



RANELAGH

A P A R T M E N T S

# RESIDENT HANDBOOK

# INTRODUCTION

Welcome to the Ranelagh apartments. We hope you enjoy being part of the Ranelagh community.

To protect the interests of all Ranelagh residents, we have put together this Resident Handbook which will introduce you to the things you need to know about living here. You should also read a copy of the Ranelagh By- Laws, which are available for download at [www.ranelagh.org.au](http://www.ranelagh.org.au)

Please take time to familiarise yourself with the house rules and procedures, as well as the use and location of all the facilities that Ranelagh has to offer.

If you have any questions about this Handbook, please contact our office, as follows:

Phone: (02) 9328 1312

Email: [office@ranelagh.org.au](mailto:office@ranelagh.org.au)

If you wish to contact the Strata Committee,

please write to: The Secretary  
Owners Corporation (SP4680)  
3 Darling Point Rd  
DARLING POINT NSW 2027

Letterbox: 'SECRETARY Strata Plan

4680'

We hope you enjoy living here as much as we do.

**Note:** *The information contained in this Handbook forms part of the Rules of Strata Plan 4680 (Ranelagh) as referred to in By-Law 42 and are enforceable as if they were By-Laws in their own right. Where there is any dispute between Handbook Information and the By-Laws, the By-Laws will be relied upon as the primary document.*

# Contents

- 1. RESIDENT PROCEDURES..... 5
  - Moving In and Moving Out of Ranelagh.....5
  - Resident Registration .....5
  - Keys & Security .....5
  - Damage to Common Property & Shared Facilities.....5
  - Incidents & Accidents on Common Property & Shared Facilities .....5
  - Pets .....5
- 2. APARTMENT FEATURES & SERVICES ..... 6
  - Electricity Supply .....6
  - Hot Water Supply .....6
  - Cold Water Supply .....6
  - Service Connections for Television, Telephone & Internet.....6
    - Telephone .....6
    - Internet .....6
    - Television – Free-to-Air and Foxtel .....6
  - Air Conditioning.....6
  - Mechanical Ventilation .....7
  - Storage of Personal Effects .....7
  - Building Works .....7
  - Maintenance .....7
  - Balconies .....7
    - Outdoor furniture and pot plants .....7
    - Outdoor furniture.....7
    - Barbeques .....7
    - Laundry, towels, bedding, clothing .....7
  - Smoking .....8
- 3. RECREATION FACILITIES ..... 8
  - Swimming Pools, Sauna and BBQ Area .....8
- 4. COMMON PROPERTY FACILITIES ..... 8
  - Mail .....8
  - Lifts .....8
  - Garbage Disposal .....9
  - Recycling Waste.....9
  - General Lighting.....9
  - Plant & Service Room Access .....9
- 5. SECURITY and ACCESS..... 9
  - Security Access System.....9
  - Intercom .....10
  - CCTV Monitoring .....10
  - Vehicle Access & Egress.....10
    - Residents using the secure carparks .....10
    - Visitors using the Visitors Carpark .....11

APPENDIX A: SITE MANAGEMENT & ADMINISTRATION .....	12
Owners' Corporation and Common Property .....	12
Strata Committee of the Owners Corporation .....	12
Annual General Meetings .....	12
Extraordinary General Meetings .....	12
Administration Fund & Capital Fund Levies .....	12
Strata By-Laws .....	13
Strata Managing Agent .....	13
Building Manager .....	13
APPENDIX B: SAFETY FEATURES & PROCEDURES .....	14
Smoke Detectors & Alarm Speakers .....	14
Emergency Warning Intercommunication System (EWIS).....	14
Common Property & Shared Facility Smoke Detectors .....	14
Smoke Detectors inside Apartments.....	14
Emergency & Exit Lighting .....	14
Emergency Fire Evacuation.....	14
Fire Doors & Frames .....	14
Power Failure .....	15
Fire Stairs .....	15
Lift Breakdown.....	15
APPENDIX C Move-in and Move-out or Delivery and Pickup .....	16
Procedures and Information.....	16
When to Use the Booking Form .....	16
Application Procedure .....	16
Responsibilities of the Resident/Applicant.....	17
General Information .....	17
APPENDIX D - RESIDENT REGISTRATION FORM.....	19

# 1. RESIDENT PROCEDURES

## ***Moving In and Moving Out of Ranelagh***

Due to limited parking at Ranelagh, residents moving in or out of the Ranelagh must make a booking using the **Move In/Move Out Booking Application Form** (see **APPENDIX C** and By-Law 24) and submitting it to the Building Manager for approval, at least **3 full working days** before the intended move.

