



## **Resident Information Booklet**

**Macleay Tower & Villas**

Ph: 07 3891 9114

Fx: 07 3391 8607

A/h: 0404 037 015

[macleay@attentus.com.au](mailto:macleay@attentus.com.au)

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

## **Quick Contacts for Your Reference**

<b>Building Manager – Vince Lin &amp; Sophie Huang</b>	07 3891 9114
Email: <a href="mailto:macleay@attentus.com.au">macleay@attentus.com.au</a>	
After Hours (Emergencies)	0404 037 015
<b>Office Hours:</b>	
Monday	8am to 3pm
Tuesday	11am to 6pm
Wednesday	8am to 3pm
Thursday	8am to 3pm
Friday	8am to 3pm
<b>Body Corporate Manager –</b>	
Ernst Body Corporate Management Pty Ltd	07 3620 0600
Email: <a href="mailto:ahood@ebcm.com.au">ahood@ebcm.com.au</a>	
<b>Dockside Security (6.00pm to 6.00am nightly)</b>	0401 035 310
<b>Electricians</b>	
• Russell Sims, Scanlan & Sims	0419 703 010
• Andrew Palmer, Palmer Electrical	0411 553 598
<b>Plumbers</b>	
• Paul Morland Plumbing	0418 988 232
• David Rizk, DNR Plumbing	0411 333 739
<i>The trade contacts above are provided for your convenience only. The fact that they are listed here does not constitute a recommendation or an endorsement by the Body Corporate.</i>	
<b>Locksmith</b>	HA Reed Locksmiths 1300 427 333 or 07 3854 1154 5 Ross Street, Newstead Qld 4006
<b>Emergencies</b>	<b>POLICE, FIRE and AMBULANCE 000</b>
<b>Police</b>	Crime stoppers 1800 333 000 Dutton Park Police Station 07 3020 8111
<b>Ambulance</b>	Ambulance Bookings - Non Urgent 13 12 33
<b>Hospital</b>	Mater Hospital (Private & Public) 07 3840 8111 301 Vulture St, South Brisbane
<b>State Transit</b>	Transit info 13 12 30
<b>Council</b>	Brisbane City Council 07 3403 8888

### **ACCESS TO APARTMENTS**

Should you wish the Building Manager to give access to anyone visiting your property, for any reason, it is necessary to provide prior written authority and to make an appointment during office hours. Due to security and privacy reasons, please note that without written authority, the building manager will not give access to your lot, including your mail box.

### **Apartment For Sale?**

Please provide your sales agent with the necessary swipe and apartment key and this can be organised with the building manager if you do not hold spares.

### **AIR CONDITIONING UNITS**

The air-conditioning units are reverse cycle (they cool and heat). Your air-conditioning unit should be periodically serviced by a qualified technician and your filter should be cleaned regularly.

The thermostat should be routinely checked to ensure efficiency – past experience shows that excessive electricity usage has been directly attributed to failed thermostats.

### **BALCONIES**

The building manager schedules balcony wash down days when residents are welcome to wash their balconies between allotted time periods. Notices will be posted in the lifts.

At other times, when washing your balcony or watering plants, please ensure the drain holes are temporarily blocked so that water does not run on to apartment balconies below or stain the building paintwork.

In the interests of maintaining a safe environment at Macleay T&V please make sure that nothing is thrown over your balcony – particularly smouldering cigarettes ends which represent a fire hazard.

### **BICYCLES**

Bicycles should be stored in the basement caged areas or in your carspace. See the building manager for the cage key - \$50.

### **BUILDING MANAGEMENT – VSJL Property Pty Ltd (Attentus Group)**

The duty of the Building Manager is to manage the common property on behalf of the Body Corporate, including the observation of the by-laws by residents and others, supervise contractors selected to carry out the various maintenance services and oversee cleaning, landscaping and servicing of the mechanical equipment.

### **BODY CORPORATE MANAGEMENT – Ernst Body Corporate Management**

The duties of the Body Corporate Management include sending notices of meetings, collection of levies, electricity accounts/billing, pay accounts and monitor expenditure against budgets, arrange insurance and attend to any claims etc.

## **BY-LAWS**

All occupants should familiarise themselves with the By-Laws of Macleay Tower & Villas. A copy should have been provided to you by your real estate agent or solicitor at purchase. You can request a copy from Ernst Body Corporate Management or an electronic copy is available from the building manager.

