

RESIDENT GUIDE

INFORMATION FOR RESIDENTS
LIVING IN ALTURA | WEST VILLAGE



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KEY CONTACTS



EMERGENCY / LIFE THREATENING SITUATION Police, Fire, Ambulance	000
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POLICE LINK To report a crime or a non-urgent police matter, call Police Link 24 / 7 You can also make non-urgent reports online.	131 444 https://www.police.qld.gov.au/policelink-reporting
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YOUR APARTMENT For advice about your apartment management, maintenance, or security. 24 / 7 On call service for urgent matters	LivKey 1300 187 361 or your Property Manager altura@livkey.com.au Open 9 am - 5 pm Monday – Friday Open 10 am - 2 pm Saturday
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YOUR BUILDING COMMON AREAS For maintenance or security concerns about the shared areas of your building	LivKey On-site building management. 1300 187 361
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WEST VILLAGE PRECINCT For security concerns and lost property in the West Village precinct or shopping centre	Colliers Facility Manager 07 2112 2761
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BUILDING WEST VILLAGE For concerns or questions about construction activity at West Village	West Village Info Line 07 3096 0066 constructionupdate@westvillage.com.au
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BRISBANE CITY COUNCIL Local government	07 3403 8888 www.brisbane.qld.gov.au
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QUEENSLAND GOVERNMENT HEALTH SERVICE	13 HEALTH (13 43 25 84)
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ROAD AND TRAFFIC CONDITIONS Transport and Main Roads	13 19 40 www.131940.qld.gov.au
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LOST PROPERTY Found items should be handed in to LivKey	LivKey - 1300 187 361 West Village Facilities 1800 015 138 West End Police Station 07 3840 9100
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ABOUT THIS RESIDENT GUIDE



CONGRATULATIONS ON THE PURCHASE OF YOUR NEW HOME AND WELCOME TO THE WEST VILLAGE COMMUNITY.

This Resident Guide provides information about:

- Your apartment
- Your Building and its facilities
- Our West Village community

APARTMENT OWNER MANUAL

The information in this guide does not replace the Home Owner Manual provided by the Builder of your apartment. The Home Owner Manual is the definitive source of information for Altura apartments, including:

- Appliances
- Fittings, finishes and fixtures including flooring, cabinetry, tapware, doors and windows
- Utilities and services
- Operating manuals, handbooks, and instructions
- Warranties
- Care and maintenance requirements

It is important to maintain and care for your new home to ensure the longevity of its finishes and fixtures and to comply with the conditions of product warranties.

OWNER LEGAL DOCUMENTS

The information in this manual does not replace the specific rules and regulations which apply to your apartment and your building as detailed in the following legal documents:

- Contract of Sale for your apartment
- Community Management Statement (CMS)
- Body Corporate By-Laws

DOCUMENT CONTROL

This guide is provided as a PDF online at westvillage.com.au/homes and the information provided in this document may change. The up-to-date version of this document will be maintained online, therefore any printed versions of this document may become invalid.

KEY WORDS



These Key Word explanations are only a guide and do not replace the legal definitions of these topics which are included in legal documents such as the Contract of Sale, the Community Management Statement, and the By-Laws.

ALTURA BODY CORPORATE

The Body Corporate of Altura is made up of all apartment owners in the building. The Body Corporate Committee Members are owners who are elected by the Body Corporate. The Body Corporate must comply with the Body Corporate & Community Management Act 1997 (the BCCM Act) and regulations.

BUILDING MANAGEMENT

The Altura residential building is managed by on-site managers, LivKey. Management responsibilities include daily operation and maintenance of the building common areas and facilities shared by residents, such as the lifts, swimming pool, BBQ areas and the building lobby.

BY-LAWS

The By-Laws are the rules for living in the building which all residents must comply with. The By-Laws cover matters such as pets, noise, parking, and common areas. The By-Laws must comply with Queensland Legislation and must be fair for all residents. The By-Laws for your building are included in your Contract of Sale.

CARETAKING AGREEMENT

The Caretaking Agreement is an agreement between the Body Corporate and the caretaking contractor for the provision of services funded by levies, which are paid by all owners. The document will set out the specific duties that are required to be carried out by the caretaker. The Caretaking Agreement for your building is included in your Contract of Sale.

COMMON AREA

Common Areas in a building are owned by the Body Corporate (all owners) for the exclusive use of residents and their guests. Common areas must not be altered in any way. Residents may be held responsible by the Body Corporate for any damage to common areas caused by themselves or their guests.

COMMUNITY MANAGEMENT STATEMENT (CMS)

The Community Management Statement (CMS) is the document which sets out matters for the Body Corporate to follow such as the By-Laws, defines common areas or private use areas, and how the levy fees are calculated.

CONTRACT OF SALE

A Contract of Sale is a legal and binding document containing the terms and conditions agreed upon between a seller and a buyer in relation to a property. Your Contract of Sale includes the property's By-Laws, Community Management Statement (CMS), and Caretaking Agreement. If you require a copy of your Contract of Sale, please contact your Agent or Solicitor.

DEFECT

A defect is building work that does not meet the standard defined by Queensland legislation and policy. Queensland's building and construction industry regulator, QBCC, defines a defect as 'Building work that is faulty or unsatisfactory, and includes, for example, work that does not comply with the Building Act 1975, Building Code of Australia or an applicable Australian Standard'.

LIVKEY

LivKey is the onsite letting and building manager for West Village. LivKey is a company established by the owner and developer of West Village, Sekisui House Australia.

PROPERTY MANAGEMENT

Property Management is a service provided to apartment owners who lease their apartments to tenants. At West Village, a property may be managed by LivKey or another real estate agent, at the owner's discretion. Property management services include arranging leases and liaison between tenants and owners.

STRATA SCHEME / STRATA TITLE

When you purchased your property at West Village, you became part of a Body Corporate and a Strata Scheme or Title which allows for part-ownership of a property / building. An owner in a Strata Scheme shares the use of common property including lobbies, lifts, gardens, pools etc with the other owners in that building.

ACCESS AND KEYS



APARTMENT SECURITY

WHILE ALTURA HAS SECURE ACCESS POINTS AT THE LOBBY AND LIFTS, RESIDENTS ARE ENCOURAGED TO KEEP APARTMENT DOORS LOCKED AT ALL TIMES.

Each residence is fitted with a locking mechanism to the front door and the balcony sliding doors.

You are not permitted to install or change locks on your apartment front door without Body Corporate approval. This is to ensure that the Building Managers can access your apartment with a master key if required during an emergency.

You must seek permission from the Body Corporate to install screens or devices to prevent the entry of animals or insects at balcony doors or windows.

You must seek permission from the Body Corporate to install audible intruder alarms.

STANDARD APARTMENT ENTRY KEY AND SECURITY FOB PROVISION TO OWNERS:

1 and 2 Bedroom Apartments:

- 2 Building Access Fobs
- 2 Apartment Entry Keys
- 2 Mailbox Keys

3, 4 and 5 Bedroom Apartments:

- 3 Building Access Fobs
- 3 Apartment Entry Keys
- 2 Mailbox Keys

SECURITY ACCESS FOBS

Altura is electronically secured. Residents must use a security access fob to gain access throughout the building and communal areas:

- Entry to the building lobby
- Access to your level in the lifts
- Lift access to the common areas, including the podium recreational area and rooftop recreational area
- Entry to the loading dock via the service corridor
- Pedestrian access to Altura's Basement 2 lift from the retail car park

To use the access fob:

- Doors and gates - tap the fob to the reader to release the door lock
- Lifts - tap the fob to the reader then press the button for your level

IF YOU LOSE A SECURITY ACCESS FOB

If you lose a security access fob, you are required under the building By-Laws to contact LivKey immediately so that the fob's access can be removed. This ensures non-residents are not able to access the building for the safety of all residents. If the fob is found, the access can be quickly reinstated.

CARING FOR YOUR SECURITY ACCESS FOB

The fobs are made of plastic with an electronic chip inserted inside. The fob should not be exposed to strong magnetic fields or high temperatures, bent or submerged in water.

APARTMENT ENTRY KEY

Your apartment entry door is opened by a key. The entry doors for apartments are the property of the Body Corporate.

Residents are not permitted to change the locks on apartment entry doors in Altura without approval from the Body Corporate.

The building manager, LivKey, keeps a master key to provide access to all residences in Altura in the event of an emergency or if a resident requires assistance due to being locked out.

PLEASE NOTE THAT YOU MAY BE CHARGED A FEE IF YOU LOCK YOURSELF OUT OF YOUR APARTMENT AND REQUIRE LIVKEY TO PROVIDE ACCESS.

TO ORDER AN EXTRA APARTMENT ENTRY KEY

Your apartment entry keys are on a restricted key system. This means that you can only order additional keys through LivKey. A fee will apply, and it may take up to 5 working days to receive the replacement key.

If you lose a key and would like to change your locks for security, please contact LivKey to request a new lock which is compatible with the building master key system.

MAILBOX KEY

This key opens your mailbox located on the ground level, adjacent to the lobby entrance. Please ensure you check and clear your mailbox regularly.

LOADING DOCK ACCESS

The external loading dock roller door requires a remote controller to open. Please contact LivKey for assistance. Do not attempt to tamper with the roller door motor to open the door as you may be held responsible for any costs if the loading dock door is damaged.

FIRE STAIRS SECURITY AND ACCESS

- Each residential level in Altura has access to two sets of fire stairs.
- Entry into the fire stairs within the building or carpark is not locked.
- The fire stairs lead down to an exit to the outside of the building.
- The fire stairs exterior doors cannot be opened from the outside without a master key (held by LivKey).
- Doors must never be obstructed or propped open and items must not be left in the fire stairs.
- Contact LivKey if you have a concern about the fire stair access on your level.
- There is a separate fire stair from the car park levels. These fire stairs lead to an exit to the outside of the building.

ACCESS DURING ELECTRICITY OUTAGE

In the event of an electricity outage at Altura, access to the building will be impacted. Lobby doors and card readers will operate under battery backup for up to 2 hours, however lifts and the intercom system will not operate during a power outage. Residents will need to use the fire stairs to access their apartment.

For more details, please refer to Electricity Outage.

APARTMENT ALTERATIONS AND RENOVATIONS



COMMONLY REFERRED TO AS 'ALTERATIONS TO A LOT', THE RULES AND REGULATIONS ABOUT WHAT YOU CAN AND CANNOT INSTALL OR BUILD IN YOUR APARTMENT ARE DETAILED IN THE BODY CORPORATE BY-LAWS, AND THE COMMUNITY MANAGEMENT STATEMENT (CMS).

In Strata communities, such as Altura, owners must seek written approval from the Body Corporate before starting any building works, alterations, or renovations.

BEFORE YOU ALTER / RENOVATE

Prior to any work being conducted, any alterations or renovations must:

- comply with your building's By-Laws
- comply with any State or Council legislation and approvals
- be authorised in writing by the Body Corporate

This includes, but is not limited to, any alterations or renovations:

- within your apartment (kitchens, bathrooms, plumbing, electrical work, air-conditioning etc)
- in your outdoor area (balcony, garden or terrace)
- to your car park or storage space

Examples of alterations / renovations include, but are not limited to:

- installing fittings or fixtures such as curtains, blinds, ceiling fans, ceiling lights, appliances or air-conditioning
- installing fittings or fixtures on your balcony including green walls, fixed shelving or artwork
- changing finishes such as flooring, tiles, vanities etc
- any task that requires contracted tradespersons to complete, including but not limited to electricians, plumbers, painters and carpenters

If you do any unauthorised works, you could void applicable warranties; and/or impact building-wide services (for example the building structure, fibre network, fire services etc). Please contact LivKey for advice before starting any works.

WHAT YOU CANNOT ALTER / RENOVATE

Any works or alterations to common property are prohibited. This includes but is not limited to:

- your front door
- the corridor / hallway outside your front door
- lifts / stairways
- the lobby
- external parts of the building, including the outdoor balcony walls
- resident facilities such as recreation areas, pools, private dining rooms, cinemas etc
- any furniture or furnishings contained in the common areas outlined above

IT IS RECOMMENDED THAT YOU REFER TO THE BY-LAWS SPECIFIC TO YOUR BUILDING PRIOR TO UNDERTAKING ANY FORMS OF WORK WITHIN YOUR APARTMENT, WHICH MAY AFFECT COMMON PROPERTY.