A copy of the form is also available from the Building Manager or Concierge, who are generally on duty Monday to Friday, or the Concierge on Saturday.

Time slots for move in/move out are between 9.00am - 4.00pm, Monday to Friday. You will be advised by the Building Manager whether your preferred date/time is approved. Please note that, without an approved booking, no removal/delivery vehicles will be allowed onto common property.

## ***Resident Registration***

Residents are required to complete a **Resident Registration Form** (see **APPENDIX D**) prior to moving in or as soon as practicable thereafter. Information given will be kept strictly confidential and will be used only by authorised persons for administrative and security purposes. Residents are also required to provide updated information if circumstances or details change eg: co-tenants or vehicle details change etc.

## ***Keys & Security***

Apartment entry keys are the responsibility of each Lot Owner (or Agent, if tenanted).

Security swipe fobs are issued to residents (and/or agents). Extras or replacements can be provided from the Building Management Office for a fee. NB: The security remotes and fobs remain the property of the owners Corporation.

If you need an extra letterbox key, please contact the Building Management Office.

If you find yourself locked out of your apartment, you may need to contact a locksmith. The cost of this service is payable by the resident. Alternatively, you can leave a spare key with the Building Management Office. Certain authorised Strata Committee Members also have access to the Building Managers Office to access keys for this purpose.

## ***Damage to Common Property & Shared Facilities***

Damage to common property or shared facilities must be reported immediately to the Building Management Office, who will make arrangements for the proper repair or replacement.

Altering or tampering with the common property or shared facilities in any manner is prohibited, other than with the formal permission of the Owners Corporation.

## ***Incidents & Accidents on Common Property & Shared Facilities***

Incidents and accidents on the common property or shared facilities need to be notified to the Building Management Office. Minor disputes should be settled amicably through calm discussion and understanding of each other's point of view. A register will be kept and report forms completed as required for incidents and accidents by Building Management.

## ***Pets***

Pets and other animals are not permitted at the Ranelagh, so a resident must not allow any animal on Common Property nor keep any animal in their Lot (see By Law 26). Residents are responsible for ensuring their invitees observe this By-Law.

## **2. APARTMENT FEATURES & SERVICES**

### ***Electricity Supply***

Electricity meters for individual apartments are located in common property service cupboards located on the same floor as the apartment. Your electricity supplier will dispatch meter readers who will attend site at regular intervals to take readings manually. Residents will be billed directly on a quarterly basis.

### ***Hot Water Supply***

Hot water services are the responsibility of each Lot Owner.

### ***Cold Water Supply***

Isolation taps for each apartment can be used to shut off the water completely. For each type of apartment, they are located, as follows:

<b>Apartment</b>	<b>Location</b>
A	Main Bedroom Robe
B	Under Kitchen Sink
C	Rubbish Room
D	Rubbish Room
E	Under Kitchen Sink (To Right)
F	Rubbish Room
G	Under Kitchen Sink (To Right)
H	Main Bedroom Robe & Hallway Cupboard

## ***Service Connections for Television, Telephone & Internet***

### **Telephone**

Each apartment is provided with a telephone cable capable of carrying voice, facsimile and internet data. To utilize these services, please contact your preferred supplier to make a new connection.

They may need to access your apartment to make the connections and provide any other on-site services as required.

Separate telephone lines may be arranged and the connection made from within the apartment.

### **Internet**

Broadband internet connections can be made via the telephone cable. Contact your internet service provider (ISP) for more details. Your ISP will need to contact the Building Management Office to gain access to the MDF cupboards in the basement.

### **Television – Free-to-Air and Foxtel**

Free-to-air television and Foxtel is available in the building and supplied to each level. The Lot owner will need to make arrangements for connections from the infrastructure backbone to their apartments.

### ***Air Conditioning***

Air conditioners are fitted to some apartments. Servicing of the units is the responsibility of the resident or owner.

## **Mechanical Ventilation**

Apart from natural ventilation through windows and door openings, some apartments with internal laundries and/or bathrooms have mechanical ventilation which assists with the extraction of humid air from cooking, washing and drying.

To gain maximum effectiveness, please keep all ventilation/exhaust grilles clean. In the case of a range hood, this will reduce any fire risk.

