



CONSERVATORY.
MELBOURNE

Owner's Manual



Hickory.





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Section One

Welcome to Your New Home



Section One

Welcome to Your New Home

Getting Started

As the main builder of Conservatory, we are very proud of your property and would like to ensure that you settle in with minimal fuss and inconvenience.

In order to acquaint you with the maintenance requirements and warranty information about your new home, we are providing you with this Owner's Maintenance and Information Manual, which consists of the following sections:

General Information – this section provides general information about your property and operating features including:

- Hickory's contact details and Online Customer Care Portal;
- Important information about Hickory's Defect Liability Period;
- Contact details for contractors and consultants engaged to perform trade specific works at the property;
- Keying and Operational Manual – Car Park and Building Entrances;
- General apartment details including electrical, water and telephone services, TV connections and storage facilities;
- General Care & Maintenance recommendations and advice;
- Emergency Evacuation Information;
- Apartment schedule of finishes, which details paint colours, names and codes of all sanitary fixtures and appliances;
- Appliance product instruction manuals;

General Maintenance & Care – this section provides important preventative maintenance procedures required to be performed at periodic intervals. By adhering to the recommendations set out in this section, you may overcome minor or major maintenance problems, which could be deemed

costly if not addressed promptly. By implementing preventative maintenance regimes, you can help keep your home functioning properly for many years to come.

The Hickory Owner's Information and Maintenance Manual is written in a manner that we hope will help you understand how your new apartment functions and your responsibilities as a property owner with respect to maintaining your asset.

Hickory Builder's Assurance

If you feel that certain types of maintenance or repairs are beyond your capabilities, our Customer Care Team are well equipped to perform these tasks for you. [Hickory Builder's Assurance](#) assists apartment owners to properly care for their apartments, through scheduled maintenance alerts and detailed annual service inspections by our Customer Care Team.

Special Offer for Conservatory Owners - we are offering the first annual inspection free. All you need to do is register your interest on the Hickory Builder's Assurance website - <https://buildersassurance.hickory.com.au/> and you'll receive scheduled maintenance reminders and the **first annual inspection free**, saving you hundreds of dollars on the usual package price. For more information, see the [Service Information Guide](#).

Notice Regarding Manufactured Items

The suggestions and recommendations set out in this manual are not intended to replace or substitute any of the manufacturer's recommendations. All manufacturer's recommendations take precedence over any suggestions or recommendations set out in this manual.

DISCLAIMER The information set out in this manual is believed to be correct at the time of publication. Hickory, its agents, employees or subcontractors are not liable for any claim or dispute arising out of or in connection with the information set out herein. Hickory does not assume liability for any loss or damage resulting from the reliance on the information contained herein. Hickory is not responsible for omissions and incompleteness and does not guarantee that the suggested actions will correct defects.

Hickory's Contact Details

Hickory Constructions (Vic) Pty Ltd
 ABN 97 609 882 055
 Level 1, 101 Cremorne Street
 Richmond, VIC 3121
 Phone: (03) 9429 7411
 Fax: (03) 9428 7376
 Website: hickory.com.au/customer-care

Hickory's Online Portal

Hickory is here to help with construction defects, preventative maintenance related works and general queries regarding your property. If you have any questions regarding your apartment, and cannot locate the answers within this manual, you can use our Customer Care Online Portal to lodge your query by following these 4 simple steps:

STEP 1

Visit hickory.com.au/customer-care

STEP 2

Log in using the following details

Select Building Name: Conservatory

Enter Password: conservatory

STEP 3

Search for answers to common questions using the FAQ section and document downloads.

STEP 4

Still need help? Use the online booking form to submit your enquiry, defect or maintenance request and a member of our Customer Care Team will contact you as soon as possible.

Important Notice for Tenants

If you are currently leasing the property, please forward any queries regarding the property directly to your managing agent. Unless we are instructed by the managing agent or the owner otherwise, Hickory will only correspond with the owner and/or managing agent of the property.

Defect Liability Period ('DLP')

The defect liability period refers to the period of time at the completion of your apartment where the builder is required to rectify any outstanding issues identified during the pre-settlement inspection by you or your buyer's advocate.

Your property is subject to a **12 month Defect Liability Period** after Practical Completion.

The issues are generally minor faults and do not stop the building from reaching completion such as loose tiles for example. During the defect liability period you are required to check that any issues raised in the final inspection, or any new items found during the 12 month period have been rectified.

Normal wear and tear or damage incurred during the apartment's occupation is not covered under the DLP. Also, items / appliances covered by a manufacturers' warranty, are not items the builder is responsible for.

Why is the "Pre-Settlement Inspection List" so important?

The Pre-Settlement Inspection List is important because it is compiled by you, or your authorised representative prior to settlement and sets out a list of the potential construction defects that are not within acceptable standards and tolerances within your property prior to occupation. The construction defects identified in this list can include defects such as scratches, minor imperfections, dents, chips, stains and the like. However, unless these items are identified in the Pre-Settlement Inspection list, items such as these will not be rectified by Hickory before you have commenced occupying the property. It is therefore imperative that you undertook your pre-settlement inspection with care.

Complaints – Alleged Defective Building Works

If you have encountered a construction defect after the Defect Liability Period and you are an owner or managing agent of the property, please ensure you have undertaken your own inspection of the alleged defect prior to requesting Hickory to investigate the issue. It is incumbent on all owners and occupants to

make preliminary inquiries that their complaints relate to Hickory's original building works before lodging their complaint.

1. Confirmation that you are the owner and/or authorised agent for the property;
2. Contact details for the occupants residing at the property (if any);
3. A detailed description of the alleged defect;
4. Photographs of the alleged defect; and
5. Report/s and/or other documents in support of your claim (if any).

Disclaimer - Notice to Owners and Managing Agents

Please be aware that if you lodge a complaint with Hickory's Customer Care Team, the cause of the complaint does not relate to our original building works and you have not made reasonable preliminary inquiries to ascertain the cause, by lodging your complaint you are deemed to have agreed to paying a service fee (minimum 1 hour) to investigate your complaint. If, on the other hand, the complaint relates to our original building works, we will immediately waive the service fee and tend to all necessary remedial works to overcome the issue at our cost.

It is therefore imperative that:

- a. prior to lodging your complaint you ensure that you have adhered to the general maintenance recommendations set out in the General Maintenance & Care section of this manual as Hickory is not responsible for damage caused by the maintenance regimes adopted (or lack thereof) by owners and/or occupiers; and
- b. you provide Hickory with an opportunity to inspect, investigate and rectify (if determined to be caused by our original building works) at our cost as Hickory will not be responsible for costs associated with the engagement of third parties to carry out works at the property (unless otherwise agreed in writing between Hickory and the respective owner or agent).