REQUESTING PERMISSION TO ALTER / RENOVATE

To seek permission from the Body Corporate for any works:

- Compile all details for the work including the proposed Contractor and their insurance and accreditation details
- Contact the Strata Manager, SSKB (company which assists the Body Corporate) including your address and CTS number via email at sskb@sskb.com.au or submit your request online at <https://www.sskb.com.au/improvement-of-lot/>
- Altura SSKB Reference is CTS 56096

APARTMENT ENTRY DOOR

YOUR APARTMENT ENTRY DOOR IS A FIRE RATED DOOR AND IS TAGGED AND CERTIFIED AS SUCH. IT IS FITTED WITH SMOKE SEALS AND CONTRIBUTES TO THE FIRE PROTECTION SYSTEM FOR THE BUILDING.

Altering the front entry door may affect its functionality in the event of an emergency and is therefore prohibited. If you have any issues with this door, immediately report it to LivKey. Any deliberate damage or tampering to the front entry door will require immediate rectification at the owner's expense.

FLOORING / WALLS / CEILINGS

THE FLOORS, CEILINGS AND WALLS IN ALL APARTMENTS ARE DESIGNED TO ACHIEVE A HIGH STANDARD OF ACOUSTIC AND FIRE SEPARATION BETWEEN DWELLINGS, AS REQUIRED BY LAW.

Some buildings have restrictions about flooring finishes so please check with LivKey before planning any changes to flooring in your apartment. Flooring must have appropriate acoustic properties to avoid noise transfer to other apartments.

Any proposed modifications to these surfaces, such as a change to the floor finish, for example, from carpet to tiles, installation of downlights in the ceiling, installation of entertainment / sound system components (i.e. plasma screens, speakers etc.) or the hanging of artwork, must:

- Be designed to maintain the existing standard of acoustic and fire separation
- Be installed by a licensed tradesperson

Poor workmanship, inadequate acoustic provisions or any unacceptable noise transference may lead to the work being reversed and reinstated at the owner's expense.

Please note that floor-mounted speakers must be acoustically isolated when positioned on hard surfaces such as timber floors or tiles.

ACCEPTABLE ALTERATIONS / RENOVATIONS

Generally, some works may not require approval, including:

- Painting an internal wall within your apartment (excluding balcony walls).
- Replacing your microwave, kettle, toaster, or any other appliance that does not require plumbing or hard-wired electricity.

It is recommended that owners considering making improvements contact LivKey for more information and guidance prior to commencing any works.

LAWS AND REGULATIONS

What you can do may be restricted by By-Laws, an architectural code, Heritage Listing, Local Council regulations and the law. It is recommended that owners who are considering making improvements contact LivKey for more information and guidance prior to commencing any works.

WHO CAN CARRY OUT WORKS / ALTERATIONS / RENOVATIONS?

Any works, alterations, or renovations that you wish to be made to your apartment must comply with Queensland laws and standards. Depending on the work required, your builder or trade contractor may also require a license.

It is the owner's responsibility to ensure all building regulations and legislation is followed, the necessary insurances are attained prior to works being conducted, and any warranties or guarantees for the works. For more information, please visit the QBCC website - <https://www.qbcc.qld.gov.au/>

SUPERVISING BUILDERS AND TRADES

Once you have attained Body Corporate approval to conduct works, alterations, or renovations in your apartment, it is vital to notify LivKey of the works prior to them being conducted. The below information is what LivKey will require:

- Details of the works being conducted
- Duration of the works
- Details of contractors conducting the works including their relevant licenses, certificates, and insurances
- Time and date that tradespeople will be onsite
- Loading dock bookings, if required

Whilst builders / trades are on site, the owner is liable / responsible for:

- Ensuring contractors sign in with LivKey when onsite
- Ensuring all local Council approvals are obtained prior to works being conducted
- Ensuring proposed modifications / works are consistent with any relevant codes
- Ensuring that the builders / tradespersons being used hold relevant qualifications, certifications and / or licenses as required by legislation
- All necessary supporting documentation including plans, drawings and approvals
- Always maintaining building security
- Protecting against damage in common areas and keeping common areas clean
- No parking in the loading dock without a booking
- Consideration of all residents i.e. no excessive noise, work hours as per local council restrictions, reasonable use of lifts, dust kept to a minimum and any rubbish disposed of

THE OWNER IS LIABLE FOR ANY WORKS THAT ARE DEFECTIVE OR NON-COMPLIANT.

HAT HAPPENS IF I CARRY OUT WORKS / ALTERATIONS / RENOVATIONS WITHOUT APPROVAL?

Generally, if works, alterations or renovations are carried out without the written approval of the Body Corporate, and these works are found to be prohibited, not within code, etc the Body Corporate may undertake an order to either remove or alter the works.

ANY UNAUTHORISED WORKS CARRIED OUT MAY VOID APPLICABLE WARRANTIES, INSURANCES AND MAY IMPACT BUILDING-WIDE SERVICES (EG. THE BUILDING STRUCTURE, FIBRE NETWORK, FIRE SERVICES ETC).

APARTMENT ENTRY DOOR



YOUR APARTMENT'S ENTRY DOOR IS A FIRE RATED DOOR AND IS TAGGED AND CERTIFIED AS SUCH. IT IS FITTED WITH SMOKE SEALS AND CONTRIBUTES TO THE FIRE PROTECTION SYSTEM FOR THE BUILDING. PLEASE NOTE THE FOLLOWING IMPORTANT INFORMATION IN RELATION TO YOUR FRONT ENTRY DOOR:

- The front entry door is owned by the Body Corporate
- Tampering with this door and its self-closer is not permitted under any circumstance
- Do not use any object to hold this door open – this door must be closed at all times
- For security it is recommended that the front door is kept locked, even when you are in your residence
- Do not install any additional locks, dead bolts or draft stoppers to these doors or door frames
- Screen doors are not permitted to be installed in addition to, or replacement of, your front entry door
- Do not undertake any maintenance of this door yourself – should you experience any issues with your front door, please contact LivKey immediately
- Your door will be inspected and recertified annually

ALTERING THE FRONT ENTRY DOOR MAY AFFECT ITS FUNCTIONALITY IN THE EVENT OF AN EMERGENCY AND IS THEREFORE PROHIBITED.

IF YOU HAVE ANY ISSUES WITH THIS DOOR, IMMEDIATELY REPORT IT TO LIVKEY.

ANY DELIBERATE DAMAGE OR TAMPERING TO THE FRONT ENTRY DOOR WILL REQUIRE IMMEDIATE RECTIFICATION AT THE OWNER'S EXPENSE.

BALCONY



THE RESIDENT IS RESPONSIBLE FOR ANY DAMAGE CAUSED BY, OR CONTRIBUTED TO, ANYTHING FALLING FROM, BEING THROWN FROM, OR BLOWING OFF THE BALCONY.

The rules and regulations about what you can and cannot install or build in your apartment are detailed in the building's Body Corporate By-Laws and your apartment's Community Management Statement (CMS). Please refer to these documents before you do any of the following:

- install permanent fittings or fixtures such as built-in barbecues, heaters, green walls, artwork
- install or change finishes such as the balcony flooring
- contract trades to conduct work on your balcony

Balconies must not be enclosed without first obtaining written approval by Brisbane City Council, and after BCC approval has been obtained, the Body Corporate. This includes shutters, glazing, louvres or other permanent fixtures.

ALLOWED ON BALCONIES

Residents are permitted to keep the following items on their balconies, provided that they are not likely to cause damage, become dangerous, be blown off or fall from the balcony:

- pot plants with the following conditions:
 - must not cover drainage outlets
 - should be raised off the tiles on pot feet
 - avoid very large or heavy pots which could damage the tiles and drainage system
 - potting mix or soil should not be washed into drains
- landscaping
- outdoor furniture such as a table, seating, couch, or rugs
- a covered gas or electric portable barbecue

NOT ALLOWED ON BALCONIES

- indoor furniture
- gym equipment
- storage containers / boxes
- spas, jacuzzies, hot tubs, saunas, pools, bathtubs or similar
- fires and combustibles including fire pits, charcoal grills, or anything containing propane (grills, heaters etc)
- when not in use, items such as utensils, glassware, cutlery, crockery, napkins, towels, clothes, and toys must be removed from the balcony
- shutters, glazing, louvres, or other permanent fixtures, without first obtaining written approval from the Body Corporate

BARBECUES ON BALCONIES

A covered gas or electric portable barbecue is permitted to be stored and operated on your balcony. Other types and forms of barbecues must be approved by the Body Corporate.

Barbecues must only be operated during the hours of 9:00 am and 9:00 pm and must not create smoke, odours, or noise which could unreasonably interfere with another resident.

BALCONY TILES

The Altura balcony tiles are installed on upstand pods with drainage underneath. This is a design feature to allow for the same floor level from interior to exterior.

BALCONY CLEANING

To maintain the external finish of the building, it is recommended that you keep your balcony free of dust. Balcony tiles are on a pod system so water will flow easily between the tiles when spot cleaning, however excessive dirt and debris will block the drain. Please be mindful of the residents below and ensure no water or dust travels over the balcony edge.

Rinse tiles weekly with regular warm soapy water only. The more often you do this the less chance of stain build up. Every three months, clean your tiles with non-acidic tile detergent and grout cleaner.

Cleaning of the glass to the balustrades, privacy screens, windows and doors should be done once a week using a damp glass cleaning cloth and a glass cleaning detergent. You may wash with warm soapy water and soft dry cloth or paper towel afterwards to remove any watermarks.

Cleaning of inaccessible glass is the responsibility of the Body Corporate.

BALCONY SAFETY

Balcony doors should remain closed and locked to keep children and pets inside when unsupervised.

Children and pets must always be supervised closely when utilising the balcony. Please refer to the Building Code of Australia for appropriate distances items should be placed away from balustrades to prevent furniture and items being used as a step up and over the balcony balustrade.

Balconies are subject to higher wind ratings, making them potentially dangerous. Objects and items should never be left on balconies as they may get swept up off the balcony and cause harm to people below.

Ahead of storms or inclement weather, furniture and other objects on your balcony should be secured or brought inside the apartment.

**THE RESIDENT IS RESPONSIBLE FOR ANY DAMAGE CAUSED BY, OR CONTRIBUTED TO BY, ANYTHING FALLING FROM,
BEING THROWN FROM, OR BLOWING OFF THEIR BALCONY.**

SMOKING ON BALCONIES

For owner occupiers, there is no building rule which prohibits smoking inside your apartment or on your balcony. However please be considerate of other residents who may be impacted by cigarette smoke near their apartments - nearby smoke could cause distress for residents who have respiratory conditions such as asthma.

If you are a tenant, you must comply with the conditions contained in your lease document regarding smoking - your lease document may prohibit smoking inside your apartment or on your balcony. Please check with your property manager.

Residents who are affected by nearby cigarette smoke should contact the Body Corporate via email sskb@sskb.com.au.

BICYCLES



Residents may store bikes in bike racks located within their car park spaces. There are also bike racks located on Basement 4, next to the Arcadia lift core.

BICYCLE SECURITY

Bicycle theft is common. Queensland Police has created an online portal for community members to record their bike serial number, which is critical for identification of an owner when a bike is recovered. In the event a bike is lost or stolen, the owner can retrieve the details / serial number of their bike and supply that information when reporting the theft or loss to the police.

<https://mypolice.qld.gov.au/southbrisbane/west-end-serial-hub/>

Be aware that LivKey, the Body Corporate or West Village are not responsible for the security of your bike.

IT IS RECOMMENDED THAT YOU SECURE YOUR BIKE WITH A HIGH QUALITY LOCK, EVEN IF IT IS STORED IN A SECURE CAR PARK AREA. POLICE RECOMMEND THE USE OF A U-LOCK.

BICYCLE STORAGE

Residents must not store or leave bikes in areas outside of dedicated bicycle storage areas, including in common areas.

BICYCLES IN LIFTS

You are permitted to take your bike in the lifts for the purposes of entering and exiting the building. When taking a bicycle into a lift, please be considerate of other residents and take care not to cause any damage or marks, especially from tyres or handlebars.

BODY CORPORATE



THE BODY CORPORATE OF ALTURA IS MADE UP OF ALL APARTMENT OWNERS IN THOSE BUILDINGS.

As an apartment owner, you are automatically part of the Body Corporate and are responsible for how the building is managed and for financial contributions to maintenance of the common property.