## **Storage of Personal Effects**

Each Lot has an allocated storage space in the basement or garage of the building. If you are not sure where it is, please see the Building Management Office staff for information.

Storage of personal items and effects in your car space is strictly prohibited, other than in an approved structure (see By-Laws 27 and 43). Please see the Building Management Office for further information.

Any plan for the installation of a storage facility in car spaces will have to be notified to and approved by the Strata Committee.

## **Building Works**

If an owner wishes to carry out certain works within an apartment, consent from the Owners Corporation must be sought. Owners should consult the Building Management Office prior to preparing an application for approval to do the works.

## **Maintenance**

Residents are responsible for the proper maintenance of the internal areas and fixtures and fittings of their apartment. This includes items such as air conditioning units, tapware and whitegoods. Residents are also responsible for cleaning windows and doors (see By-Law 11).

If you are unsure of what constitutes common property, consult with the Building Management Office.

## **Balconies**

An Owner or Resident must not use balconies to store barbeques, bicycles, goods or any other item except outdoor furniture and pot plants (see By-Law 17).

### **Outdoor furniture and pot plants**

Furniture and plants kept on balconies must have an appearance in keeping with the rest of the building and must not cause or have the potential to cause damage or injury, particularly during wind gusts. Plants are not to be watered to the extent of causing overflow onto another residents balcony.

### **Outdoor furniture**

Outdoor furniture colours should preferably be light grey, silver or white in keeping with the colour range of the window furnishings and the rest of the building.

### **Barbeques**

These cannot be stored or used on balconies (see By-Law 17). Barbeque facilities are available in the Ranelagh gardens.

### **Laundry, towels, bedding, clothing**

These or any other item must not be hung from balconies or any part of the lot or common property in such a way as to be visible from outside the building or from any other lot within the building.

## **Smoking**

Smoking is not permitted on or within 4 metres of any enclosed common property, including the car parks, foyer, recreation facilities or pool. While you may smoke in your apartment, it is a breach of the By Laws to allow smoke to drift from your apartment to common property or to another apartment (see By-Law 6).

## **3. RECREATION FACILITIES**

Ranelagh apartments are provided with recreational facilities including two swimming pools, saunas and extensive gardens. The recreational facilities are for the benefit and quiet enjoyment of all residents. Regulations for use are posted in these areas and govern supervision of children, safety, behaviour, general use and operating hours.

### **Swimming Pools, Sauna and BBQ Area**

The indoor swimming pool and sauna are located on the ground level of the building, on the northern side of the building. The outdoor pool is situated on the northern boundary of the property near the BBQ area.

Operating hours are from 6.00am to 10.00pm daily. The pool areas are under CCTV surveillance at all times. Children under 12 years old must be supervised by an adult at all times.

At no time are glass, alcohol, food or animals to be brought into any pool area (see Special By-Law 16 and By-Law 26).

## **4. COMMON PROPERTY FACILITIES**

### **Mail**

Apartment mail boxes are located inside the ground floor, at the bottom of the stairs from the main foyer. Apartment numbers are clearly labelled on each mail box. There is also an Owners Corporation/Secretary mail box and Building Management Office letterbox in the foyer outside the Building Management Office.

Australia Post is provided security access to enable mail delivery to each location.

As a service to current or past residents, please bring any incorrectly addressed mail to the Concierge desk.

The Building Management Office will also accept small parcels or deliveries, without notice. Please ensure your contact details have been provided to the Office so you can be advised when deliveries are received. Large deliveries and pickups must be by arrangement or this service may be refused. See the **Move In/Move Out Booking Application Form in Appendix C** for details.

### **Lifts**

There are 2 lifts in the building allowing access to apartment floors and to the basement.

Each apartment level in these lifts is secure which means access can only be gained by presenting a valid security device. These should be held close to the card reader in each lift located on the lower panel below the floor level buttons. Then press the floor level button required which will illuminate indicating that the signal has been received.

Access will only be granted to the floor level and building applicable to the apartment for which it has been programmed.

Lift 1 may often have curtains installed and often be out of general use during the day for the purpose of contractors transporting materials, move-in/move outs and other authorised 8



purposes. NB: Contractors may use Lift 2 providing they are carrying hand tools only or otherwise authorised by Building Management e.g.: when Lift 1 is out of operation.

### ***Garbage Disposal***

Each apartment level has a garbage chute located in the service cupboard marked "Fire Extinguisher" in corridor of each floor foyer. This provides a convenient location for **small soft household waste** disposal. Residents should ensure that all garbage is firmly sealed within a small plastic bag that can comfortably fit down the chute.