## **CAR PARKING**

### **Basement Car Park**

Each apartment has designated car space/s numbered to their lot. If you are unable to locate your car space please refer to your copy of the By-Laws or ask at the manager's office.

All car spaces are to be clean of rubbish with no items stored on the floor, particularly oil or petrol containers. Residents are responsible for cleaning their own car space - including oil stains. If your vehicle is leaking oil – please use a drip tray until repaired.

As a courtesy to other lot owners, car spaces not forming part of your lot must not be used without written consent from the lot owner. **Vehicles may be towed at the lot owner's request should their car space be occupied by an unauthorised vehicle.**

### **Speed Limit**

Please observe the 5 kph car park speed limit and exercise caution when coming up or down the car park ramp and when approaching the pedestrian walkways.

### **Visitor Car Parking**

Visitor parking bays are strictly for visitors and can be used for a period of up to 6 hours at any one time as per the signage. Should your visitor be staying longer, please see the building manager. Make sure your visitors know that the gates swing outwards and they should stay behind the yellow line until fully opened.

As per the registered Community Management Statement for Macleay Tower & Villas – **no lot owner is permitted to park in the visitor car park at any time. Any vehicle parked in breach of this may be towed on the authority of the Body Corporate or its appointed representative at the expense of the driver/owner of the offending vehicle, without further notice.**

## **ELECTRICAL CIRCUIT BOARD**

Electrical circuit boards are located in the laundry of each apartment and villa. Please check this first if you find you have lost power/lights (a common cause is a faulty appliance). Turn off all appliances before you flick the switch back on. If this does not work, it may be a more serious problem, in which case you should contact the building manager or electrician.

## **ELECTRICITY SUPPLY**

The electricity supply is managed by Ernst Body Corporate Management. 'Application for the Supply of Electricity' forms can be obtained from the building manager or from Ernst Body Corporate Management.

## **FIRE ALARMS**

**Residents, their guests or servants are responsible for any costs related to an Unwanted Fire Alarm Activation which is defined as an emergency alarm, at a time when the Queensland Fire & Rescue Service is satisfied there was no emergency requiring the attendance of the fire service.** QFRS charge as at June 2018 is approx. \$1,250.

Apartments and villas, as well as all common areas, have been fitted with smoke detectors connected directly to the building fire panel. If there is sufficient smoke in your apartment to trigger a fire alarm, the siren will sound and the Fire Brigade must attend.

**Your apartment door MUST REMAIN CLOSED AND UNLOCKED. If there is a fire in your apartment, you should evacuate immediately – familiarise yourself with the evacuation diagrams and exit doors positioned throughout the building (also see below).**

It is recommended for those apartments with detectors located only in bedrooms - close bedroom doors when cooking and use the kitchen exhaust. When barbequeing on the balcony, close glass doors.

## **FIRE AND EVACUATION PROCEDURES**

**If there is anyone residing at Macleay who will need assistance to evacuate, please advise the building manager who will include full details in the fire room for the fire brigade's attention.**

Please ensure you are familiar with your closest fire exit and evacuation map

- 2 doors on each level of the tower either side of the lifts
- 1 door beside the lift on each level in the villas
- fire evacuation map located by lift button on each level
- fire exits throughout the building common areas and basement car park

Once you enter the tower stairwell, you will only be able to exit at ground level. Please note that your apartment key will not open the fire door to any level in the tower. For building security, the fire stairwell should not be used for regular egress – it is alarmed and has CCTV monitoring.

Villa residents can exit at ground or basement level.

## **GARBAGE**

**Tower** - The garbage chutes in the Tower are located on each level inside the Refuse room. Only household rubbish, securely wrapped, can be disposed of in these chutes. **Make absolutely sure any powder/dust is sealed securely** - if the container should rupture in the fall, the powder can cause the garbage compactor to malfunction.

## **Recycling**

The plastic box on the floor of the Refuse Room in the Tower is for recyclables - please leave **clean** items here to be collected by the building cleaners and ensure no glass items are broken. Larger domestic waste that cannot fit comfortably down the chute (eg: cartons & boxes) must be broken up and placed in the recycle bins (yellow lids) in the basement car park behind each Villa lift.