Preventative Maintenance

Some preventive maintenance measures must be undertaken by the owners / occupiers on a regular basis to avoid damage. Some of these are as follows:

- All downpipes, floor drains on balconies and all other drains must be kept completely free of debris, cigarette butts, leaves and any obstructions at all times.
- Where possible check roof gutters and downpipes for blockages, or ask the Owners' Corporation / Building Manager to ensure it is done regularly. Hickory is not responsible for leaks caused by blocked wastes and gutters.
- Report any leaks in your bathroom sinks or under the kitchen sink immediately to Hickory.
- Report leaking windows immediately to Hickory.
- If your power trips then please try to reset your circuit breaker prior to calling Hickory, the website FAQ section offers some good advice on rectifying power trips.
- Ensure that your bathroom and balcony floor waste is not blocked at any time; shower drains must be kept clean and clear from hair and other debris at all time. Hickory is not responsible for leaks caused by blocked wastes. A call out fee will be charged if the cause of your complaint relates to a blocked drain or waste.
- Wash the cover of your bathroom ventilation fan, air conditioning unit and range hood fan on a regular basis for better airflow. Ensure the exhaust fans are used regularly when showering to minimise condensation and damage caused by condensation.
- Balcony caulking and grout must be well maintained and re-caulked or re-grouted when required.
- If you should encounter a problem with your appliances, please contact the appliance manufacturer or supplier directly. Suppliers' details are included in this owner's manual or on the appliance manuals. Hickory's Customer Care Team cannot assist with product malfunctions – this is a product warranty issue for which the respective manufacturer or supplier is responsible.
- Regularly check your washing machine and trough connections to ensure they are not leaking.
- Ensure that showers are re-sealed every 12 months with silicone to prevent leakage.

- Ensure all other caulking in the apartment is well maintained and replaced as and when required.
- Clean the drain under the paver on your balcony every 3 months to prevent blockages.

Need help with maintenance? Sign up to [Hickory Builder's Assurance](https://buildersassurance.hickory.com.au/) to receive scheduled maintenance reminders and the first annual inspection free. To register and for more information visit [Hickory Builder's Assurance website https://buildersassurance.hickory.com.au/](https://buildersassurance.hickory.com.au/)

Water Leaks

Please be aware that damage caused by the late notification of water leaks and lack of preventative maintenance will not be rectified by Hickory. It is the owners / agents responsibility to mitigate their loss with respect to damage to property and to ensure that defects such as water leaks are reported immediately and rectified promptly to prevent the manifestation of consequential damage.

Works Performed By Third Parties

Any alterations, building works or works performed by third parties subsequent to completion of Hickory's original building works is not the responsibility of Hickory and will void any warranty applicable to our building works.

For further information regarding your obligations as an owner and how to properly maintain your property, please refer to the General Care & Maintenance section of this manual.

Consultant & Contractor List

The tables below set out the contact details of the contractors / consultants engaged to perform works / services at the property and their respective disciplines. If you have any queries regarding any of the works performed by the contractor / consultants listed below, please feel free to contact them directly on the numbers provided.

Contractor List

Trade	Company	Phone
Air Conditioning	Ellis Air	03 9552 5200
Aluminium Cladding	Hickory Builders	03 9429 7411
Appliances – Kitchen	Miele Australia Pty Ltd	03 9765 7434
	Harvey Norman Commercial	03 8530 6300
Balcony Balustrade & Facades	Hickory Builders	03 9429 7411
Balcony Privacy Screens	Nu-Lite	03 9706 6766
Bathroom Cabinets	Hickory Builders	03 9334 2620
Blockwork	FCAM	0419 521 977
Car Park Ventilation Grilles	Ellis Air Conditioning	03 9552 5200
Carpet + Timber Flooring	CTA Commercial Flooring Installations	03 9334 2620
Concrete	Hickory Builders	03 9429 7411
Door Hardware	Access Hardware	03 9329 8833
Doors & Frames – External	ACD Fire Doors	03 9720 5766
Doors & Frames – Internal	Action Building Systems	03 8368 2483
Electrical (Power and Data)	Appselec	03 9555 2711
External Pavers	Dellermay	03 8353 2333
Fire Doors	ACD Fire Doors	03 9720 5766
Fire Protection	Leemark Fire Protection	03 9873 1525
Garage & Lower Ground Roller Shutters	Mirage Doors	03 9587 1999
Kitchen Joinery	Siematic (via Luxx Newhouse)	+65 9880 3663
Letterbox Systems	Project Product	03 5975 5551
Lift Services - Carlift	Nordic Elevators	03 9889 8112
Lift Services - Passenger	Schnidler Lifts Australia	03 9931 9900
Kitchen + Bathroom Splashbacks & Stone Benchtops	Dellermay	03 8353 2333
Painting	UBM Services	03 9850 1412

Contractor List Continued

Trade	Company	Phone
Plaster	SM Interiors	03 9428 5295
Sanitary Fittings	Hansgrohe (Fittings supplied by Harvey Norman Commercial)	03 8530 6300
Signage	Signcraft	03 9360 6222
Shower Screens & Glazed Walls	Best Balustrades	03 9311 2888
Storage Cages	JLM Fencing	03 9768 2501
Structural Steel	Hickory Builders	03 9429 7411
Internal Tiling	Dellermay	03 8353 2333
Waste Chute	ASI JD Macdonald	1800 023 441
Waterproofing	Dellermay	03 8353 2333
Windows	Hickory Builders	03 9429 7411

Consultant List

Consultant	Company	Phone
Architect	Cox Architecture	03 9650 3288
Structural Engineer	Webber Design	03 9614 7155
Services Engineer	Umow Lai & Associates	03 9249 0288
Building Surveyor	PLP	03 9650 7999
Fire Engineer	Omnii	03 9620 4025

Section Two

Keying and Operation Manual



Section Two

Keying and Operation Manual; Car Park and Building Entrances

Intercom, Proximity Card Access & Security System

The main entrance for residents to the Conservatory Apartments is located on MacKenzie Street.

Owners are provided with access fobs that are programmed to access their respective apartment floor, car park level and residents' amenities.

The Owners Corporation is provided with access fobs that are programmed to access the common property.

Entry to the building is gained by valid proximity fob.

To enter an area of the building controlled by a proximity reader, present your fob to the proximity reader at a distance less than 5cm. The proximity reader at rest has a constantly illuminated red LED. When presented with a valid fob the LED colour will change to green, alerting the user that access has been authorised. The latching mechanism will be open for a pre-set time allowing entry. Pushing the exit button at each access-controlled point allows you to exit from the building.

To use the lifts, occupants must present their fob to the destination control panel in front of the lifts. A list of available floors will be displayed; select your desired floor, and the destination control panel will then advise which lift you are to enter. Enter the lift to be transferred to the desired floor.

Please refer to the documentation provided within your handover documentation Appendix 2 – Appselec for information regarding how to use the Intercom and Access Control functions at Conservatory .

If you have any further queries in regard to the intercom and security system, please contact the Concierge / Building Manager.

Car park Entrances

There are two separate car park entrances into the Conservatory building.

Carparks on the Ground Floor are accessed via roller shutter on Bell Place.

Carpark levels 1 - 4 are accessed via car lifts on Bell Place.

To enter carparks, press the button on your carpark remote control (provided in your hand over pack) to either open the garage roller door or to call the car lift down.

Ground Floor Parking Instructions

Once you have entered the car park via the garage roller doors, and parked in your designated parking space , proceed to the building area in which you intend to get to by either the staircase or lift lobby.

To exit the car park, press the remote control. The garage door will then automatically close after approximately 30 seconds, once the door has been cleared.

Please refer to Appendix 2 - Mirage Doors (Garage / Loading Dock Roller Door) documentation provided within this manual for information of how the car park entrance functions for Conservatory Apartments.

Car Park Levels 1 – 4 Parking via Car Lift

Calling Car Lift at Ground Level:

- Drive into car lift waiting area (in front of left side car lift) and use allocated remote control to push the GREY BUTTON to call a lift to the Ground Floor.
- When the lift arrives, doors will fully open, a GREEN light will appear on the traffic light inside the car lift. The driver is to enter the lift slowly. To gain access to the desired level, the driver is to push the car call button on the car operating panel. The driver is to drive his/her motor vehicle and must stop, when the traffic light appears RED.
- Remember – To gain access to the desired level, the driver is to push the car call button on the lift car operating panel.
- When the lift car reaches the desired level, the car lift doors will automatically open and when a GREEN light appears on the traffic light. The driver is to exit the lift slowly.

