

# WEST SIDE PLACE



**FOCUSED**  
FACILITIES MANAGEMENT

## *Resident Welcome Pack*

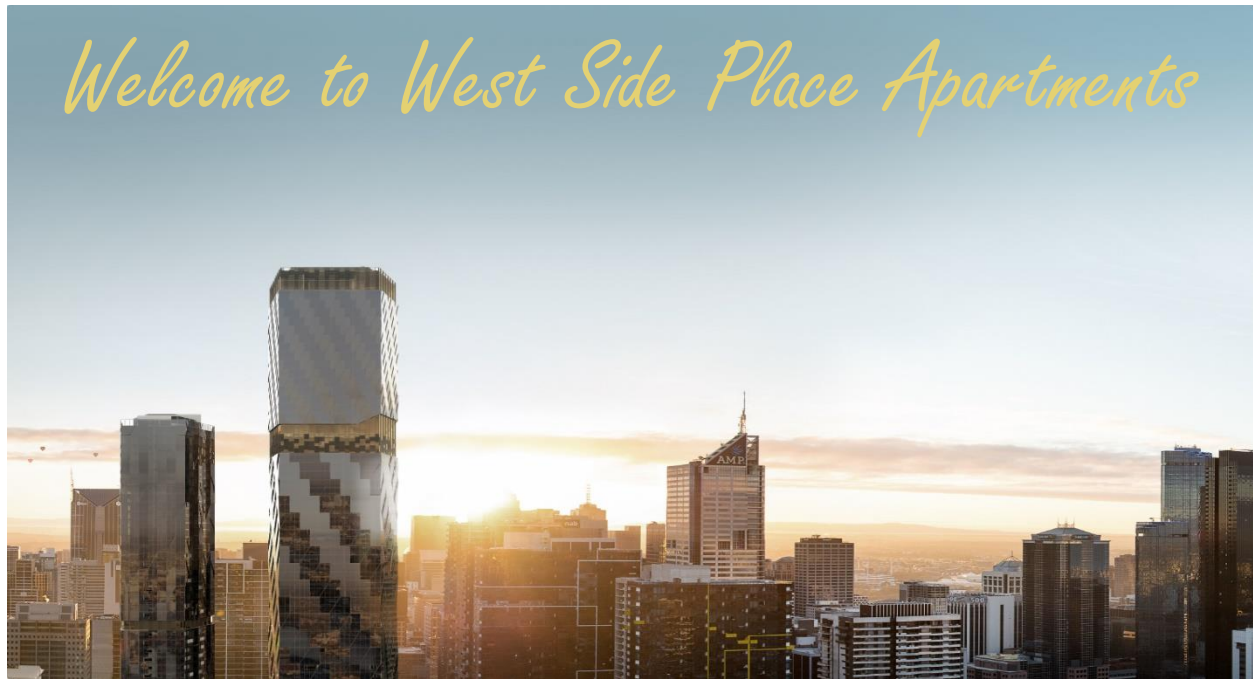


## Table of Contents:

Central Arcade:	6
Main Entrance:	6
Retail Stores:	6
Tower 1 & 2 – Residential Foyer Areas:	6
Intercom:	6
FOB Access:	6
Face Masks & Hand Sanitizers:	6
Mandatory COVID-19 Temperature Check:	6
Foyer Area:	7
Introducing your Building Management of West Side Place Apartments:	8
The Team:	9
Building Management Site Hours of Operation:	9
Owners Corporation Manager:	10
The Developer:	10
Builder:	10
Formal Communication:	11
Resident Information:	11
Mail Allocation:	12
Lift Lobby Area:	12
Temporary Parking:	12
Common Property Areas:	13
Parcel Deliveries:	13
Intercom:	14
Bicycle Storage Area:	15
Storage Cage Area:	15
Animals / Pets:	15
Move-In / Move-Out Information:	16
Move-In / Move-Out Process:	17
Booking Request:	18
Finalise & Confirm Booking Request:	18
Booking Approval:	19
Removalist Information:	19

On the day:	20
Apartment Keys / FOBs / Nedap E-tag Stickers:	23
Waste Management Procedures:	24
General Household Waste:	24
Recycling:	26
Hard Waste:	27
Cardboard Waste:	27
Utilities Connection Information:	28
Fire Safety & Emergency Procedures:	28
PLAN for a fire or emergency:	28
RESPOND to a fire or emergency:	29
MAINTAIN escape routes & firefighting equipment:	30
Fire Alarm Systems:	30
Fire Equipment:	30
Sprinklers:	31
Smoke Detectors:	31
Types of Alarms:	33
On hearing the Alert Tone - BEEP .... BEEP ....	33
On hearing the Evacuation Tone - WHOOP .... WHOOP ....	33
Main causes of fire alarms:	33
Preventive measures to avoid false alarms:	33
Amenities:	34
Fault Resolution:	35
What to do if I have a fault?	35
Appliance Fault:	35
Other Fault:	35
Fault Rectification Process:	36
Issues Notification Process:	37
Local Services:	38

**Please Note:** Instructions contained in this Guide must be read in conjunction with the builders' Apartment Operation & Maintenance Manual provided in your Settlement Pack and are intended to assist you to fully enjoy your new property located in West Side Place. This Guide will cover many, but not all circumstances that may arise from time to time. Whilst we endeavor to maintain a high level of service at all times, this information is provided by third parties and Focused Facilities Management Pty Ltd. will not be held liable for any omissions or information contained herein. Failure to follow maintenance instructions may void warranties.



Dear Resident,

On behalf of the Owners Corporation we wish to extend a warm welcome to your new West Side Place home. We hope that you find this "Welcome Pack" useful in settling into your new residence.

Our aim is to develop harmony and a community spirit within the building by introducing guidelines including house rules & regulations. This is for the purpose of security, privacy, and comfort of all residents.

It is understood that a happy environment can be maintained through the necessary rules, therefore we ask all residents to read and understand the following "Welcome Pack".

We trust you will enjoy living at West Side Place and welcome any contributions you wish to make.

Regards,

The Building Management Team

Focused Facilities Management Pty Ltd.

## Central Arcade:

### Main Entrance:

Main entrance is accessible from Spencer Street via an airlock with automatic sliding doors activated by a FOB access provided for residents.

### Retail Stores:

Upon entry, there are several retail stores located on either side of the arcade.

## Tower 1 & 2 – Residential Foyer Areas:

### Intercom:

Intercom Access for visitors to contact an apartment or for residents to call up the Building Manager to open the air lock sliding doors.

### FOB Access:

Residents having FOB access can entry into the Foyer area.

### Face Masks & Hand Sanitizers:

Residents & their visitors are required to wear a face mask before entering the foyer area. Hand sanitiser dispensers can be found in the lobby area. Residents are strongly advised to utilise hand sanitiser.

### Mandatory COVID-19 Temperature Check:

Upon entry into the Residential 1 & 2 Foyer Areas, residents are required to do a temperature check by wearing their face masks and standing 1-meter distance away from the scanner. Residents exhibiting a high temperature on alarm (above 37.5°C) will need to seek medical attention and take precautionary measures as per the directions of the Department of Health and Human Services (DHHS). For more information, visit - <https://www.dhhs.vic.gov.au/coronavirus>

## Foyer Area:

An expansive foyer area with plenty of space for visitor seating leading up to the Concierge desk.

# Introducing your Building Management of West Side Place Apartments:



Focused Facilities Management has been appointed to manage all the services / facilities within West Side Place Apartments. Among other things, the Building Manager will be responsible for the following matters in relation to the building.

- Control of keys and access systems
- Advising Owners Corporation of issues concerning the building's common property areas
- Supervision of contractors undertaking works on common property including cleaning and maintenance work
- Supervision of the observance of by-laws and other house rules as determined by the Owners Corporation in relation to the building operations and maintenance
- Management and disposal of garbage and recycling
- Coordination of Residents moving in and out of the building
- Coordination of Residents' deliveries that require exclusive use of a lift or a loading dock area
- General repair and preventive maintenance of all common property facilities.



## The Team:

The Building Manager is responsible for the day-to-day operations of West Side Place. The Building Manager's office is located on the building ground floor lobby of each tower situated near the Concierge Desk.

<b>Precinct Manager</b> Marie Crowley   0409 317 758 <a href="mailto:pm@wspresidences.com.au">pm@wspresidences.com.au</a>	
<b>Tower 1 Building Manager</b> Abbas Ahsan   0409 492 832 <a href="mailto:bmone@wspresidences.com.au">bmone@wspresidences.com.au</a>	<b>Tower 2 Building Manager</b> Hedi Cherif   0409 513 441 <a href="mailto:bmtwo@wspresidences.com.au">bmtwo@wspresidences.com.au</a>
<b>Tower 1 Concierge</b> Contact: 0417 359 136 <a href="mailto:conciergeone@wspresidences.com.au">conciergeone@wspresidences.com.au</a>	<b>Tower 2 Concierge</b> Contact: 0409 311 467 <a href="mailto:conciergetwo@wspresidences.com.au">conciergetwo@wspresidences.com.au</a>

## Building Management Site Hours of Operation:

- Concierge office hours are daily from 7.00am to 11.00pm.

All issues other than emergencies must be dealt with during normal office hours. All after hours calls will be dealt with by the Building Manager and only emergencies relating to the common areas of the building will receive a response. If the Building Manager is not available on the office number, you can either leave a message or contact him/her on the mobile.

## Owners Corporation Manager:

Australian Property Management (APM) is the Owners Corporation for West Side Place and Brit Heatley is the appointed Owners Corporation Manager. The Owners Corporation Manager is responsible for managing & administering the Common Property. Issues relating to the Owners Corporation should be directed to Brit Heatley.

Email [brit@auspm.com](mailto:brit@auspm.com) for any queries.

## The Developer:



## Builder:



## Formal Communication:

West Side Place will be using WE Wumbo App as the preferred method of communication between the Building Management Team and residents. It is an online tool found at: [westsideplace.wewumbo.io](https://westsideplace.wewumbo.io)

Every resident will be required to set up an account and keep their information updated. To set up your WE Wumbo account, please go to [westsideplace.wewumbo.io](https://westsideplace.wewumbo.io) and select 'Create Resident Account'. Once your account has been approved, you will receive a welcome email with links to access and download the WE Residents App from the App Store or Google Play on your smartphone.

Residents can book facilities, book move-in / move-out, receive parcel pick-up notifications, or any other News & Announcements that is posted by the Building Management.

Visit the 'Concierge' section of the App, go to Facilities, and then select the applicable facility according to your tower to book your date and time and follow the prompts to submit your booking request. Once your booking has been approved, you will receive a notification and can see your upcoming booking in the 'My Bookings' section.

## Resident Information:

Please contact Concierge to fill up a 'Resident Information Form' and return it back at the earliest.

## Mail Allocation:

The building has been registered with Australia Post for delivery of mail. Australia Post will deliver mail directly to the mailboxes located in each tower which are numbered to the corresponding apartment. If you require mail to be diverted from your existing address to your new home, apply for mail redirection (a form can be obtained at any Australia Post branch).

Postal address for Tower A is:

Entry via 250 Spencer St, **Apt. Number / 260 Spencer St, Melbourne VIC 3000**

E.g. Entry via 250 Spencer St, Apt. 6501 / 260 Spencer Street, Melbourne VIC 3000

Postal address for Tower B is:

Entry via 250 Spencer St, **Apt. Number / 639 Little Lonsdale St, Melbourne VIC 3000**

E.g. Entry via 250 Spencer St, Apt. 6501 / 639 Little Lonsdale St, Melbourne VIC 3000

Mailbox keys are provided in your Settlement Pack. If a key is lost, please contact Concierge for the process. Residents can dispose of their junk mail in the Waste Box situated near the entrance and not clutter the mailroom.

## Lift Lobby Area:

There are 6 passenger lifts located within the lift lobby of each of the towers – 3 low rise and 3 high rise. Residents are to coordinate utilising lifts for moving in and out of the building with the Building Manager to ensure lift protection can be instated. Two people or one family are permitted to use the lift at one time.

## Temporary Parking:

Residents who have been allocated a car park slot can enter from the main car park entry from Little Lonsdale Street, go down via the car park ramp and park temporarily in Basement 3 (B3). Once construction is completed, residents will be informed by the Building Manager of their actual car park slot. Those residents who do not own a car park slot will need to arrange their own parking externally to West Side Place.

## Common Property Areas:

Common areas include all Hallways, Entrances, Foyers, Stairwells, Amenities and Car Park.

Absolutely no rubbish should be left in these areas at any time. No items are to be placed in these areas (i.e. door mats, shoes, or other items). Common areas such as lift lobbies are an essential means of escape in the event of a fire and as such should always be kept free from obstruction.

We expect that all residents take pride in the building where they live and look after these areas and the building in general.

## Parcel Deliveries:

- Parcel deliveries will be accepted by the Building Manager or Concierge on behalf of the resident.
- Residents will be notified via We Wumbo app to pick up their parcels from the Concierge desk.
- We advise residents to collect their parcels from Concierge between 9.00am - 9.00pm.
- Parcels held longer than one week will be put into longer term storage. Residents will need to communicate with Concierge ahead of time to collect such parcels.
- Email or SMS Concierge with the below details:
  - Apartment number
  - WE Wumbo parcel tracking number
  - Desired time to pick up parcel from Concierge
- Parcels stored for longer than three months with Building Management may be subjected for 'Return To Sender' (RTS).
- With current COVID-19 restrictions, food deliveries will not be permitted in the building and the resident will have to come down to collect the food delivery themselves.

# Intercom:

An intercom is located at the front entrance of every tower. Visitor's will need to enter the Apartment Number in the intercom, to contact the relevant apartment.



**Entrance Panel**

The method of operation of the Intercom System is as follows:

- To call an apartment from an entrance panel, dial A/B followed by the apartment number, then press the “Bell” icon to initiate the call.
- Upon receiving a call from an intercom entrance panel, a ring tone will be emitted from the apartment monitor and a video image will automatically appear.
- You may answer the call by pressing the Answer Key.
- To grant your visitor access into the building and to your apartment floor level press the Door Release & Lift Release Key, this function will unlock the entry door for approx. 5 seconds and release the lift for approx. 180 seconds (this function will de-secure the floor selection button relevant to your floor only within the lift car).

## Bicycle Storage Area:

Bicycle storage racks are located at various locations for your personal usage. Please contact Concierge to know your bicycle storage location and to be given access post induction. Map location to be provided in 'Bicycle Storage Area' Induction.

## Storage Cage Area:

Your apartment may come with a storage cage that is located on the car park levels. Please note Residents are required to provide their own locks to secure the cages. There is a line located within the storage cage to indicate the maximum height that material may be stored up to. Materials are not to be stored above this line.

## Animals / Pets:

A Resident must at its cost ensure that its domestic animal or pet:

- Does not vomit, urinate, or defecate on any Common Property;
- Is kept within its Residential Lot;
- Is kept on a lead and/or carried in a cage whilst on the Common Property;
- Is not left or tied up on Common Property for longer than is reasonably necessary; and
- Does not create undue noise or unreasonably interfere with other Residents.

A resident:

- Must at its cost immediately clean any vomit, urine, faeces and any other mess or untidiness caused by the domestic animal or pet, including footprints. Cat and dog litter must be double bagged, tied securely and placed in the rubbish chute; and
- Is liable for any harm to any person, damage to a Lot or the Common Property caused by its domestic pet or animal.

## Move-In / Move-Out Information:

- All residents are required to follow moving-in procedures, to ensure adequate access to building and loading facilities, protection of common property and minimal disruption to residents.
- Residents are requested to take special care to ensure that no damage occurs to common property during the move in or move out process. In addition, residents should ensure the move in or move out process is organised and well planned to minimise disruption to other residents and in particular the parking of Removalist vehicles should ensure that traffic is not impacted.
- Residents are required to book their move-in / move-out and are recommended to provide a minimum of **7 to 10 days advance notice**. This is to ensure the loading bay and the lifts are available to facilitate your move-in/move-out.
- Move-In timings will be 7 days a week including Public Holidays from 9.00am to 9.00pm till 31<sup>st</sup> December 2020 to assist you with your Move-In.
- Normal Move-In / Move-Out Booking timings post 31<sup>st</sup> December 2020 will be between the hours of 8.00am and 4.30pm Monday to Friday and between 8.00am and 1.00pm on Saturday, with no moves permitted to be made on Sundays or Public Holidays.
- Access for Removalist vehicles is to enter from Little Lonsdale Street down via the car park ramp to Basement 1 (B1) where they will be required to park.
- If the resident is doing their own move-in / move-out, they will need to sign a Resident Indemnity Form and will be liable for any damages to common property.

### Procedures involve:

- Booking a suitable moving-in time: to ensure loading facilities are available, adequate protection measures are installed in the lift and common property, and residents are not disturbed;



- Insurance: to ensure your Removalist company has suitable insurance to cover damage to common property; and
- Rubbish removal: Residents moving in and out should ensure that waste is disposed of correctly, in particular:
  - No rubbish should be left loose in the garbage enclosure
  - Bins should not be overfilled
  - Hard rubbish should not be thrown into garbage receptacles. Residents must follow the procedure for hard rubbish collection (copy provided in this Welcome Pack)
  - Boxes should be flattened and disposed of in the recycling bin
  - Polystyrene should not be disposed of in the recycling bin

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

- ***Ceilings, Walls, and Doors:***

- Use common sense to avoid scuffing or chipping ceilings, walls, and door frames. Pay attention to avoid damage to sprinkler heads.

- ***Flooring:***

- Do not drag heavy objects across carpets/flooring – use appropriate moving equipment and/or carry all objects.
- As part of the acoustic treatment to the apartments, some areas of tiled and timber floors are laid over an acoustic underlay. As the underlay is flexible, a protective layer of soft fabric and stiff load distribution sheeting (i.e. plywood) should be used when moving heavy furniture and whitegoods over tiles. This will prevent potential damage to the tiles and grout joints.

## Move-In / Move-Out Process:

For residents moving in or out of West Side Place, please follow the below procedures to ensure your Removalist & moving arrangements are not disrupted.

It is essential for all residents to follow these procedures to mitigate inconvenience (double bookings) and disruptions.

We recommend that you book the Loading Bay & Service Lift at least 7 to 10 business days in advance due to the volume of use of the Service Lift.

To assist all residents till 31<sup>st</sup> December 2020, all move ins of the Building will only be permitted between the hours of 9.00am and 9.00pm 7 days a week including Public Holidays. The maximum booking duration will be 1.5 hours.

By making a booking you are privy & acknowledge the Terms & Conditions below.

## Booking Request:

To request a Move In & Out booking, you will be required to do this using the WE Wumbo App. Please refer to your We Wumbo App guide on how to register and make a booking. Feel free to call our friendly Concierge staff for assistance on the following numbers:

- Tower 1 Concierge Contact - **0417 359 136**
- Tower 2 Concierge Contact - **0409 311 467**

Concierge will confirm receipt of your tentative booking via an email within 24 hours.

**Please Note:** No move in will be permitted without booking a time slot with Concierge.

## Finalise & Confirm Booking Request:

To finalise & confirm your booking, you must email a 'Current Public Liability Insurance Statement' provided by your Removalist to Concierge.

Concierge email addresses:

- Tower 1 Concierge Email - **conciergeone@wspresidences.com.au**
- Tower 2 Concierge Email - **conciergetwo@wspresidences.com.au**

## Booking Approval:

The Concierge staff will verify the 'Current Public Liability Insurance Statement' and approve your booking request via the WE Wumbo App. The resident will receive a notification that the booking has been approved.

## Removalist Information:

- **Work Health & Safety (WHS) & Personal Protective Equipment (PPE)** - All Removalist staff must comply with WH&S legislation and ensure the correct PPE is worn during the relocation. This is a minimum of clear visible safety vests in the basement areas.
- Residents will need to provide their Removalist with the below lift dimensions & car park height:

Tower	Lift (Low Rise)	Lift Dimensions	Lift Opening
1	1.1	1600mm (L) x 2000mm (W) x 2400mm (H)	1100mm (W) x 2100mm (H)
2	2.3	2100mm (L) x 1600mm (W) x 2600mm (H)	1100mm (W) x 2100mm (H)
<b>NOTE: Car Park Maximum Height Clearance: 3.4 meters</b>			

- Please allow sufficient tolerance for lift padding as these are excluded from the above dimensions.
- Access for the Removalist vehicles is to enter from Little Lonsdale Street down through the car park ramp to Basement 1 (B1) where they will be required to park.
- The speed limit is limited to 5 km while entering / exiting through the car park ramp. This is to reduce the risk of car accidents. Please turn your headlights on when in the car park.

- All Loading Bay & Service Lift bookings are offered for a maximum of 1.5-hour time slots, at a time.

## On the day:

### Procedures for Move-Ins:

- On the day of the move-in, resident is required to inform Concierge of their removalist' arrival.
- Removalist is required to arrive at West Side Place at least 15 mins before the scheduled move-in to participate in a COVID-19 temperature check at the car park entrance situated on Little Lonsdale Street. This is done for the safety of the building.
- If their temperature reads below 37.5°C, Probuild traffic controller will give access and will then direct the removalist to the respective loading docks for towers 1 & 2. If their temperature reads higher than 37.5°C, removalists are not allowed to enter the building.
- Pedestrians are prohibited from entering / exiting through the car park ramp.
- Removalist is required to fill up a COVID-19 Health Declaration Form.
- Concierge will do a pre-inspection of the 'path of travel' with the removalist. Removalist will be required to sign a 'Removalist Indemnity Form'.
- Concierge to give lift access (lock the lift) for the allotted booking slot.
- Once the move in is complete, resident has to inform concierge so that a post-inspection of the 'path of travel' is carried out with the removalist. Removalist will be required to sign a 'Removalist Indemnity Form'.
- All Removalist packaging and waste materials must be removed by the Removalist or resident.

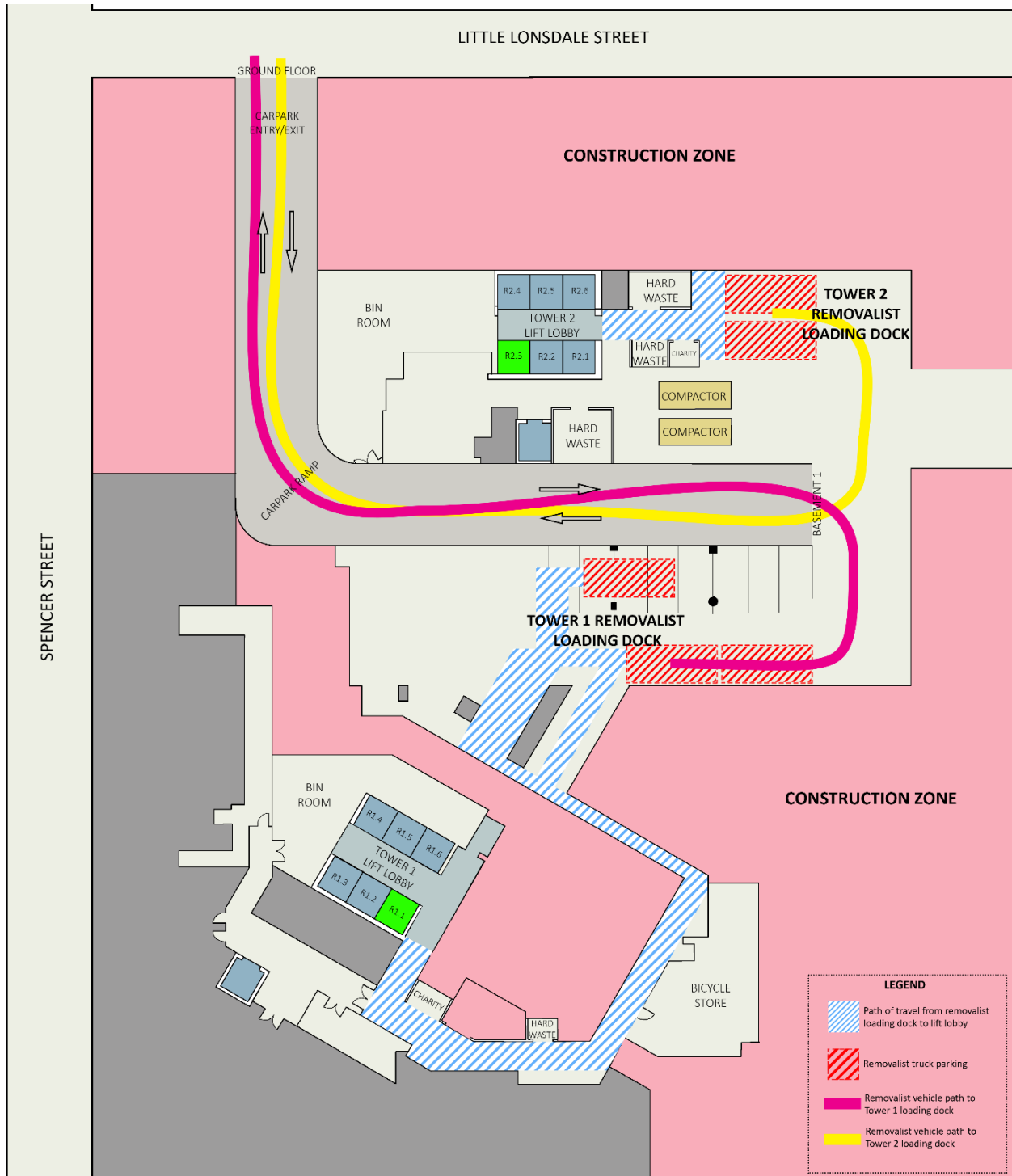
- The Resident acknowledges that they will be charged for any rectification works required for any damages sustained to the Loading Bay area, Lift Lobby, Lift & common areas of the respective floor where the resident resides if the resident is moving in by themselves.

Procedures for Ad-Hoc Deliveries:

- Resident is required to inform concierge that the ad-hoc delivery person has arrived at West Side Place.
- Concierge will guide the ad-hoc delivery person to the car park entrance and instruct them to do a COVID-19 temperature check.
- If their temperature reads below 37.5°C, Probuild will give access and concierge will then direct the ad-hoc delivery person to the respective loading docks for towers 1 & 2. If their temperature reads higher than 37.5°C, the ad-hoc delivery person will not be allowed to enter the building.
- Ad-hoc delivery person is required to fill up a COVID-19 Health Declaration Form.
- Resident is required to give lift access for the ad-hoc delivery person to the designated floor.

Please Note:

- If any of the above items are not fulfilled, Building Management has the right to refuse the resident from moving despite arrangements with the resident's Removalist. Building Management are not liable for any compensation, cancellation or booking costs the resident incurs due to other bookings exceeding their time slots or the availability of the Service Lift.
- Parking and pathway instructions for each Tower can be seen in the below diagrams.



Residential Loading Area 1 & 2 for Towers 1 & 2

## Apartment Keys / FOBs / Nedap E-tag Stickers:

- Apartment Keys / FOBs / Nedap E-tag Stickers are obtained from Building Management in the first instance after settlement.
- Each resident is issued with:
  - Apartment Keys (x2): 1- & 2-bedroom apartments
  - Apartment Keys (x3): 3-bedroom apartments
  - FOBs (x2): 1- & 2-bedroom apartments
  - FOBs (x3): 3-bedroom apartments
  - Mailbox Keys (x2): 1, 2- & 3-bedroom apartments
  - Nedap E-tag Stickers (x1): 1, 2- & 3-bedroom apartments
- Apartment Keys will give access to apartments. FOBs will give access to the main building entrance(s), respective tower 1 & 2 entrance(s), lift(s), and facilities. The Nedap E-tag Sticker will give access to the main car park entry / exit roller door.
- If you are locked out of your apartment, you must call a locksmith.
- If agents are responsible for sending in tradesmen to this building, they are also required to register their arrival and entry with West Side Place Building Management.
- Access Hardware is responsible for sourcing additional Apartment Keys at a cost which includes courier charges.
- The Building Management is responsible for sourcing additional FOBs / Nedap E-Tag Stickers at a cost which includes processing fees;
- If a FOB / Nedap E-Tag Sticker is lost / stolen / misplaced / damaged, please contact Building Management immediately to ensure all measures can be taken to protect the building security.
- If an Apartment Key is lost / stolen / misplaced / damaged, please contact Access Hardware.

- Tenants will need a form to be completed by their agents to obtain additional Apartment Keys / FOBs / Nedap E-tag Stickers so that a record can be kept of how many exist.
- Please be aware items will only be ordered upon completion of 'New Apartment Key Form' or 'New FOB / Nedap E-Tag Sticker Form' along with receipt of payment to Access Hardware or Owners Corporation.

**Note:** For additional keys, please contact Concierge for:

- a new Apartment Key - 'New Apartment Key Form' OR
- a new 'FOB / Nedap E-tag Sticker Form'

## Waste Management Procedures:

Residents must ensure disposal of waste does not adversely affect the health, hygiene, or comfort of the community.

### General Household Waste:

Waste disposal units are located North of the personnel lifts in Tower 01, and opposite the fire stairs in Tower 02. The following rules apply when using the chute:

- General household waste is the **ONLY** waste that should be placed in the chute.
  - Food scraps
  - Ceramic, crockery, Pyrex, and glassware
  - Disposable nappies
  - Plastic food packaging and wrap
  - Polystyrene foam
  - Other mixed garbage

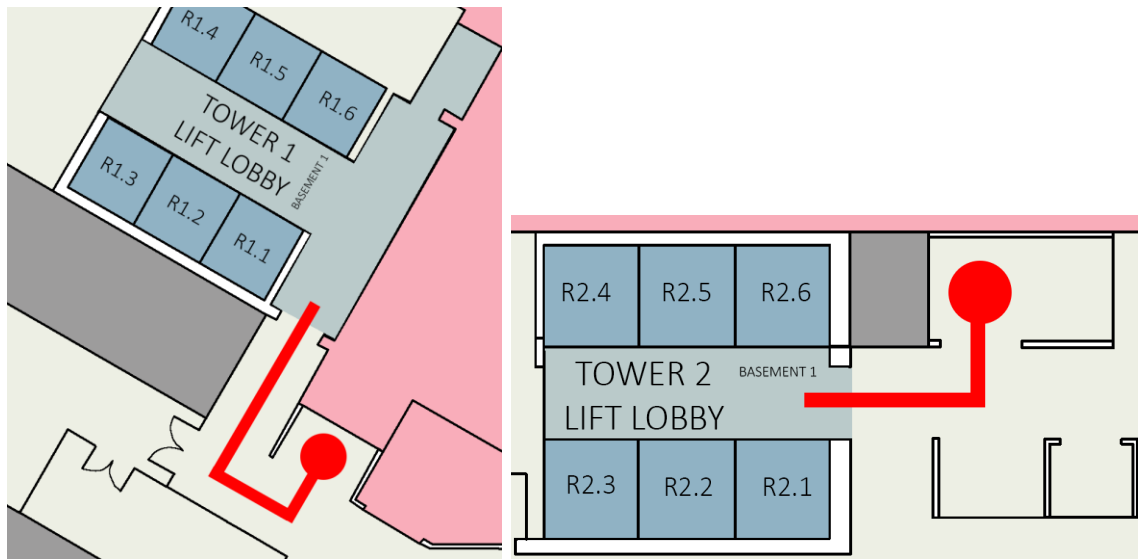
General waste chute **prohibited** items:

- Furniture
- E-waste or electronic waste
- Cleaning equipment
- Batteries
- Carpets, rugs, blankets, and linen
- Building materials



- Appliances
- Chemicals
- Medical waste
- Sporting equipment

- All general waste must be double bagged, tied securely and of a size that easily fits through the chute door. Dimensions of bags should not exceed a cube with 350mm sides. Weight of bagged waste should not exceed 3kg.
- Open the hopper door and hold whilst placing the waste bag in the hopper. Release the door to allow the waste bag to fall down the chute (door is self-closing).
- Do not force the chute door shut – each door is fitted with a self-closing device which allows the door to automatically shut in a gentle motion. This door must remain closed to form both a fire seal and to reduce odors permeating the lobby space.
- NO GLASS items are to be placed down the chute. Any glass deposited must not be broken. Where glass has been broken please wrap it in paper to avoid risk to those emptying bins and the like. Vessels of any type that contain liquids must be completely drained. Glass bottles can be contained in a small box.
- NO LARGE WASTE AND CARDBOARD is to be placed down the chute. This may cause damage to the chute and / or blockages which can take several hours to clear. Large waste items and cardboard are to be discarded into the designated area located at **Basement 1**. Please see the below map for directions.



Tower 1

Tower 2

- NO WASTE IS TO BE LEFT in the refuse room. If the clearing of any chute blockage or removal of waste/hard waste from any common areas is carried out by the cleaners and the Resident responsible is identified – ALL costs will be forwarded to the Resident.
- CAUTION: Falling objects in the chute – do not place your hands or arms into the chute (beyond the door frame).

## Recycling:

Waste disposal units are located North of the personnel lifts in Tower 01, and opposite the fire stairs in Tower 02. The following rules apply when using the chute:

- ONLY recycling items should be placed in the recycling chutes. When disposing of recycling, ensure all recycling is un-bagged.
- Mixed recycling chute permitted items:
  - Paper, magazines, and newspapers
  - Milk and juice cartons
  - Steel tins, aluminum cans and aerosols
  - Glass bottles and jars
  - Hard plastic bottles and containers
  - Small cardboard boxes
- Mixed recycling chute **prohibited** items:

- Plastic and garbage bags
  - E-waste or electronic waste
  - Steel of any size or description
  - Batteries
  - Chemicals
  - Food scraps
  - Ceramic, crockery, Pyrex, and glassware
  - Disposable nappies
  - Plastic food packaging and wrap
  - Polystyrene foam
  - Light globes
- Open the hopper door and hold whilst placing the rubbish bag in the hopper. Release the door to allow the rubbish bag to fall down the chute (door is self-closing).
- Do not force the chute door shut – each door is fitted with a self-closing device which allows the door to automatically shut in a gentle motion. This door must remain closed to form both a fire seal and to reduce odors permeating the lobby space.
- CAUTION: Falling objects in the chute – do not place your hands or arms into the chute (beyond the door frame).

## Hard Waste:

Please note NO HARD WASTE is to be left on site, any person found to be dumping hard waste will be asked to remove it or charged for its removal. Residents must contact the Building Management to arrange for hard waste pickups.

## Cardboard Waste:

All cardboard boxes (from moves and deliveries) into the building are to not to be left in the chute room. It is the Residents responsibility to flatten cardboard and place them neatly in the Refuse rooms located on Basement 1 for each of the towers, respectively. Charges will be applied to Residents who are found responsible dumping general waste or recycling on common property and not in the designated areas.

Contact the Building Management to report garbage chute blockages or damage.

## Utilities Connection Information:

Immediately after settlement you will be responsible for connection of utilities to your apartment. Before you move in you will need to establish your electricity, water usage and gas hot water accounts. Please note that electricity will be disconnected prior to settlement and it will be your responsibility to organise an account with Active Utilities. At settlement the water authority will be notified by the vendor's solicitor of the change of ownership on your apartment.

Service	Provider	Contact Details
Electricity & Gas Hot Water	Active Utilities	activeutilities.com.au 1300 587 623
Gas cooktop	Managed by the Strata Company	
NBN, VOIP and Pay TV (Foxtel)	Open Networks	opennetworks.com.au/residents/

## Fire Safety & Emergency Procedures:

If you live in a high rise building like West Side Place and a fire breaks out, would you know what to do? Or how to safely escape? There are a number of easy steps you can undertake to keep safe in your apartment:

### PLAN for a fire or emergency:

- Familiarise yourself with your building's fire escape plan. If you cannot find one speak to your Owner's Corporation or Building Management
- Know where the fire exits, fire stairs and firefighting equipment are located. Only use firefighting equipment if you feel confident and safe in doing so
- Make an escape plan with your family and other occupants. Include a back-up option in case your initial plan of escape is blocked. Also include an arranged safe meeting place outside the building

- Inform any visitors of the escape plan
- Test smoke alarms in your apartment monthly and clean regularly with a duster or vacuum cleaner
- Smoke alarms provide a vital early warning and can allow extra time to escape if there is a fire in your apartment

## RESPOND to a fire or emergency:

If there is a fire in your apartment building:

- Respond immediately when alerted to fire and evacuate to your safe meeting place
- Do not wait and see. Do not spend time collecting items or to go investigate what is happening. EVERY SECOND COUNTS
- Stay calm and get everyone out as quickly as possible
- Get down low and stay out of the smoke
- If safe to do so, close all doors behind you as you leave
- If the fire is small and close to your location consider trying to extinguish with the firefighting equipment provided, but only if you feel confident and safe to do so.
- Call out to other people to alert them that there is a fire
- Do not use lifts during a fire unless they are specifically labelled for evacuation. Use emergency exits or fire stairs
- Get out and stay out. Never re-enter the building until advised by the fire fighters
- Call 000 (triple zero) from a mobile phone or a neighbour's phone. Ask for FIRE

## MAINTAIN escape routes & firefighting equipment:

- Keep all firefighting equipment, such as extinguishers and fire hoses clear of obstructions. Never store items in fire equipment cupboards
- Never prop or wedge open fire or smoke doors because these are designed to stop the spread of smoke and fire
- Do not store items in corridors or staircases as this can block escape routes and obstruct firefighters from doing their job

Source: <https://www.cfa.vic.gov.au/apartment-building-occupant-fire-safety>

## Fire Alarm Systems:

### Fire Equipment:

- **Fire Hose Reels** are located in common residential amenity areas only.
- **Fire Extinguishers** are located typically within recesses in common area apartment corridors. Both are clearly labelled, and you should become familiar with their locations. They should only be used in the case of an emergency; they are not for general use. There are around 3 fire extinguishers.
- **Fire Hydrants** are located on every level within the fire stair shafts. These are for Fire Brigade use only and under no circumstances should be used by residents or their guests. Activation or use of any Fire Hydrants will activate the fire booster pumps and result in the fire brigade being called. In the instance of a false alarm being activated by a resident you would likely be charged for the Fire Brigade call out.
- **Fire Escape Doors** are clearly marked and must not be held open or obstructed in any way.
- **Smoke Doors** are located in the stairwell to lobby doors on every floor. These doors must not be obstructed or held open.

- The hose reels, fire extinguishers, fire hydrants and fire escape doors should not be covered or tampered with.

## Sprinklers:

- These are located throughout the building.
- It is essential that you take considerable care to ensure no damage occurs to these Sprinkler Heads, particularly within your unit.
- Activation of a fire alarm signal will cause the Fire Brigade to be called automatically. In the instance of a false alarm being activated by a resident you may be charged for the Fire Brigade call out.
- Sprinklers should not be covered, used for hanging or tampered with.

## Smoke Detectors:

- Each apartment has a compliant smoke detector installed. Generally, they are located on the ceiling in the corridor directly outside bedrooms. They are not linked to the building fire panel. These are internal to your apartment only and if activated will not cause a general fire alarm.
- However, you must remember that the detectors in the passageways on each level are linked. Smoke detector activation in the passageways will set off an alarm which will automatically call the Fire Brigade.
- If the smoke detector begins to beep intermittently, this indicates that the backup battery is discharged and requires replacing or that the battery has not been installed correctly. Replacement of the backup batteries is the responsibility of the resident.
- Activation of a fire alarm signal will cause the Fire Brigade to be called automatically. In the instance of a false alarm being activated by a resident you may be charged for the Fire Brigade call out.

- Smoke detectors should not be covered, used for hanging or tampered with.



## Types of Alarms:

If the emergency alarm is activated, most buildings have two types of emergency tones:

### On hearing the Alert Tone - BEEP .... BEEP ....

If there is an emergency, the alert tone (**Beep Beep**) will be the first alarm you hear. This means prepare for an evacuation.

### On hearing the Evacuation Tone - WHOOP .... WHOOP ....

The alarm may then change to the evacuation tone (**Whoop Whoop**). This means that you are required to evacuate the building immediately.

## Main causes of fire alarms:

- Overheated cooking oil
- Overcooked food e.g. burnt toast
- Steam from cooking and showers
- Hairspray and aerosols
- Hair dryers
- Cigarette smoke
- Candles and incense.

## Preventive measures to avoid false alarms:

- Do not leave cooking unattended
- Do not walk away from a toaster that is in use
- Do not smoke near smoke detectors
- Do not use aerosol sprays near smoke detectors
- Always use exhaust fans in kitchens and bathrooms or ensure that a window(s) is open to enable the smoke to move out of your apartment.

## Amenities:

Induction is a mandatory requirement for all new Residents. This requirement maximises the safety and security of the property generally, its Residents and their assets. It also ensures residents can fully understand, access, and enjoy the facilities at the property. Guests of West Side Place are also welcome to use the facilities if escorted by a resident. Please exercise common courtesy and keep noise to a minimum when using these facilities.

The common areas and amenities are managed by the Owner's Corporation and Building Manager. The guidelines around their use may be changed and updated from time to time at the discretion of the Owner's Corporation and Building Management. Hours of use of common areas and amenities are stipulated in the Body Corporate Rules.

Please contact Concierge to book a time to complete your induction with regards to amenities so that access can be given. Booking of amenities are to be done through the WE Wumbo App.

**NOTE: Facilities are currently closed due to COVID-19 restrictions.**

Facility	Booking Required	Location	Operational Hours
Residential Lounge	No	Level 6	8.00am - 11.30pm
Private Dining 2	Yes	Level 6	8.00am - 11.30pm
Cinema Room	Yes	Level 6	8.00am - 11.30pm
Karaoke Room	Yes	Level 6	8.00am - 11.30pm
Virtual Golf	Yes	Level 6	8.00am - 11.30pm
Swimming Pool	No	Level 6	6.00am - 11.00pm
Sauna & Steam Room	No	Level 6	6.00am - 11.00pm
Yoga & Pilates Room	No	Level 6	5.00am - 11.00pm
Gymnasium	No	Level 6	5.00am - 11.00pm
Club Lounge	Yes	Level 7	8.00am - 11.30pm

Private Dining 4A and 4B	Yes	Level 7	8.00am - 11.30pm
Library Room	No	Level 7	8.00am - 11.30pm
Meeting Rooms (1, 2, 3)	Yes	Level 7	8.00am - 11.30pm

Please also ensure you observe all operational and safety signage provided within these facilities.

## Fault Resolution:

On occasions, issues may arise with the different aspects of your apartment and require rectification under statutory warranties. In this situation the follow process needs to be followed;

### What to do if I have a fault?

In the first instance you are to review the applicable section of your Full Apartment Manual and accompanying 'Apartment Operation & Maintenance Manual'. You will find trouble shooting and basic fault-finding tips to assist in rectifying issues. If the issue cannot be resolved contact the Building Manager.

### Appliance Fault:

If you experience a fault with any of the appliances in your apartment; Cook Top / Oven / Air Conditioner etc. you are to contact the appropriate supplier listed in the Apartment Manual and email the service provider at [vic.servicecalls@au.harveynorman.com](mailto:vic.servicecalls@au.harveynorman.com).

PLEASE NOTE: If the fault is not covered under warranty i.e. damage caused through mistreatment / No fault found – appliance operating as required, you may be charged a service call out fee.

### Other Fault:

If the Building Manager determines that the fault requires further action from Probuild please report the issue via our web based notification system IssuesID ([www.probuild.issuesid.com](http://www.probuild.issuesid.com)). Using your apartment log in details – building name, apartment number and tower letter ('A' for the South Tower and 'B' for the North tower).

E.g.:

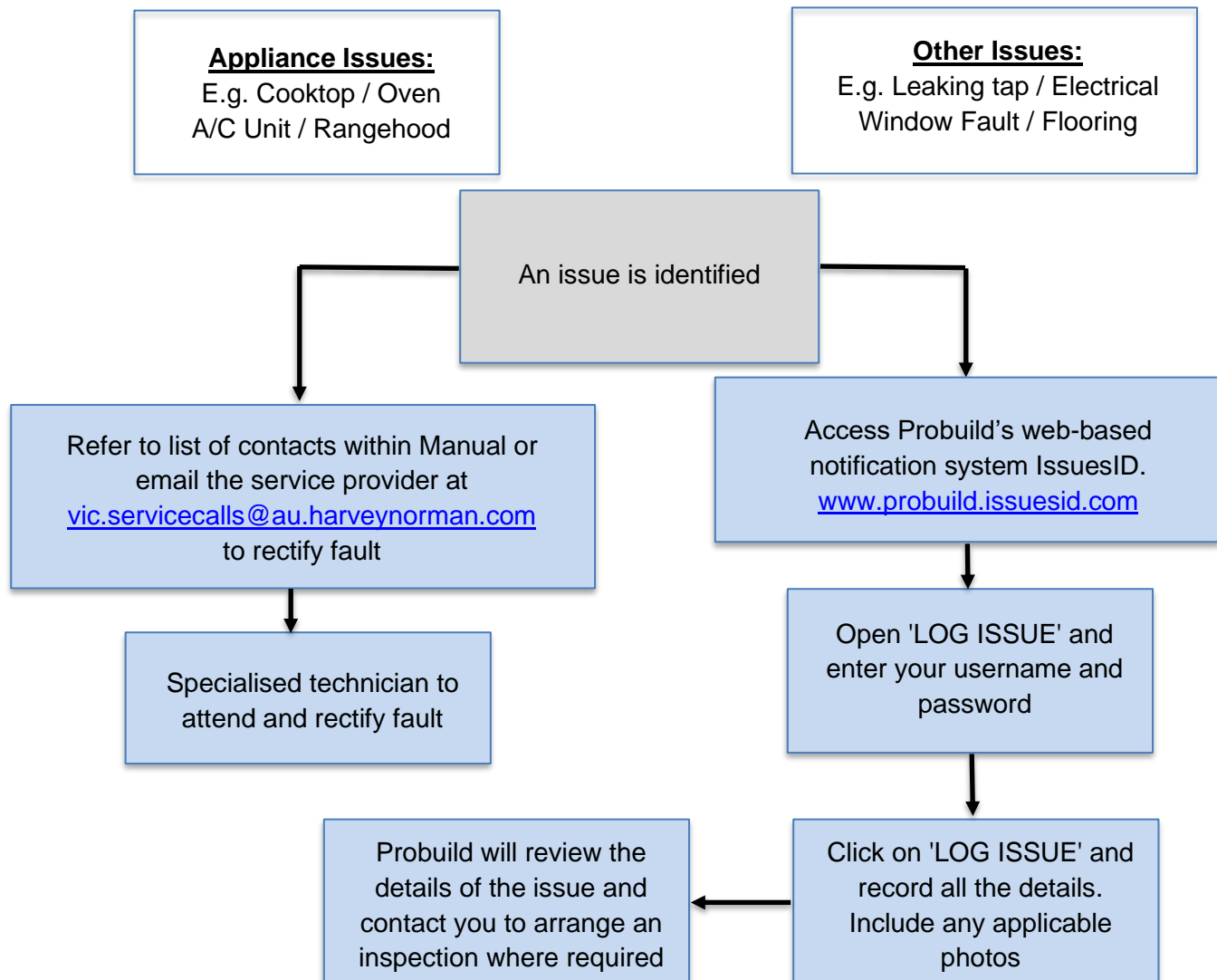
- WSP 603A for Level 6, Apartment 03, South Tower
- WSP 3506B for Level 35, Apartment 06, North Tower

If you are in doubt which tower your apartment is located in, refer to the rear side of your supplied USB to note your apartment number and tower. In conjunction with the default password '123456' on the initial login you will be prompted to complete your personal details including contact details and change your password. Please complete the notification form in full, including any photos and description of the issue. Once logged and received by Probuild you will be notified of the further action required. If you require assistance completing the form or accessing the website please contact the Building Manager.

## Fault Rectification Process:

Once the issue has been logged with Probuild, a representative from Probuild's Customer Care Team will contact you to arrange a suitable time to access your apartment to inspect and rectify the fault where applicable generally within 3 working days. PLEASE NOTE: If the fault is as a result of damage caused through mistreatment / No fault found, you may be charged a service call out fee.

## Issues Notification Process:



## Local Services:

Local Services	Contact Number
<b>Police:</b>	
Police, Fire and Ambulance (Emergency Calls)	000
Police Station - Open 24 hours	Melbourne West Police Station Contact: (03) 8690 4444 Address: 313 Spencer St, Docklands VIC 3008
<b>Medical:</b>	
Pharmacy	Spencer St. Pharmacy Contact: (03) 9600 1938 Address: 309/201 Spencer St, Docklands VIC 3008
Hospital	The Royal Melbourne Hospital Contact: (03) 9342 7000 Address: 300 Grattan St, Parkville VIC 3050
<b>Supermarkets:</b>	
Groceries	Coles Spencer St Contact: (03) 9600 2899 Address: 201 Spencer St DFO Spencer & Westend Plaza Shopping Centre, VIC 3000
<b>Sundry:</b>	
Laundry	Laundromat Express Melbourne CBD Coin Laundry Contact: 0418 570 987 Address: 28 Merriman Ln, Melbourne VIC 3000

Focused Facilities Management provides facility management, building management, concierge, security, cleaning, project management / consultancy services to Owners Corporation.

Our emphasis is on improving and preserving the value of your investment by concentrating on excellence of presentation and ensuring that the Owners Corporation assets are cost effectively maintained to the highest standards. We look after your development with maximum value in mind.



Focused Facilities Management  
36-38 Leveson Street  
North Melbourne, VIC 3051

Office: (03) 9329 4016  
Email: [info@focusedfm.com.au](mailto:info@focusedfm.com.au)  
Website: [focusedfm.com.au/](http://focusedfm.com.au/)