

Owners Apartment Manual

One Coburg Quarter Apartments

11 Urquhart Street, Coburg



Rev 01

One Coburg Quarter - Apartment User Manual

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1. Introduction

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

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

Please Note: There are automatic fire sprinklers throughout the building, it is especially important that sprinkler heads are protected from damage. **DO NOT HANG ANYTHING FROM A SPRINKLER HEAD.** A broken sprinkler head could cause considerable water damage to the apartment building. The Fire Brigade will be automatically called! The Fire Brigade may charge for unnecessary attendance. Current charges for unnecessary Fire Brigade attendance are \$1,950.50 every 15 minutes or part thereof for every fire truck out of the Fire Station with a minimum of two trucks deployed

2. Contact Details

2.1. Building Defects Contacts

For all building defect enquires during the defect liability period of twelve (12) months please fill out the defect item form and email:

CoburgQuarter@arc3.com.au

The defect liability period expires for the building as per the dates below:

25th of June 2022. (12 months after PC)

Please note defect enquiries during the twelve-month period MUST be filled out using the defect item form and can only be lodged through the above email address above.

2.2. General Contact Details

Plumbing:	Core Plumbing	Telephone:	1300 881 001
Mechanical:	Cold Flow	Telephone:	(03) 8572 1250
Electrician:	Surelink Electrical	Telephone:	(03) 9457 5122
Fire Sprinkler System:	Paramount Fire Protection	Telephone:	1300 212 162
Fire Detection System:	Surelink Electrical	Telephone:	(03) 9457 5122
Builder:	Arc 3	Telephone:	(03) 9830 7788

PLEASE CHECK YOUR CIRCUIT BREAKERS BEFORE CALLING THE ELECTRICIAN

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

General maintenance is not provided for only defective workman ship or materials.

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2.3. After Hours Contacts

For all after hours queries, please contact:

Owners Corp: Owners First

Andrew.McMillan@ownersfirst.com.au

Ph:1300 556 550

3. Moving In

To schedule your move in or out of the building, please contact your Owners Corporation a minimum of 2 days in advance using the form in Appendix G.

The Owners Corporation will arrange for the protection blankets to be installed in the lift to assist in preventing damage from occurring.

Please note that the building has CCTV systems in place, and any damages to the building will be repaired at your cost.

4. Building Access and Security

4.1. Overview

The building is fitted with an intercom system servicing all apartments throughout via the ground floor main entrances and car park entrances. These systems allow remote opening of the secure pedestrian entry doors located in the main entrance on the ground floor of the building. Each apartment intercom system is located on the wall in the apartments. Pedestrian access for all apartments is via the East lobby entrances.

See Appendix F for more information regarding this system.

4.2. General instructions

4.2.1. Visitor at Pedestrian Entry Doors Ground Level

A visitor is to follow the on-screen instructions to call the desired apartment. Once the occupier has received the call & 'buzzed' the visitor in, the visitor can enter the building. Lift access to the relevant level will be available for a period of 2 minutes. The visitor should then simply select the level of the occupiers' apartment and they will be granted access.

4.2.2. Pedestrian Occupier Entry

Occupiers are granted access to the building via their security access fob which should simply be swiped on the intercom receiver.

4.2.3. Apartment Intercom

Please refer to Electrical Operations Manual and Intercom Operating Instructions.

4.2.4. The Occupier or Visitor Leaves the Apartment

The relevant party should simply head to the Ground Level and press the exit button near the lobby doors to exit the building. Occupants should only exit the building via the car park gates whilst driving in a car. Walk through access should be via pedestrian doors only.

4.2.5. Car Park Vehicle Entry

The basement car park (Southern side) can be entered via Urquhart Street. This entrance gives access to all three levels of basement car parking. Vehicles entering the carpark cannot exceed 2.1m.

To enter the car parks, the occupier must use their remote to open the basement gates. The gates will then close automatically behind an entering vehicle.

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To leave the car park, the occupant must drive towards the gates and come to a stop just before the yellow line painting on the floor. The gates will open automatically, and close shortly after they have departed.

The car park entry gate uses photo-electric sensors to ensure the gate does not close on cars which are between it.

Each apartment number is painted on floor indicating the allocated car parks, and there are no visitor allocated car parks available.