All areas within the building which do not form part of an individual apartment lot are common property, such as the entry lobby, lifts, egress area of the car park, building structure and services. The common property is owned and managed by the Body Corporate, and all owners contribute financially to the maintenance of these areas.

The Body Corporate must comply with the Body Corporate and Community Management Act 1997 (the BCCM Act) and regulations.

BODY CORPORATE STRATA MANAGER - SSKB

The Body Corporate Strata Manager is appointed by the Body Corporate at their Annual General Meeting (AGM). The Body Corporate has appointed SSKB (<https://www.sskb.com.au/>) as administrator of the Body Corporate.

The administrator's responsibilities include:

- Convening, recording and attendance at formal meetings
- Maintaining all accounting records, bank accounts, collecting levy contributions, issuing levy notices etc.
- Routine communication of important information to owners and correspondence between owners and the committee
- Insurance renewal, valuations, and lodgement of claims
- Maintenance of the Body Corporate Register, supervision of the common seal
- Preparation of Body Corporate certificates
- Generally implementing the decision and instructions of the Body Corporate
- Providing guidance to the Body Corporate in the performance of its duties and functions

BODY CORPORATE COMMITTEE

The Body Corporate committee is a group of owners who represent all owners in the day-to-day running of the strata scheme and direct the building management.

The Body Corporate committee deals with all matters associated with the management and administration of the common property including:

- Maintenance, cleaning, and repairs
- Insurances (such as building, public liability, workers compensation etc)
- Control, maintenance and use of the common facilities
- Matters relating to garbage, noise, pets etc.
- Administration and sinking fund
- Consolidated rules

Any owner can nominate to be a member of the Body Corporate Committee prior to the Annual General Meeting (AGM) and all owners have the ability to vote on committee members for the coming year at the AGM.

BODY CORPORATE BUDGET

The Body Corporate Committee set a projected budget which will cover common areas for any maintenance/repair costs that they reasonably foresee will need attention in the near future. This includes, but is not limited to:

- Cleaning fees for common areas, including external windows and cleaning materials

- Electricity fees for common areas
- Lift maintenance and warranty, including lift telephone lines
- Pool maintenance including chemicals, cleaning equipment etc
- Pest control

Each owner is then charged a proportional share of this proposed budget, referred to as 'Body Corporate Levies'.

The proposed budget for the coming year is presented to all owners for acceptance at the Annual General Meeting.

BODY CORPORATE LEVIES

Body Corporate Levies are charged to each individual owner, proportionately based on the size of their apartment. Levy Notices are sent by and paid directly to SSKB and are generally issued quarterly. Late payment may result in the overdue charges and further action by the Body Corporate Committee.

Body Corporate Levies are essential to ensuring your residence and the building in which you reside is well maintained. Any queries relating to your Body Corporate levies, including updating your preferred delivery method should be directed to SSKB.

BODY CORPORATE MEETINGS

The Body Corporate Committee will meet frequently throughout the year. Residents are welcome to attend formal committee meetings as an observer or submit correspondence to SSKB for the committee's discussion and response.

The Annual General Meeting is held every year and all owners are welcome to attend or submit voting papers prior to the meeting. This is also the time that Body Corporate Committee members are voted in.

Getting involved in your Body Corporate is a great way to stay informed about the work of the committee and have an input in the way the building is managed.

WHEN TO CONTACT THE BODY CORPORATE

- To report a problem with maintenance or service in a common area
- To discuss undertaking any alterations to your apartment
- To seek approval for pets
- To report non-compliance with the building By-Laws
- To submit general communication for Body Corporate committee consideration

HOW TO CONTACT THE BODY CORPORATE

Body Corporate Managers:

SSKB

07 3010 5555

sskb@sskb.com.au

Altura Reference Code: CTS 56096

BUILDING MANAGEMENT



ALTURA IS MANAGED BY LIVKEY, LOCATED ON SITE AT 19 WILSON ST, OR BY APPOINTMENT IN THE ALTURA LOBBY. THE BUILDING MANAGERS OVERSEE THE DAILY OPERATIONS AND MAINTENANCE OF THE RESIDENTIAL PROPERTIES AT WEST VILLAGE.

Their responsibilities include, but are not limited to:

- Liaising with residents (owners and tenants).
- Coordinating and managing maintenance of the building and its common areas
- Managing security and access of the residential building
- Ensuring resident facilities follow relevant policies, regulations and codes
- Supporting the Body Corporate committee to ensure resident compliance with By-Laws
- Other duties that pertain to the building and its common areas, including the lobby, lifts, pool, BBQ areas, cinema, etc where applicable

RESIDENT CONTACT DETAILS

LivKey requires up to date contact and vehicle registration details for all residents. To update your details with LivKey, please email altura@livkey.com.au

This information is used to:

- Contact residents in the event of matters which affect the building, such as planned or unplanned outages of services including lifts and electricity; or matters relating to common areas such as the swimming pool or lobby
- Contact residents to provide assistance
- Ensure vehicles in the car park are authorised

LIVKEY CONTACT DETAILS

TELEPHONE	1300 187 361	24 / 7
EMAIL	altura@livkey.com.au	
OFFICE LOCATION	19 Wilson Street, West End QLD 4101	
OFFICE HOURS	9am - 5pm Monday – Friday	10am - 2pm Saturday Closed Sunday

Contact LivKey 24 / 7 on 1300 187 361 for after-hours assistance (fees may apply).

IN AN EMERGENCY Call 000 if the matter is life threatening or involves criminal activity.

CAR PARK



THE WEST VILLAGE CAR PARK PROVIDES RESIDENT PARKING AREAS, A RESIDENT VISITOR PARKING AREA, COMMERCIAL TENANT PARKING, AND PUBLIC PARKING FOR WEST VILLAGE RETAIL AND COMMERCIAL VISITORS.

ENTRY TO SECURE RESIDENT PARKING AREA

Altura parking is located on Basement Level 4. To access the secure resident parking area:

- Enter at 21 Mollison Street, West End and proceed past the retail ramp, to the residential ramp located under South Gallery (opposite Altura).
- Use your security access remote to open the residential ramp roller door
- Proceed through the roller door, to your designated carpark.

EXIT FROM CAR PARK

The car park exit point for residents is via the same residential ramp. The roller door will automatically raise upon your vehicle's approach.

ALLOCATED CAR PARK SPACES

If a car park was part of the Contract of Sale for your apartment, the allocated car park number and location is specified in the Community Management Statement (CMS).

A resident must only park in the car park allocated to their apartment.

Vehicles must be parked completely within the lines and must be positioned so that vehicles in adjacent spaces also have access to their space. A vehicle which is parked very close to the line may impede access to adjacent spaces.

CAR PARK RULES OF USE

- The maximum speed limit in the car park is 10 km / hr
- Vehicles must give way to pedestrians
- Follow the direction of travel as indicated by the arrows and signs
- Take care when turning corners and at intersections
- Car park users are responsible for their own safety and the safety of their personal property in the car park
- Report any incidents or accidents to:
 - Emergency services on 000 if life threatening or criminal activity *is* occurring
 - Police Link on 13 14 44 if criminal activity *has* occurred
 - Report any non-life-threatening accidents, incidents or damage in the residential car park to LivKey on 1300 187 361.

All non-urgent incidents should be reported to LivKey on 1300 187 361 or altura@livkey.com.au

CAR PARK SECURITY AND SAFETY

Although the West Village residential car park areas have secure access points, residents are encouraged to:

- Ensure vehicles are locked and that valuable items are not left in vehicles.
- Use heavy duty locks to secure storage cages and never store valuable items in storage cages.
- Make sure that bicycles are secured to designated bike racks with a heavy-duty, high-quality lock and cable - refer to the Queensland Police Service website for information: <https://www.police.qld.gov.au/vehicle-and-bike-security>

PERSONAL SAFETY

Although the West Village residential car park areas have secure access points, residents are encouraged to take appropriate care for personal safety when using the car park. Refer to the Queensland Police Service website for recommendations about personal security and safety in spaces such as basement car parks.

<https://www.police.qld.gov.au/safety-and-preventing-crime/home-and-multi-residential-security>

<https://www.police.qld.gov.au/safety-and-preventing-crime/personal-safety>

CAR PARK FREQUENTLY ASKED QUESTIONS

CAN I PLACE ITEMS IN MY CAR PARK?

Your car park may only be used for parking registered vehicles (including utility vehicles), registered motorcycles, bicycles, registered trailers, or boats on registered trailers. These must be parked within the parameters of your car park bay, with all parts of the vehicle or trailer within the exclusive use area and not encroaching other car parking bays, pathways, circulation, fire egress or access ways. Storage of items in car park spaces can create a fire hazard.

CAN I INSTALL A STORAGE CAGE OR OVER-BONNET STORAGE WITHIN MY CAR PARK?

You must not install any storage cages, cupboards, over-bonnet storage, or similar storage solutions in your car park without the written consent from the Body Corporate. For information about how to submit a request to the Body Corporate, refer to the Apartment Alterations and Renovations section.

CAN I WASH OR WORK ON MY CAR IN MY CAR PARK?

Vacuuming or general wiping down of the vehicle's interior is permitted. You must not conduct any external cleaning or maintenance / repair work on your vehicle, trailer, or bicycle, while it is in your exclusive use car park.

Emergency repairs are permitted to the extent they are required to make a vehicle or trailer mobile.

WHO CLEANS MY CAR PARK?

The Body Corporate is responsible for cleaning, maintaining, and repairing the exclusive use car parks, except where the cleaning or repair required is due to a breach of the By-Laws by the owner, for example but not limited to, grease and oil stains and spills.

It is a resident's responsibility to always keep their car park clean and clear of obstructions. If the resident is required to clean up a mess in their car park, corrosive chemicals such as chlorine, bleach or other acids are not permitted to be used. Please see LivKey for advice before attempting to clean your space yourself.

CAN I SELL OR RENT MY CAR PARK?

Selling of a car park is not permitted because it forms part of your lot. Residents may choose to rent out their car park to other residents. You can do this by contacting the LivKey office, who sometimes receive requests from residents who want to rent car park bays. You must not rent your space to non-residents as this may impact the security of the building and is in breach of the Development Approval for Altura.

ELECTRIC VEHICLE CHARGING STATIONS

There are four user-pay electric car charging stations in the retail car park located on Basement 1, near the entrance to the retail centre. To use the stations, download the edApp and follow the instructions displayed at the charging station.

Another four charging stations are located within the residential visitors area. These are communal chargers operated by Origin and are pay per use.

Residents who are considering electric vehicle charging ports for their resident parking spaces will need to seek approval from the Body Corporate. Installation costs are the responsibility of the resident and will vary significantly depending on:

- The location of the car park
- Accessibility to suitable electricity distribution
- Installation of a separate electricity meter

COMMON AREAS



COMMON AREAS ARE PROVIDED TO EACH BUILDING OR STAGE AND ARE FOR THE EXCLUSIVE USE OF THOSE RESIDENTS AND THEIR GUESTS. COMMON AREAS ARE OWNED BY THE BODY CORPORATE, AND MUST NOT BE ALTERED IN ANY WAY.

Common areas include, but are not limited to:

- The basement car park
- The lobby
- Lifts and corridors
- Podium level amenities
- The rooftop
- Any facilities provided to the building for the exclusive use of residents

COMMON AREA FACILITIES

Altura contains the following common area facilities:

Podium Level 3

- Cinema with access to shared kitchen
- Private dining / conference room with shared kitchen
- Resident's lounge and co-working space with kitchenette

Rooftop Level 23

- Pool with reef edge and sun lounges
- Day beds
- Magnesium spa
- Sunken lounge and fireplace
- Outdoor bbq and dining areas

These facilities are for the exclusive use of residents in Altura.

Residents must leave these areas clean and tidy for the enjoyment of other residents. The Body Corporate is responsible for the rules for use for common areas such as pool opening and closing times, the use of booking systems, etc.

COMMON AREA BOOKINGS

The Body Corporate committee may decide to implement a booking facility for the common areas in line with the By-Laws. Please contact LivKey for further information.