There are strict guidelines regarding the disposal of garbage (see By-Law 15). It is vitally important to adhere to these rules in an effort to maintain hygiene, protect the common property and cleaning staff and maintain efficiency of waste disposal.

Larger plastic bags and any other item that does not fit down the chute should be taken by the Resident to the Garbage Bin and Recycling Bin area in the lower driveway.

### ***Recycling Waste***

The Ranelagh is committed to recycling and provides for **recyclable waste**, such as cans, plastic bottle containers, paper and cardboard. These can be left in the appropriate containers in the garbage room on each floor of the building.

If you have cardboard boxes, fold them to reduce the amount of space taken up in the room. Please ensure you remove any packaging from within the boxes and place these in the large household waste bin.

**No pizza boxes – due to grease and food contamination, they are not recyclable and they can also jam in the chute. Please take down to the Bin Storage and Recycling Bin Area.**

Before transporting waste from your apartment to the garbage room please ensure that all cans and bottle containers are completely emptied and your household garbage bag is not leaking. This will assist with ensuring that the common property finishes such as walls and carpet are properly maintained and reduce the likelihood of unsightly and difficult to remove stains.

Through Woollahra Council, Ranelagh also offers a pick-up service to residents for **larger household items** (unwanted chairs, electrical goods, etc.). These should be taken to the Bin Storage area the evening before Council pick-up. Please check with the Building Management Office or the Council Website for the dates this will occur.

### ***General Lighting***

Lighting levels will vary both internally and externally dependent upon programming, energy consumption and overall light conditions. Exterior lighting is activated by a combination of timer and photoelectric cell.

### ***Plant & Service Room Access***

Periodically, tradespeople working on behalf of the Owners Corporation or individual lot owners or occupiers will need to gain access to various service and plant rooms. Access to these rooms, with the exception of some utility services such as meter readers, can only be authorised by the Building Manager. Plant and equipment inside these rooms remain the property of the Owners Corporations and as such unauthorised entry is not permitted.

## **5. SECURITY and ACCESS**

### ***Security Access System***

Security and access control are of primary importance at Ranelagh. We have implemented an integrated access and security system that permits resident access to secure areas, only with a valid security access device.

The Building Manager monitors usage and activates or de-activates devices as the need arises, as well as maintaining a database of the security device numbers and users.

Security swipe cards (fobs) are issued to each apartment, based upon the number of bedrooms. Two for the first bedroom and one for each bedroom after that. For example, a 1 bed apartment may have 2 security cards and a 2 bedroom apartment 3 security cards, and so on.

Security garage remote controls are issued to each apartment according to how many allocated car spaces the lot has on title (if any). The remotes are 4 button devices, corresponding to the levels of the car park – 1 for Visitor Parking, 2 for the top level of undercover parking and so on. Your allocated garage remote control will only allow access to the level on which your car space (if you have one) is located.

If you lease out or lease a car space in the undercover car parking area, the following rules apply:

- You must notify the Building Management Office of the leasing arrangement;
- You may only obtain a garage remote from the person you are leasing from;
- You may only lease a car space to someone who is resident in the building (the arrangement automatically ceases when the lessee is no longer resident).

Requests for additional security devices should be referred to our Building Management Office and, upon approval, can be purchased from the Building Manager.

Lost security devices must be reported immediately to the Building Manager so they can be de-activated.). Lost devices incur a replacement charge.

## **Intercom**

Each apartment is equipped with a video intercom handset. These handsets are able to receive calls from the call stations at various entrances to the building.

Upon receiving a call, occupants may view the visitor after pressing the 'phone' symbol. A 2<sup>nd</sup> press of this button will allow the resident to communicate with the visitor.

Access may be granted from the handset in the apartment by pressing the 'key' symbol. Pressing this button admits access through the security door from which the call was made and releases the lift from security on the relevant apartment floor for 2 minutes.

## **CCTV Monitoring**

For security, there are several strategically placed closed circuit television (CCTV) cameras positioned around the premises. These cameras record continuously and these records may be accessed for further scrutiny by management, the Police and other authorised persons when necessary.

## **Vehicle Access & Egress**

### **Residents using the secure carparks**

Access to the car park is only by using a remote control. Press the correct button to raise the roller door at the level where your car is normally parked.

Exiting the carpark is done in the same way. Tailgating is dangerous and strictly forbidden.