Exiting the Car Park via the Car Park Levels

- To exit the car park, the driver should drive their motor vehicle to the designated waiting area at their level in front of the left hand car lift.
- The driver is to push the call button / YELLOW BUTTON to call a lift. The lift will travel to the level as called, and automatically open its doors. When the doors are fully opened, a GREEN light will appear on the traffic light. The driver is to enter the lift slowly. To gain access to ground level (street / exit level), the driver is to push the car call button on the lift car operating panel. When the traffic light appears in RED within the lift car, the motor vehicle must stop.
- The doors will close and the lift will travel to the ground level. When the doors are fully opened, the motor vehicle must exit the lift SAFELY.

Please refer to Appendix 2 - Nordic Elevators (Car Lift) documentation provided on your USB for information on how the car park entrance and exit functions for Conservatory Apartments.

Apartment Keys & Entrances

Keys and Remotes

Included with your handover are the following keys and remote controllers:

- Apartment Front Door Key - Qty 5 provided per apartment
- Apartment Front Door Fob (Samsung) - Qty 2 provided per apartment
- Remote entry car park control – Qty 1 provided per car park
- Remote for car lift – Qty 1 provided per car park
- Letter Box Key - Qty 2 keys provided per mailbox
- Building Entrance Security Access Fob – Qty 2 provided per apartment
- Air conditioner Remote – Qty 1 per air conditioner unit
- Storage Cages – padlock and keys to be provided by the tenant or occupier

Please note: Your Apartment Front Door is a Samsung Smart Door Lock. Please refer to the Welcome Card for set up instructions. First time access will be via a key that is a part of your handover pack.

Spare Apartment keys cannot be cut from regular locksmiths. Please contact the Building Manager / Owners' Corporation Manager for information and procedures relating to obtaining a replacement key for your apartment.

Spare remote entry controllers to gain access to the car park roller door or car lift cannot be sourced without first contacting the Building Manager / Owners' Corporation Manager. Please contact the Building Manager / Owners' Corporation Manager for information and procedures relating to obtaining a remote controller to access the carpark.

Replacement Letterbox Keys can be ordered at a cost by calling Project Products 03 5975 5551. You will need to quote the code engraved on the front of the mailbox lock.

Bathroom Door Locks

The lock on the bathroom doors in the apartment can be externally opened with a round pin through the hole on the cover plate in case of an emergency.

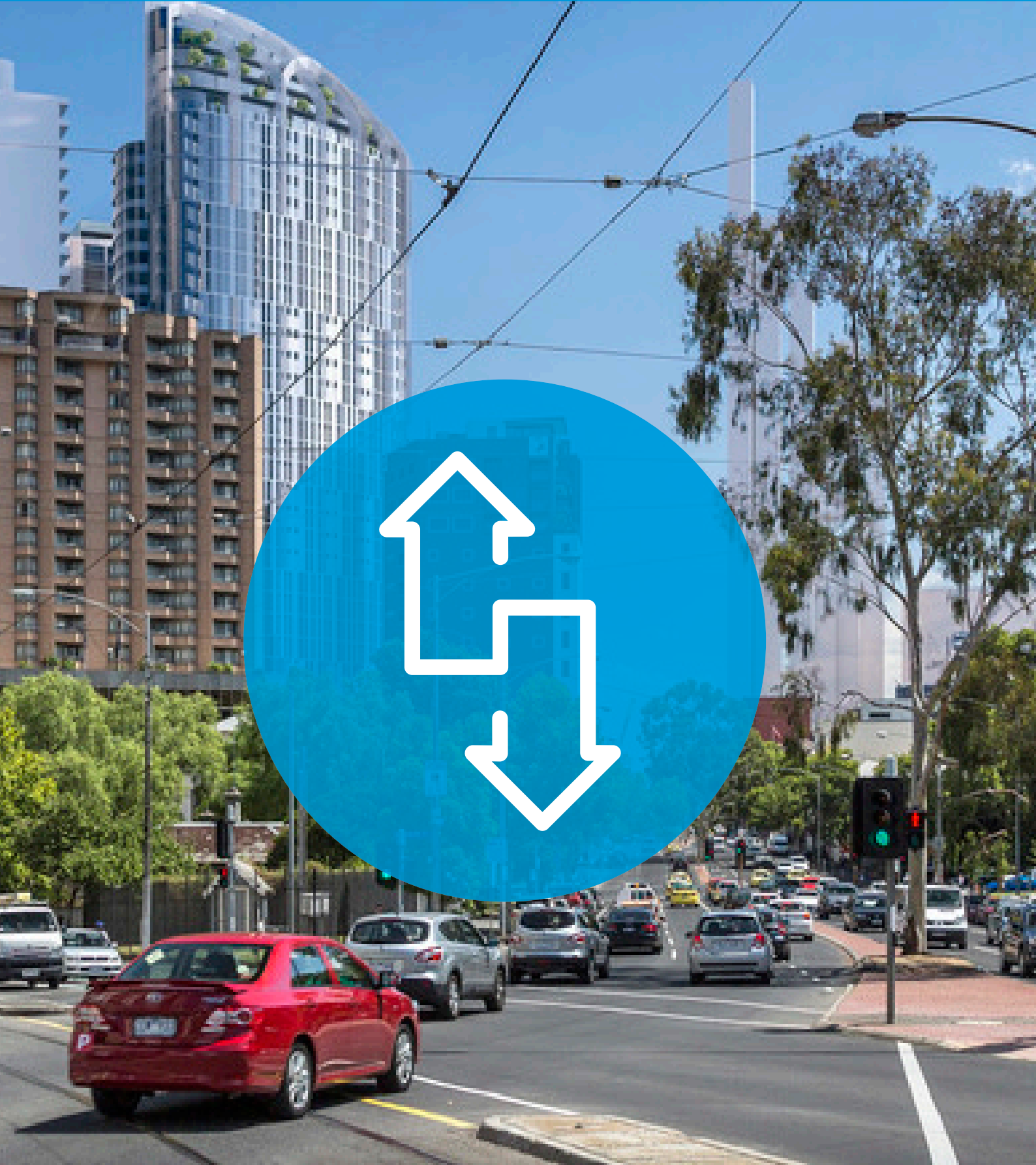
In case of an emergency, if the bathroom door has lift off hinges, you can lift off the door from the locked side by putting your hands under the door and lifting in a vertical direction.

Owners' Corporation Keys & Common Areas

The Owners' Corporation is responsible for the management and care of all common areas, including restricting access to these areas if required. If you require a spare fob to access the common areas, please contact the Owners' Corporation Manager for information and procedures relating to obtaining access to common areas.

Section Three

Resident and Visitor Access



Section Three

Resident and Visitor Access

Visitor Car Parking

There are no visitor car spaces available within the building.

Intercom System & Instructions

Residents' visitors are required to use the intercom system located at the main entrance lobby doors of Conservatory to contact an occupant.

Visitors can call an apartment from the entry station by first touching the entry station screen and the code pad will appear. The visitor then enters the apartment number using the keypad and then pressing the 'bell' symbol to initiate the call or alternatively, using the electronic directory to scroll for apartment number using the arrow keys and then press the "bell" symbol. As soon as the "bell" button is pressed, the apartment will be called via the intercom system. The video monitor inside the called apartment sounds an electronic tone and colour vision of the calling entry is displayed. Apartment intercoms are generally located on the wall adjacent to the living room.