RULES FOR USING COMMON AREAS

Altura common areas are under video surveillance. Residents and guests are required to comply with the rules of use. Failure to follow the terms below, and any other terms as outlined in the By-Laws, may result in warnings or the issuance of fees:

- Common areas must be left clean and any rubbish removed.
- No smoking is permitted in any common areas.
- For the comfort of all residents, please ensure you keep noise levels down.
- Visitors must be accompanied by a resident and follow all rules and regulations.
- Children under the age of 15 must be supervised by a responsible adult.
- Pets are not permitted in any common areas (with the exception of lobbies, lifts and corridors).

- Glass and other breakable materials must not be taken into the pool enclosure.
- Doors and gates must be closed at all times, do not use objects to hold doors open.
- Do not provide access to others or allow people to follow you through doors and gates unless you know them as a resident.
- If you see any misconduct or notice any issues in common areas, please report it to LivKey.

COMMON AREAS HOURS OF USE

Swimming Pool 7am - 10pm

Barbeque 7am - 10pm

Use of the common area facilities outside of these times may result in your access being restricted or the issue of a breach notice at the discretion of the Body Corporate.

COMMON AREA MAINTENANCE

Common areas are maintained by the Body Corporate and maintenance is paid by Body Corporate Levies. If you notice any maintenance issues or have any concerns at all, please do not hesitate to notify LivKey or SSKB.

COMMUNICATION

EMERGENCY EVACUATION

ALERT TONE:

- If you hear the fire alarm sound a high-pitched BEEPING this is an alert tone.
- You should stay in your apartment and wait for further instructions.

EVACUATION ALARM

- If you hear the fire alarm sound a siren WHOOP WHOOP WHOOP this is an evacuation alarm.
- Every person in the building must evacuate immediately using the closest fire stairs.
- You must **not** use the lifts.
- People with limited mobility or special needs should be assisted to evacuate, or remain in the fire escape stairwell to wait for assistance from fire services personnel.
- If you are not in your apartment at the time, or in a common area of the building, you must still evacuate directly from your location - you must not return to your apartment before evacuating.
- You should assemble in the designated assembly area - proceed north on Little Jane Lane and left into Mollison Street.
- Do not enter the building until advised by the fire services personnel or the Building Manager that it is safe to do so.
- LivKey will assist in the instance of an emergency evacuation when possible if personnel are in the building and if it is safe to do so.
- For details, refer to the Emergency Evacuation section of this document and the building's Emergency Management Plan.

PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

A PEEP is an individualised emergency plan designed for an occupant who may need assistance to evacuate the building during an emergency evacuation. If you require a PEEP, please contact LivKey to ensure a plan is in place.

BUILDING MANAGEMENT INFORMATION

Information about the management of the building will be communicated to residents via the following methods:

- Email to residents from LivKey or the Body Corporate administrator, SSKB. Residents must make sure that LivKey has your current contact details. To update your details, advise LivKey on altura@livkey.com.au
- Posters in the lifts or common areas.
On occasion, there may be posters in the lifts which provide important information to residents about common areas and other building matters.
- Apartment intercom.
On occasion the Building Manager or Body Corporate may choose to broadcast important information to residents via the apartment intercom system

COMMUNITY INFORMATION

As one of the world's most sustainable property developers, Sekisui House Australia focuses on creating strong and vibrant communities. There are several ways residents can connect with the West Village community:

- Visit www.westvillage.com.au/whats-on for up to date information about events, activities and promotions.
- Visit www.westvillage.com.au/residents-hub/ for information for West Village residents.
- Follow West Village on social media including Facebook, Instagram and LinkedIn.

- Subscribe to the West Village email updates by scanning the QR codes below.

EMAIL NEWSLETTER COMMUNICATIONS



FOLLOW WEST VILLAGE ON FACEBOOK



CONSTRUCTION INFORMATION

West Village is a staged, master-planned project. Future construction at West Village will include multi-storey residential buildings over a period of numerous years.

The West Village Community Engagement team works with the builder to provide residents with information about construction activities.

Normal construction hours are 6:30am - 6:30pm from Monday to Saturday. Occasional after-hours works will occur with permission from Brisbane City Council and the Queensland Department of Transport and Main Roads, and in accordance with the Development Approval.

Information about construction activities at West Village is available as follows:

- Visit <https://westvillage.com.au/residents-hub/building-west-village/>
- Subscribe to the West Village Construction Update emails by scanning the QR code
- Email constructionupdate@westvillage.com.au



COMPLAINTS



COMMON AREAS

To report damage or cleaning issues in the common areas of Altura, please contact LivKey. For urgent issues, please call 1300 187 361, otherwise email altura@livkey.com.au

NEIGHBOURS

It is important that all residents are respectful of other residents in the building. If you are not comfortable approaching your neighbours directly in regard to a problem, please discuss the problem with LivKey.

NOISE

It is important that all residents are respectful of other residents in the building. If you are being disturbed by a noisy neighbour, you can lodge a noise complaint to Policelink.

<https://forms.police.qld.gov.au/launch/NoiseComplaint>

You can also advise LivKey (altura@livkey.com.au) who can contact residents and make them aware of the disturbance caused, or make a complaint to the Body Corporate (sskb@sskb.com.au).

CONSTRUCTION COMPLAINT

To report a concern about construction activities at West Village, call the 24 / 7 West Village Info Line. Messages to this service are reported to West Village's builder, Hutchinson Builders, and the West Village Community Engagement team, who then respond as required. For non-urgent enquiries, please email constructionupdate@westvillage.com.au



WEST VILLAGE PRECINCT CONCERN OR COMPLAINT

To report a concern or complaint related to the West Village retail centre or common area in the precinct, please contact the Facilities Management Team on 1300 015 138. This will reach the Colliers team who will record details of your enquiry and advise the on-site centre management team.

DEFECTS

TYPES OF DEFECTS AND REPORTING PERIODS

Queensland's building and construction industry regulator, QBCC, defines a defect as:

“Building work that is faulty or unsatisfactory, and includes, for example, work that does not comply with the Building Act 1975, Building Code of Australia or an applicable Australian Standard”.

In the most basic terms, a defect is building work that does not meet the standard defined by Queensland legislation and policy. A defect can fall into two categories:

- **Structural Defects** e.g. a threat to health and safety, affecting livability, the threat of collapse etc. An owner can submit a written complaint within 6 years and 6 months from when the work is completed and within 12 months of noticing the defect.
- **Non-Structural Defects** e.g. minor cracking, uneven surfaces, window sticking, deterioration of work, etc. Non-structural, or minor defects, are those which result from defective design, defective or faulty workmanship, defective materials, or a failure to comply with the structural performance requirements of the National Construction Code but do not cause the building to be inhabitable, collapse or result in its destruction.

If the relevant time period to report a defect has elapsed, the Builder is no longer liable and the owner cannot be supported by the QBCC or applicable QBCC insurance.

THE DEFECT LIABILITY PERIOD COVERS DEFECTS WHICH HAVE APPEARED IN THE BUILDER'S WORK SINCE THE DATE OF COMPLETION. THIS DOES NOT COVER SUPERFICIAL DAMAGE THAT COULD HAVE BEEN CAUSED BY A RESIDENT - E.G. DENTS, BLEMISHES, SCRATCHES ETC.

DEFECTS VS WARRANTY CLAIMS

Defects should not be confused with the supplier's Warranty.

Defect Claim

As a general rule, if the problem is in regard to the installation of something, it is the responsibility of the installer, being Hutchinson Builders.

Warranty Claim

If the problem is in regard to the product not doing what it is supposed to or failing to work, it is the responsibility of the Manufacturer and / or Supplier. If the warranty has expired, repair or replacement of the item is the owner's responsibility.

Please refer to the Warranties section for more information.

To assist in identifying what constitutes a defect, please refer to QBCC's guide to standards and tolerances:

https://www.qbcc.qld.gov.au/sites/default/files/Standards_and_Tolerances_Guide_0.pdf

WARRANTIES

Warranties are provided by the product's Manufacturer and/or Supplier, to cover the materials, finishes, fixtures and appliances fitted within your apartment, should they ever fail to do the job they are supposed to, or break within the warranty period. Warranty periods are at the absolute discretion of the Manufacturer and/or Supplier and will vary from product to product.

REPORTING A DEFECT

The timely notification of legitimate defects is imperative to reduce the potential for additional damage. Please ensure any defects you identify are reported at your earliest convenience, and within the Defect Period, being 90 days after settlement.

- Raise the defect with LivKey by filling out the Defect Reporting Form and emailing it to altura@livkey.com.au.

- LivKey will then arrange a time with you to inspect the defect.
- If it is deemed a legitimate defect in line with QBCC standards, Livkey will arrange for the defect to be rectified as soon as practicably possible.
- Once works are completed, LivKey will check in with you to ensure the works have been completed to a satisfactory standard, and they may ask to inspect the works.

PLEASE BE ADVISED OF THE DEFECT PERIOD BEING 90 DAYS AFTER SETTLEMENT.

WHAT IS NOT A DEFECT

The Body Corporate and owners have obligations to maintain their property, and there may be external factors which influence the building beyond the control of the builder. For example if a new building develops a roof leak as a result of a damaging storm, that may be an insurance issue and not a building defect.

Minor cracking in movement joints, shadow lines in plasterboard walls, and the junction between two finishes will occur as they are designed to do so to accommodate the settlement and drying out of the building. Natural materials like timber will move as a result of moisture changes within the material due to seasonal changes or changes in the environment.

The maintenance and / or replacement of items which are subject to wear and tear, are not covered by a build warranty as these items / components will require replacing / maintenance at regular intervals, or are defined as consumable items. Rectifications / replacement of these items are the responsibility of the owner. These are not defects.

General wear and tear items include, but are not limited to:

- Motors, filters, fans, sealants, tap washers, light bulbs, seals

For more details regarding defective building work, please refer to QBCC's 'Standards and Tolerances Guide' available from the QBCC website - http://www.qbcc.qld.gov.au/sites/default/files/Standards_and_Tolerances_Guide_0.pdf

ROLE OF LIVKEY IN DEFECT RECTIFICATION

As the dedicated on-site Building Manager, LivKey is generally responsible for maintaining common property, gardens and grounds, arranging service contracts, etc.

LivKey is not responsible for rectifying building defects, however they may assist owners by:

- Being aware of any building defects on site
- Recording any defects reported by owners to the builder or body corporate (as required)
- Notifying the builder of any defects and rectification requests within the DLP period
- Being aware of any action the body corporate is taking
- Liaising with the builder, their trades, or any subcontractors to conduct works and / or inspections on site
- Keeping the Body Corporate committee informed of any change to the condition of common area defects and any work being carried out to common areas

DELIVERIES



ALTURA RESIDENTS MUST FOLLOW THE PROCEDURES IN REGARD TO ARRANGING AND RECEIVING DELIVERIES TO ALTURA.

This is to ensure:

- The security of the building is maintained
- Your delivery does not create inconvenience for other residents or affect common areas
- Your delivery can be received in a timely and safe manner
- Your delivery is not at risk of theft

DELIVERY DRIVER PARKING SPACE

For small deliveries, please instruct the driver to enter Little Jane Lane at 21 Mollison Street and use the pull-in bays located in Little Jane Lane.

DELIVERY OF MEALS, GROCERIES AND MEAL PREPARATION BOXES

ALTURA RESIDENTS MUST MEET DELIVERY DRIVERS OUTSIDE THE LOBBY ENTRY DOOR.

FOR BUILDING SECURITY, RESIDENTS MUST NOT PROVIDE UNESCORTED PERSONS ACCESS INTO THE LOBBY OR A RESIDENTIAL FLOOR.

IF ORDERING MEAL PREPARATION BOXES IT IS REQUESTED THAT YOU ARE AVAILABLE AT THE TIME OF DELIVERY TO COLLECT THEM.

DELIVERIES TO YOUR APARTMENT

For deliveries to your apartment, residents must meet the delivery driver at the loading dock or lobby and escort the delivery personnel into the lift and to your apartment. Delivery personnel must take care not to damage walls, doors, floors or lifts with trolleys or packages.

LARGE ITEMS AND FURNITURE DELIVERY

For deliveries of single large items such as furniture or appliances, you must contact LivKey in advance to confirm availability of the loading dock. Please see the Moving Guide section for further information as the same requirements apply, including the use of the padded lift. LivKey will not lock off the lift for deliveries unless the expected duration of the delivery is more than 1 hour.