Residents must park in the car spaces allocated to their apartment. Car spaces are clearly labelled with the Lot number. Please consult the Building Management Office for the location of your car parking space.

## Visitors using the Visitors Carpark

The Visitors Car Park is for the use of Visitors and other persons authorised by the Executive Committee (EC) only. For example, it may be used for contractor overflow parking and residents with mobility issues who have been authorised by the EC to use the car park. Residents may not use the Visitors Car Park for general parking.

Visitors wishing to enter the carpark must only do so at the invitation of a resident. The resident can be contacted on the intercom.

Access to the Visitor Carpark is by push-button remote control or by calling the resident from the Visitor Car Park intercom station. Upon receiving a call, occupants may view the visitor after pressing the 'phone' symbol. A 2<sup>nd</sup> press of this button will allow the resident to communicate with the visitor.

Access to the visitor car park and release of the boom gate is achieved by pressing the 'key' symbol.

The visitor car spaces are marked and visitors may only park in these spaces. There is a strict **24-hour limit** on the use of these spaces by visitors.

Please note that the By Laws prohibit residents using the Visitor Carpark or parking anywhere on Common Property (see By-Law 2).

Stopping on Common Property is permitted for loading and unloading your vehicle.

# **APPENDIX A: SITE MANAGEMENT & ADMINISTRATION**

## ***Owners' Corporation and Common Property***

The Owners Corporation is the term given for the group of all owners of individual strata lots within any strata scheme. Collectively, owners are responsible for the overall management and administration of a Strata Plan.

The Strata Plan delineates common property and private lots in a strata scheme. If you are unsure of what comprises common property you may also wish to contact the Strata Manager or the Building Manager.

Private lots include the space within the apartment and the appliances, fixtures and fittings. It is the responsibility of the owner/tenant to maintain the property considered to be part of the lot.

Conversely, common property is the balance of the building not included in any lot and all of the land. Common property boundaries are generally formed by the upper surface of the floor, the underside of the ceiling and all external or boundary walls which include doors and windows.

## ***Strata Committee of the Owners Corporation***

The Strata Committee of the Owners Corporation is a group of owners or nominees who are elected by other owners to represent their collective interests. The Strata Committee convenes at regular intervals to discuss the day-to-day running and administration of the Strata Plan. Present at these meetings will also be other interested parties, including both the Strata Manager and the Building Manager.

## **Annual General Meetings**

Each year an AGM must be held where all owners of the strata plan are invited to attend. The agenda covers many important issues:

- ✓ Discussion on the financial statement for the year
- ✓ Insurance policies held by the Owners Corporation
- ✓ Appointment of an auditor
- ✓ Motions needing special or unanimous resolution for their passage
- ✓ Amendments or additions to the by-laws
- ✓ Election of the members of the Executive Committee for the forthcoming year

## **Extraordinary General Meetings**

This is a general meeting where all owners are invited to attend that is not an AGM. These meetings are held only in special circumstances where it may be deemed necessary during the course of the year.

## ***Administration Fund & Capital Fund Levies***

The Owners Corporation budgets for and operates both an Administration Fund and a Capital Fund. The Administration Fund is reserved for day-to-day recurrent maintenance and administration costs. The Capital Fund is for more long-term capital replacement and upgrading of common property.

It is the responsibility of the Owners Corporation to ensure that the levies provide sufficient funds for the upkeep of common property. The amount each owner pays is based upon the unit entitlement of each individual lot. Levy contributions are made quarterly in advance.

## ***Strata By-Laws***

By-Laws contain the rules and regulations by which owners and residents of a strata plan must abide. They are designed to protect the interests and the well-being of all parties by regulating the day to management and operation of the building. A copy of the current **Ranelagh By-Laws** are available for download from our website.

Typically, By-Laws contain rules regarding use of common property, floor coverings, garbage disposal, behaviour of residents and invitees, noise, appearance of the lot, building works, moving in and out of the building, keeping of pets and so on. Any modification of the By-Laws by the Owners Corporation will need to be formally approved at an EGM or AGM.