4.3. Keys

The following table indicates keys issued to the Building Manager:

Key	Number	Access to the following
Proximity reader (electronic key tag)	4 no.	Building entry
Services/Maintenance/mailbox/Cleaners Key	2 keys	Service Cupboards & Rooms

The following table indicates keys issued to owners:

Key	Number	Access to the following
Proximity reader (electronic key tag)	2 no/3 no.	Building entry door/ Carpark entry
Apartment Key	2 keys	Apartment entry door
Mailbox	2 keys	Apartment mailbox
Window & Sliding Door Key	2 keys	Windows & Sliding Doors

*Any new FOBS required will need to be ordered through Owners First on (03) 1300 556 550

*Apartment, services and maintenance keys and cylinders to be ordered through LSC on (03) 93297222

*Mailbox replacement keys can be ordered through Sunlight Letterbox on (03) 9793 5711

5. Utility Services

5.1. Electricity

5.1.1. Connection

The Electrical supply to the apartments is via an Embedded Network. For information on how to connect, please refer to the information from Origin Energy in Appendix A.

5.1.2. General

Electricity is individually metered to apartments. The apartment meters are located within the Electrical service cupboards on each level, which are then individually wired through to the switchboard located within the apartment. The board is fitted with circuit breakers to each electrical circuit. These may trip out if a fault develops in an electrical appliance.

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

5.2. Hot water

The building has a Centralized Hot Water System. The supply of hot water use in apartments is metered & will be charged by Origin Energy Australia. Your hot water meter is located within the corridor ceiling outside your apartment and is remotely read.

Please refer to the Origin Energy welcome pack in Appendix A for instructions on how residents are to connect their gas.

5.3. Gas

Gas consumption for your Cook top is calculated by Origin Energy Australia, and the cost of this is included within your Hot Water Bill. Once you have established an account with Origin Energy for your Hot Water you will not need to make further arrangements for your Gas supply.

5.4. Cold water

5.4.1. Water Authority

The water retailer/authority is Yarra Valley Water, contact number: 1300 853 811

5.4.2. Cold water meters

Water meters and stop valves for the cold-water supply are located in the water meter services cupboards within the corridors on each level. Each stop valve is labelled with the appropriate apartment number.

5.5. NBN

The development has a NBN broadband connection, and your apartment is already provisioned for optic-fibre backed high speed internet. You can activate your account with a retailer of your choice. After an account has been established plug in and configure the NBN compatible router into your data wall socket and you will be connected to the Internet. See Appendix A for more information.

5.6. Freedom Internet

Your apartment has Freedom Internet available for quick and easy connection to a Wi-Fi service. For information on how to connect, please refer to Appendix A.

6. Fire Safety Systems

6.1. Centralized Fire Alarm & Occupant Warning System

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

- Any sprinkler head activation.
- A common area smoke detector activation.
- A smoke detector within the apartment

In the event of a fire alarm, a warning alarm tone will sound from the speakers located in the lift lobby areas and in all apartments. On hearing the warning tone, you should alert all occupiers in your apartment, turn off all gas and electrical appliances and prepare to leave the apartment. As soon as you are ready to leave and no later than when the evacuation tone sounds you should leave your apartment and exit the building as there may be malfunctions during the fire.

Do not take the lift in the event of a fire alarm. Evacuate via the stairs to the Ground Level Lobby.

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6.2. Fire Sprinklers

The building is fitted with sprinklers throughout the basements. The fire sprinkler system is under constant water pressure.

Sprinkler heads must be protected from damage. Do not hang anything from a sprinkler head. A broken sprinkler head could cause considerable water damage. It will also mean that the Fire Brigade will attend. The Fire Brigade will charge for unnecessary attendance.

6.3. Fire Hose Reels & Extinguishers

6.3.1. Fire Extinguishers

Fire Extinguishers are in the common areas on each level and in the car park. Cupboards and locations are clearly labelled, and the occupier should become familiar with these locations.

6.3.2. Fire Hose Reels

Fire Hose Reels are in the Ground Floor Lobby area, and in the car park. Cupboards and locations are clearly labelled, and the occupier should become familiar with these locations.

6.4. Smoke and Thermal Detectors

Apartments and common area corridors and lobbies are fitted with smoke detectors and/or thermal detectors. In the event of smoke filling a common area, the building fire alarm system will be activated. These detectors run off the mains electrical supply and are backed-up by 9V batteries. Batteries should be replaced every year at the start, and end of Daylight savings.

In the event of smoke within an apartment (burnt toast, etc.), it must be expelled through an open window or door and not into the main corridor. Should smoke be expelled into the corridor, it will cause the smoke detector to activate a fire brigade call-out. The cost of the call out (currently \$1,750) will be charged to the occupier who has caused the false alarm.