EMERGENCY SYSTEMS AND PROCEDURES



EMERGENCY EVACUATION

ALERT TONE:

- If you hear the fire alarm sound a high-pitched BEEPING this is an alert tone
- You should stay in your apartment and wait for further instructions

EVACUATION ALARM

- If you hear the fire alarm sound a siren WHOOP WHOOP WHOOP this is an evacuation alarm
- Every person in the building must evacuate immediately using the closest fire stairs
- You must not use the lifts
- People with limited mobility or special needs should be assisted to evacuate, or remain in the fire escape stairwell to wait for assistance from fire services personnel
- If you are not in your apartment at the time, or in a common area of the building, you must still evacuate directly from your location - you must not return to your apartment before evacuating
- You should assemble in the designated assembly area - proceed on Little Jane Lane towards Mollison Street and left into Mollison Street.
- Do not enter the building until advised by the fire services personnel or the Building Manager that it is safe to do so.
- LivKey will assist in the instance of an emergency evacuation when possible if personnel are in the building and if it is safe to do so.
- For details refer to the Emergency Evacuation section of this document and the building's Emergency Management Plan.

PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

A PEEP is an individualised emergency plan designed for an occupant who may need assistance to evacuate the building during an emergency evacuation. If you require a PEEP, please contact LivKey to ensure a plan is in place.

EMERGENCY MANAGEMENT PLAN

The Body Corporate is responsible for maintaining an Emergency Management Plan and ensuring that all residents are adequately advised of fire safety procedures. At Altura, the Emergency Evacuation procedures are posted on every level near the fire stairs door.

Residents must:

- Ensure you and other residents in your apartment are familiar with emergency management plan(s) and evacuation procedures established by the body corporate
- Note the nearest fire exit to your apartment
- Make sure that fire doors remain closed at all times

The building is required to undertake an annual practice emergency evacuation. Residents will be advised in advance by LivKey when the practice is scheduled.

FIRE PROTECTION SYSTEMS

The Body Corporate is responsible for the repair, maintenance and annual fire certificate of all building fire services, such as fire doors (including your apartment entry door), fire stairs, sprinklers, audible warning system, fire extinguishers, fire hose reels, common area smoke detectors, manual call points, emergency lighting etc.



Fire protection services provided within Altura comprise:

- Automatic fire sprinkler system (all areas)
- Automatic 240v smoke alarms (residences)
- Automatic heat detection system (linked to the emergency warning and intercom system)
- Automatic emergency warning and intercom system (all areas)
- Fire extinguishers on every level in the Fire Extinguisher cabinets on each level
- Fire hydrants located on every level in each fire stairwell
- Fire hose reels (basement car parks only and corridor of every level)

The Body Corporate and Building Manager will arrange access to each apartment for the annual inspections of these services. In the event of the operation of the automatic fire system, the Emergency Warning and Intercom System will operate to direct your evacuation from Altura.

Please note that if your actions are found to be the cause of a fire alarm, you may be held responsible for all associated costs including attendance by the fire brigade. Residents must not tamper with or alter any part of the fire protection system for the building, including in your apartment.

Please note that your apartment door is fitted with smoke seals and contributes to the fire protection system for the building.

COMMON AREA SMOKE DETECTORS

There are smoke detectors located in common areas of the building including hallways, foyers and indoor recreational areas, and are owned and maintained by the Body Corporate.

If you see or smell fire or smoke before the smoke detectors are activated, immediately telephone Emergency Services on 000. You may also activate the building emergency evacuation alarm by pushing the manual call button located at the entrance lobby foyer, near the exit button.

Smoke detectors in common areas are connected to the Queensland Fire and Emergency Service. If these alarms detect smoke and are activated, then the fire services will attend the building. Therefore, if you have smoke in your apartment from a source such as cooking or cigarettes, you must not open your apartment entry door to disperse the smoke as this may activate the common area alarms and call out the fire service. If your actions are found to be the cause of a fire alarm call out, you may be held responsible for all associated costs including attendance by the fire service.

APARTMENT SMOKE DETECTORS

Owners must refer to the detailed operating instructions for smoke detectors provided in the Owner's Electrical Operation and Maintenance Manual.

All apartments have a hard-wired smoke detector installed in multiple locations on the ceiling. The detectors are connected to the apartment's electrical circuit and also have a backup battery system in case of power outages.

**EACH OWNER IS RESPONSIBLE FOR MAINTAINING THE SMOKE DETECTORS WITHIN THEIR APARTMENT.
SMOKE DETECTORS MUST NOT BE REMOVED FROM THE CEILING.**

The smoke detector will emit a loud alarm tone when activated by smoke; the tone continues until the smoke source is removed and a pre-set (non-adjustable) time has expired. Smoke alarms can be activated by cigar / cigarette or pipe smoke, burning toast and high levels of steam from bathrooms or kitchens.

Always operate the range hood to remove cooking smoke and steam when cooking. **If cooking smoke occurs, you must not open the entry door to your apartment because smoke dispersed into the common hallways could activate attendance by the fire brigade.**

Any contractors engaged should also be aware that sanding equipment and heat equipment may also activate smoke detectors and result in attendance by the QFES. You should seek advice from the Body Corporate or Building Manager before commencing any work.

APARTMENT SPRINKLER SYSTEM

If a fire is detected within a residence, the sprinkler system within the residence may be activated to control the fire from spreading throughout the building. Residents should confirm their apartment insurance includes damage from emergency sprinkler systems.

MANUAL FIRE SERVICES CALL BUTTON

If you see or smell fire or smoke in any location before the smoke detectors are activated, immediately telephone Emergency Services on 000. You may also activate the building emergency evacuation alarm by pushing the manual call button located at the entrance lobby foyer, near the exit button.

INTERCOM



Owners should refer to the detailed operating instructions for the intercom provided in the Owner's Electrical Operation and Maintenance Manual.

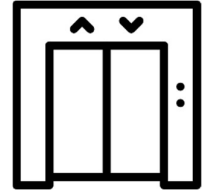
When your intercom rings, 2 buttons will appear on the screen.

- **'Talk'** will enable you to speak to the person outside.
- **'Unlock'** will open the nearest door / gate and your level in the lift. Once you press the 'Unlock' button your visitor will have access to your level via the lifts. Your visitor will have 10 minutes to proceed to your level before access is locked again.

Please do not change any settings for the intercom because this may affect its function. If a callout is required to fix an intercom which has been adjusted by a resident, the resident will be responsible for the cost of the callout.

Intercom systems may also be used occasionally by the building managers or Body Corporate to communicate important information.

LIFTS



THERE ARE THREE PASSENGER LIFTS LOCATED WITHIN ALTURA.

To call a lift, press the lift call button. When inside the lift, pass your access fob near the proximity reader and then press your floor number. Your access fob will only allow access to residential car parks, common areas and your residential level.

LIFT SECURITY AND ACCESS

The lifts are programmed to provide access to Altura levels as below:

Car Park Levels:	Secure fob access for all residents
Ground Level Lobby	Open access (no fob required)
Podium Level 3	Secure fob access for all residents
Levels 4 to 22	Secure fob access for residents to your apartment level only
Rooftop Level	Secure fob access for all residents

The lifts are an important security measure for residences in Altura. If a person in a lift does not have a security fob to access a residential level, a resident should not provide them with access to that level.

If a resident has concerns about a person gaining unauthorised access to a residential level in Altura, the resident should:

- Call the Police on **000** if the situation is life threatening or a breach of security
- Call LivKey on 1300 187 361

BOOKING A LIFT

For large deliveries such as furniture, or for use that requires a longer timeframe such as moving in or moving out, you must contact LivKey to book the lift for your use.

For more information see Moving Procedures.

LIFT PROBLEMS

In the event of a lift failure when you are inside the lift, press the call button with the telephone sign and hold it for five seconds. A call will then register to the lift company emergency call centre. You will then be able to communicate with the emergency service via a microphone and speaker fitted in the control panel.

RESIDENTS ARE NOT AUTHORISED TO ARRANGE A CALL-OUT BY THE LIFT COMPANY. PLEASE CONTACT LIVKEY PROMPTLY IF THERE IS AN ISSUE WITH THE LIFT.

LIFT USE DURING EMERGENCY EVACUATIONS

The lifts must not be used during an emergency evacuation such as a fire. Residents who are able must use the fire stairs.

LOADING DOCK

ACCESS TO THE LOADING DOCK IS VIA THE BUILDING LOBBY.

This is a shared loading dock, for retail, commercial and residential use. Generally, the loading dock roller door remains open. Should you find the loading dock roller door is closed, please contact Centre Management, Colliers on (07) 2112 2761.

The Altura bin room located in the loading dock, on the opposite side of the driveway, holds the large bins for use by residents to dispose of large rubbish items and recyclable materials such as cardboard.

Residents must take care when accessing the loading dock. Children under 15 years are not permitted in the loading dock.

Residents must not leave large waste items such as unwanted furniture in the bin room or loading dock. Any resident found to be leaving items in these areas may be fined.

See the [Deliveries](#) section for details regarding the use of the loading dock for furniture and other large deliveries.

MAIL AND PARCELS

MAILBOX

Each Altura residence is allocated a numbered mailbox for general mail and is provided with a key for that mailbox. The mailboxes are located on the ground floor, adjacent to the Altura lobby entrance. Please clear your mailbox regularly.

SMALL PARCELS

Residents are responsible for the collection of mail items and parcels which do not fit into their mailbox.

LivKey, the Body Corporate and other residents are not responsible for ensuring the security of unattended parcels.

Please note that LivKey staff are not able to receive parcels on behalf of residents.

PARCELS LEFT UNATTENDED IN COMMON AREAS SUCH AS THE BUILDING ENTRY LOBBY ARE A SECURITY RISK
AND COULD BE SUBJECT TO THEFT.

Preferred options for safe and secure parcel delivery include:

- Arrange for your parcel to be delivered to the parcel lockers provided for use by Altura residents. The lockers are located on just outside of the Altura lobby, on Little Jane Lane.
- Instruct your delivery service provider to use the parcel locker. When the parcel has been delivered you will receive an automated text to advise delivery.
- Set up a free parcel delivery account with Australia Post to use their free lockers, located outside the post office at Shop 2 / 73 Russell Street, West End: <https://auspost.com.au/receiving/collection-points>

LARGE PARCELS

For deliveries of large items such as furniture or appliances, or deliveries which come in a truck or large vehicle, residents must contact LivKey to book the Loading Dock. For further information, please refer to the [Deliveries](#) section.

MAINTENANCE AND CLEANING



INFORMATION FOR OWNERS ABOUT FITTINGS, FIXTURES, WARRANTIES AND MAINTENANCE RESPONSIBILITIES FOR ALTURA APARTMENTS IS PROVIDED TO OWNERS IN THE APARTMENT OWNER MANUAL. THE INFORMATION INCLUDED IN THIS RESIDENT GUIDE IS A SUMMARY ONLY.

APARTMENT MAINTENANCE

Residents are responsible for the maintenance and upkeep of their apartment including but not limited to:

- Fittings such as tapware, sinks and shower screens.
- Fixtures such as sliding doors, windows, cabinetry
- Surfaces such as flooring, carpet, tiles and bench tops.
- Appliances such as ovens, dishwashers, and clothes dryers.

Please note that warranties may be voided if maintenance guidelines are not followed. Refer to the following documents for more information:

- Operating Instructions
- Warranty Cards
- Maintenance Guide

These documents can be found in:

- Owner Apartment Manual
- Maintenance Guide
- Maintenance Cleaning Schedule for Residents/Owners

COMMON AREA MAINTENANCE

It is the responsibility of the Building Manager to ensure that the building, its structure, and all common property services and equipment are maintained regularly to ensure they are kept in good condition and reliable operation.

Corrective maintenance or repairs that may be required to the building and / or common property are the responsibility of the Body Corporate with the assistance of the Building Manager.

If you identify any damage or deterioration of the building or its services and equipment, please contact LivKey who will arrange for the necessary repairs with Body Corporate approval.

MOVING GUIDE

GUIDE TO BOOKING YOUR MOVE-IN

Congratulations on your new home in Altura, we look forward to welcoming you to the West Village community. The onsite management team, LivKey, is here to ensure your move to West Village is as seamless as possible.

Please follow the below steps prior to your intended move-in date.

BOOK YOUR MOVE-IN TIME SLOT

In order to ensure the loading dock is free and a lift is locked off for your use, residents are required to book a move-in date and time slot with LivKey a minimum of 48-hours prior to your intended date and time. Residents and/or contractors who arrive without a prior booking may be denied access.