## ***Strata Managing Agent***

The Strata Managing Agent performs a variety of administrative and financial accounting duties on behalf of the Owners Corporation. These include:

- Convening Annual General and Executive Committee Meetings
- Preparing and distributing notices and minutes of meetings
- Collecting and accounting for levy contributions and any other monies paid to the Owners Corporation
- Preparing financial statements and budgets
- Maintaining the Owner Corporations' books and records
- Handling accounts payable for authorised accounts
- Arranging insurances for the Owners Corporation
- Administering the By-Laws

## ***Building Manager***

Specialised on-site supervision and administration is essential to ensure the efficient maintenance and day-to-day operation of the common property and shared facilities of Ranelagh. The Building Manager operates under the direction of the Owners Corporation. Some of the duties performed by the Building Manager include:

- Constructing and maintaining on-site databases
- Implementing Preventative Maintenance Programs for common property and shared facilities plant and equipment
- Supervising both Corrective and Preventative Maintenance Service Providers
- Processing/approving on-site generated invoices for payment by Strata Management
- Supervising movements in and out of Ranelagh
- Controlling of security access systems
- Issuing notices to residents breaching By-Laws (liaising with Strata Management)
- Monitoring the function of each building and shared facilities
- Coordinating annual fire inspections with the Fire Service Provider
- Advising owners on common property and shared facility issues
- Providing reports to the Owners Corporation on matters relating to common property and shared facilities
- Attending Owners Corporation, Executive Committee and Annual General Meetings

The Ranelagh Owners Corporation also employs a concierge service that undertakes a number of these duties on behalf of the Building Manager.

## **APPENDIX B: SAFETY FEATURES & PROCEDURES**

**Note:** Some items described in this section may not be in place at the time of issue of this Handbook. However, they are being progressively implemented as part of Ranelagh's Fire Safety Upgrade Program which should be completed at the end of 2018.

### **Smoke Detectors & Alarm Speakers**

Smoke detectors and/or alarm speakers have been installed throughout Ranelagh in the common areas, shared facilities and within individual apartments.

### **Emergency Warning Intercommunication System (EWIS)**

Outside each apartment are also EWIS speakers mounted in the ceiling. These signal an alarm that has been registered by a common property/shared facility smoke detector or a sprinkler head.

### **Common Property & Shared Facility Smoke Detectors**

There are smoke detectors located throughout every common property hallway as well as within some shared facility locations. If a smoke detector in these areas is activated, it will relay a message to the fire indicator panel. This will activate the fire alarm and in turn transmit a message to the Fire Brigade.

### **Smoke Detectors inside Apartments**

Smoke detectors located within each apartment are battery backup and stand-alone. When activated by smoke, a detector emits a warning only within the apartment. They are not connected to the fire alarm system and activation will not alert the Fire Brigade. As soon as the smoke clears, the warning signal will stop.

### **Emergency & Exit Lighting**

Exit lights are illuminated to indicate the emergency paths of travel from the common hallways and lobbies. These will be found in every hallway and near each fire door exit.

Emergency lights are located along all common hallways and lobbies, fire stairs and in the car park. These will automatically be activated in a power failure to provide illumination for 90 minutes. Every light in the fire stairs is an emergency light and will remain on to provide complete illumination within these areas.

### **Emergency Fire Evacuation**

The Owners Corporation makes arrangements for the implementation of formal emergency fire evacuation plans and procedures. Upon instruction, the Building Manager will communicate these to all residents.

### **Fire Doors & Frames**

The doors and frames to apartments and fire stairs are fire rated. This is to assist with reducing the spread of fire. During the annual fire inspection each door and frame will be re-inspected. Remember, these doors and frames (including the front entry door to your apartment) are part of the common property. It is of particular importance not to tamper with these doors in any manner as this may negate the fire rating.

## **Power Failure**

In the event of a power failure several events will occur and procedures will need to be followed including:

- Emergency lighting will be activated in communal areas including hallways, lobbies, fire stairs and car park
- The lifts will shut down immediately. If trapped inside contact the emergency call centre
- All fire exit doors and lobby doors will come off security and go to fail-safe mode to enable unimpeded egress
- Building occupants should enter and exit via the fire stairs. Remember, lifts will not be available and re-entry onto apartment floors is not possible.

## **Fire Stairs**

Fire stairs are to be used in case of an emergency fire evacuation only. They are not meant as a secondary means of entry or egress apart from the lifts. Each apartment floor level will have at least 2 alternative points of emergency egress via a separate fire stair. These points of egress are clearly marked with illuminated exit signs.

## **Lift Breakdown**

In the event of a lift failure, press the call button with the telephone sign on it and hold for 5 seconds. The button is directly below the floor level buttons. This registers a call to the Emergency Call Centre. You will need to specify the building address and lift number, which is displayed inside the lift.

