducts as used by the bathroom exhaust system. Operating & Care instructions are included in Appendix A of this manual.

8. Air-conditioning

8.1 Air-conditioning System

The air-conditioning system is a Toshiba series reverse cycle Air-conditioner. The system is operated via a remote control which is located in your apartment.

Please refer to Appendix E for operations manual.

Please note the air-conditioner condenser is located in the outdoor area of your tenancy.

9. Hot Water System

9.1 System Explanation

The hot water supplied to your apartment is provided by a centralised gas fired system. The hot water is constantly recirculated throughout the building to ensure that the waiting time for hot water is kept to a minimum.

9.2 Location of Stop Valve

If you wish to stop the supply of hot water to your apartment for any reason, this can be achieved by turning off the stop valve. The stop valve is in the ceiling space of the bathroom, and can be accessed via the access panel.

9.3 Tempering Valves

A tempering valve has been installed in your apartment in line with current building regulations. The hot water supplied to the bathroom and ensuite taps is preset to 50 degrees Celsius. The tempering valve, which mixes cold water to the hot, is located in the ceiling space in the bathroom. The valve should not require occupier maintenance and any problems associated with the hot water supply should be checked by a registered plumber. The contact numbers are in the front of this manual.

10. Cold Water

10.1 Location of Stop Valve and Water Meter

The water meters and stop valves for the cold water supply are located in the service cupboard on your apartment floor. Each stop valve is labelled with the appropriate apartment number.

It is recommended that you familiarise yourself with the location of the stop valve for your apartment.

11. Fire Protection

11.1 Fire Alarm System

A fire alarm can be activated by one of the following:

- corridor or common area smoke detector activation;
- activation of a fire sprinkler

Activation of a fire alarm will cause the Fire Brigade to be called automatically. Misuse of the system may incur a fee from the fire brigade.

Evacuation Procedure

In the event of a fire alarm, a warning alarm tone will sound from the speaker located in the lift lobby area. This will be followed by a taped message of about 10-20 seconds, followed by tones, followed by taped message, etc. This taped message will indicate evacuation of the building.

On hearing the warning tone you should alert all occupiers in your apartment, turn off all gas and electrical appliances and prepare to leave the apartment. As soon as you are ready to leave and no later than when the evacuation tone sounds you should leave your apartment and exit the building as there may be malfunctions during the fire.

Do not use the lift in the event of a fire. Evacuation Plans can be found in the building corridors near the lift lobbies/fire escape stairs. The Evacuation Plans will direct you down the fire escape stairs towards a point of assembly located outside the building envelope.

The evacuation system will be tested periodically. A voice warning will be given over the speaker prior to this taking place. The test will be carried out every month as required by regulations.

11.2 Sprinklers

Areas of the building are fitted 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.

Sprinkler heads must be protected from damage. Do not hang anything from a sprinkler head. A broken sprinkler head could cause considerable water damage.

11.3 Apartment Smoke Detectors

Your apartment is fitted with smoke detectors. These are internal to your apartment only and if activated will not cause a general fire alarm. Each runs off the mains electrical supply and is also fitted with a battery backup. It is important to replace the backup battery as per the manufacturer instructions in Appendix B.

The Fire Brigade's "rule of thumb" is that when you change your clocks for daylight savings also change the back-up batteries of the smoke detector.

11.4 Hose Reel / Fire Extinguishers

Fire Extinguishers and fire hose reels are located in the common areas throughout the corridors and car parks.
PLEASE NOTE: use of hose reels will activate the fire alarm and notify the fire brigade.

11.5 Fire Hydrant

A Fire Hydrant is on Park Road. Fire Hydrants are for Fire Brigade use only and under no circumstances should be used.

11.6 Fire Doors

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

Smoke doors are usually held open, but will close automatically in the event of an alarm. You can still open these doors to escape. Do not obstruct a smoke door and do not hold them open if an alarm has been raised.

12. Light Globes

Your apartment is fitted with energy efficient Lecky's DBL 10.3 and 10.5 Downlights, HANECO CL25W400R-MULTI Oyster lights and SAL SL 722 LED Wall Light on your balcony

13. Care & Maintenance

13.1 Tiles and Pavers

Maintenance Instructions:

Standard cleaning:

1. Remove dirt and dust (using a brush or vacuum cleaner)
2. Wash the tiles with a mild neutral detergent diluted in warm water (6% or less)
3. Rinse with water to prevent marks caused by residue
4. Do NOT use waxes or detergents containing wax polishes

Getting rid of stains:

Generally all stains can be removed from the tiles with water alone. Should a stain be left for a long time on the floor, especially with polished surfaces, you may need to use an appropriate detergent.

Specific cleaning instructions for various tile types can be found in Appendix C.

13.2 Carpet

The carpet in your apartment is a heavy-duty residential carpet. Your carpet requires vacuuming on a regular basis. Refer to the Carpet Maintenance Instruction Booklet in Appendix C for further cleaning information.

13.3 Timber Floor

Refer to the maintenance instruction in Appendix C for further cleaning information.

13.4 Paint

A comprehensive schedule of paint types can be found in Appendix C.

When cleaning painted walls, do not use rough abrasives or solvent cleaners, stiff scrubbing brushes or harsh caustic preparations. Instead, use warm water with a small amount of mild detergent.

Apply the solution to the affected area with a soft cloth, where the marking is particularly stubborn.

Having thoroughly cleaned the affected area, you should then proceed to wash down the whole wall or ceiling to eliminate any chance of patchiness.