The resident presses the audio hands-free button on the video monitor and 2-way communication is enabled. The resident grants the visitor access by pressing the release button (key symbol) on the monitor. At the end of the call the resident presses the audio hands-free button again to end connection.

Once the button is pressed, the entry door will be unlocked for a pre-set time at 5 seconds. The lifts will also be activated to reach occupants level for a period of 2.5 minutes.

Please refer to Appendix 2 – Appselec User Manual on your USB for the intercom system.

There is an exit push button at each controlled point to allow egress from the complex.

Passenger Lifts

There are 5 passenger lifts located at Conservatory, 4 lifts in the main tower labelled A, B, C & D and 1 lift for access to the podium apartments.

Lift Dimensions

The below table sets out the internal building lift dimensions. Please coordinate moving in and out of the building with the Concierge.

	Door Width	Internal Height	Internal Width	Internal Depth
Lift A	1000mm	2300mm	1400mm	1600mm
Lift B	1000mm	2300mm	1400mm	2050mm
Lift C	1000mm	2300mm	1400mm	1600mm
Lift D	1000mm	2300mm	1400mm	2050mm
Podium lift	1000mm	2500mm	1400mm	2050mm
Car lift 1	2700mm	2100mm	2700mm	5250mm
Car lift 2	3000mm	2100mm	3000mm	5250mm

DO NOT USE LIFTS IN THE EVENT OF AN EMERGENCY OR FIRE

Lift Operation/Podium

Lifts can be operated on the lift landing by push button. When your instruction has been received a light will illuminate the signal given. The lift panel will also indicate direction of travel and its current floor location.

Once in the lift car to gain access to your floor, push button on the operation panel.

Emergency alarm button, door open button and door close button are also fitted on the operation panel.

Lift Operation/Tower

The tower lift can be called by swiping your card underneath the PORT controller situated in the lift lobby.

Once you swipe your card, the levels that are available to you will be presented on the touch screen. Select your desired level.

The screen will then notify you as to which lift you are to enter into to be taken to your desired level (A, B, C or D).

When a visitor is provided authorised access via the intercom, the PORT control will only allow the authorised level to appear on the touchscreen for selection. The visitor is to then select the correct level and make their way to the designated lift.

Lift Emergency Procedure

Please use the lift telephone call panel in cases of emergency.

Buttons on the operation panel include alarm push button which sounds an audible alarm to notify the intervention service that passengers in the lift need assistance.

Lift Intercom

If the alarm button is activated there will be a vocal connection between the lift car and the intervention service. The receiver will assist in notifying the intervention service of the lift installation and address. If you are in the lift, please provide all information as requested by the receiver. Information can be found on the call panel.

Address: Conservatory 9-23 MacKenzie Street Melbourne.

Lift Fault

Please contact the Building Manager / Owners' Corporation Manager if lift fault occurs.

DO NOT USE LIFTS IN THE EVENT OF AN EMERGENCY OR FIRE

Section Four

General Building & Apartment Details



Section Four

General Building Details

Building Facilities / Amenities

Conservatory is designed and constructed with the following facilities / amenities for use by occupants:

Pool, Sauna and Steam Room

The pool and associated facilities are located Level 6 of the property.

In order to access the pool facilities and amenities, occupants must have a valid access fob.

Fitness Studio

Conservatory has a fully equipped Fitness Studio for use by all occupants. It is located on Level 6 of the property.

In order to access the Fitness Studio facilities, occupants must have a valid access fob.

The Victorian Terrace

The Victorian Terrace is located on Level 6 of the property and includes outdoor seating and 3 x BBQ pods.

In order to access the Victorian Terrace, occupants must have a valid access fob.

The Royal Banquet

Conservatory has a fully equipped kitchen / dining area and outdoor dining terrace for use by all occupants. It is located on Level 34 of the property.

In order to use The Royal Banquet Room, occupants must make a booking with the Concierge.

In order to access The Royal Banquet, occupants must have a valid access fob.

The Carlton Terrace

The Carlton Terrace at Conservatory is located on Level 38 of the property and features 2 x heated spas and outdoor seating areas.

In order to access The Carlton Terrace, occupants must have a valid access fob.

Cinema

The Cinema Room is located on Level 5 of the property. The room features 5 x electric recliners and 4 x OSIM Massage Chairs and is equipped with full AV facilities.

In order to access the Cinema Room occupants must have a valid access fob and make a booking with the Concierge.

Golf Simulator

Conservatory also features a fully equipped Golf Simulator Room located on Level 5 of the property.

In order to access and use the Golf Simulator Room, occupants must have a valid access fob and make a booking with the Concierge.

For rules regarding the use of these amenities, occupants are to refer to the Owners' Corporation Rules provided in the hand over pack.

General Apartment Details

Electrical Services

Individual apartment electrical meters are located in the electrical meter cupboard on each each level.

The apartment electrical switchboard is located in the kitchen joinery cupboard near the entry in your apartment or on the wall near the entry door. There are circuit breakers at the switchboard for power outlets, lights, air conditioning, appliances and exhaust fans. All circuits have a safety switch.

The safety switch is located in the switchboard.

Circuit breakers and safety switches are fitted in your switchboard. If a breaker or safety switch trips, we recommend that you:

1. Switch off all power outlets (GPOs), lights and unplug all appliances.
2. Reset the safety switches in the switchboard.
3. Switch on each GPOs one at a time to determine the faulty outlet.
4. Turn on each appliance to ascertain which one is causing the safety switch to trip. If the electrical trip is found to be caused by an appliance, do not plug the suspected appliance in again – make sure it is serviced immediately by a qualified electrician or the manufacturer.

If the breaker or safety switch continues to trip after following the above steps within the Defects Liability Period, please contact our Customer Care Team to arrange for a licensed electrician to locate and rectify the cause. Please be advised that if the cause of the trip is not a building defect caused by Hickory's original building works, a service fee will be charged.

Note: Hickory is not responsible for electrical faults caused by storm damage and/or other natural disasters.

PLEASE DO NOT ATTEMPT TO PERFORM ANY ELECTRICAL REPAIR UNLESS YOU ARE A REGISTERED AND LICENCED ELECTRICIAN.

Water Service

There is a stop valve located in the common corridor space near your main entry door. The water meter cupboard is located in the hallway of the corresponding floor that you live on. Only the Building Manager will have access to the water meter cupboard.

There is a water stop valve located underneath each of the kitchen and basin sinks. Use these stop valves, if there is a leak in the pipe.

Hot Water

The building is serviced by a centralised hot water system installed on the roof plant area and this system will be regularly maintained by the Building Manager. If there are any water system issues with your apartment, please contact the Building Manager directly.

Hot water is supplied to your apartment by an instantaneous hot water unit.

The shut off valves for the hot water system to your apartment are located in the corridor via an access panel or in the manifold cupboard next to the stairs.

TV Points

Each apartment has TV points to receive free to air television, which is connected to a master antenna located on the roof of the building. There is also cabling for Pay TV.

Telephone, Data Point & NBN

There are telephone and data connection points in each apartment. The NBN panel is located in the master bedroom wardrobe or the service cupboard. Please contact your preferred telephone or internet provider for connection services and line faults.

Air Conditioning

There is an air conditioning unit(s) for cooling/heating to the apartment. The remote is provided with your hand over pack, all adjustments can be made using this remote or control panel (selected apartments). The air conditioning compressor unit is located within the carpark level 5 for podium apartments and on the balcony or terrace of standard apartments, or alternatively, on level 39, rooftop of the penthouse apartments.