Once your settlement has been completed, you will be provided with log-in details to our Building Management Software, 'MYBOS'. To book a time slot, please log-in and do so under 'Amenity Booking'. All bookings are subject to a confirmation email from LivKey.

Move-ins are facilitated from Monday to Saturday.

Monday – Friday – 8:30am to 5:00pm

Saturday – 10:00am to 2:00pm

WELCOME TOUR

LivKey are pleased to provide new residents with a 30-minute welcome tour which will provide you with an overview of your new home and community, including:

- How to use the appliances
- How to navigate the intercom and air-conditioning panels
- Where to locate your services / electrical box
- Common area facilities
- Car park and storage cage location
- Loading dock location

Welcome tours can be booked through the 'MYBOS' system, under 'Amenity Booking'.

Once the above steps are complete, you are ready to move into your new home! Please find some useful information for your move on the following page

TIPS FOR MOVE-IN

LOADING DOCK

The loading dock will be booked for you during your allocated move-in time slot. Please arrange for any moving trucks / vans to park in the loading dock during your move. When unloading from the loading dock, you will have a short walk to the lift, through a 2000mm (high) x 820mm (wide) door, and into a 1500mm hallway.

LOADING DOCK HEIGHT LIMIT

Altura's loading dock caters for two trucks up to 4.5m in height.

LIFT ACCESS & DIMENSIONS

Altura has three lifts in the building for residential use. On the day of your booked move, the LivKey team will ensure one lift is locked off for your exclusive use during your allocated move-in time slot. Padding will also be installed in the lift to protect the walls of the lift during the move-in process.

Lift door: 1m wide x 2.1m high

Internal lift cavity: 1.2m wide, 2.6m high, 2m deep

FRONT ENTRY DOOR DIMENSIONS

The front entry door to your apartment is approximately 820mm wide (clear opening), and 2200mm high.

DISPOSAL OF BOXES / TRASH

It is the responsibility of the resident to ensure any moving boxes / trash is disposed of appropriately. Cardboard boxes must be flat packed and disposed of in the recycling bins located near the loading dock. Do not utilise the rubbish chutes for cardboard boxes.

PROTECTION AGAINST DAMAGE

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

Ceilings, Walls and Doors: Take extreme care to avoid scuffing or chipping ceilings, walls and door frames.

Sprinkler Heads: Note the location of sprinkler heads and avoid knocking with furniture. Damage to sprinkler heads may cause excessive water damage and may result in call-out charges.

Flooring: Do not drag heavy objects / furniture across carpets, tiles and flooring – use appropriate moving equipment and / or carry all objects.

Weight Distribution: As part of the acoustic treatment to the apartments, some areas of tiled and timber floors are laid over an acoustic underlay. As the underlay is flexible, a protective layer of soft fabric and stiff load distribution sheeting (i.e. plywood) should be used when moving heavy furniture and whitegoods over tiles. This will prevent potential damage to the tiles and grout joints.

BEFORE MOVING DAY

ARRANGE INSURANCE FOR YOUR PROPERTY AND CONTENTS

Residents are responsible for insuring the contents of their residence. Property owners are responsible for insuring their apartment.

We recommend each owner and / or occupants seek advice from a professional insurance broker. You will need to provide some basic information about the building to assess the policy required. Please advise your broker that the building is concrete construction and includes secure fob access and CCTV in key areas throughout the building.

BOOK YOUR MOVE-IN TIME SLOT

In order to ensure the loading dock is free and a lift is locked off for your use, residents are required to book a move-in date and time slot with LivKey a minimum of 48-hours prior to your intended date and time. Residents and/or contractors who arrive without a prior booking may be denied access.

You will be provided with log in details to our Building Management Software, 'MYBOS'. To book a time slot, please log in and do so under 'Amenity Booking'. All bookings are subject to a confirmation email from LivKey.

BOOK YOUR REMOVALIST

- Check availability with your preferred removalists
- Check your preferred removalists holds comprehensive insurance including covering the cost of any damage caused to the building or your property during the move.
- Confirm availability of loading dock and move in schedule with LivKey
- Book your removalists and provide them with details of access to the building. For Altura, the delivery address is: West Village, 23 Mollison Street, Loading Dock 2.
- Ensure your removalists know the start and finish time for the move schedule

CONNECT UTILITIES

- Your utilities and services are connected to the property, and as such, account set-up is all that is required. We have secured a resident discount with our embedded network provider, WinConnect. As the air-conditioning, gas, and hot water are a centralised
- system, WinConnect is the provider. If you would like to use an alternative electricity provider, please get in contact with WINConnect to be removed from the embedded network.
- To set up your accounts, please contact WinConnect on 1300 791 970 or visit winconnect.com.au

BOOK YOUR KEY COLLECTION AND WELCOME TOUR

- Once your settlement has been completed, you will be provided with log-in details to
- book your move-in in advance. Please be advised that you must complete settlement of your property prior to collecting your keys and moving in.
- Contact LivKey for more information on altura@livkey.com.au

ON MOVING DAY

- Check in with LivKey once your removalists are close to arrival or on site
- Check with LivKey that protective padding has been installed in the lifts
- Arrange for LivKey to lock off the lift and to show your removalists the lift operation and the designated path to your apartment
- Do not wedge anything under your apartment entry door to keep it open - these fire-rated doors belong to the building Body Corporate and have special inserts underneath for fire protection, which can be easily damaged
- Supervise your removalists and record details of any damage immediately
- Please ensure your removalists adhere to their nominated schedule so that other residents can access the loading dock and lifts
- Once your removalists have finished with the lifts, please advise LivKey immediately so that staff can return the lift to normal operation for the convenience of other residents
- Notify LivKey if any damage to common property has occurred so that quotes for repair can be obtained for your removalists' insurance claim

AFTER MOVING IS COMPLETE

- Check your apartment and common areas for any damage and provide details to LivKey immediately.
- Take all rubbish down to the large bins in the loading dock. You must flatten all boxes and take care to dispose of packing using the correct bins. Refer to the Waste Management section in the Owner Manual for details.
- Update preferred delivery methods of accounts for Rates (BCC) Water (QUU) and Strata (SSKB).

CONNECTING SERVICES TO YOUR APARTMENT

The apartment owner is responsible for ensuring that all desired service accounts are connected in their name upon settlement. Failure to do so could result in extra charges from service providers.

This table provides contact details for service providers. It is important to set up your accounts with WINconnect for electricity, air conditioning, gas and hot water. Refer to [Utilities and Services](#) for details.

SERVICE	PROVIDER	CONTACT DETAILS
Electricity	WINconnect	1300 791 970 www.WINconnect.com.au
Gas	WINconnect	1300 791 970 www.WINconnect.com.au
Hot Water	WINconnect	1300 791 970 www.WINconnect.com.au
Air Conditioning (Fair Air)	WINconnect	1300 791 970 www.WINconnect.com.au
Internet	Connected Australia	1300 859 778 https://www.connectedoz.com.au/

MAIL REDIRECTION

The national mail service in Australia is Australia Post.

The building has been registered with Australia Post for the delivery of mail. If you require mail to be diverted from your existing address to your new home, you can apply for mail redirection either online or in a branch.

The nearest Australia Post store is at West End, Shop 2, 73 Russell Street, West End Qld 4104

Your address at Altura is:

[APARTMENT NUMBER]

23 Mollison Street

West End QLD 4101

For further information visit Australia Post <https://auspost.com.au/receiving/manage-your-mail/redirect-hold-mail/redirect-mail>

PETS



WEST VILLAGE IS A PET-FRIENDLY COMMUNITY. RESIDENTS MUST SUBMIT A PET APPLICATION FORM TO LIVKEY BEFORE MOVING IN OR DECIDING TO KEEP A PET.

Pets that are permitted without requiring an application include fish and any Assistance Animals (including, but not limited to, a guide dog or hearing dog).

For the comfort of all residents, pets are not permitted in common area facilities, including the pool and rooftop entertainment areas.

Pet owners must consider these requirements for keeping pets at West Village:

- Submit an application through SSKB <https://sskb.com.au/pet-application-form-qld/>
- Choose a breed which is suitable for living in an apartment
- Keep control of your pet at all times and keep them on a lead when in common or public areas
- Clean up after your pet
- Do not allow pets to use paved, concrete or tiled areas for toileting. Take your pet to suitable grassed areas for toileting
- Do not flush any pet faeces or cat litter in your apartment toilet. A resident may be held responsible for the cost to repair any wastewater blockages proven to be caused by flushing such items
- Be considerate of neighbours and other residents in regard to noise made by pets
- Seek support if your pet is not doing well living in an apartment. A local company called Doggy Day Care Brisbane can assist with any problems

PET-FRIENDLY AREAS

At West Village the following areas are pet-friendly:

- The grassed areas in The Common and Mollison Park. Water fountains are also located here for convenience. Pets are not permitted in the water play area which is used by children.

WEST VILLAGE PET CODE OF CONDUCT

Residents and visitors to West Village are asked to comply with the West Village Code of Conduct for pets. View the code here: <https://westvillage.com.au/assets/documents/West-Village-Pet-Policy.pdf>

ELECTRICITY OUTAGE



AN ELECTRICAL OUTAGE OR POWER CUT COULD OCCUR AT A WEST VILLAGE BUILDING DUE TO LOCAL IMPACTS SUCH AS STORMS OR ACCIDENTAL DAMAGE; OR OTHER REASONS SUCH AS A SUPPLY PROBLEM FROM THE POWER STATION.

Refer to the West Village Resilience Plan for information about preparing for severe weather events in Brisbane.

ACCESS DURING AN ELECTRICITY OUTAGE

TEMPORARY ELECTRICITY OUTAGE Up to 24 hours	Lifts will not operate. Emergency lighting will operate in fire stairs, common areas and car parks. Residents can access the building lobby entrance secure door which will operate from backup battery power for up to 2 hours. Residents can access their apartment via the external doors to the fire stairs. These doors are locked from the outside so the Building Manager will be required to open these doors. Car park security gates and roller doors would be manually set to remain open.
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EXTENDED ELECTRICITY OUTAGE More than 24 hours	Lifts will not operate. Emergency lighting will operate in fire stairs, common areas and car parks. Residents can access their apartment via the external doors to the fire stairs. These doors are locked from the outside so the Building Manager will be required to open these doors. Car park security gates and roller doors would be manually set to remain open. Depending on the circumstances causing the power outage, small-scale power generation could be sourced, at the discretion of the Body Corporate, to provide residents with power to recharge mobile phones.
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PREPARE FOR AN ELECTRICITY OUTAGE

- Have a battery-operated radio and battery-operated torch in your household emergency preparation kit.
- Keep a solar powered light in your emergency kit (available from hardware stores and camping equipment stores).
- Keep a small USB battery pack charged for mobile phones.
- Take great care when using candles inside your apartment – fire and smoke detectors still work in an electricity outage.

INFORMATION IN AN ELECTRICITY OUTAGE

- Check the power service website for updates at www.energex.com.au
- Listen to AM Radio - ABC612 is the main source of information during an emergency and extended power outage (consider including a battery-operated radio in your household emergency preparation kit).
- Check the residents' Facebook group for updates.
- When appropriate, the Building Manager may use the building's emergency warning system intercom to provide information to residents during a power outage.

PROPERTY / RENTAL MANAGEMENT

PROPERTY MANAGEMENT BY LIVKEY

At LivKey, the team pride themselves on working with the same commitment and attention to detail that is synonymous with the Sekisui House Australia name.

With dedicated property managers on site, they understand your property better than anyone else, and you can be certain any queries or issues will be taken care of promptly and properly. They're meticulous when it comes to managing the complex processes and regulations involved in investment properties, including tenant selection, rent collection and maintenance .

Find out more about LivKey at <https://livkey.com.au/>

TELEPHONE	1300 187 361 24/7
EMAIL	altura@livkey.com.au
OFFICE LOCATION	19 Wilson Street, West End QLD 4101
OFFICE HOURS	9am - 5pm, Monday - Friday 10am - 2pm Saturday
IN AN EMERGENCY	Call 000 if the matter is life threatening or involves criminal activity Contact LivKey 24/7 on 1300 187 361 for after hours assistance (fees may apply)

PROPERTY MANAGEMENT BY OTHER AGENCIES

If you wish to use a different agency for your property management needs, please advise LivKey and provide your property manager's contact details. This is to ensure ease of communication between the building managers and property managers, such as issuing important notifications about upcoming building maintenance.