Finally, rinse off the washed area with clean water and allow to dry. Avoid vigorous scrubbing with chemicals or brushes and scourers to prevent burnishing the surfaces and causing shiny patches.

14. Common Areas

14.1 Garbage Disposal

For garbage disposal, there is a bin chute located in the corridor of each level and a bin store room on ground floor adjacent to the South Lobby car park entrance for Railway Road residents and in the basement adjacent to the North Lobby stairwell for Nepean Highway residents.

Please note the following;

- Rubbish should be contained in sturdy, tied bags,
- Cardboard boxes should be tied up in small parcels
- Flammable liquids or fires must not be lit in the bin collection room.

14.2 Mail Boxes

For collection of mail the mail boxes are located in the mail rooms in both the North Lobby and South Lobby.

14.3 No Smoking

- There is to be 'No smoking' in all common areas of the building.

14.4 Bike Storage

Wall mounted bike racks for residents are located in the Ground Floor Car Park area and in a dedicated Bike Storage Room in the South Lobby. A separate bike storage area for visitors only is located next to the South Lobby Entrance Doors.

14.5 Level 2 Common Area and BBQ

The Level 2 Common Area is equipped with furniture and a Premium Beefmaster 6 Burner for use by the building residents.

An operation manual for the BBQ can be found in Appendix A.

15. Pay TV Outlet

A Pay TV outlet has been installed in each apartment adjacent to the Free to air MATV outlet. This is generally located in the living room and master bedroom.

Please contact your preferred Pay TV provider in order to set up your connection.

16. Finishes and Fixtures Schedule

<div>THE VILLAGE</div> <div>CHELTENHAM</div>			
APARTMENT FINISHES & FIXTURES	PAINT	APARTMENT CEILINGS AND WALLS	DULUX WHISPER WHITE
		WET AREA CEILINGS AND ALL WALLS	DULUX WHISPER WHITE
		DOORS FRAMES AND ARCHITRAVES	DULUX WHISPER WHITE
	STONE	LIGHT SCHEME	CAESARSTONE SNOW
		DARK SCHEME	CAESARSTONE OYSTER
	JOINERY AND CABINETS	KITCHEN - LIGHT SCHEME	Duropol - Light Dragon Ash - Woodgrain
		LAUNDRY - LIGHT SCHEME	Duropol - Light Dragon Ash - Woodgrain
		BATHROOM LIGHT SCHEME	Duropol - Light Dragon Ash - Woodgrain
		LINEN LIGHT SCHEME	Duropol - Light Dragon Ash - Woodgrain
		KITCHEN - DARK SCHEME	Duropol - Light Dragon Ash - Woodgrain
		LAUNDRY - DARK SCHEME	Duropol - Light Dragon Ash - Woodgrain
		BATHROOM DARK SCHEME	Duropol - Light Dragon Ash - Woodgrain
		LINEN DARK SCHEME	Duropol - Light Dragon Ash - Woodgrain
	TIMBER FLOORING	LIGHT SCHEME	Scandinavian Floors - European Oak Light Engineered Flooring 15/4mm x 190mm x 1900mm
		DARK SCHEME	Scandinavian Floors - European Oak Dark Engineered Flooring 15/4mm x 190mm x 1900mm
	CARPET	LIGHT SCHEME	VCC – Central Boulevard COL – Impress
		DARK SCHEME	VCC – Central Boulevard COL- Raven
	TILES	APARTMENT FLOORS - LIGHT SCHEME	600x300 Osaka 104A5R Zanzibar 944-L3 Light Grey Matt
		APARTMENT FLOORS - DARK SCHEME	600x300 Osaka 200A10 Zanzibar 944-L6 Dark Grey Matt
		BATHROOM FLOORS - LIGHT SCHEME	600x300 Osaka 104A5R Zanzibar 944-L3 Light Grey Matt
		BATHROOM FLOORS - DARK SCHEME	600x300 Osaka 200A10 Zanzibar 944-L6 Dark Grey Matt
		BATHROOM WALLS - DARK SCHEME	50x200 scored 5509 Black Matt
		BATHROOM WALLS - LIGHT SCHEME	50x200 Scored Silver Grey 5502 Matt
		LAUNDRY	600x300 Gloss White SWCDVIA35G
		BALCONY PAVERS	20mm Signorino Porcelain Paver
	LIGHT FITTINGS	DOWNLIGHT	LECKY'S DBL10.3 DOWNLIGHT
		OYSTER LIGHT	HANECO CL25W400R-MULTI OYSTER LIGHT
		BALCONY LIGHTS	SAL SL 722 LED WALL LIGHT
	HEATER	WALL HEATER	STIEBEL ELTRON CNS 100
	APPLIANCES	OVEN	NEFF - B14M42N5AU
		RANGEHOOD	NEFF - D5655X0
		COOKTOP	NEFF - T26DS59N0A
		DISHWASHER	OPTION A - FISHER AND PAYKAL - DD60SCX7 OPTION B - NEFF S21N53N7EU
	SANITARY FIXTURES	DATA SHEETS FOR ALL THE SANITARY HARDWARE CAN BE FOUND IN APPENDIX H	
	GLASS	KITCHEN SPLASHBACKS	6mm LOW IRON TOUGHENED GLASS PAINTED SPLASHBACKS
		BATHROOM MIRROR	6mm TOUGHENED GREY MIRROR
		SHOWERSCREEN	6MM CLEAR TOUGHENED MIRAGE SEMI FRAMELESS
		ROBES	FRAMELESS MIRRORLINE ROBE SLIDING DOORS
	AIR CONDITIONING	WALL UNIT	TOSHIBA RAS SERIES