Please make sure the isolator for the control panel compressor is switched on before switching on the air conditioning unit. The remote control is used to select the desired operation to suit individual preferences.

There is a 60 month warranty provided by the manufacturer of the A/C unit on the condition that the maintenance and servicing of the unit is carried out by a recognised tradesperson during this period. It is recommend that the A/C unit is serviced every 6 months. Please ensure that this is performed so as not to void your warranty.

For further details regarding operating and caring for your A/C unit, including the conditions of warranty, please refer to the Appendix 1 – Daikin Manual & Appendix 2 – Ellis Air Manual provided on your USB.

Subject to the recommendations and advice set out in the manufacturer's manual, we set out some basic Do's and Don'ts with respect to your A/C unit below:

Do's

- Set temperature range between 20 degrees to 25 degrees with all the internal doors open to achieve efficiency of the system

- Perform regular service of the unit at least every 6 months to ensure that the condensate pipe is not blocked and your unit is working as intended or as set out in the manufacturer's warranty conditions for the unit.
- Clean, replace and maintain the air filter as and when required. Monthly filter cleaning and/or replacement will provide cleaner air, improve air flow and help reduce utility costs. If you would like Hickory to perform this task for you, please contact our Customer Care Team for further information about how we can assist you.
- When the heating is on, we recommend that a window is opened slightly in the apartment to allow natural ventilation and reduce the likelihood of condensation. Condensation may be visible on the internal face of the windows and can look like a water leak. If condensation is not wiped or cleaned, it could cause damage to plaster, carpet, timber flooring and other building elements. It is the occupants' responsibility to minimise the occurrence of condensation by opening a window and using the ventilation systems installed in the property. Damage to property caused by condensation is not a construction defect for which Hickory is responsible.

Don'ts

- Do not set minimum temperature on the thermostat and leave the apartment closed for more than four (4) hours as it may freeze the condensate pipe and cause damage.
- Do not short circuit your compressor by moving the thermostat up and down too rapidly. Set your temperature slowly and leave it for at least five minutes before resetting.

Mailboxes

Mailboxes are located in the mail room on the ground floor lobby area of the building.

Letterboxes are opened with the key provided to residents in the handover pack.

A master key for the mailbank letterboxes is kept with the Owners' Corporation.

Bike Storage

Residential bike storage areas are provided on the Lower Ground floor.

Bikes are not to be transported in lifts at any time. Residents are required to use the Lower Ground entry off Bell Place in order to obtain access to the bicycle storage areas. A valid access fob is required.

Storage Cages

Residential storage cages are provided in the car park for selected residents. These are identified by apartment number on the outside of the cage.

Dangerous or flammable goods are not to be stored in these cages.

Storage of goods within the storage cages must be elevated off the ground. No item is to obstruct drains and regular inspection of drainage point within your storage cage is required.

All goods stored in cages, must be positioned lower than 500mm under sprinkler head.

Storage of goods in these cages are done so at the occupants' own risk.

Section Five

General Care & Maintenance



Section Five

General Care and Maintenance

Every aspect of your property has been carefully constructed. To ensure your property retains its value, it is imperative that your property is well maintained and looked after. This manual has been prepared to assist you with this task by providing you with some useful information about how to care for and maintain your home. It is important to note that repairs performed by an owner, occupant or third party may void the manufacturer's and/or builder's warranty on the item being repaired. It is therefore imperative that you read this manual in conjunction with the all manufacturer's and supplier's manuals provided to understand your obligations as a home owner and that specialist repair and maintenance must be done only by suitably qualified professionals.

We understand that life is busy and you may have limited time to perform maintenance related works at your property. Hickory's Customer Care Team are here to help you with all your maintenance requirements. We can provide one-off services or develop an ongoing maintenance plan to suite your property, needs and budget with the added benefit of our team already knowing the ins and outs of your property. For more information, refer to the Hickory Builder's Assurance information included in your handover documentation.

White Goods / Kitchen Appliances

Your home is equipped with a variety of kitchen appliances such as an oven, rangehood and cook top. Please familiarise yourself with the respective product manuals and test all appliances as soon as possible to ensure that they are working as intended. Where applicable, complete and mail out the warranty card for each of the appliances (usually found in the product manual) as the failure to do so may void the manufacturer's warranty. Please note that some manufacturers may only allow you to register on-line.

What do I do if my appliance is not working?

If an electrical appliance does not turn on or is not working, prior to contacting the manufacturer, please ensure you follow the listed steps below to avoid being charged a call out fee:

1. Check that the appliance is plugged in.
2. If the appliance is plugged into a wall-switched electrical outlet, make sure the switch is on.
3. Check that the circuit breaker on the panel box control is in the "ON" position.
4. Review the manufacturer's service manual, in particular the troubleshooting section, and follow any recommendations set out in the manual.
5. Contact the manufacturer directly for assistance and to book in a representative to inspect the unit.

Note: Hickory's Customer Care Team cannot assist with appliance malfunctions. These complaints must be directed to the respective appliance manufacturer for inspection and/or investigation.

Cleaning & Maintaining Your Appliances

To maintain the appearance of your appliances, remove stains with hot soapy water and a clean cloth prior to the stains drying out. Please ensure you review the manufacturer's warranty booklet for details on how to clean and maintain your appliances.

Cook Tops / Stoves / Ovens

Do not allow dirt and grime to accumulate. Clean with recommended cleaning agents suitable for the appliance as recommended by the manufacturer. Please refer to the manufacturer's care and maintenance manual on your USB. Avoid using harsh, abrasive chemicals and cleaning agents unless specified in the manufacturer's manual. Clean all filters regularly.

Important Notice: Please ensure your cook top is clean prior to lodging a complaint with Hickory's Customer Care Team. Failure to clean your cook top will result in our Customer Care Operators re-scheduling the appointment and charging a call out fee.

Range Hood Fan

The range hood fan filters collect grease and grime and should be cleaned regularly by soaking the filters or lightly brushing them in warm soapy water. Ensure all filters are dry before re-instating them.

Stainless Steel Kitchen Sink

The brand of the sink in your apartment is Franke and it was made from high-grade stainless steel. Due to the high level of pure nickel content in stainless steel, nickel oxide will form on the surface of the sink causing dullness and scratching.

Clean the sink with stainless steel cleaner (e.g. Steelfix) and a foam sponge before using for the first time by following these basic steps:

- Clean with a soft slightly soapy damp cloth and avoid using steel wool or abrasive cleaner to clean the sink.
- Use specialist stainless steel product to brighten the sink.

Please ensure you refer to the manufacturer's manual for further details regarding your kitchen sink.

Stone Bench Tops (Reconstituted & Natural Stone)

Victorian Royal and Carlton Collection Apartments

To ensure that stone bench tops maintain their appearance, they must be properly cared for.

Reconstituted Standard Stone Bench Tops (Victorian collection Levels 1 – 30)

It is imperative that stone bench tops are cleaned regularly. Clean using a damp fibre free cloth or sponge and lukewarm soapy water, then wipe dry with a clean low-lint cloth. Failure to wipe a stone surface dry will leave watermarks on the surface, which will dull the shine and create a spotty appearance.

For stubborn stains, avoid using harsh cleaning agents, use only NON-ABRASIVE cream cleanser agents with a damp cloth in extreme circumstances. Prolonged use of these (more than once a month) will

discolour the stone surface.

Spills should be immediately removed and cleaned with warm water to prevent staining, in particular near joints in the stone (if any).

Avoid using sharp metal objects directly on the stone. When using a knife, we recommend the use of a chopping board. Reconstituted stone will not scratch as easy as natural stone but it may still scratch if proper care is not taken.