Please note that if owners engage external agencies for their property management, LivKey may not be able to assist the resident in certain circumstances, such as lockouts, as your nominated property manager will control the keys.

SMOKING



NO SMOKING IN COMMON AREAS

Smoking is not permitted in any part of the Common Property, including but not limited to:

- Entrance areas such as walkways and footpaths
- Lobbies and foyers
- Basements and car parks
- Recreation areas including the rooftop and podium amenity levels

SMOKING IN APARTMENTS AND ON BALCONIES

For owner occupiers, there is no building rule which prohibits smoking inside your apartment or on your balcony. However please be considerate of other residents who may be impacted by cigarette smoke near their apartments - nearby smoke could cause distress for residents who have respiratory conditions such as asthma.

If you are a tenant, you must comply with the conditions contained in your lease document in regard to smoking - your lease document may prohibit smoking inside your apartment or on your balcony. Please check with your property manager.

Residents who are affected by nearby cigarette smoke should contact the Body Corporate via email sskb@sskb.com.au.

ACTIVATION OF SMOKE DETECTORS

The smoke detectors in common areas of the building are connected to the Queensland Fire and Emergency Service. If your actions are found to be the cause of a fire alarm call out, you may be held responsible for all associated costs including attendance by the fire service.

NO SMOKING AT WEST VILLAGE

The West Village precinct is a smoke free zone, similar to other privately owned areas such as shopping centres, and public areas in Brisbane such as parks. There are no designated smoking areas on the West Village site.

STORAGE CAGE



IF A STORAGE CAGE IS PART OF THE CONTRACT OF SALE FOR A RESIDENCE, THE ALLOCATED EXCLUSIVE USE LOCATION IS SPECIFIED IN THE COMMUNITY MANAGEMENT STATEMENT (CMS).

You must not install any storage cages, cupboards, over-bonnet storage, or similar storage devices in your exclusive use area unless you have first obtained written consent from the Body Corporate.

A resident must only install a storage cage in the allocated exclusive use location, with prior written approval by the Body Corporate.

STORAGE CAGE RULES FOR USE

Residents should not store the following items in storage cages:

- Combustible materials such as fuel and gas cylinders
- Food and other perishable items / materials / substances that may cause odours
- Anything that may interfere with the fire sprinkler system e.g. stacking boxes up that may obstruct the sprinklers. Items including shade cloth should be a minimum of 50cm lower than the fire sprinkler to ensure effective operation in the instance of a fire.

Items must stay within the cage and must not be hung or leaned against the outside of the storage cage.

Storage cages are not supplied with interior lighting, electricity outlets, water supply or locks. It is recommended that you keep a torch (flashlight) in your storage cage as there may not be any lighting available.

**STORAGE CAGES ARE NOT DESIGNED TO BE WATERPROOF, DUST PROOF OR PROVIDE A HIGH LEVEL OF SECURITY.
DO NOT STORE VALUABLE OR PERISHABLE ITEMS IN STORAGE CAGES.**

**ON OCCASION A STORAGE CAGE COULD BE EXPOSED TO MOISTURE, DUST AND RODENTS. IT IS RECOMMENDED
THAT ITEMS BE PLACED ABOVE GROUND, ON PALLETS OR SHELVING OR IN SEALED, WATERPROOF CONTAINERS.**

STORAGE CAGE ACCESS

Your storage cage may be accessed by you at any time, 24 / 7.

STORAGE CAGE SECURITY

Residents must be aware that storage cages provide a limited level of security for determined thieves. Residents are encouraged not to store valuable items in car park storage cages. Residents should ensure that their household contents insurance policy includes items stored in their car park storage cage.

Each storage cage is secured by wire fencing and can be locked with a padlock. If you would like to further secure your storage cage, contact the Body Corporate about installing black shade cloth around the inside perimeter of the cage. You must keep a space of at least 500mm around fire sprinklers so the fire system will work correctly.

CAN I INSTALL MY OWN STORAGE CAGE IN MY CAR PARK?

You must not install or remove any storage cages, cupboards, over-bonnet storage, or similar storage devices in your exclusive use area unless you have first obtained written consent from the Body Corporate.

CAN STORAGE CAGES BE SOLD OR RENTED?

You are not permitted to sell your storage cage as it forms part of your lot. You may however opt to rent out your storage space, but only to other residents of West Village. You can do this by contacting the LivKey office, who may already have a list of interested people looking for extra storage.

SUSTAINABILITY



SUSTAINABLE APARTMENTS

Sekisui House Australia has a strong focus on sustainability and has incorporated sustainable fittings and fixtures into the design and construction of Altura.

WATER EFFICIENCY

Most water fixtures in West Village apartments have a WELS (Australian Water Efficiency Labelling and Standards) rating to conserve water. Refer to the fittings, fixtures and equipment schedule for individual fixture ratings.

ENERGY EFFICIENCY

Altura has achieved an average NatHERS (Nationwide House Energy Rating Scheme) score of 7.1 stars, more than 50% above Queensland requirements. On a scale of 1-10 stars, NatHERS rates the thermal performance of a home by measuring the building's heating and cooling energy use.

Your residence has high ceilings, a large balcony and ceiling fans to allow air flow through the apartment and reduce the need for air conditioning.

Hot water supply to Altura is from an efficient gas-driven central hot water plant, located on the roof.

Electricity to Altura is supplied via WINconnect and is 100% carbon offset as part of West Village's commitment to sustainability. For more information on the West Village embedded energy network, please visit www.winconnect.com.au.

Altura has a 22KW Solar photovoltaic system on the rooftop which contributes to electricity to reduce electricity costs for common areas in the building.

For details regarding your apartment's electricity supply, please refer to the 'Utilities' section.

SUSTAINABILITY TIPS

The following link provides simple things that can be done in the home to conserve resources, reduce greenhouse gas emissions and save money on energy and water bills. For details visit <https://www.qld.gov.au/housing/buying-owning-home/energy-water-home/electricity/reduce-electricity-bill#saveenergy>

ENERGY EFFICIENT APPLIANCES

Appliances can be responsible for a lot of the energy consumption in your home. Buying a new fridge, washing machine, clothes dryer or air conditioner that is water or energy efficient may cost a little more, but it will save you money on running costs in the longer term.

When shopping for appliances, look for the [energy rating](#) and [water rating](#) on appliances. This makes it easy to see which products are the most efficient and cheapest to run. For more information, visit the [Energy Rating](#) website.

LIGHTING

- Place reading lamps near chairs to avoid lighting up the whole room.
- Open curtains and blinds to use natural lighting during the day.

STANDBY POWER

- Turn everything off at the power outlet as your appliances use power even when not in use.
- Turn off phone chargers, tablet chargers and gaming consoles when not in use as these also use standby power.

HEATING AND COOLING

- For every 1 degree of extra cooling or heating it could increase your electricity usage by around 5% to 10%.
- Open your windows and doors to create cross breezes and use fans to circulate the cool air.
- Close your doors, windows, curtains and blinds in areas you want to cool or heat, so the air stays inside.

- For cooling, set your air conditioner temperature between 24°C and 26°C.
- For heating, set your air conditioner temperature between 18°C and 20°C.
- Clean your air conditioner filter twice a year to ensure it runs as efficiently as possible.
- Improve window efficiency. Prevent heat loss or gain with well-fitted curtains and blinds to trap a layer of air next to the window. Open curtains in winter to let the sun in during the day and close them before it gets dark. Close curtains during the hottest part of the day in summer.

BATHROOM

- Turn the tap off while you brush your teeth or shave at the basin.
- Choose the toilet's half flush option as much as possible.
- Repair dripping or leaking taps promptly.

LAUNDRY

- Use cold water for machine washing - this is a common practice in Australia and there are laundry detergents which achieve great results for cold water machine washing.
- Fully load the washing machine and use an economy wash setting to save on energy use.
- Avoid using the dryer where possible - Brisbane's warm weather is great for drying clothes on racks instead of using a clothes dryer. Instead use the sun or an indoor rack placed near a sunny window to dry clothes.
- If you need to use the clothes dryer, use the low / cool setting to save energy. Clean the clothes dryer lint filter after every load and don't mix light and heavy clothes together, as they take different amounts of time to dry fully.

WASTE

- Separate your waste into recyclable collections.
- Buy less packaging.
- Don't put oils, fats or harmful chemicals down the sinks.
- Use a strainer in kitchen sinks to collect food waste.
- Choose environmentally friendly detergents to minimise nutrient loads in waterways.

SUSTAINABLE TRAVEL

- West Village is perfectly located to walk, ride and use public transport. For all information about public transport services in Brisbane visit www.translink.com.au
- Four electric vehicle charging stations and a GoGet car share service are located in Basement 1 in the West Village retail car park. Additional electric vehicle charging stations will be installed in the future.
- Bike racks are provided for residents in the car park and public bike racks are located in several places within the precinct.

SUSTAINABILITY AT WEST VILLAGE

Sekisui House launched its international environmental plan in 1999. Since that time, Sekisui House has worked to create a housing environment that is friendly to both humans and the planet and can be passed down from generation to generation.

West Village is a Six Star Green Star Community, Australia's highest rating for a master-planned precinct. To maintain this rating, West Village promotes practices that are sustainable and environmentally friendly and supports their community to uphold these values. For more details visit: www.westvillage.com.au/about-us/sustainability/

UTILITIES AND SERVICES



EACH APARTMENT IN ALTURA IS PROVIDED WITH A SEPARATE METER FOR HOT WATER, ELECTRICITY AND GAS UNDER AN 'EMBEDDED NETWORK SYSTEM' MANAGED AND OPERATED BY WINCONNECT.

ELECTRICITY

Each Altura apartment is automatically connected to the West Village embedded network. This means your electricity is purchased in bulk, at lower rates than provided to an individual account.

The electricity is generated in bulk through a parent connection in the National Electricity Market (NEM). The electricity is purchased at a bulk rate at the parent connection and on-sold to the residents at a discounted rate.

The electrical meter is located in the electrical meter / services cupboard within the corridor of your level, not within your apartment. You do not pay for the power used by other apartments.

The embedded network electricity provider at West Village is WINconnect. Residents can choose to elect an alternative provider (other than WINconnect) for electricity if desired, however the owner will need to contact WINconnect to remove themselves from the embedded network first.

The Embedded Network at West Village was implemented to provide residents with discounted electricity prices. As a West Village resident, you have access to special rates for electricity, providing you with a greater saving than achievable for an individual residential account holder.

ELECTRICITY COSTS CALCULATION

A daily supply service fee applies for all meters. Usage is recorded in kWh (kilowatt hours) and the default standing electricity tariff is applied to the usage recorded by the individual meters. As per the agreement between WINconnect and West Village, all residents at this site receive 25% off their total electricity bill.

Customers are free to compare costs and contact WINconnect if you believe you are not getting the best value for electricity after the discount is applied.

ELECTRICITY ACCOUNT

You must create an account for your electricity service. To create an account:

- The WINconnect website www.winconnect.com.au; or
- Calling the WINconnect Customer Service team on 1300 791 970

ELECTRICITY METERING AND BILLING

Electricity to your apartment is individually metered. Costs are calculated on Daily Supply and Usage.

ELECTRICITY SUPPLY

WINconnect has been contracted to establish and maintain an embedded electricity network for the property.

ELECTRICAL SWITCHBOARD

Your apartment's electrical switchboard is located inside your apartment. Owners must refer to the detailed operating instructions for the electrical switchboard provided in the Owner's Electrical Operation and Maintenance Manual.

All light, power, air conditioning, range hood, oven, dishwasher and exhaust fan circuits are protected by circuit breakers at the switchboard. For added personal protection, power points (GPOs) (including those into which appliances are plugged) and lighting circuits have a safety switch.

Should your safety switch trip for any reason, follow these steps:

- Isolate / turn off all GPOs and lights, and unplug all appliances.
- Reset the safety switch.
- If the safety switch cannot be reset, contact a licensed electrician as a fault exists with either the wiring or the switch itself.

- Turn on the GPOs one at a time or until the safety switch trips. When it trips, you have found the faulty outlet or appliance.
- Plug your appliances back into GPOs one at a time or until the safety switch trips. When it trips, you have determined the cause of the fault. Take the faulty appliance to a qualified service centre for repairs.

For safety reasons, ensure an adequate air space is left around the apartment switchboard. Do not store items in front of or in contact with the switchboard.