## APPENDIX C Move-in and Move-out or Delivery and Pickup

### Procedures and Information

#### When to Use the Booking Form

Whenever you are:

- Moving in or moving out (i.e. move in/move out) of an apartment in Ranelagh; or,
- Arranging delivery or pickup of any large item of furniture, whitegoods, etc.

You must make a booking by contacting the Concierge at [office@ranelagh.org.au](mailto:office@ranelagh.org.au) or by calling the Office during operational hours on Ph: 02 9328 1312

#### Application Procedure

1. Time slots for move in/move out are between 9.00am and 4:00pm Monday to Friday. Vehicles arriving outside these hours will be turned away. Deliveries/pickups of bulky items may be made outside these hours eg: Saturdays between 9:00am – 1:00pm, but only with the approval of the Building Manager.
2. Applications for a time slot for move in/move out must be made a minimum of three (3) full working days' prior to your proposed move in/move out date. Applications not submitted within this timeframe may not be accepted or considered.

**Note:** Only authorised residents or leasing agents can make a booking. Bookings can not to be made by removalists.

3. Our Building Management staff will notify you whether your request can be met, within 24 hours of your application being submitted. Once approved, your booking details will be updated and a notification sent to you.
4. If your nominated booking time is not available, our Building Management staff will notify you of other available times. DO NOT make a removalist booking prior to receiving approval from Building Management.
5. A **Resident Registration Form** must be completed by new residents moving in prior to booking any Move In requests. Please download the Form from our website or ask the Concierge and submit to our Building Management team. If you are a tenant, a copy of the front page of your lease **MUST** be provided **BEFORE** a Move In booking can be made.
6. An acceptable form of identification and a \$100 non-refundable lift booking fee is required to cover lift curtain installation and associated administrative costs. A damages deposit of \$1000.00, payable in advance by EFT, may be required from the applicant before a lift can be assigned. **The deposit will be refunded after an inspection has been undertaken to establish that there has been no damage to common property. Any damage to common property will be charged to the resident.**

**Note:** For delivery/pickup of a single bulky item, a damages deposit will not be required. However, deliveries/pickups of this nature, without prior notice and management approval may be refused.

All payments are to be made to the Bank of Queensland, McCormacks Trust Account for SP 4680, BSB: 124367. Account No. 022603317



## **Responsibilities of the Resident/Applicant**

All activities must be supervised by the resident, or their nominee. The resident will be held responsible for any damages caused. Please advise Building Management immediately if any damage occurs.

- Do not allow access to levels for which you are not authorised.
- Protective curtains and a carpet mat will be provided inside the lift prior to the move commencing. Only use the allocated lift (Lift 1) during the move. Please ensure that the lift doors are not forcibly held open during loading/unloading.
- Doors in common areas should not be left open without a person to supervise the area for security. On the day, Building Management can provide moving staff with additional swipe card remote and a key to lock the lift during use. If you lose the security swipe key, please inform Building Management ASAP so it can be de-activated immediately. Any cost incurred in replacing swipes or keys will be deducted from the bond or charged to the resident if no bond is received.
- Items should not be left unsupervised on common property such as on driveways, hallways, the foyer reception area, inside lifts etc.
- All excess rubbish/packaging must be removed from common areas on each floor. Cardboard waste must be flattened and taken to the Rubbish Bin and Recycling areas on the lower driveway. No packaging is to be placed in garbage chutes or the recycling rooms.

## **General Information**

- Removalists are encouraged to undertake a site visit and discuss move requirements with the Building Management prior to allocating a vehicle size. Please use reputable companies with appropriate insurance cover.
- Please note, there is a height restriction of 2.1 metres in the residents lift lobbies. Some large beds and other items of furniture may not fit.
- Due to limited parking arrangements, the smallest vehicle possible is preferred. It is recommended that vehicles are no larger than a three tonne truck. Vehicles parking in the front of the building or at the top of the drive must be no more than 4 metres tall and 6 metres long.
- All vehicles must park in allocated spaces. Drivers must liaise with onsite staff on arrival to assess the most convenient location to park. Drivers may need to use street parking if the vehicle is oversized or no spaces are available on common property.
- It is the applicant's responsibility to ensure that their activities do not compromise the safety of any residents or building occupants.
- No responsibility will be taken by onsite staff or the Owners Corporation for items damaged or stolen during removals or deliveries.