6.5. Fire & Smoke Doors

Fire doors are clearly marked and must not be held open or obstructed in any way. This includes the doors to the following areas:

- Apartment Entry doors
- Fire isolated Stairwell doors
- Lobby doors
- Service doors
- Smoke doors within the residential corridors from L1 - L7.

7. Heating, Cooling and Ventilation Systems

7.1. Heating and Cooling

Your apartment is fitted with a reverse cycle Air-Conditioning system in the living area. This is controlled via a remote which was provided at handover.

For instructions on how to use the system, please refer to Appendix D.

7.2. Bathroom Exhaust

The bathroom & laundry of each apartment is mechanically ventilated by an extraction fan mounted in the ceiling space. The fan is activated with the light switch. Please note that when a fan is turned on in the bathroom, the fan will run and ventilate this room. The fan will continue to run for 7 – 10 minutes after the light switch has been turned off to further ventilate the room.

To ensure correct operation of the Exhaust System:

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

Note that apartments ventilate to balconies and odors may enter apartment if balcony doors are left open.

For Faults with the fan system please call Coldflow, details at the front of this manual.

7.3. Rangehood

Ventilation for the rangehood is activated when the rangehood is switched on. The expelled air is taken out of the apartment by ducts in the ceiling space. These are not the same ducts as used by the bathroom exhaust system. It is important that the Rangehoods are turned on **EVERY TIME** the cook top is being used.

For instructions on care and use of the rangehood, please refer to Appendix F.

8. General

8.1. Smoking

There is to be strictly no smoking in all common areas of the building including car parks, lobby areas, bin rooms, stairwells, and storage areas etc.

8.2. Bin Chutes & Rubbish Disposal

A bin chute is located on each level adjacent to each stairwell and can be utilized by occupants. The bin chute leads to the Bin Room located in the Basement Level and is to be used only for general waste and recycling.

Occupants of the building must bring all general rubbish & recycling to the bin chute and place it in the appropriate bin.

The rubbish collectors can access the Bin Rooms in the basement level via mechanical doors.

Hard rubbish is not to be placed in the bin chute rooms.

Please note the following.

- All general waste & recycling must be sorted by the occupant prior to being placed in the relevant bin.
- Rubbish must be contained in sturdy, tied bags.
- Cardboard boxes should be tied up in small parcels.

8.3. Mailboxes

For collection of mail, the mailboxes can be found in the Mail Room located in the entrance lobby on ground floor off Urquhart Street.

Each resident will be provided with 2 sets of mailbox keys.

*For replacement keys, contact Sunlight Letterbox Group on (03) 9793 5711

8.4. Bike Parking

Bike parking has been installed in various locations across the ground floor for use by building occupants. There are a total of 57 spaces with 20 of these allocated to visitor parks.

8.5. Storage Cages

All apartments have an allocated storage cage located within ground floor, basement 1 and basement 2, generally relative to their car park location.

All items are to be stored within the storage cages and not left in car parking spaces. Any items found being stored outside of a storage cage may be disposed of by the Owner's Corporation.

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Owners Corporation is to undertake regular inspections to ensure that storage cages are not overloaded and maintain 500mm clearance of all fire sprinklers to avoid obstruction in the event of a fire. This is a building compliance issue and needs to be undertaken at least every 12 months with a record be kept of inspections. The Owner's Corporation is to take IMMEDIATE action and notify the occupants if any items are stored within 500mm of the fire sprinklers. No items are to be stored on top of the storage cages.

Please also note, that the basement is designed as a "wet basement". The basement walls are not waterproof, and at times there maybe water egress into the basement. There is a spoon drain around the perimeter of B2 which is designed to capture and drain away any moister that enters through the basement walls. **IT IS STRONGLY RECOMMENDED THAT YOU DO NOT STORE ANYTHING THAT IS MOISTURE SENSITIVE DIRECTLY ON THE BASEMENT FLOORS OR AGAINST THE BASEMENT WALLS.**

9. Finishes & Care Instructions.

9.1. General finishes

Information on General Finishes, Electrical Fixtures and Fittings, and Plumbing Fixtures and Fittings can be found within Appendix B.

9.2. Care instructions

General care instructions for Flooring, Joinery, Tiles, Stone, Shower Screens, Splash-backs, and Robes can be found within Appendix C