Please note that a licensed electrician must be engaged to locate and fix any fault with the power supply or the switchboard. Please contact LivKey prior to organising this type of work.

AIR CONDITIONING

The building has multiple centralised air conditioning units located on the building rooftop which are owned and maintained by the Body Corporate. Each apartment is responsible for their proportion of use of this system. WINconnect manages the billing for the air conditioning and then reimburses expenses to the Body Corporate.

SET UP YOUR AIR CONDITIONING ACCOUNT

To create an account:

- The WINconnect website www.winconnect.com.au; or
- Calling the WINconnect Customer Service team on 1300 791 970

AIR CONDITIONING METERING AND BILLING

As this centralised system draws power from the Common Area supply, the air conditioning system individual meters air flow to each apartment and provides the Body Corporate with the ability to recover the air conditioning costs from each occupied unit. You will receive an invoice from Fair Air, typically monthly.

Usage is recorded in kWh (kilowatt hours). The default standing electricity tariff is applied to the usage recorded by the individual meters.

AIR CONDITIONING USE

Your air conditioning system is controlled by the touch panel in the apartment. You can also use an app on your mobile phone as a remote control. For further information please read your user manual or visit <https://www.airtouch.net.au/>

AIR CONDITIONING OUTAGE OR ISSUES

For all billing related enquiries, please contact the WINconnect Customer Service team on 1300 791 970.

For issues with the functionality of your air conditioning, contact Pinnacle Air Services on (07) 5596 6512 or service@pinnacleairservices.com.au

GAS

All apartments have reticulated natural gas supplied by WINconnect.

If you have a gas supply problem call LivKey 1300 187 361.

In an emergency, if you cannot reach LivKey call APA Group 1800 427 53233

SET UP YOUR GAS ACCOUNT

You must create an account for your gas service. To create an account:

- The WINconnect website www.winconnect.com.au; or
- Calling the WINconnect Customer Service team on 1300 791 970

GAS METERING AND BILLING

Apartments do not have individual gas metering, but are charged a daily supply fee. For more information contact WINconnect.

GAS OUTAGE OR ISSUES

If you are experiencing issues with your gas appliances, contact a gas fitter or appliance repair person for investigation.

WATER

All apartments in Brisbane have water supplied through the Queensland Urban Utilities network. This water is safe to drink.

YOUR WATER ACCOUNT

Ownership of the Queensland Urban Utilities account will be transferred to you as part of your settlement. If you have any concerns about your account details or to confirm billing address and details, contact Queensland Urban Utilities on 13 26 57 (8 am to 6 pm weekdays).

WATER METERING AND BILLING

Your water bill will be broken down into multiple sections, a daily charge for water supply, actual water use charges, and a separate mandatory sewerage charge.

WATER OUTAGE OR ISSUES

Disruption to water supply is uncommon, however infrastructure maintenance works will sometimes require planned outages. Queensland Urban Utilities will typically notify residents of scheduled outages wherever possible.

HOT WATER

Each apartment is provided with continuously reticulated hot water through WINconnect.

SET UP YOUR ACCOUNT

You must create an account for your hot water service: To create an account:

- The WINconnect website www.winconnect.com.au; or
- Calling the WINconnect Customer Service team on 1300 791 970

HOT WATER METERING AND BILLING

Every residence is metered and charged individually for hot water usage as part of the bulk discount agreement with WINconnect.

HOT WATER OUTAGE OR ISSUES

Due to the nature of continuously reticulated hot water, it may take a little longer for hot water to arrive at the desired temperature. This delay is not a defect and is a normal function.

The continuous reticulated hot water plant is located on the rooftop of Altura. The plant is supported 24 / 7 by a maintenance team. If there is a building-wide hot water outage you can contact MTC Gas on 07 3834 8761 or LivKey building management.

If you are experiencing any water issues specific to your apartment, you will need to engage a plumber to investigate the cause. Contact LivKey for further advice.

INTERNET

Each apartment within West Village is provided with an optical fibre into the communication cupboard. This fibre was installed by OPENetworks Pty Ltd and enables high speed communications to each apartment. Please note *Telstra* and *Optus* are not available on this network. The owner is responsible for setting up their own internet and / or telephone service with a service provider.

West Village's preferred internet provider is Connected Australia. As part of an exclusive offer to West Village residents, Connected Australia will provide:

- Free high-speed modem and router, saving approximately \$249.95
- Same day activations / connections
- No activation fee (on any fixed term contract)

- Up to 2x faster connection (than NBN speeds on selected packages)
- 24 / 7 customer support hotline
- A free Google TV HD (valued at approximately \$79.00)

Residents can choose from a variety of packages. Contact Connected Australia for details at www.connectedoz.com.au/fibre or call 1300 859 778. Residents who do not wish to connect with Connected Australia can contact an alternative internet provider from providers listed at <https://www.opennetworks.com.au/residents/>.

TELEPHONE

Each residence is set up for VoIP (Voice Over Internet Protocol) phone connection, however it is not necessary to have a telephone service connected if you do not wish.

Residents who do not wish to use Connected Australia may contact their preferred provider. Any connection fees / account establishment fees applicable are the liability of the resident to pay.

FREE-TO-AIR TELEVISION

Free-to-air, digital television service is already connected to each residence. Please ensure that all communications hardware in the services cupboard remains plugged in and operational to ensure access to the free-to-air television signal.


PAY TELEVISION

The apartment is pre-wired for Foxtel Digital or Foxtel-IQ pay television services. Owners are responsible for any connection fees, account establishment fees or subscription fees. Contact Foxtel on 1300 785 622.

VISITORS

VISITOR BUILDING ACCESS (PEDESTRIANS)

Visitor entry to Altura is via the building lobby on Little Jane Lane or via the Kauri Lane entrance.

Visitors use the keypad located at the lobby door - the host's apartment intercom bell will sound and the resident will use the intercom keypad to unlock the lobby door and provide lift access to their apartment level. Upon arriving, guests can call their host's apartment by using the intercom near the main lobby door - press the apartment number for their host, then press the bell button . When a visitor calls an apartment, the security monitor in the host's residence will ring. Answer the call by pressing the "Answer Call" button.


To allow your guests to enter the lift lobby, press the button marked "Unlock Door". This will unlock the ground floor lobby door and the lift call button for your apartment level.

The visitor will proceed to the lift lobby and press the lift call button. Once inside the lift, the visitor should press the button for the host's apartment level. The lift will only go to the level of the host's apartment.

At departure, the lift will provide access to the lobby for the visitor to exit.

VISITOR CAR PARKING (VEHICLES)

The residential visitor car park for Altura visitors is located on Basement Level 2, and is secured by a boom gate. To access the resident visitor car park area:

- Enter at 21 Mollison Street and proceed down the retail centre ramp
- Follow the RESIDENTIAL VISITOR signs and proceed down to Basement 2
- The visitor park boom gate is straight ahead at the bottom of the ramp to Basement 2
- Proceed to the intercom near the boom gate and call the host's apartment - press the apartment number for the host, then press the bell button 
- The apartment's bell will sound and the resident will unlock the boom gate
- Proceed through the boom gate, and park in any Altura signed spaces
- When a vehicle enters through the boom gate into the visitor car park, the vehicle's registration is recorded by the car park payment system as a visitor. This means that a visitor should not be charged for parking upon exiting. If a visitor does not park in the designated visitor car park, they will be charged normal retail car park fees at exit. The retail car park is free for the first 2 hours.
- To proceed to Altura, visitors should follow the signs to the Altura lifts, and use the keypad to take the lift up to the lobby or resident's level.
- Visitors can also take the car park travelator or lift up to the ground level, and walk via Kauri Lane to the Altura lobby.
- Once the construction of the Allere buildings is complete, visitors may use Mollison Street and Little Jane Lane to access Altura.

VISITORS IN COMMON AREAS

Residents must accompany visitors in any common areas of the building including the swimming pool, gardens and resident facilities. Visitors must comply with the same rules and guidelines as residents.

Residents will be responsible for the payment of any costs associated with repairing any damage caused by a resident visitor to common property or personal property at Altura.

VISITORS LONG TERM

Residents should advise LivKey if a visitor is staying with them for a period longer than two weeks. This ensures that LivKey staff remain familiar with people who are staying in the building and that LivKey will be able to assist if a visitor requires help in the event of being locked out of an apartment etc.

WARRANTIES

Refer to the Apartment Owner Manual for warranties and all details regarding fixtures, finishes and appliances in your apartment.

To report a warranty claim, please refer to the manufacturer or supplier warranty card. If you are unable to locate these documents, LivKey may be able to assist you.

WASTE AND RUBBISH DISPOSAL



ALL WEST VILLAGE RESIDENTS ARE ASKED TO FOLLOW THE GUIDELINES FOR WASTE MANAGEMENT AND RECYCLING OF RUBBISH. THERE ARE SYSTEMS IN PLACE TO SUPPORT RECYCLING IN ALL AREAS OF THE WEST VILLAGE PRECINCT INCLUDING RESIDENTIAL BUILDINGS, RETAIL STORES AND DINING OUTLETS.

RECYCLING GUIDE

ITEM	RECYCLE POINT
Glass bottles and jars	Glass collection bin in loading dock
Paper and cardboard	Cardboard and paper bin in loading dock
Hard plastic such as food and drink containers	Recycle option in rubbish chute
Empty soft drink cans and food tins	Recycle option in rubbish chute
Soft plastic such as food wrapping and shopping bags	
Batteries	Collection bins at West Village Woolworths or Harris Farm Markets
Coffee pods	
Mobile phones	
Green waste such as plant clippings (strictly no food waste)	Green waste bin in the loading dock

Check the Brisbane City Council website for details about what can be put into the recycling bin in Brisbane.
<https://www.brisbane.qld.gov.au/clean-and-green/rubbish-tips-and-bins/rubbish-bins/bin-items>

RUBBISH CHUTE

There is a rubbish chute located in the hallway on every level of Altura. Residents must follow the rules for use so that the rubbish chute remains functional for everyone to use.

THE RUBBISH CHUTES ON EACH FLOOR ARE FOR THE DISPOSAL OF SMALL ITEMS ONLY.
IT IS COSTLY FOR THE BODY CORPORATE TO UNBLOCK AND MAINTAIN RUBBISH CHUTES
IF RESIDENTS DO NOT FOLLOW THE RULES FOR USE.

RUBBISH CHUTE RULES OF USE



KEEP IT SMALL	Only put small bags (less than 35cm and less than 2.5kg) into the chute - anything bigger than a shoe box is too big. The cost of unblocking or cleaning the chute may be charged to a resident who does not follow these guidelines.
WRAP IT	Do not put loose rubbish in the chute as it may stick to the sides.
NO MESS	Clean up any spills and use hand sanitiser.
NO GLASS OR CARDBOARD	All glass and cardboard must be taken to the recycle bins in the loading dock.
SORT IT	Use the control panel and select WASTE or RECYCLE to ensure the rubbish is sorted correctly.

SORT AND RECYCLE

Select **RECYCLE** in the rubbish chute for these small, loose items:

- Firm plastic containers
- Vitamin jars
- Paper
- Aluminium
- Aerosol cans (empty)
- Aluminium foil, including pie trays
- Food cans
- Soft drink cans

Select **WASTE** in the rubbish chute for general rubbish which cannot be recycled:

- Small bags which are smaller than 35 cm or less than 2.5 kg
- Food scraps must be wrapped
- No loose items
- No liquids
- No glass
- No heavy items
- No flammable materials

LARGE RUBBISH DISPOSAL

Large bins are located in the bind room in the loading dock. Please sort all large rubbish items.

CARDBOARD AND PAPER

Use this bin for cardboard such as moving boxes and appliance boxes - all boxes must be flattened before being placed into the bin.

GLASS

Use this bin for all types of glass including drink bottles and jam jars.

FURNITURE AND LARGE APPLIANCES

Residents must not leave large items such as furniture, mattresses, or televisions in the loading dock. To dispose of these items' residents must engage a contractor such as 1800-GOT-JUNK? to arrange removal. Please contact LivKey for advice regarding disposing of large items.

GREEN WASTE

Green waste is garden waste such as clippings from pot plants. There is a green waste bin in the loading dock. Do not put any type of food waste in the green waste bin - this attracts rodents and ants and causes odours. The green waste bin is emptied fortnightly by the garden maintenance team.