Care should also be taken not to use appliances such as kettles and toasters directly over joints (if any) on the bench tops and temperature absorbent mats should be used under hot and cold appliances (hot pans, electric frying pans and oven trays etc).

Natural Stone Bench Tops (Royal and Carlton Collection Level 31 – 37, plus any upgraded apartments in the Victorian Collection)

As a general rule, DO NOT ever allow the following to come in contact with the stone or it will stain the stone surface: vinegar, lemon, wine, any liquids containing acids especially light or transparent liquids containing acids, (even impure water), coffee, beetroot, tomato etc. The items above are listed in order of risk, if they are to come in contact with the stone, they will instantly begin to stain and erode the stone materials, regardless of the sealer and this in turn, will leave a light discoloured stain on the benchtop. The longer the items are left on the stone surface, the deeper the stain will be.

Any spills must be removed / cleaned immediately.

Clean regularly & thoroughly using fresh warm water and clean fresh cloths.

Detergents containing alkali, acid, metallic salts and/ or other strong substances can actually attack the surface of the stone and are NOT to be used.

Avoid using sharp metal objects directly on the stone. When using a knife, we recommend the use of a chopping board.

Care should be taken not to use appliances such as kettles and toasters directly over joints (if any) on the bench tops and temperature absorbent mats should be used under hot and cold appliances (hot pans, electric frying pans and oven trays etc).

Refer to Appendix 2 – Dellermay Operation &

Maintenance Manual for care instructions.

Kitchen Joinery

To clean any plastic or laminate surface we recommend the use of washing-up liquid and normal household cleaners diluted in warm water. Dirt should be removed as soon as possible and water should never be left standing on any surface.

For hard to remove dirt we recommend the use of undiluted household cleaner, which should be left on the surface for approximately 1 minute, followed by rinsing with clean water.

Use a micro-fibre or other soft cloth when cleaning. Always use a clean cloth, in this way you will avoid rubbing dirt remains from used cloths into the fronts. Rub lightly without applying pressure and only in a circular direction. Only in this way can you prevent scratches and creating gloss patches on matt lacquer finishes.

The surfaces should not be cleaned with steam cleaners, abrasive cleaners i.e. scouring cream, furniture polish, waxes, silicon based polishes, nitro- and lacquer thinners, nail polish remover, oven cleaner and other strong cleaners.

Refer to Appendix 2 – Luxx Operation & Maintenance Manual for care instructions.

Tiled Floors & Walls

Tiles, particularly in damp areas such as bathrooms, should be cleaned regularly (especially in and around shower and baths) and the room ventilated to reduce the likelihood of mould growth. Avoid using harsh cleaning agents. Only water-based mould removal cleaning agents should be used on tiled surfaces to prevent staining and damage to the tiles, grout and surrounding building elements.

To clean tiled floors and walls, use a damp cloth or sponge and lukewarm water and wipe dry with a clean low lint cloth. Neglecting to wipe a tiled surface dry is prone to leaving watermarks on a surface which will dull the shine and create a spotty appearance. Never leave dirt or cleaning products on the surface as they may stain (chlorine, metal, fertilizer etc).

Grout

Grout should be checked regularly and be re-instated if found to have deteriorated or be loose, particularly in wet areas such as the shower, bathroom and laundry. We recommend that deteriorated and/or loose grout

is re-instated by a qualified professional.

Ask our Customer Care Team to assist you with this task.

Silicon / Caulking Works

Silicon or caulking must be maintained by property owners, in particular with respect to caulking to joints between tiles and the bath or shower and caulking or silicon works in all wet areas.

Deteriorated caulking and silicon must be addressed promptly to avoid consequential damage.

Ask our Customer Care Team about how we can assist you to maintain Silicon and Caulking at your property.

Damaged Tiles

Unless stated in the Pre-Purchase Inspection List, cracked, pitted chipped or loose tiles will not be rectified by Hickory unless proven to be caused by Hickory's defective workmanship during the Defects Liability Period.

Engineered Timber Floorboards

Sweep floorboards on a regular basis with a dry anti-static mop and vacuum up dust using a soft brush head. Never wet-mop floors as excessive moisture will cause the wood to expand, possibly causing damage. Any moisture spills should be wiped immediately. Do not use water-based detergents, bleach or one step floor cleaners on timber floors.

Your floor should be cleaned regularly using a cleaning product designed specifically for your timber. Using the incorrect product can attack the surface finish leaving it permanently damaged with unsightly stains and can also void the manufacturer's warranty.

Use doormats and avoid wearing dirty shoes or boots inside.

Please refer to Appendix 2 – CTA Operation & Maintenance Manual for care instructions.

Carpet Floors

The carpet in your apartment is Godfrey Hirst 'Décor Plush'.

Ensure you vacuum the carpet regularly to maintain a high quality appearance.

Minimise using cleaning agents to carpeted areas as in extreme cases, carpet may discolour or stain from using cleaning agents.

Immediate attention to spills is the key to successful spot removal. If spills are left unattended they may become extremely difficult, if not impossible, to remove and result in permanent damage and discolouration.

Always test the cleaning solutions on an inconspicuous part of the carpet before applying it to a large area. Use a white cloth rather than a coloured one to prevent any dyes from coming off on the carpet. Do not rub. As you blot, keep turning the cloth so that you are using a clean, dry section to pick up liquid from the carpet, or use a water vacuum if available. If using a brush to help clean the stain, always brush from the outer edges of the spill inward to prevent the stain from spreading.

Please refer to Appendix 2 – CTA Operation & Maintenance Manual for care instructions.

If for whatever reason, the carpet is wet due to condensation or a water leak, ensure the carpet is dried immediately to prevent permanent damage. In the case of a water leak, please immediately contact Hickory's Customer Care Team.

Important Notice: Please be aware that damage caused by the late notification of water leaks and lack of preventative maintenance will not be rectified by Hickory. It is the owners / agents responsibility to mitigate their loss with respect to damage to the property and to ensure that defects such as water leaks are reported immediately and rectified promptly to prevent the manifestation of consequential damage.

Doors, Sliding Doors & Windows

The door, sliding door and window hardware must be maintained to ensure its functionality. Keep sliding door tracks free from dust and dirt and they can be cleaned with a damp cloth.

To maintain the window and sliding door hardware:

- Use a wet sponge to remove dust.
- Use warm mild detergent to remove any marks.
- Use a soft bristle brush to clean the tracks.
- Rinse with clean warm water to remove cleaning residue.

Bathroom Door Lock:

The lock on the bathroom doors in the apartment can be externally opened with a round pin through the hole on the escutcheon in case of an emergency.

IMPORTANT NOTICE: DO NOT SCREW FIXTURES, FITTINGS OR BLINDS INTO THE WINDOW FRAMES AS THIS MAY CAUSE WINDOW LEAKS AND / OR DAMAGE

Shower screens & mirrors

To clean shower screens and mirrors:

- Clean glass and/or mirrors using mild detergent or a glass cleaner on a soft lint-free cloth.
- Do not use abrasive cleaning agents, scourers, or any item which will scratch the surface.

Check bathtub stoppers and shower floor drains grates regularly and remove any hair accumulation and debris to prevent blockages and water leaks.

It is imperative that the caulking and silicon applied in all wet areas, in particular the shower and bathroom tub, is re-applied and maintained when required to prevent excessive moisture and damage.

It is recommended that showers are re-sealed every 12 months to prevent water leaks.

Ask our Customer Care Team about how we can assist you to maintain silicon and caulking at your property.

Condensation

Condensation is moisture formation on a surface as a result of moist air coming into contact with a surface which is at a lower temperature. As cool air is unable to retain the same amount of water vapour as warm air, excess moisture is released as condensation.

The responsibility of controlling condensation rests with the home owner and/or occupants of the property. Condensation can be controlled by maintaining adequate ventilation via the use of the exhaust fans or by simply opening a window for a few hours a day.

Condensation is a common problem in apartment

buildings if occupants do not clean excess water or moisture (condensation), as the failure to clean excess moisture will inevitably lead to damage and/or mould growth. Condensation on windows and frames must be immediately wiped up with a towel to prevent damage.

Important Notice: Please be aware that condensation is more prevalent in the winter months. Please ensure that if you lodge a complaint with Hickory's Customer Care Team that your complaint relates to a building defect and not condensation so as to avoid being charged a call out fee.

Exhaust Fans

Exhaust Fans in bathroom / laundry will be switched on when the main lights / laundry GPO switch are in use. Once lights / laundry GPO have been switched off, the exhaust in-built delayed timer will allow further operations of the fan for 3 minutes before automatically switching off.

Sanitary Fittings & Fixtures

In order to preserve the polished surface of the basin, use a clean damp cloth with warm soapy water to wash away any dirt.

It is important that you do not:

- pour boiling water onto the basin as this may cause cracking;
- do not sit or stand on toilet seat, even when the lid is down, as this may cause cracking.
- stand on the toilet, as uneven pressure applied to the toilet can break the wax seal at the base of the toilet and cause a water leak.
- use drain cleaners in the toilet. The harsh chemicals in drain claimers can damage the toilet seal and cause a water leak.

Toilets & Toilet Cisterns

If the cistern overflows, turn off the water at the tap located within the toilet and drain the cistern. There is an adjustment screw in the cistern that will lower the water level when refilled. Ensure the float valve arm is

free.

Under no circumstance should foreign objects such as sanitary napkins, nappies and the like be flushed down the toilet. Foreign objects will restrict the free flow of water and may cause blockages, including blockages in the building's common stack, and consequential damage to property. Hickory is not responsible for damage caused by foreign objects being flushed down the toilet.

If your toilet overflows, immediately contact our Customer Care Team. Please be advised that a service fee will be charged by our Customer Care Team for attending to blockages caused by foreign objects.

Tapware

Follow the manufacturer's recommendations for cleaning and caring for tapware. Do not use abrasive, acidic, alkaline or harsh detergents.

Regularly clean tapware with warm dilute soapy water, rinse and dry with soft clean cloth. Clean tap filters at least every 2 months.

Lighting

Always ensure that appropriate wattage light globes are used to prevent overheating of the fitting. There is a label inside each light fitting which states the maximum rating.

Light bulbs must be replaced by occupants; this is not Hickory's responsibility.

Please ensure globes are changed before lodging a complaint with Hickory's Customer Care Team as the owner will incur a service fee charge for complaints relating to replacing light bulbs.

The LED kitchen lighting integrated into the kitchen joinery can be adjusted in colour tone, (i.e. warm to cool) and dimming level via the controller in the cupboard above the rangehood. The colour tone can be adjusted by pressing and holding on the controller, while the dimming level can be adjusted by tapping the controller.

Paint

To ensure painted surfaces look clean and pristine:

- Use a clean damp cloth to remove marks;
- Use a diluted sugar soap mix (if necessary); and
- Do not use scourers and avoid excessive scrubbing as this may damage the paint and leave shiny/discoloured patches on the surface.

All buildings are subject to expansion and contraction caused by changes in temperature and humidity. The effects can be seen as small cracks in drywall and paint, especially at corners and expansion joints. This is normal. It is important to note that caulking is not permanent and must be maintained by owners.

Fading due to fair sun or weather exposure is also normal. Periodic re-painting is required to be performed by owners.

Ask our Customer Care Team about how we can assist you with your re-painting needs.

Downpipes & Floor Drains

All downpipes, floor drains on balconies and all other drains must be kept completely free of debris, cigarette butts, leaves and any other obstructions at all times and must be checked at least every 3 months.

The floor drains in the bathroom and shower area in particular, must be checked regularly / every week. The drains can be lifted with a hook provided in your handover pack or flat tool.

Hickory is not responsible for damage caused by blocked downpipes and wastes. It is imperative that owners / occupants ensure downpipes and wastes are clear to prevent damage.

Important Notice: Before lodging a complaint with Hickory's Customer Care Team, please ensure your complaint does not relate to a blocked downpipe and/or waste as a call out fee will apply.

Ask our Customer Care Team about how we can assist you with your basic plumbing needs.

Balcony Pavers

Note: Balcony/terrace floor drains are located below

pavers. To inspect the drains lift the paver with a screw driver (or similar tool) used to lever paver upwards. Once the drain is inspected and cleared simply place the paver back down and slide back into position.

Balcony pavers are constructed on a pod and paver system. If the paver is not sturdy, please lift the paver and adjust the pods. Please make sure you move packers (if there are any) along with the pod.

Fire Sprinkler System

Your apartment is provided with an automatic flush head type fire sprinkler. In the event of a fire near a sprinkler head, heat generated by the fire will cause the sprinkler to activate.

If the sprinkler is activated, a fire alarm will also be raised and the Fire Brigade will be called automatically. This will release water and flood the immediate area in the event of a fire or if the sprinkler head is accidentally hit.

Fire Brigade attendance to a false alarm is charged at \$555 per truck per 15 minutes or prevailing rates that may be applied by the Fire Brigade.

Please alert the Fire Brigade immediately if a sprinkler is accidentally set off, by calling 000. This may help reduce the cost of the false alarm. If you have caused a false alarm, then you will be charged for the call out cost.

Apartment owners and occupants are not required to carry out any maintenance or servicing of sprinkler equipment. Maintenance and servicing is the responsibility of the Owners' Corporation and/or their representatives.

Occupants are required to maintain their smoke alarms.

Sprinkler Heads

It is important to remember the following with respect to the sprinkler heads located in your apartment:

- Utmost care should be taken not to hit a sprinkler head, particularly when moving furniture or other equipment into or around your apartment.
- Do not paint the sprinkler heads under any

circumstances.

- Do not hang items from the sprinkler head under any circumstances (e.g. Christmas decorations).
- Do not remove sprinkler heads under any circumstances. Only qualified personnel with permission from the Owner's Corporation are to carry out work on the fire sprinkler system.
- Do not store materials within 500mm of any sprinkler head.
- If a leak occurs to a sprinkler head, immediately contact the Owners' Corporation.

Smoke Alarms / Detectors

Your apartment is fitted with a smoke detector and if activated will not cause a general smoke alarm.

Please however, ensure your apartment entry door remains closed until smoke dissipates so as not to activate corridor smoke alarms which are linked to the main fire alarm system. If these are alarms activated, the Fire Brigade will be called out, as per note above.

There is a smoke detector with a backup battery fixed on the ceiling outside the bedroom(s).

If there is a beeping sound in the smoke detector, replace the batteries. Batteries should be replaced every 6 months.

Hose Reels / Fire Extinguishers

Please refer to Emergency Evacuation Plans for location of hose reels and fire extinguishers.

Hose Reels and Fire Extinguishers must only be used in the case of an emergency.

Fire Escape Doors are clearly marked and must not be held open or obstructed in any way.

Waste Chutes

A waste and recycling chute is located in the refuse on each apartment level. Please dispose of waste via the hopper doors.

Chute operating procedure:

1. Open the door to its maximum.
2. Place the garbage bag into the Bin Hopper (the garbage should be no greater than 300mm in diameter and the capacity should not exceed 10 to 12 litres).
3. Allow the door to self-close. If the door does not self-close, this will be due to the garbage exceeding the capacity limit.
4. Do not force oversized objects into the chute.

Important Notice: All waste should be contained in tied plastic bags; dimensions not exceeding a 300mm sides cube and weight not exceeding 3kg.

Please DO NOT:

- Force the chute door shut. Each door is fitted with a cylinder device which allows the door to automatically shut in a gentle motion.
- Dispose of bottles, glass, cartons, cigarette butts, ignitions sources or fluids via the waste chutes;
- Dispose of large objects in the chute as they may cause damage and/or blockages;
- Do not place hands or arms into the chute (beyond the door frames). Falling waste / items may cause injury.

Section Six

Owner's Maintenance Checklist



Section Six

Owner's Maintenance Checklist

Owner's Maintenance Checklist

To assist you with the upkeep of your property and ongoing maintenance, we have developed a maintenance checklist specifically for your apartment.

The following maintenance works are required at the recommended intervals to ensure building compliance standards and warranties are met, and to prevent damage to your property.

It is imperative that you notify us immediately of any water leaks in your bathroom, kitchen sink or windows for further investigation. However, prior to contacting Hickory, please ensure you have fulfilled your obligation to maintain your property by performing the required maintenance works set out in the checklist below, in particular the re-application of caulking, silicon and grout, as a service fee will apply to investigate alleged building defects which are determined to be caused by the lack of proper care and maintenance.

Item	Details	Check
Every week - month		
Air Conditioning	<ul style="list-style-type: none"> • Clean, replace and maintain the air filter • Ensure natural ventilation when heating is on to reduce the likelihood of condensation 	
Bathroom / Laundry Ventilation Fans	<ul style="list-style-type: none"> • Ensure ventilation fan is turned on while using bathroom / laundry and/or appliances to prevent indoor condensation – the main source of moisture for the growth of mould. • Wash the cover regularly for better airflow 	
Benchtops	<ul style="list-style-type: none"> • Clean regularly using a damp cloth or sponge and lukewarm water, then wipe dry with a clean low-lint cloth • Avoid using harsh cleaning agents 	
Carpet Floors	<ul style="list-style-type: none"> • Vacuum regularly • Minimise the use of cleaning agents 	
Doors, Sliding Doors & Windows	<ul style="list-style-type: none"> • Keep sliding door tracks free from dust and dirt • Clean with a damp cloth 	
Rangehood	<ul style="list-style-type: none"> • Clean regularly of grease and grime • Soak filters in warm soapy water. Dry before use. 	

Item	Details	Check
Every week - month		
Sanitary Fittings & Fixtures	<ul style="list-style-type: none"> • Clean with damp cloth and warm soapy water • Avoid use of harsh chemicals in drains that may damage the toilet seal and cause a water leak 	
Shower Screens, Splash Backs & Mirrors	<ul style="list-style-type: none"> • Clean regularly and re-apply any caulking or silicon that has deteriorated, in particular to the shower screens, which may cause water leaks if caulking is not maintained 	
Shower Drains and Floor Waste	<ul style="list-style-type: none"> • Remove any hair accumulation and debris to prevent blockages and water leaks. Drain can be lifted via a small hook. 	
Stainless Steel Kitchen Sink	<ul style="list-style-type: none"> • Clean with stainless steel cleaner (e.g. Steelfix) and a foam sponge before the first use. • Refer to the manufacturer's manual for further details regarding your kitchen sink 	
Toilets & Toilet Cisterns	<ul style="list-style-type: none"> • Do not flush foreign objects, such as sanitary napkins and nappies down the toilet 	
Windows and Frames	<ul style="list-style-type: none"> • Clean excess moisture (condensation) to avoid damage or mould growth • Maintain adequate ventilation via the use of exhaust fans or opening a window for a few hours a day to prevent condensation • Ensure that all caulking is maintained and re-applied if deteriorated to prevent water ingress 	
Balcony	<ul style="list-style-type: none"> • In addition to any fire safety practices that you are required to comply with pursuant to the Owners Corporation's Rules, to minimise the risk of a fire or a fire spreading from your balcony to the external walls and adjoining apartments, please ensure you: • Remove rubbish, clutter and flammable items from the balcony and keep furniture away from exterior walls; • Keep permitted items (eg furniture and plants) a safe distance of 1m clear of air conditioning units; • Smokers should use heavy high-sided ashtrays made of glass, ceramic or metal to prevent them from tipping over. Always completely extinguish cigarettes. 	

Item	Details	Check
Every 2 months		
Lighting	<ul style="list-style-type: none"> • Use appropriate wattage light globes to prevent overheating of the fitting and replace as required 	
Tapware	<ul style="list-style-type: none"> • Clean tap filters at least every 2 months • Do not use abrasive, acidic, alkaline or harsh detergents 	
Every quarter		
Balconies	<ul style="list-style-type: none"> • Inspect and clear floor drains to prevent blockages • Clean drain under the paver on your balcony to prevent blockages 	
Downpipes & Floor Drains on balconies	<ul style="list-style-type: none"> • Must be kept completely free of debris and any obstructions at all times 	
Every 6 months		
Air Conditioning	<ul style="list-style-type: none"> • Ensure condensate pipe is not blocked 	
Drains, Downpipes and Gutters	<ul style="list-style-type: none"> • Inspect and clear blockages regularly 	
Smoke Alarms / Detectors	<ul style="list-style-type: none"> • Replace batteries every 6 months or whenever the light is red / beeping sound from the smoke alarms/ detectors 	

Item	Details	Check
Every 12 months		
Air Conditioning Units	<ul style="list-style-type: none"> • Professional service required. Refer to manufacturer's manual for further information. • Clean, replace and maintain the air filter as required and as set out in the manufacturer's manual 	Recognised tradesperson
Appliances	<ul style="list-style-type: none"> • Refer to manufacturers' manual and warranty for further details about caring and maintaining your appliances. 	
Exhaust fans	<ul style="list-style-type: none"> • Clean and service. 	
Paintwork	<ul style="list-style-type: none"> • Use a clean damp cloth to remove marks from time to time • Maintain caulking and repaint when required • Do not use scourers and avoid excessive scrubbing 	
Shower Screen and Shower	<ul style="list-style-type: none"> • Re-seal floor junctions and wall junctions with silicone every 12 months to prevent leakage 	
Wet Areas: Bathroom, showers, laundry	<ul style="list-style-type: none"> • Inspect and reseal with silicone to prevent leaks • Re-apply deteriorated grout to tiles as required to prevent water leaks. • Clean regularly to prevent mould and the breakdown of building elements. 	
Windows	<ul style="list-style-type: none"> • Inspect and reseal grout, caulking or silicone as required. 	
Tiled floors and walls and paving	<ul style="list-style-type: none"> • Check for loose grouting and mould • Re-apply silicon, grout and caulking as required to prevent water leaks. 	

Section Seven

Emergency Evacuation Information



Section Seven

Emergency Evacuation Information

Emergency Evacuation Information

A fire activated sprinkler system runs throughout the building and will activate automatically. An evacuation alarm will be sounded in case of a fire. The fire alarm is only activated by smoke alarms located in common areas.

Fire hydrants are located at various locations throughout the building common areas and basement car parks.

In the case of a fire, you must follow the exit signs and use the stairs. Do not use the lift in the case of a fire.

Please refer to the emergency evacuation plans provided in the building.

Refer to the emergency evacuation plans provided for exit points.



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