

# Sydney Wharf



## RESIDENTS' HANDBOOK



**Website:** [sydneywharfapartments.com](http://sydneywharfapartments.com)

# Residents Handbook

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Welcome to Sydney Wharf

The Executive Committee of your Owners' Corporation, your building and strata management have compiled this information for residents and newcomers to Sydney Wharf, so that everyone is aware of the facilities available and how to use them.

Although it contains the inevitable dos and don'ts its main purpose is to assist, inform and help you and your fellow residents to enjoy and appreciate the quality of life in one of the most beautiful finger wharf developments in Sydney.

Please contact the Executive Committee or Building Manager if you have any problems or suggestions on how to improve living at Sydney Wharf.

**NOTE: If you sell or move-out, please leave this handbook for the next occupant.**

Please be advised that the contents of this handbook are to be used for residents' general reference and guidance only and are not intended to be a legally binding document creating rights and obligations, nor are the contents of the handbook intended to contain legal advice. Consequently, this handbook should not be used as a source of legal obligations or rights and also should not be relied upon for legal advice. Should you have any queries, you should seek the assistance or advice of a legal practitioner.

# Important Numbers

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<i>Emergency Services</i>		
<b>Ambulance / Fire / Police:</b>		000
<b>City Central Police</b>		(02) 9265 6499
<b>Water Police (general):</b>		(02) 9320 7499
<b>Water Police (Noise):</b>		(02) 9320 7421
<b>Council Rangers 24 hour hotline</b>		(02) 9265 9333
<b>SHFA (Boat Noise - Emma Donohue):</b>		(02) 8267 0710
<i>Building Management, Concierge and Security</i>		
<b>Our Building Manager:</b>	Michael Trotnar <i>Excel Building Management</i>	(02) 9660 8912
		0458 888 681 ( <b>Emergencies only</b> )
		manager@sydneywharfapartments.com
<b>Our Concierge</b>		(02) 9960 8956 0418 457 812
<b>Our Security Patrols MSS Security</b>		0418 457 812
<i>Strata Manager</i>		
<b>Our Strata Manager:</b>	Ross Devitt <i>McCormacks Strata</i>	(02) 9299 6722
		ross@mccormacks.com.au
<i>Our Executive Committee</i>		
<b>Chair:</b>	Ron Cattell	ron@m-group.com.au
<b>Deputy Chair:</b>	Elsa Skinner	elsaskinner@hotmail.com
<b>Secretary:</b>	Eric Skinner	skinnereric13@gmail.com
<b>Treasurer:</b>	Margaret Wheeler	wheeler.margaret@gmail.com
<b>EC Member:</b>	Ann King	annking@tlchome.com.au
<b>EC Member:</b>	Maria Johnson	marjohnson@bigpond.com.au
<b>EC Member:</b>	Choon Lee	drchoonleehomestead@gmail.com
<i>Other Handy Numbers</i>		
<b>Newspaper orders:</b>	<i>Central Pyrmont Newsagency</i>	(02) 9552 4581
<b>FOXTEL</b>		0425 767 606
<b>Air-conditioning</b>	<i>Tempest Air conditioning</i>	(02) 9838 9811
<b>Electrical</b>	<i>CESA City Electrical Services</i>	(02) 9700 0022
<b>Plumbing</b>	<i>Sydney Plumbing</i>	1300 730 521 (24 hour service)
<b>Miele Appliances</b>		(02) 8977 4235
<b>Gaggenau and Jennair Appliances</b>		(03) 9418 5888

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## 1. ADDRESS

The official address for Sydney Wharf is either:

Sydney Wharf 9	Sydney Wharf 8
56 Pirrama Road	56A Pirrama Road
Pyrmont NSW 2009	Pyrmont NSW 2009

Courier parcels should be addressed to the Concierge at Lobby D, Wharf 9.

### Taxis and Couriers

As Sydney Wharf is a new area, courier and taxi companies often don't have it listed in their computer systems. To assist them it may be helpful to say that Sydney Wharf is at the end of the access road that runs off the eastern end of Pirrama Road (near the Maritime Museum) between Wharf 7 and Wharf 10. Taxis can be booked through Concierge.

NOTE: We do have signage on Pirrama Rd and Sydney Wharf is now on many GPS systems including Google Maps.

## 2. ACCESS FOBS & AIRKEYS

A proximity "fob key" and "Airkey" system is installed throughout Sydney Wharf to secure the buildings and car park.

The fob (a small grey lozenge shaped item) provides access to your entry lobby, lift floor, Concierge lobby area and gym/swimming pool. It should be kept with your apartment key for day-to-day access to the Wharf.

The Airkey (Black with two buttons) will give you access to the residents' underground car park and should be either kept with your vehicle or on your vehicle key ring. Entry to the car park is on the left hand side at the end of the Sydney Wharf access road. You must be close to both entry and exit points for the Airkey to work. Button "1" is programmed to enter the car park and button "2" to exit.

### Policy:

- 1) Physical Key fobs and Airkeys are the property of individual Lot Owners. When a Lot is sold, these devices are to be passed to the new owners as part of the lot.
- 2) The programming and access privileges of each Key fob or Airkey are the responsibility of the Strata Plan and are subject to this policy.
- 3) An apartment lot owner is entitled to possess up to 6 Key fobs for apartment access. These are to be programmed solely for access to the following areas.
  - (a) That apartment's HOME STACK glass access doors (front and back)
  - (b) Lift Access to HOME STACK, HOME FLOOR
  - (c) Lift Access to HOME STACK basement
  - (d) Concierge Lobby glass entrance doors
  - (e) Lift access from Concierge Lobby to basement car park.
- 4) No other Sydney Wharf access is to be granted with the exception that an Apartment Owner who is also a MARINA owner may request Marina management to programme their Sydney Wharf Key fob or Airkey to activate one Marina Gate in accordance with Marina regulations.
- 5) An Apartment lot owner, where only ONE car space is part of the Owner's Lot, is entitled to TWO Airkeys. Where a Lot includes multiple car spaces the entitlement is ONE Airkey per Car space included in the Lot. These Airkeys are entitled to be programmed to access the Garage (in and out) as well as to have Apartment access as per the Key fobs in section 3 above.

- 6) Car space Lot owners who are not Sydney Wharf Apartment Owners are not entitled to any Key fobs but are entitled to one Airkey for every car space owned. This Airkey is to be programmed for access to the Car park (In and OUT) and (for safety reasons) for access to the Concierge Lobby glass doors and lift access from Concierge Lobby to basement car park. No other access is to be provided.
- 7) Lot Owners are entirely responsible for all Key fobs and Airkeys issued to them. If they pass such items to others (such as their tenants or guests) they remain responsible for these access devices but the EC reserves the right to revoke access at any time if loss or misuse occurs.
- 8) Ascending lift access from Basement to Ground Floor on ALL lifts is allowed without restriction for safety reasons.
- 9) Replacement or additional Key fobs and Airkeys (subject to the maximum numbers specified in sections 3 and 5) may be purchased ONLY by Lot Owners through the Concierge and will be programmed according to this policy. Newly supplied units are guaranteed for a period of 6-months after which any replacements due to failure will be chargeable to the Lot Owner. Purchase Prices for such additions or replacements will be:
  - a) Key fob \$50 + GST
  - b) Airkey \$100 + GST
- 10) In the event of the loss of an Airkey or Key fob, the Lot Owner will be required to sign a declaration of the loss and the lost unit will be deactivated.
- 11) Annual audits of Airkeys and Key fobs will be undertaken by building management and units not accounted for during this audit will be deactivated.

### 3. AFTER HOURS ACCESS FOR VISITORS

The concierge is able to safeguard spare keys and Key fobs for your apartment should you wish to have this service. Keys held by the concierge may be issued to other authorised personnel upon written instructions of the Lot Owner or registered tenant. Such service is only available whilst concierge is on duty from 7am to 7pm (Monday to Saturday).

Security guards who are on duty outside these hours do not have access to the secure key cabinet so if you require others to access the spare keys of your apartment after hours you need to arrange this in advance with the Concierge who will leave the relevant keys and instructions with the Security Guard. You will be requested to provide the visitor's name and the date and time of arrival.

Security personnel do not have access to these spare keys without this authorisation.

### 4. BALCONIES & SMOKING

Falling objects from balconies can be extremely dangerous for the residents below. Please be considerate of your neighbours and take care to ensure no objects whatsoever are thrown, dislodged or allowed to fall from any balcony. This includes cigarette butts and ash.

Please remind your visitors/guests not to flick ash and butts over balconies - these will blow straight into units below and you may become liable for any damage caused or even cause a fire!

Be considerate of your neighbours below when washing your shutters. Please ensure that you don't use a hose and that you don't make a mess of windows, shutters and deck areas below you.

The By-Laws do not permit the hanging of washing, clothing, towels or bedding on balconies. Dryers have been provided in all apartment laundries. Clothes airers are not to be visible from the boardwalks.

The By-Laws also do not allow satellite dishes or television aerials to be affixed to balconies.

Bicycles should be stored in the car park within your storeroom or parking space(s) not on balconies.

We remind residents that the view of your balconies from outside areas should be in keeping with Sydney Wharf standards (please refer to section: 'Timber Floors and Balconies for the care of your balcony).

## 5. BARBEQUES

Barbeques are permitted at Sydney Wharf but we stress that the utmost care needs to be taken in their operation, and all due consideration exercised towards neighbours. Please clean them properly after each use - and not by burning off the last barbecue's fat before starting the next one! If you can see smoke coming from your barbecue it means it's going into someone else's apartment, and could be in contravention of the By-laws and will certainly not make your neighbours happy. The following points MUST be noted:

- 1) Have a fire extinguisher kept close by in case of accidents. These can be bought cheaply from any hardware store.
- 2) Never attempt to extinguish a grease fire with water, as it will only cause the flames to flare up.
- 3) Check the grill thoroughly for leaks, cracking or brittleness before use.
- 4) Keep the grill free of grease build-up that may lead to either a fire or excess smoke.
- 5) Never add a fire starter after you've started the barbecue to speed a slow fire or rekindle a dying fire. The flame can easily flash back along the fluid's path to the container in your hands.
- 6) Never leave a lit barbecue unattended.
- 7) Keep balcony sliding and front entrance doors closed whilst Barbequing.

## 6. BICYCLES

Bicycles may be stored in car park spaces or storage cages in the basement. Please leave your bike there rather than in your apartment. Bikes are not permitted to be stored in lift lobbies or on balconies. Ensure that bicycles are secured when stored in the car park to prevent unauthorised usage or theft. Bicycles are stored at owners' risk.

## 7. BOARDWALK

Please take extreme care at all times on the boardwalk. The area is surrounded by deep water and does not have safety barriers or handrails. The area is under constant video surveillance and is monitored by regular security patrols.

### Boardwalk Rules:

- 1) No vehicles, cycling, skateboarding, scooters or rollerblading.
- 2) No consumption of alcohol.
- 3) No intoxicated, unruly or indecent behaviour.
- 4) No dogs unless ON A leash - any waste must be removed.
- 5) No diving or swimming.
- 6) No fishing.
- 7) No mooring of vessels.
- 8) No lighting of fires or barbeques.
- 9) No use of life buoys except in case of emergency.
- 10) Persons caught damaging equipment or property will be prosecuted.

## 8. BUILDING MANAGER

The Building Manager is on site from 7:30am to 4.30pm Monday to Friday. The office is located in the basement Resident Car Park near the security gate entrance on Wharf 9.



See the IMPORTANT NUMBERS page at the beginning of this handbook for contact details for the Building Manager and Concierge.

In summary Building Manager services include:

- 1) Single point of contact for all building issues at Sydney Wharf.
- 2) Manages the Cleaning contract and is accountable for the performance of the Concierge and Cleaners.
- 3) Supervises Security personnel.
- 4) Prepares a monthly building report.
- 5) Regularly inspects all floors and investigates matters referred by the Concierge.
- 6) Ensures the regular inspection and maintenance and servicing of plant and equipment.
- 7) Seeks cost-effective tenders, monitors and manages contactors.
- 8) Develops and maintains a Structural Maintenance Register.
- 9) Maintains a list of preferred trades people.
- 10) Attends to all compliance certificates.
- 11) Assists with itemisation and rectification of defects.
- 12) Takes daily pool readings and makes adjustments as necessary.
- 13) Reports breaches of the By-laws to the Executive Committee.

## 9. BY-LAWS

A copy of the by-laws for Sydney Wharf (Strata Plan 80052) can be obtained from the Concierge. As an Owner or Occupier you are obliged to read, familiarise yourself and comply with these By-Laws.

In particular we draw your attention to the following sections:

- 1) Your behaviour.
- 2) You are responsible for others.
- 3) Your Lot.
- 4) Signage.
- 5) Keeping an animal.
- 6) Common Property.
- 7) Rules.
- 8) Failure to comply with the By-laws.

## 10. CAR PARK - RESIDENT

As the Resident Car Park in the Basement is a shared pedestrian and vehicle area, the speed limit has been set to a strict SLOW 10kph. Please respect the limit imposed in order to ensure the safety and protection of your fellow residents and their property.

Be aware of tailgaters on car park entry/exit. Do not inadvertently allow someone who is not authorised to enter the car park.

The Resident Car Park is a NON SMOKING area. Please advise any builders or other sub-contractors in your care of this policy.

Please do not store fuel or other flammable liquids in the car park.

All units have at least one allocated car space. A lot number is marked on each space. Please do not park in any other resident's car space under any circumstances. A limited number of car spaces may be available for rental from residents who are not using theirs and Concierge may have this information to pass onto residents. Any financial arrangements are at the discretion of the parties concerned.

Please note that it is not permitted to rent out a car space to anyone who is not a Resident of Sydney Wharf.

If a person has illegally parked in your car space please report it to the Concierge Desk, Building Manager or after hours to Security.

The Marina has its own car spaces allocated outside the boom gate area. The Marina is a separate Strata Plan and a berth owner, occupier, friends, relatives and visitors are not authorised to use the Resident Car Park except where the berth owner also owns an Apartment and/or a Car Space.

Please note that there are no spare car spaces that Concierge can authorise for temporary use.

If you need to have a vehicle urgently removed from your space we suggest you contact the Police on 131 444 and they may be able to assist you in contacting the owner of the vehicle for them to move it.

## 11. CAR PARK - VISITOR

The Visitor Car Park (VCP) is a shared pedestrian area located between Wharf 8 and Wharf 9 and the speed limit is strictly a SLOW 10kph.

The car park has 20 spaces including two disabled spaces at the northern end. It also has additional spaces for up to six service vehicles at the southern end. Please ask your visitors to park in one of the 20 marked visitor spaces only as vehicles parked in the northern end turning area or disabled spaces will be asked to move.

The Visitor Car Park is part of the common area and is NON SMOKING to ensure lobbies are kept smoke and butt free. Please advise any builders or other sub-contractors in your care of this policy.

The By-laws prohibit use of the Visitor Car parks by owners and residents. The EC believes that a certain amount of flexibility is appropriate which can allow Owners limited use in certain circumstances. To help the Concierge/ Security staff make consistent judgments the following practical guidelines for use of this car park are provided.

- The prime purpose of the VCP is for the use of guests/visitors and contractors/staff of residents and for contractors working in the common areas of Sydney Wharf. Guests of Residents are to be allowed entry to the VCP for up to 24 hours at a time, no more than twice per week. Contractor vehicles are limited to an 8-hour stay each day and not permitted to stay overnight.
- If the VCP is congested the priorities should be in descending priorities,
  - (a) Contractors attending to common property,
  - (b) Genuine guests and contractors/staff of residents and
  - (c) Residents, subject to the following paragraph.
- Owners and residents are not allowed to use the VCP but may on odd occasions and for genuine reasons, be permitted to stop in the VCP for up to an hour provided the VCP is not congested.
- Residents are urged to limit their guests cars to a maximum of 4 at any one time in due considerations for guests of other residents in the complex. The EC reserves the rights to manage the VCP in ways it sees fit for special events e.g. NYE and if residents abuse their privileges.
- Under no circumstances are clients/patrons of the commercial lots (e.g. restaurant customers) allowed to use the VCP but contractors and tradesmen for these lots are allowed.
- Real Estate agents are allowed to use the VCP only if invited by owners and if the VCP is not congested. Display signs are not allowed in the VCP and common areas.

- Special Permits may be issued by the Building Manager for extended parking for Visitors cars if a visitor will be staying for a few days (long weekends, for instance). The Permit is to be displayed on the vehicle at all times when in the VCP. Such Permits will only be issued for a few days at a time, infrequently and not at periods of congestion of the VCP. Numbers may be limited or Permits suspended at the Discretion of The Building Manager.
- Breaches in the By-laws will be logged by concierge and security and notices affixed to offending vehicles. Repeated breaches of this By-law may result in removal of access to the VCP and/or in a fine being levied by the Consumer Trader and Tenancy Tribunal.

## 12. CAR WASHING

There is a car wash bay within the Resident Car Park to the left of the exit. Please ensure that your vehicle is parked wholly within the car wash bay so that water does not run out of that area and into the car park. The tap in the bay uses recycled water which is suitable for washing, however please do not use it for other purposes.

Please ensure you clean the area ready for the next resident and take your washing gear away with you.

Please be considerate of your fellow residents and do not occupy the bay for too long.

The car wash bay cannot be used for commercial purposes and is strictly for the cleaning of resident vehicles only.

## 13. CLEANING ADVICE

Damage can easily occur to surfaces in your apartment if incorrect cleaning materials are applied.

This is a summary of cleaning recommendations in the original owners' handbook:

### Bathroom Tiled Surfaces

Regular cleaning using cold water and a small amount of sealer applied with a cloth (the sealer is supplied by 'SOLUTIONS' Natural Clean Super Concentrate ([info@solutionsealers.com.au](mailto:info@solutionsealers.com.au))).

### Stonework

For regular/daily cleaning use cold water and a small amount of Solutions Sealer "Natural Clean". Stubborn stains may be cleaned with full strength "Natural Clean". Do not use abrasive, polishing or scouring techniques and/or equipment, as these will surely damage the stone. All spillages should be cleaned immediately to prevent any liquid penetrating the stone as it may result in permanent staining. Kitchen bench tops are to be resealed professionally every 2 years and bathroom vanity tops and floors are to be resealed every 4 years.

### Shower Screens

Clean weekly. Wipe over the surface with a mix 1 part methylated spirits to 4 parts water, with a cloth then polish the surface dry with a lint free cloth.

### Hinges on shower screens

Use soap and warm water to wash and then water rinse. Check they are tight once a year as they can work loose. Check there is always a rubber door buffer in place to protect the shower doors.

### Phosphorus Bronze Handles (shower and toilet)

Clean weekly with a soft rag and Mr Sheen.

### Stainless Steel (on all cupboard doors)

Clean at least every 6 months. Use a mix of 50/50 water and methylated spirits or Windex (not blue type) then polish with a soft dry cloth.

### Joinery (bedroom, bathroom and kitchen)

- Veneer surfaces: (cupboards, pantry and vanity) - Wipe with a damp cloth. Stains can be removed with soapy water or mild, soap-less household detergent. Completely dry with a soft lint free cloth after cleaning.
- Laminate surfaces: (inside cupboards) - Wipe over with a soft damp cloth. Stains can be removed with warm soapy water or pH neutral household detergent containing no abrasives. It may be necessary to use a nail brush if surface is textured; stains can be removed using a mild abrasive such as toothpaste applied with a soft brush or cloth).

### Window Glass

Windows and Sliding Door Glass: The use of a small amount of pH neutral detergent in water and a squeegee is recommended for glass surfaces. The manual suggests that the laminated surface on the inside of windows should not be cleaned with a squeegee.

### Sliding Door and Window Tracks

Lubricate the tracks of all opening windows and balcony doors with H4000 Silicone Spray every 6 months.

## 14. COMMON AREAS

All common areas such as hallways, lifts, lift lobbies, recreational areas, resident and visitor car park driveways must be kept free of personal belongings to avoid fire and occupational health and safety hazards. This includes items such as rubbish, doormats, rugs, shoes, hallstands and bicycles.

No Smoking is permitted in common areas and we ask that you inform your guests and trades people in your care about this policy.

## 15. COMMUNICATING WITH RESIDENTS

Residents are encouraged to attend monthly Executive Meetings. Notices of meetings and the agenda will be sent to residents before each meeting. Other notices will be sent direct to your email address by the Concierge or Building Manager, placed in your letterbox or placed in the lift noticeboards.

## 16. CONCIERGE

The Concierge is located in Lobby D at the southern-most end of Wharf 9. The Concierge is on-site from 7am to 7pm Mondays to Saturdays.

See the IMPORTANT NUMBERS page at the beginning of this handbook for contact details for the Building Manager and Concierge.

In summary, the Concierge is able to provide the following services to residents:

1. Meet and greet residents and guests.
2. Accepts, on Residents' behalf:
  - (a) Mail
  - (b) Dry Cleaning
  - (c) Parcels
  - (d) Courier and General Deliveries.
3. Administers spare keys for your cleaner or trades people.
4. Performs weekday security and trade person coordination.
5. Monitors cleaning activities and the cleanliness of all common areas and property.
6. Monitors, advises and reports on Common Area, Pool and Gym use.

7. Monitors the Visitors Car Park.
8. Monitors Removals, both in and out.
9. Check reports of damage or malfunction to equipment and either deal with it personally or report to Building Management.
10. Is the source of information on Sydney Wharf, local restaurants, entertainment and its surrounds.
11. Maintains an up-to-date list of contacts for Service Providers in the locality, including: Baby Sitting Services, Locksmiths, Taxis, Restaurants, Courier Services, Florists, Limousines, Medical Services, Newsagents, Car Rentals, Recreational & Entertainment facilities.

## 17. DELIVERIES

Delivery drivers are to use one of the six service vehicle spaces in the visitor's car park. Exceptions (e.g. for removalists and builders) must be approved by the Concierge.

Take-away food delivery drivers/scooters must park in a service bay and hand carry their delivery to a lobby. They are not to ride scooters along the footpath as this will disturb residents and is potentially hazardous to pedestrians.

## 18. EMERGENCIES

A PA speaker system has been installed in the lobby areas for the announcement of fire drills and emergencies. Please ensure you follow any directions given during alarm situations. Internal exit stairs to ground level are located via foyers, other than ground floor apartments. There are also basement car park fire stairs. The Emergency Assembly Point is Pirrama Bay Park.

Lifts should not be used in the event of an evacuation of the building.

## 19. EXECUTIVE COMMITTEE

State legislation requires Strata Titled apartment buildings to have their general affairs managed by an Executive Committee of the Owners' Corporation, a group elected annually by owners of the individual units in the building.

Please note that these are voluntary positions and EC members work hard on your behalf to make Sydney Wharf one of the city's leading luxury apartment complexes.

***Details of current members are on the inside front cover of this Handbook.***

The Executive Committee meets approximately every six weeks to discuss any management, financial and administrative issues requiring attention. Agendas are sent to mailboxes and placed on notice boards before the meeting, and minutes shortly afterwards.

Any owner is able to attend a meeting but cannot address the meeting unless the Executive Committee agrees.

Please feel free to contact a member of the Executive Committee if you have any problems, complaints, comments or suggestions for the building.

The Code of Conduct for Executive Committee members is available from the Concierge upon request.

## 20. FIRE ALARMS

Each apartment has smoke detectors fitted. Burning toast (or other culinary delights!) may set off a smoke detector. An alarm can be turned off at the smoke detector fitting. Do not open the front door of your apartment in these circumstances as the smoke will activate the building's alarm.

## 21. FIRE DOORS

Legislation requires these to be freely accessible from inside the building, but their use is for FIRE ESCAPE, not general entry to and exit from the building.

## 22. FIRE HOSES

Fire hose reels and extinguishers are located in the fire hose reel cupboard on each lobby level of each building.

## 23. FISHING

Fishing from the common area boardwalk or your apartment is prohibited.

## 24. FRESH AIR VENTS

All apartments have a fresh air vent in the ceiling, just inside the front door entrance. The purpose of this is to provide balancing air pressure to your apartment. The air comes from an intake located at the roof of the building. Sometimes smells from the outside will be noticeable. If these are not occasional and are persistent then please report it to the Building Manager/Concierge.

## 25. GARBAGE FACILITIES

Please bag and tie all small items of domestic garbage before putting into the chutes on each level.

Do not place papers, glass objects, coat hangers, bulky packages or over-sized items in the chutes.

Please double-bag particularly strong-smelling or messy items, such as oils, as these may drip on the way to the chute and damage the corridor carpet.

All articles for recycling must be placed in the recycling bins in garbage rooms. Separate recycling bins are provided for PAPER and for GLASS/PLASTIC/PET and CANS (both steel and aluminium). Please use them. Please wash any smelly recyclable items before leaving in the appropriate bin.

Please take large boxes or similar refuse down to garbage rooms located next to the lift well in the basement resident car park - particularly if you have a lot of recycling or garbage that will not easily fit down the chute or in the small recycling bins.

Please advise the Concierge if you have left a lot of refuse in the basement garbage rooms so that the cleaner can plan his workload and provide a better service to you and other residents.

Please do not flush any foreign objects down toilets, including cotton buds, nappies or sanitary towels.

## 26. HOLIDAY LETTING

Holiday letting is not permitted at Sydney Wharf:

- The By-laws state that "the development shall be for " Residential development" as defined in Sydney Regional Environment Plan No.26-City West, for permanent accommodation and shall not be used for the purposes of a hotel, apartment hotel, motel, serviced apartments, tourist accommodation or the like";
- Short Term/ Executive leasing shall be no shorter than 3 calendar months; No signs of any kind are to be displayed in relation to this type of leasing;

## 27. INTERNET SERVICE

Sydney Wharf is fortunate to have ultra-high-speed fibre-optic Internet service provided by Protected Networks. Alternatively ADSL+ Service from Telstra and TPG is also available. Apartment residents may subscribe to either of these services by contacting the following:

Protected Networks (now owned by National Voice & Data) 1300 367 205

Telstra Home Broadband 13 2200

Note that service and installation costs are the responsibility of each apartment resident.

## 28. KEYS (SPARE)

Owners/residents may leave a spare key with the Building Manager or Concierge in case they are locked out, or require a delivery placed in their apartment or to allow entry to visitors/trades people when they are not present during business hours only.

This is only allowable if it is accompanied by a completed, signed temporary access form giving the Building Manager/Concierge permission to enter the apartment with the spare key or to hand out the key to the person authorised on the form.

Any visitor/tradesperson will have to provide identification. A scanned, signed authorisation will suffice if prior arrangements have been made with the Building Manager/Concierge.

The keys will be locked in a secure key cupboard but are left at the resident's own risk.

Security staff do not have access to these keys, except in emergencies.

## 29. LAUNDRY DRYER

The type of dryer installed in apartments is self-condensing. Please do not forget to empty the condenser draw after each washing session otherwise your dryer will eventually malfunction.

## 30. LIGHTING

Lobby lights are CBUS based and programmed centrally to come on and off based on the time of day. They are also motion sensor controlled and additional lights may come on for a short period of time when you enter/exit in order to conserve and lower energy costs.

Storage areas and the garbage room in the Resident Car Park are manually switched at the wall. Please ensure you switch lights off once you have finished with them.

## 31. MOVING IN AND OUT

As there is only one lift per lobby, moves must be approved by the Building Manager/Concierge who must be given at least 48-hours' notice. Moves may only take place on weekdays between 9am and 4pm, excluding public holidays. Lifts will not be "locked off" (unless specific approval is given by the Concierge or Building Manager) as residents cannot access the basement car park while in this mode.

Prior to any apartment move, the Building Manager/Concierge and the moving resident or their representative must fill in a Common Area Inspection Sheet. The sheet will list any existing damage between the front door entry point and the door of the apartment. At the completion of the move, the Common Area Inspection Sheet is to be completed by the Building Manager/Concierge and the moving resident or their representative to determine if any new damage has been sustained during the move.

A Bond must be lodged before any move in/move out to act as security for any damage that may be incurred. Please refer to the Concierge for the procedure for lodging the bond and reclaiming it after the move.

Any damage to common property sustained during moves is to be paid by the Owner or Occupier and may be deducted from the Bond.

### 32. NEWSPAPERS

The Central Pyrmont Newsagency delivers papers daily to residents who make suitable account arrangements. To make arrangements contact Rajie Verma on 9552 4851 or email cpna\_160@hotmail.com. The newspapers are left either outside the apartment door or at the Concierge desk in Lobby D, Wharf 9 at the weekend and in mailboxes on workdays.

### 33. NOISE WITHIN SYDNEY WHARF

The sound proofing at Sydney Wharf is excellent and there is very little noise transfer between apartments.

However noise made on balconies will carry to other apartments, and noise from within your apartment will affect your neighbours if your balcony doors are open.

Please remember that noise from parties, loud voices, sound systems, TV's, radios, and musical instruments does travel, particularly at night.

Please close your front door gently early in the morning and late at night, and check that your door closer is working properly.

In the case of constant, unreasonable noise, our recommended course of action would be:

- Page the apartment intercom from the ground front door and ask them politely to turn down the noise.
- Inform the Concierge or Security Guard on duty (please note that the Concierge and Security do not have the right to control noise and that this is for logging purposes only to ensure records are kept of repeat offenders).
- If loud noise persists, call The Police at Central Police Station on 9265 6499.
- If there is a frequent noise problem from a neighbour, notify the Building Manager in writing and ask anyone else also disturbed to do so. The Building Manager will then pass your letter/email onto the Strata Manager for appropriate action.

### 34. NOISE FROM THE NEIGHBOURHOOD

From time-to-time, Residents may wish to complain about excessive noise disturbance from public premises or boats nearby to Sydney Wharf or emanating from another apartment within Sydney Wharf.

The following information gives the contact details and procedures for lodging any noise complaints:

#### FOR NOISE DISTURBANCE FROM LICENSED PREMISES

Call the City of Sydney's 24-hour hotline on 9265 9333. After supplying details of the complaint you will be given a reference number and the case will be followed up by the City Rangers. Please note that they will accept complaints only from Residents themselves and our Concierge and Security staff are unable to lodge the complaints on your behalf.

- If noise is emanating from THE STAR, also call The Star's General Enquiries line 9777 9000 and ask to register a complaint. Take the name of the employee who registered your complaint.
- If noise is emanating from Doltone House please telephone 8571 0622 to speak with staff.
- If noise is emanating from the Restaurant on the Marina, also call the Manager on 9571 1999.



## FOR NOISE DISTURBANCE FROM BOATS

Call the Sydney Water Police on 9320 7499 and give details of the offending boat (name and registration number if possible).

## 35. PETS

Under the current By-laws a resident may keep without the consent of the Owners Corporation:

1. Fish in an enclosed aquarium.
2. 1 caged bird.
3. 1 small dog that does not exceed 10kg.
4. 1 cat.

A Pet Policy has been developed by the EC that includes the prevailing By-laws relating specifically to the keeping of animals (as pets) which must be adhered to at all times. By doing so, we can ensure that pet owning residents, non-pet owning residents and managers of the property have their individual interests recognized and protected.

Permission to keep non-compliant pets on this property is granted solely by, and at the discretion of the Executive Committee of Sydney Wharf and is subject to strict adherence to this Policy.

Pets that do not comply with Section 12 "Keeping of Animals" within the prevailing By-laws will not be allowed on this property without a current, signed copy of an Approved Application. The Pet Policy and application Forms for any Pets not authorised under the by-laws can be obtained from the Concierge.

### General Policy Guidelines for Animal (Pet) owner

- The By-laws above prevail in all circumstances.
- Visitors are not allowed to bring pets into the building at any time.
- Only common household pets are allowed.
- An Application for Consideration must be completed for a type of pet that does not comply with the By-laws.
- A limit on the number of pets per dwelling can be imposed at the Executive Committee's discretion.
- Owners or Occupiers are liable for any damage or injury whatsoever caused by the pet(s) and shall pay the Owners Corporation for any costs incurred as a result of damage to common property or injury caused.
- Owners or Occupiers accept full responsibility and indemnify the Owners Corporation for any claims by or injuries to third parties or their property caused by or as a result of actions by their pet(s).
- Pets are not permitted on common property of Strata Titled premises unless on a leash.
- Owners and Occupiers are responsible for keeping all areas where pets are housed clean, safe and free of parasites.
- Owners and Occupiers must ensure that pet noise (e.g. barking) is controlled in such a way that it does not disturb other Residents.
- Owners and Occupiers must ensure that pets are not to be kept on apartment balconies unaccompanied unless in cases of emergency.
- Owners and Occupiers must immediately pick up and hygienically dispose of all pet waste.

## 36. PLUMBING - LAUNDRY AND AIR-CONDITIONING

There is an "S bend" in the floor plumbing at the base of the laundry tub, bathrooms, ensuite and air conditioning cupboard(s). If the water in the "S bend" dries out smells from the drainage pipe work will enter your apartment. If this happens, simply pour one or two cups of water (perhaps with a capful of bleach) down the drain concerned. Good practice is to follow this procedure every month.

### 37. REAL ESTATE AGENTS

Agents are allowed to park in the Visitor Car Park, but only for the duration of the inspection. They are not to tailgate another car into the Residents Car Park. Agents are to be discouraged from parking in the residents' car park by Owners and Occupiers. If they are to use the Residents Car Park they may only use the Owner or Occupiers car space.

Each agent that enters the building must supply the following information after signing in:

- Their name and company name.
- The registration of their vehicle.
- Advise the Concierge if it is an open house or private inspection.
- If a private inspection, the agent will also advise the Concierge of the number of prospective buyers that will be accompanying them (for safety reasons).
- The Concierge will then issue the agent with a key to the apartment, for which the agent has express permission from the apartment owner, and the agent will then sign for it.
- The agent is to report back to the Concierge with the key on completion of inspection, signs himself/herself and his/her buyers out.
- Under no circumstance is the agent to leave the buyers alone in any secure area of the building.
- Agents are allowed to display sandwich boards; 300mm high, at the "Sydney Wharf" entry sign. They will be allowed to put signs outside apartments "open for inspection" on the footpath, taking care that they are not in the way of the passing traffic.
- No other signs will be permissible. Agents will not display signs in the flowerbeds, apartment windows, on the roof of the building. Agents cars parked in the visitor car park are not to have any signs displayed on the vehicle (for instance on the front window).
- When inspections are complete the agent will remove all signage on display in relation to the inspection, and remove their vehicle.
- The Concierge will enforce this, and if agents do not remove signage, then the Concierge will remove it on their behalf.

### 38. RENOVATIONS / ADDITIONS TO YOUR APARTMENT, CAR SPACE or STORE ROOM

Please do not commence any works without first consulting the Building Manager for advice. All building works must have the approval of the Executive Committee of the Owners' Corporation, Building Manager and the Strata Manager. Some works may also require a Sydney City Council Development Application.

Builders and trades people are not permitted to lock lifts off (unless they are given specific permission to do so by either the Concierge or the Building Manager) as residents cannot access the basement car park while in this mode.

Prior to any apartment building works, the Building Manager/Concierge and the owner or their representative must fill in a Common Area Inspection Sheet. The sheet will list any existing damage between the front door entry point and the door of the apartment. At the completion of the works, the Common Area Inspection Sheet is to be completed by the Building Manager/Concierge and the owner or their representative to determine if any new damage has been sustained during the building period.

Any damage to common property sustained during the building works is to be paid for by the Owner.

There are service vehicle spaces in the visitor's car park for trades people. Residents must arrange access through the Building Manager/Concierge. Trades people are not permitted to park in the Resident Car Park unless they have been given specific permission by the Building Manager/Concierge.

Building waste must not be kept more than 24 hours in the apartment car space within the Residents Car Park. No building waste is permitted in a store room/cage or the Visitors Car Park.

The following extracts from Sydney Wharf Strata By-laws are relevant to any works that affect Common Property within the apartments (including all flooring and walls):

*19.1 - Approval of Owners' Corporation*

*Subject to the provisions of this By-law, an owner or occupier must obtain the approval of the Owners Corporation to carry out building works or alterations that will affect Common Property*

*19.6 - Notice*

*An owner or occupier must give the Owners Corporation at least 30 days notice before carrying out any building works or alterations. This applies whether or not the approval of the Owners Corporation is required*

*19.7 - Contents of Notice*

*The notice under by - law 19.6 must describe the proposed alterations or works in sufficient detail for the Owners Corporation to ascertain*

- a) The estimated time period for carrying out the proposed alterations or building works*
- b) The nature and extent of the proposed alterations or building works and*
- c) Whether any common property will be affected*

### 39. SECURITY

In order to protect Sydney Wharf from damage and nuisance and increase the security of common areas, the Executive Committee has chosen to employ permanent security patrols.

See the IMPORTANT NUMBERS page at the beginning of this handbook for contact details for the Security Guard.

<b>Days of Operation</b>	<b>Hours of Operation</b>
Monday - Saturday:	7:00pm until 7:00am the next day
Sunday:	7:00am until Monday 7:00am

Please note: it is not security's responsibility to protect you or your personal property. In the interests of your personal security, residents are advised to:

- Keep your balcony doors locked when you are out or asleep.
- Only let people you know into the building.
- Beware of tricks used by would-be intruders to gain entry, such as claiming they are delivery people, trades people, friends of other residents, police and phone or electricity personnel.
- Report any suspicious, worrying or unusual happenings in the building to Security, the Concierge, the Building Manager or the Police.

The Security Guards are tasked with performing the following duties:

- At night security staff will perform a walk-around patrol on average every hour, covering all areas around the two Wharf Buildings, Garage and Marina. During the day this will be at least twice per day.
- Check all foyer entrance doors and emergency exits are properly locked.
- Check garage entry door is not jammed open or obstructed.
- At night provide a visible deterrent against any unauthorised activity.
- Deal with incidents according to established norms for security personnel, dealing with potential incidents tactfully and alerting law enforcement authorities as appropriate.
- When not on patrol, monitor the security cameras from the Concierge desk.
- Respond immediately to alerts from the fire alarm panel according to established protocols.
- Co-ordinate evacuation of building as necessary according to the Evacuation Plan.
- Manage access to the visitors' car park.

- Provide an emergency contact point for all Residents and Guests.
- Contact Emergency Services or Emergency Maintenance Contractors (e.g. utilities suppliers) as required in the event of emergency or breakdown.
- In the event of lift breakdown, facilitate Residents entry to apartment lobbies via emergency stairs as necessary.
- In the event of apartment power outage when the building manager is not on site is able to access the requisite distribution board and reset the apartment circuit breaker.
- Log all events occurring during the shift and formally report to Building Management on any damage, faults or breakdown in services, plant or equipment, cleaning required, incidents or untoward activity.
- While on duty, act as caretaker of the common property.
- Take all reasonable actions for the protection of common property against unlawful entry, accident or damage.
- Undertake daily meter readings of utilities.

## 40. STORAGE

There are storage areas (cages and/or rooms) allocated to each apartment.

No storage is allowed in the car park other than in your designated storage area. Car space storage boxes are not currently approved for general use at Sydney Wharf. Under no circumstances is any item to be stored on the storage cage roof (contravention of fire safety regulations). Please do not obstruct the drain along the wall within your storage cage.

## 41. SWIMMING POOL AND GYM

Access to the pool and gym is closed off between 9.00pm and 6.00am to avoid other residents being disturbed by the use of the pool/gym.

Children of all ages should be supervised at all times in the pool and gym.

### **Sydney Wharf - Strata Residential and Commercial By-Laws:**

*3.4 Children: "An Owner or Occupier must ensure that a child under the care and control of that Owner or Occupier only remains in or on areas of Common Property which are of possible danger or hazard to children (such as the car park and Recreational Facilities) if the child is accompanied by an adult exercising effective control."*

Please shower before you enter the Pool.

The pool/gym is a small area designed for the quiet enjoyment of the residents. The gym equipment is 240V and easily damaged by water. Please take care not to use it while wet or inadvertently splash it by diving into the pool or similar.

- For this reason the area is not to be used for child pool parties or similar.
- Children under 10 must be supervised at all times.
- No running, jumping or splashing.
- All pets are prohibited.
- Smoking, alcohol, and glass are prohibited in the pool and gym area.

## 42. TELEVISION / CABLE TV

The building is connected to Foxtel PAY-TV via a satellite dish on the roof. If you want the service, contact Foxtel on 0425 767 606 to arrange the connection and ongoing line rental charge. Free-to-air television is also available through the sockets in each apartment.

Please note that the installation of individual satellite dishes by apartment owners is not allowed.

### 43. TIMBER FLOORS AND BALCONIES

It was resolved at the 2013 AGM that the Owner's Corporation will no longer maintain, repair or replace timber flooring on the lower boundary of lots in the strata scheme. It is now the Lot Owner's responsibility to maintain timber floors in each apartment. Notwithstanding this decision, the floors of each apartment remain Common Property and hence Owners are required to get permission from the Owners Corporation for any works inside the apartment, including works to the flooring. Please refer to the Section above entitled RENOVATIONS for further details.

The timber flooring in Sydney Wharf apartments is of an extremely high standard. It is, however, extremely vulnerable to being damaged by water. Hence please be vigilant for water leaks and clean up any spillages promptly and do not immerse the floor in water when cleaning.

The following excerpt from The Sydney Wharf Owners' Manual may assist in timber flooring maintenance.

*"Direct sunlight can cause fading in the timber. It is recommended to move rugs periodically and protect the floor from direct sunlight with curtains and blinds. If you are away from the apartment it is recommended that all curtains, blinds and external louvers be closed. It is not recommended to run the air conditioning whilst doors and windows are left open as this will modify conditions within the apartment and potentially affect the timber flooring.*

*Timber is a natural material that will expand and contract depending on changes to humidity level. In a marine environment moisture levels are naturally high and extreme during rainy periods. It is normal for cracks to appear in the pattern of the timber floor due to shrinkage as a result of the changes in moisture content. This natural occurrence is not a defect and can be minimised by controlling moisture level in your apartment. This can be achieved by using a humidifier with the operation of your air conditioning system.*

*It is recommended that you dust, sweep and vacuum weekly and mop when required using a well-wrung mop. To remove surface dirt or grit, the floor must be regularly vacuumed with a head appropriate for timber floors or swept with an electrostatic mop. Spills should be cleaned up immediately with a dry cloth or paper towel.*

*Rugs and hall runners are helpful for collecting the dirt that can scratch your floor. It is essential that you fit protective pads to the legs of chairs and tables so they can be moved easily without the risk of scuffing the floor.*

**Care of flooring:**

- *Lift and not drag, equipment, tables, chairs and any other item as dragging can cause coating delamination or other severe damage*
- *High-heeled shoes and working boots can dent and scratch the flooring.*
- *Ensure protective pads are on all furnishing floor contact points (your neighbour below will also appreciate this)*
- *Mop floor with a pH neutral detergent (50 ml per ½ mop bucket) and cold or lukewarm water only. Keep the amount of water to a minimum as excess wetting can change the properties of the timber and cause it to expand*
- *If some areas of the floor are wearing more obviously as indicated by dullness, mop on a 'Timbercare' polish.*
- *With excessive amounts of wear and tear the floor may have to be cut back professionally with a polyvac machine or sanded back with a floor sander and recoating applied. Note that the number of times this can happen is limited by the thickness of the timber.*

In summary, it is in your interest to maintain your timber floors well. Always consult the building manager or the Owners Corporation if you wish to repair your floor as per the By-laws. These people have access to accumulated knowledge and experience and can provide you with information on reliable contractors and on the procedures necessary.

#### **44. TIMBER BALCONIES AND GARDENS**

In 2010 it was resolved at the AGM that an owner or occupier must keep all planter boxes, gardens, balconies, terraces, timber decking, hand rails, balustrades and the like within the owner's or occupier's Lot clean, tidy and well maintained in keeping with the general condition of the building.

For ground and top floor apartments a 6 monthly treatment is recommended. For all others yearly treatment is recommended. The decking oil is supplied on site for your convenience via the Building Manager to ensure the correct product is used (intergrain - Ultradeck). Prior to coating, a light sand with 140 grit sandpaper should be done to prepare the timber, with all excess dust removed.

The void beneath the decking acts as a drainage system. There is an access panel located above the storm water outlet and the balcony boards should be removed every twelve months and the outlet washed/flushed out to prevent build-up of materials.

#### **45. TRADESPEOPLE**

For any problems that relate to common property, contact the Building Manager. For problems within your apartment a list of handy contacts can be found on the inside cover of this handbook.

There are service vehicle spaces in the visitor's car park for tradespeople. Residents must arrange access through the Building Manager/Concierge. Tradespeople are not permitted to park in the Resident Car Park unless they have been given specific permission to do so by the Building Manager/Concierge.

#### **46. VISITOR ACCESS**

Pedestrian visitor entry into lobby's can only be gained by speaking to an apartment resident from the outside lobby intercom.

To page an apartment from either the boom gate or a lobby intercom you visitor will need to enter the following sequence into the keypad:

- Wharf Number → Level Number → Apartment Number. ...Followed by the Bell (🔔) symbol button.

Every apartment has an intercom to the front door so that visitors can speak to you to identify themselves before you buzz them in by pressing the button on your intercom phone. Push the key icon on the intercom phone that will release the door and then the third button from the top to unlock the lift at the desired level.

The key icon is generally located at the top of the intercom.

If you wish to visit a resident on another floor, you have to buzz them via the keypad at the front door.

#### **47. WARRANTIES**

There are various warranties on appliances and finishes in your apartment. Please ensure you follow the maintenance guidelines contained in the Owners Manuals delivered to each owner at completion. A soft copy for PC use is available on request from the Building Manager.

#### **48. WATER LEAKS and prevention**

All Owners and residents are reminded to be constantly vigilant for water leaks from within their apartment. This is particularly important because the beautiful timber floors we have in our apartments are particularly susceptible to being damaged by water. Our experience with insurance claims over the last several years has shown that there are two types of kitchen appliances that have been responsible for several damaging water leaks within Sydney Wharf.

These are:

- a) Instant under-sink water heaters/chillers, such as ZIP units
- b) Refrigerators that have ice-makers or water dispensers.

In many cases these types of units have been retrofitted by Owners to their own apartments, utilising sub-standard plumbing practices which have led to subsequent leaks and damage to property.

Owners and Residents are encouraged to follow these guidelines to help us minimise the damage and consequential increased insurance premiums caused by these water leaks:

1. If you have a ZIP boiler or similar device or a refrigerator that is plumbed into the water supply (for ice-making or water dispensing) then please have the connections of these units periodically inspected by a competent authority.
2. Please be vigilant for water leaks (no matter how small they seem) in the vicinity of these or any other appliances and report any such leaks immediately to Building management as well as arranging for a competent authority to inspect and repair the leak.
3. Ensure you know the location of the main water isolation valve for your apartment and how to turn it off immediately if you should detect a significant water leak. Apartment water isolation valves are located in the Fire Hose Reel cupboards outside each apartment's front door. Please refer to the Building Manager if you are unaware of the location of your apartment's isolation valve or how to use it.
4. Whenever you are absent from your apartment for a lengthy period (e.g. on holidays), please turn off your apartment's water at the isolation valve before going away.

Ensure you know the location of the main water isolation valve for your apartment and how to turn it off immediately should you detect a significant water leak. Apartment water isolation valves are located in the Fire Hose Reel cupboards outside each apartment's front door. Please refer to the Building Manager if you are unaware of the location of your apartment's isolation valve or how to use it.

## **49. WINDOW FURNISHINGS**

According to By-law 5.2, blinds and curtains must be white when viewed from the outside of your apartment. Please consult the By-laws before installing curtains or blinds to ensure they comply.