**Villas and Level 1** – 2 household rubbish bins and 2 recycle bins are located behind each basement villa lift.

**All other items of rubbish should be removed by you to an appropriate site.**

The building manager schedules an annual skip bin (around October) when all residents are welcome to dispose of larger household items.

## **INTERCOM**

Arriving guests must input your apartment number, then press and hold for a couple of seconds, the Intercom BELL button. To unlock doors and the visitor car park gates, press the KEY button on your handset. If visitors arrive via the carpark, they will need to repeat this at the foyer entry door which will unlock the doors and activate the lift to your level only. Don't forget to tell your guest which level they need to push on the lift panel – access remains active for 90 seconds and if they hesitate, the lift will 'time-out' and the process must be repeated.

## **KEYS, SECURITY SWIPES AND REMOTES**

Lost swipes/remotes should be reported to the building manager to be de-activated from the building's security system. Replacements can be purchased from the building manager.

Should your swipe/remote start to fault, it is recommended that you purchase a replacement rather than be 'locked out' should it fail altogether.

Apartment keys are part of a restricted system providing extra security and you will need to have a letter of authority from the building manager to take to the locksmith when you purchase a key. Likewise for Mail Box keys.

**Locked out?** If you have locked yourself out of the building outside office hours, you will require the services of our registered locksmith to gain entry -

**HA REED Locksmiths on ph: 3854 1154 or 1300 427 333.**

We recommend you program this number into your phone for easy reference – it is also on the panel above the intercom at the main entry. HA Reed may require photo ID.

## **LIBRARY**

There is a library room available to residents, located on the ground floor on the street-front side of the building. It has a large selection of books and magazines for residents to borrow – please see the building manager for the key.

If you have any read books and magazines, these can be left on the office counter and the building manager will put in the library.

## **LIFTS**

Should you need to book the lift for any reason, please do so with the building manager well in advance. A lock key is available so that you can have sole use of the lift. Please see “Removals” for further details.

Should the lift stop, press the bell symbol - hold for 5 seconds to activate the emergency telephone.

Please ensure children do not jump in the lift as the mechanism is sensitive enough that this could potentially cause the lift to stop.

## **NOISE / DISTURBANCES / BEHAVIOUR OF INVITEES**

As per the building By-laws, an occupier of a lot shall not create any noise likely to interfere with the peaceful enjoyment of any other occupiers of a lot, or any person lawfully using common property or any recreational facility, at any time during the day or night.

If you are experiencing any **unreasonable noise** from a neighbouring lot, the building manager should be contacted. You can also directly contact Dockside Security (0401 035 310) who patrol the building both inside and out between 6pm and 6am each night (7 days per week). Dockside Security provide written reports to management on any disturbances at Macleay.

## **NOTICES**

Each lift has a notice panel where the building manager will place current notices to residents, as well as one on the foyer counter. Please take the time to read these notices.

There is also a public notice board available to residents opposite the lifts on the basement carpark level – please leave your notice with the building manager.

## **PARCEL DELIVERIES**

Parcels may be delivered to the front counter during office hours. All courier deliveries must have the letters ATL (authority to leave without signature) in the instruction section of the paperwork – without this specific instruction the courier will not leave the item. **No responsibility will be accepted for any missing or broken items.** A notice will go into your mailbox and you may collect your parcel at any time from the table behind the counter. Please leave your notice on the table to show the item has been collected.

## **PLUMBING**

Familiarise yourself with the location of the shut-off valve to the water supply to your apartment – located above the manhole over one of the toilets. You may need a torch. Also, familiarise yourself with the position of the water tap to the dishwasher should a leak become evident.

If you are engaging a plumber, before they commence work they should know how to isolate the water to your apartment, and also to your section of the building should they burst a mains pipe.

**Should any significant leak occur which cannot be turned off at the source of the problem, turn off the water to your apartment and call the building manager or our building plumber – Paul Morland Plumbing - 0418 988 232**

Should any water seep through your ceiling from above or you see bubbled paint high up on a wall, please call the building manager immediately. If possible, buzz the apartment above (add 5 to your apartment number in the Tower) to let them know they may have a leak.

## **POOL / SAUNA / GYMNASIUM**

The pool, sauna and gym are located on Level 1 and are available to residents from 6am to 9pm daily. The pool is 12 meters long and 1.2m deep and is heated for your comfort. Because it is heated, there is no air conditioning on Level 1. However fans are located in the gym area.

**Children under the age of 15 years are not permitted to use Level 1 facilities unless supervised and accompanied at all times by an adult – please remember that the gym is not a playground for children and that equipment repairs are very costly.**

Please practice standard gym etiquette – cover the equipment with a towel when using and make sure the equipment is clean and dry when you finish your session.

To limit disturbance to other residents –

- Close balcony doors if necessary.
- No diving, running or jumping is permitted in or around the facilities.
- No alcohol, glass, eating or drinking is permitted in or around these facilities.
- Remove all pool toys after use
- Make sure you are dry before walking on the carpeted area

**IMPORTANT: Personal Trainers employed by residents should hold Liability Insurance if using the Macleay Gym – and we recommend you request a copy of their ‘Certificate of Currency’.**

**Sauna – directions are on display. Please shower after Sauna before using the pool.**



## **REMOVALS – MOVING FURNITURE**

**All deliveries/removals** must be made through the visitor car park entrance. To avoid damage to our marble floors, **at no time is the main entrance to be used for delivery of heavy items.**

No furniture or large items may be moved in or out without prior notice - please see the building manager to book a day/time and organise a lift 'lock off' key. There are protective curtains and carpet for the lift and a long roll of carpet to cover the foyer marble tiles to the northern doors. **Our marble foyer floor is now fragile, so we ask that no furniture to be placed directly on the marble tiles.** All protective gear must be installed and removed each day and stored in the room beside the foyer counter in the left rear cupboard - both doors are always unlocked.

Lift No.1 (closest to the foyer counter) is the only lift made available for removals. This lift has a false roof panel which slides forward for larger items – please check that this is returned to original position when you have finished with the lift.

**Deliveries and moving times are Monday to Friday, between 9am and 4pm. No moving is allowed on weekends or public holidays.**

## **RESIDENT REGISTER**

It is important that there be an up-to-date record of all residents as the building has an emergency SMS system to all registered mobile numbers.

Resident Register forms are on the foyer counter table and can be slide under the office door or placed in the Manager's mailbox. You may include your next of kin or any special instructions, if you wish.

We stress this information is only for your benefit and will be held in a confidential register.

## **SECURITY**

For your own security and that of your fellow residents, please keep in mind the following points –

- Do not hold open foyer/ garage door to let people enter unless you are satisfied beyond reasonable doubt that that person resides in the building.
- Exercise caution when entering the garage roller door and ensure no person drives in after you or runs in behind the car
- Make sure your car is locked and there are no valuables in sight.

Dockside Precinct has roving foot patrol guards from 6pm to 6am - 7 nights a week - they patrol both inside the building and around the grounds. **If you have concerns regarding noise or suspicious activity you may contact Dockside Security for assistance on 0401 035 310.**

Macleay has CCTVs (Closed Circuit TV) operating in several locations throughout the building and grounds.

## **SMOKING**

Smoking is not permitted in any of the common areas of this building including basement car park.

## **TRADESPERSONS / RENOVATIONS**

Please be aware that any person you employ to work within your apartment has nothing to do with the body corporate. Best practice is for you to ensure they hold a worker's compensation policy and are appropriately licensed and insured.

You must have written body corporate approval for any structural changes to your apartment before work is commenced.

If you are engaging a plumber, before they commence work they should know how to isolate the water to your apartment, and also to your section of the building should they burst a mains pipe.

The building manager must be notified prior to -

- technicians being engaged to carry out work needing access to the main cable frames located on common property e.g. Foxtel and Telstra.
- work being carried out in an apartment which requires materials to be carried in the lift, so that the appropriate lift protection gear can be used.

All work areas on common property must be clean and tidy at the end of each day's work and all rubbish removed off-site.

**If you are having carpet laid** it is absolutely necessary to advise the building manager and organise for the smoke detectors to be de-activated in your apartment to avoid a false alarm due to dust and/or heat sealing vapours.

### **General Maintenance**

Should you require the building manager to arrange for any maintenance in your apartment, please provide written instructions by completing a **Maintenance Request Form** available at the counter or forward an email your request to [macleay@attentus.com.au](mailto:macleay@attentus.com.au)