**Building Management reserves the right to cancel a booking at any time when circumstances beyond the control of Building Management dictate that a booking cannot proceed.**

**Building Management may also require access to the lift during any move in/move out for any necessary building maintenance tasks eg: recycling collection (approx. 30 mins).**

**A booking can also be cancelled at the discretion of Building Management if the resident or removal company fails to comply with the lawful directions of Building Management, breaches the By-Laws, health and safety procedures or behaves in a rude or abusive manner.**

### MOVE IN/MOVE OUT or DELIVERY/PICKUP BOOKING APPLICATION

Apartment		<b>Are you?: OWNER / TENANT (circle one)</b>
Resident Name(s):		<i>If a new Tenant, please supply a copy of the front page of your lease.</i> <b>Leasing Agent name and contact:</b>
<b>RESIDENT CONTACT DETAILS</b>		<b>MOVING IN / MOVING OUT (circle one)</b>
Email:		<b>If moving out, new address details:</b>
Mobile:		
Landline:		

Move In/Move Out Times: Mon - Fri, 9.00am to 4.00pm.

BOOKING PREFERENCES	DATE	TIMEFRAME
First Preference		
Second Preference		

<b>Removalist/Delivery Company:</b>	
<b>Contact No:</b>	

I, \_\_\_\_\_ (print name), agree to the terms stipulated on this application and any directions from onsite staff while undertaking of this move in/move out. I understand that I will be held responsible for any damage caused by me or persons engaged by me in the delivery or removal of items to and from Ranelagh. I will ensure that the people conducting the move in/move out are briefed about these requirements before they attend the site.

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

#### OFFICE USE ONLY

<b>Date Received:</b>	<b>Received By:</b>	<b>Diary Updated By:</b>
<b>Approved Date/Time:</b>		<b>Database Updated By:</b>
<b>Building Manager's Signature:</b>		

## APPENDIX D - RESIDENT REGISTRATION FORM

**PLEASE COMPLETE AND RETURN TO THE OFFICE**

*(All information is strictly confidential)*

Apartment No:	Date of Occupation:
---------------	---------------------

<b>RESIDENT 1</b>
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Name:
-------

Phone: Home	Mobile	Work
-------------	--------	------

Email:
--------

Car Registration:	Car Make & Model & Colour:
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Car Space No:	Car Park Level:
---------------	-----------------

Car Space leased?:	Yes / No	Leased From:
--------------------	----------	--------------

<b>RESIDENT 2 (if more than 2 residents request an additional form)</b>
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Name:
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Phone: Home	Mobile	Work
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Email:
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Car Registration:	Car Make & Model & Colour:
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Car Space No:	Car Park Level:
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Car Space leased?:	Yes / No	Leased From:
--------------------	----------	--------------

<b>LETTING AGENT DETAILS (if applicable)</b>
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Name:
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Address:
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Phone:
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Email:
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Term of Lease:	(please supply copy of first page of lease with this form)
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<b>EMERGENCY CONTACT</b>
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Name:
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Relationship to Resident:
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Phone 1:	Phone 2:
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**ACCESS PERMISSION**

I/we authorise the Building Manager to provide keys (if held) to my apartment for required inspections including the Annual Fire Inspection or to access when I am unreachable if the need for maintenance or repair arises.

Signed: .....

Name:

Date:

**ACKNOWLEDGEMENT**

I/we have received and read a copy of SP4680 By-Laws and agree to abide by them:

Signed: .....

Name:

Date:

Signed: .....

Name:

Date:

Do you use an emergency service (i.e. VitalCall, etc): Yes / No (circle one)

Do you need assistance to use the fire stairs in an evacuation?: Yes / No (circle one)

**Office Use Only**

**Security Swipe Registration Numbers**

- |    |                 |                   |
|----|-----------------|-------------------|
| 1. | Date Activated: | Date Deactivated: |
| 2. | Date Activated: | Date Deactivated: |
| 3. | Date Activated: | Date Deactivated: |
| 4. | Date Activated: | Date Deactivated: |
| 5. | Date Activated: | Date Deactivated: |

**Garage Remote Registration Numbers**

- |    |                 |                   |
|----|-----------------|-------------------|
| 1. | Date Activated: | Date Deactivated: |
| 2. | Date Activated: | Date Deactivated: |
| 3. | Date Activated: | Date Deactivated: |
| 4. | Date Activated: | Date Deactivated: |

Date Form received:

Signed:

Date Data Entered:

Signed:

Date of Departure:

Signed: