

# Welcome Pack



## **Body Corporate Services**

Level 14, 575 Bourke Street, Melbourne VIC 3000

T: **(03) 9616 1699**

D: **(03) 9938 8504**

Community Afterhours: **1300 267 181**

Email: [Adrian.lopez@bcsm.com.au](mailto:Adrian.lopez@bcsm.com.au)

# Welcome

Dear Owner,

Congratulations on your new apartment and welcome to The Summit. The building is home to a diverse selection of beautifully appointed premium residences with access available to the hotel's first-class facilities, along with everything within the vibrant Pentridge precinct.

This information pack has been prepared to help you understand the "do's and don'ts of living in your new community.

We would like to take this opportunity to welcome you to Body Corporate Services. We are proud to be the Owners Corporation managers for your property at Pentridge.

Our Customer Service team can be contacted on 1300 889 227 and is ready to assist you with your queries or direct you to one of our dedicated administration, insurance or owners corporation managers.

## **Your owners corporation team can assist with:**

- Levy payments
- AGM or SGM matters
- Committee matters
- Rules and disputes
- Owners Corporation Certificates
- Communications

## **Your appointed Building manager is GT Facility Management P/L**

The duties of the Building Manager include organising the maintenance of the building as well as supervising the conduct of Residents and visitors. All enquiries, requests and complaints regarding building issues should be directed to the Building Manager in the first instance. The Building Manager also provides advice on building defects and basic maintenance and repair services for common areas.

The Building Manager is part time and not located within the building but is nearby on site.

Your building manager customer service team is:

Name Contact: Matt Terry

Email Address: [mterry@gtfacility.com.au](mailto:mterry@gtfacility.com.au)

Building manager contact mobile number: 0412 052 461

Portal: Myboss

**Your building manager customer service team can assist with:**

- Common property maintenance issues
- Move/move out
- Community facilities booking
- Embedded Network connections
- NBN connections
- Utility connections
- Cleaning of the common areas
- Contractor management
- No Junk Mail stickers

If you have any further queries, please do not hesitate to contact the Building Manager or our office.

Kind regards,

Adrian Lobo  
Body Corporate Services

## About Pentridge

Pentridge is an exciting residential and commercial development that preserves history and creates a destination place to live. We hope you enjoy the experience.

*The Summit* is part of the one big Pentridge development. When you purchased your apartment in *The Summit* you also became a part of Owners Corporation No. 1 locally known as Pentridge Piazza or OC1. A growing precinct and a destination place to live.

Pentridge Piazza is a master planned precinct and is a staged development. This means for the next 5 -10 years, there will always be something under construction or restoration. From time-to-time areas of common property may be restricted to allow construction vehicles to move around and utilities may be disrupted. You can keep informed by following <https://pentridgecoburg.com.au/>

Owners Corporation No. 1 is responsible for the heritage fabric, heritage interpretation and the public open space. It has a committee of management that is elected each year. The committee ideally is comprised of lot owners from at least one representative from each other OC on the plan:

- QM Building – OC3 ( 2 members – residential & commercial)
- Industry Lane – OC5 ( 2 members – residential)
- Horizon Building - OC7 (1 member residential)
- Victoria Towers and The Rook – OC2 ( residential) yet to be appointed)
- Pentridge Piazza (1 member - commercial and staged lots)

Upon settlement you automatically become a member of OC 1 & OC14 & 141 and you will receive fee notices from three owners corporations.

Owners Corporation 14 includes Commercial and Residential lots. OC14 is responsible for the insurance, essential services, maintenance plan, landscaping, repairs, maintenance & cleaning of common property 14.

*The Summit* residential (OC141) has some great community facilities that are for everyone to use. Some spaces will require booking and some will have time restrictions and specific Rules for use. Please follow the directions of the Building Manager or any specific signage.

Owners Corporations are creatures of statute and as such have many legal obligations and so do you. Some of your obligations include:

### **Owner statutory obligations**

1. Provide your contact details (Section 134, 135, 148 Owners Corporation Act 2006)
2. Keep what you own (outward appearance) looking good and repair and maintain so as not to impact other private or common property (section 129 Owners Corporation Act 2006).
3. Be considerate of others use of the common property (section 130 Owners Corporation Act 2006).  
Don't leave your shoes outside your front door, for example.
4. Be responsible for your Residents and guests their behavior, including Short-Term Letting (section 136, 141, 152, 153, 159A Owners Corporation Act 2006).
5. Comply with the law (section 128 Owners Corporation Act 2006).
6. Pay your levies on time (section 28(1) Owners Corporation Act 2006).
7. Provide access to your apartment for inspection (fire services, safety, leaks etc.) when requested.
8. Obey the Rules – The rules are there to promote harmonious living, not a prescriptive regime (section 141 Owners Corporation Act 2006).
  - a) Pets – submit a pet application Rule 4.19
  - b) Improvements & Renovations - submit a Building application Rule 4 & 6
  - c) Noise curfew 10pm – 7am weekdays, 10pm – 9am weekends Rule 5.5
  - d) No smoking on common property Rule 5.8 and no smoke drift Model Rule 1.4
  - e) Car park not to be used for storage Rule 5.16
  - f) Keep your mail box clear daily Rule 5.23
  - g) Report any hazards or safety incidents – submit Incident Report Form Rule 14
  - h) Notify if you have an Infectious Disease – Rule 24
  - i) Insurance Policies you must have – contents for loss or damage and public liability for \$10 million – Rule 25.2.2
  - j) Must seek permission to Move in or Out –submit move in/out application Rule 26
  - k) Not duplicate any keys or fobs – submit key/fob application Rule 30 – this is to ensure strict control of keys and fobs to reduce the cost of changing locks and access codes.
  - l) No signage – submit Signage application Rule 31
  - m) Store bike in bike storage area, do not access foyer to do so – Rule 33
  - n) Use the chute and waste services responsibly – Rule 35
  - o) Short Term letting requires induction – Rule 47
  - p) Lithium-Ion batteries

### **Recommendations to all owners**

1. Review your property for defects or equipment warranty issues and report to the builder within their required timeframe specified in your contract.
2. Provide your car registration details the Building Manager. This will help manage and preserve your private spot for your use.
3. Participate in the decision-making affairs of the owners corporation – not a legal requirement, but get involved and actively manage your investment.
4. Remain in the Embedded Network. The Embedded Network is set up to the benefit the owners corporation and maintain and improve the infrastructure, which benefits all residents.

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### Attachments on USB:

- 1 Owner Information Form
- 2 Owners Corporation Rules
- 3 Model Rules
- 4 Insurance Certificate of Currency

## 1. Your Contact Details

Attached is an Owners Corporation 'Owner Information' Sheet that includes important information about becoming a member of an Owners Corporation. It is your obligation under the Owners Corporations Act 2006 to keep the Owners Corporation informed of your contact details, so if you relocate or go overseas for a long holiday, please let us know in writing so we may update the Owners Corporation Register.

## 2. Bank Details

Body Corporate Services operates a Macquarie Bank account in the name of the Owners Corporation on behalf of members. All transactions are electronic, and the details are shown on the Fee Notice. You will find your unique DEFT Reference Number on your next Fee Notice. Each owners corporation you belong to has its own bank account.

## 3. Move in/Move out

It's important you book your move into or out of the building through MYBOS Portal (a booklet is enclosed with further details). Please note that your move IS NOT confirmed until approved by the Building Manager. Once your move is confirmed by the Building Manager they will provide information regarding where trucks can park, who to see to organise lift isolations etc. [Please take note that all bookings must be arranged at least 72 hours prior](#) to the intended move. The booking is only confirmed once acknowledged by the Building Manager.

Move in/out is restricted to one lift only at a time, to ensure other residents can move about the building. Any boxes from your move should be flattened and taken to the bin room and left stacked neatly against the wall or as instructed by the Building Manager.

Please also note that a fee may apply for moves during times that the Building Manager is not scheduled to be at the building.

## 4. Energy, Communication Connections

The Summit has an embedded electricity and hot water network managed by Active Utilities. This embedded network provides reduced rates and is designed to lower residents' ongoing electricity costs. To arrange connection, please register by going to the following website. There may be a fee associated with connection.

The rate is set with consultation with the owners corporation committee with the purpose of delivering the best market rate possible, including absorbing the connection of the meters plus repairs and maintenance component.

Active Utilities - <https://aufresh.activeutilities.com.au/en/support/home>

Contact on-line web form <https://aufresh.activeutilities.com.au/en/support/tickets/new>

Phone: 1300 587 623

### Television Reception

Pay TV (Foxtel) is available by subscription and is the responsibility of the Resident to arrange. Should you experience a fault with your Pay TV (Foxtel) signal, please contact the provider first to see if there is a problem with their broadcasting. If not, please contact the Building Manager to report the fault.



Free to air television is also available at the building. Should you experience a fault with your free to air TV signal, please try re-tuning your TV. If the problem is not rectified by re-tuning, please contact the Building Manager to report the fault. A reasonable fee is charged by the building manager for this service.

### **Domestic Cold Water Connections**

Domestic cold water accounts for each apartment are to be arranged with Yarra Valley Water. Please refer to the below web link for further information regarding your domestic cold water connection:  
<https://www.yvw.com.au/>

Contact the Building Manager for your meter number, if it is not in your settlement pack. The Manager will require at least 72 hours' notice for any access required. A reasonable fee is charged by the Building Manager for attendance.

### **Broadband Internet**

Telephone and internet connections (NBN) are at the discretion of Resident. Please contact the Building Manager should your contractor require access to Common Property to complete any installation. The Manager will require at least 72 hours' notice for any access required. A reasonable fee is charged by the Building Manager for attendance.

## **5. Recreational Areas**

Recreational facilities include:

- Outdoor BBQ area – operation times, booking required

Different access, rules for use and operational times will be sign posted adjacent to each area. The outdoor areas can only be used by Owners or Residents of a Lot and any invitees of an Owner or Resident of a Lot and please think of others when you do:

- Alcohol is not permitted unless approved by the Owners Corporation.
- Smoking is not permitted.
- All persons must always maintain proper attire that is not offensive to any other persons permitted to use the area.
- The playing of music may or may not be allowed as determined by the Owners Corporation
- All persons must conduct themselves in a safe and proper manner and in accordance with any directions given in respect to the use of the facility in general.
- In the event of any damage occurring as a result of the use or misuse by a Owner or Resident of a Lot or any invitee of a Member or Resident, then that Member or Resident will be responsible to reimburse the Owners Corporation for all loss, damage or cost incurred by the Owners Corporation as a result of any damage caused by the Member or Resident of the Lot and any invitees of a Member or Resident of a Lot.

## **9. Building Security**

### **General**

Maintaining building security is the shared responsibility of all Residents at The Summit. It is essential that the following guidelines be adhered to:

- Do not give building access devices to 9nauthorized persons – uber eats, delivery, couriers etc;
- Do not leave the access doors/gates open and unattended;
- Do not leave your apartment, storage cage or vehicle unlocked at any time;
- Do not leave any building access devices in vehicles parked in the carpark;
- Do not give access to strangers/visitors of other apartments via the intercom system or entry doors/gates, refer them to the Building Manager.
- Report any suspicious activity immediately to the Police by contacting 000.

### **Fobs, Keys and Remotes**

The building keys are restricted issue and cannot be duplicated without permission. If a new apartment key, access fob or remote is required to be ordered for your apartment, a written request is to be submitted by the Owner or Managing Agent to the Owners Corporation Manager to place the order and picked up from the Building manager. A reasonable fee is charged by the building manager for this service.

### **Intercom Systems/Swipe Card Readers**

Intercom panels or swipe card readers are located at the common entry doors and within the lifts. The intercom control panel or swipe card reader will provide access to the building by use of your access fob. The intercom control panels within each apartment permits access for your guests to the building by manual operation by the Resident. Residents are expected to exercise caution when admitting visitors and ensure that they only admit people they know or are expecting a visit from. Under no circumstances should Residents give access to strangers to enter the development. If you have any problems using the intercom system or swipe card readers or experience faults, please contact the Building Manager via the details provided under the 'Building Manager Details' section of this booklet.

## **7. Car Parking**

You may only park in building the number of cars equivalent to the car parks on your title. Residents must only park in their allocated parking space/s and must not use another car space without the permission of the respective Resident. Additionally, Residents must not park in car space designated for the use of visitors. Any Resident reported to be illegally parking in another Resident's or visitor car space may be towed or issued a Breach Notice, which may result in action being taken against them in VCAT. If you live in the building you are not a "visitor"

Residents must ensure that their car spaces are kept clean and free from oil, petrol or like substance always. Failure to remove oil leakages from car spaces will result in a notice being issued to the offending vehicle owner, requiring the area to be cleaned within 14 days. If the oil is not removed following a notice being issued, the Owners Corporation reserves the right to arrange for the car space to be cleaned, with the cost of cleaning to be charged to the offending car space owner.

When driving in the carpark, please drive safely as pedestrians and/or other vehicles may be present. The following rules/procedures apply with respect to parking:

- The speed limit in the carpark is 5km/h;
- Please be aware of pedestrians around the carpark;
- Watch for pedestrians and other vehicles when exiting/entering the property;
- Turn on vehicle headlights when in the carpark to make your vehicle more visible;
- Do not tailgate! Always use your remote to enter/exit the carpark to avoid the gate closing on your vehicle;
- Do not allow any unknown vehicles or pedestrians to follow you into the carpark when entering/exiting. Report any 10nauthorized access immediately to the Owners Corporation Manager if witnessed;
- Do not leave any valuables in your vehicle, particularly building access devices such as access fobs, keys and remote transmitters.

### **Electrical Vehicle Charging**

Level 1 of the basement carpark does provide EV charging to Hotel Guests and Residents, one of which is dedicated to Residential and can be booked through MYBOS. The Pentridge Piazza shopping center has 3 public charging bays located in Basement Level B1 of the car park and at Meri-bek Council 42 Urquhart St and 90 Bell St, Coburg a further 6 ultra-rapid charging stations are open to all modern Evs and electric bike charging.

### **10. Visitor Car Parking**

The visitor car spaces are strictly for the use of visitors. Under no circumstance is a Resident to park in these spaces. Residents are responsible for their guests actions, so make sure your guests or invitees do the right thing. The following rules apply with respect to the visitor car spaces:

- A Resident of an apartment must not use any visitor car space;
- Visitors, guests or invitees must only use the OC141 visitors spots;
- A Resident of an apartment must not allow a visitor to park in visitor parking space overnight;
- The Owners Corporation reserves the right remove any illegally parked vehicles.

### **11. Bicycle Racks**

Bicycle racks are located in the carpark. Users of the bike racks do so at their own risk. The Owners Corporation accepts no liability for stolen or damaged bicycles stored in the provided bike racks or stored within private property (i.e. storage cages).

### **12. Storage Cages**

The storage cages are located within the carpark. Storage cages should not be considered as security cages. Residents are responsible for their own property within these areas. The Owners Corporation accepts no responsibility for any damage to or loss of personal belongings stored in the storage cages. It is strongly recommended that no valuable items are stored in cages and that Residents have appropriate insurances in place to all items stored within these areas. Items stored in storage cages should be neatly stored and kept off the floor to prevent damage from potential water ingress. Under no circumstances is excess personal belongings to be stored on the Common Property or within car spaces. This action will result in a Breach Notice being issued which may subsequently lead to action being taken against the offender in VCAT.

### **11. Rubbish Chutes/Disposal**

Rubbish chutes are located on each floor level. When disposing of your rubbish bags in the chute, please ensure that you deposit the bag in the correct chute for the type of garbage being disposed of i.e. general or recycling. Recyclable items should be separated and rinsed with lids removed from bottles and jars before placing in bags for the recycle chute.

Please ensure that your household rubbish is placed in properly sealed bags to prevent any leakages on Common Property when transporting to the chute room. Under no circumstances are Residents to leave their rubbish in bags outside their apartment doors, on balconies or on the chute room floors. This action encourages rodents to enter the site and causes potential health and safety risks.

Residents are responsible to undertake the cleaning any accidental spillages that occur on the Common Property whilst transporting their rubbish to the rubbish room chute rooms.

Any items that cannot fit down the chute must be taken to the rubbish bins in the ground level carpark do not force into the chute. All cardboard boxes and packaging must be taken to the rubbish bin room and be broken down and neatly placed in the recycle bins as required by the waste contractor. Be aware, clearing a blocked chute is expensive. If you are responsible for causing the blockage you will be asked to pay for clearing service.

### **12. Hard Rubbish Disposal**

Hard rubbish items (i.e. unwanted furniture, appliances, mattresses etc.) are not to be stored/dumped on Common Property or left within your car space. The disposal of hard rubbish is the responsibility of the rubbish Owner, not the Owners Corporation.

Any cost associated with the removal of hard rubbish from the site by the Owners Corporation's waste contractor will be charged directly to the offender. We note that the current rate to remove hard rubbish from the site by the private contractor is \$150.00 per cubic meter therefore it is strongly recommended that you arrange your own hard rubbish removal in order to prevent being charged significant fees.

The Building Manager may be able to help and direct you to suitable pick-up areas for your hard rubbish.

### **13. Emergency Preparedness**

#### **General fire safety**

All Residents should make themselves familiar with the location of exit doors, fire stairs and fire equipment at the development. Fire escape doors are clearly marked and must not be held open or obstructed in any way. It is critical to your safety that you evacuate the building immediately in the event of a fire, power outage or other emergency evacuation.

Fire extinguishers and hydrants are located on Common Property and are for use in an emergency only. Removal and/or use of this equipment results in significant replacement costs and fire service water charges to the Owners Corporation. Activation of a fire hydrant will cause a general fire alarm and the MFB may be called.

Any person found responsible of obstructing fire doors or illegally using any fire equipment at the site will immediately be issued a Breach Notice which may result in action being taken against them in VCAT. Additionally, the cost of any replacement, repairs and usage charges of any fire service will be charged directly to the offender.

False alarm callouts incur unnecessary expenses of up to \$4,000.00 for each attendance by the MFB. These costs are charged to the property owner who in turn can recover from their renter of the apartment that is identified as being responsible in cases of negligence. The following situations are known to cause the fire alarm to be triggered:

- Smoking in common areas such as corridors, car parks and stairwells etc.;
- Excess cooking smoke entering common area corridors from an apartment e.g. burnt toast or other food, BBQ smoke from balcony areas etc. (in non-dangerous situations only windows and balcony doors should be opened to allow excess smoke to escape – do not open your front door);
- Excess heat/steam entering common area corridors from an apartment e.g. when the apartment front door remains open when steam cleaning of carpets is taking place;
- Works carried out near smoke detectors/alarms which result in dust such as sanding;
- Unauthorised utilisation of fire hoses for reasons other than a fire.

### **Fire Services within apartments**

All apartments are fitted with fire services –fire doors, smoke detectors, thermal detectors, sprinklers and/or early warning speaker or audible/visual alarm. It is the Owner/Resident's responsibility to ensure that they are fully operational at all times and comply with legislation.

### **Lithium – Ion Batteries**

Just about all modern battery-operated equipment includes Lithium-Ion batteries (Li-ion). These batteries can catch fire and as a result, please follow these instructions:

- Do not leave unattended while charging
- Use a power outlet with a timer set to stop charging the device beyond the required charging time.
- Unplug the device if it noticeably hot while it is charging
- Do not leave the device in the sun or near hot equipment
- Inspect battery (or device) before charging for damage
- Have the appropriate hazard management instructions on hand and the equipment need to contain the hazard.
- Do not throw away into the general rubbish any Li-ion battery.

More information see <https://www.fire.nsw.gov.au>

### **If the device or battery starts to smoke or emit flames:**

Evacuate the area and close doors if safe to do so to slow the spread of fire ensuring no one goes back inside the building for any reason. The vented battery gases, vapour and smoke are highly toxic and flammable and must not be inhaled.

- Call Triple Zero (000) and wait in a safe location for firefighters to arrive.
- If anyone has been exposed to spilled electrolyte, flying debris, smoke or vapours, or flames, seek urgent medical assistance. Burns should be immediately treated with cool running water for 20 minutes. Burns larger than a 20-cent piece require emergency care. Treat with cool running water immediately, call Triple Zero (000), and follow the advice of the operator.

We don't recommend handling anything that is on fire. If a small battery or device such as a phone or tablet starts overheating:

- Unplug it from the power outlet if it is on charge.
- Avoid inhaling any smoke or fumes.
- If possible, remove it to an outside area away from any combustible material and away from windows or doorways.
- Small devices can be dropped into a bucket of clean water to cool if this can be done safely.
- Small flames can be doused with a bucket of water or a garden hose to stop the fire spreading to nearby objects. Make sure the device is not plugged in to mains power or near other powered equipment when applying water.
- If trained to use a nearby fire blanket or a fire extinguisher (dry chemical powder or carbon dioxide), only attempt to use them from a safe distance away from any smoke or vapours. These may be used to prevent the spread of fire to the surroundings but are not likely to fully extinguish a lithium-ion battery fire.
- Call Triple Zero (000) even if you no longer see visible smoke or flames. There is a good chance that the battery might reignite if it has not been sufficiently cooled.

#### **Fire Drill & Evacuation**

The owners corporation will conduct at least one fire drill every year. This is your opportunity to review your own personal emergency preparedness plan. For more information on how to prepare a "go bag" see <https://www.ses.vic.gov.au/plan-and-stay-safe/create-an-emergency-plan>

If a power outage occurs all lights, lifts and other electrical powered equipment will stop operating. Emergency lighting will come on in the corridors for up to 90 mins. After this time the corridors and stairs will have no lighting, all of the security doors will open. The Building may have to evacuate. It is strongly recommended that you register for the Vic Emergency App, so can be notified if Coburg is without power and estimated duration. This is where your "go bag" is very important. <https://www.emergency.vic.gov.au/respond/>

#### **Fire Safety and Balconies**

It is your duty to not put others or property at risk. If you have a balcony please make sure you maintain the area and secure items that could fly away in high wind, manage gas and open flames devices and not store combustible items on the balcony. For more information see <https://www.cfa.vic.gov.au/plan-prepare/fires-in-the-home/fire-safety-in-apartment-buildings/fire-safety-on-balconies>

#### **14. Risk of Water Damage**

Washing machines, dishwashers and overflowing baths and basins are the cause of most water damage at properties. We strongly recommend that Residents ensure that machines or taps are not left running when you are absent from the property and that taps are turned off when machines are not in use. We further recommend that you regularly check that the discharge hose on your washing machine/dishwasher is secure and if there are signs of the hose fraying call a plumber.

You are responsible for any damage that water flowing from your property to another property causes. This might be full reinstatement or the excess applicable to the insurance claim.

### **15. Short Term Letting**

If you are thinking of Short Term Letting, please be aware that any key safes found attached to common property will be removed immediately and without notice.

You will need to register your apartment and provide a contact number of the person who can attend the property within 1 hour, with Building Manager. Your Guests will need to be inducted to use any of the shared services.

If the Owners Corporation receives 3 complaints, you will be prohibited from short term letting for 24 months, if the complaints relate to:

- (a) unreasonably creating any noise likely to substantially interfere with the peaceful enjoyment of an occupier or a guest of an occupier of another lot (other than the making of noise where the owners corporation has given written permission for that noise to be made);
- (b) behaving in a manner likely to unreasonably and substantially interfere with the peaceful enjoyment of an occupier or a guest of an occupier of another lot;
- (c) using a lot or the common property, or permitting a lot or the common property to be used, so as to cause a substantial hazard to the health, safety and security of any person or an occupier;
- (d) unreasonably and substantially obstructing the lawful use and enjoyment of the common property by an occupier or a guest of an occupier;
- (e) substantially damaging or altering—
  - (i) a lot or the common property, intentionally or negligently; or
  - (ii) a structure that forms part of a lot or the common property, intentionally or negligently.

### **16. Rules and Breach Notices**

The Model Rules and the Registered Rules, as enclosed with this letter, are enforceable through VCAT and then the Magistrates Court. If you have received a Breach Notice from the Owners Corporation you have 28 days to rectify that breach. Please read and familiarize yourself with the Rules and make sure your tenant also receives a copy. If you would like another copy please download for free from CommunityHub.

### **17. Building Defects**

To lodge a defect claim to private property please refer to your settlement handover pack from CE Constructions and follow the required process to log a defect. Please note that only property owners and property managers can submit a defect. Submissions from tenants will not be registered. Tenants will need to contact the property owner or manager direct to resolve the matter.

To log a defect, enter <https://defects.coneng.net.au/> on the address line of a web page and select Submit Warranty/Maintenance Claim button to enter the details of the claim.

An email will be generated and sent to the inbox at [defects@coneng.net.au](mailto:defects@coneng.net.au).

Common Property defects and repairs and maintenance items should be immediately reported to the Building Manager or Owners Corporation Manager to be addressed. Please submit your report in writing via the email addresses provided above

### 18. Owners Corporation Contributions

Every year an Annual General Meeting is held. This meeting is usually held within 3 months of the end of the Owners Corporations fiscal year. At this meeting the Owners Corporation fees are set for the coming year. Penalty Interest is applied to any amounts not paid by the due date. All of your contribution funds are deposited into an administration fund which covers the following items:

- Regular grounds maintenance
- Insurance of the building and common area
- Minor building repairs
- Essential services (fire, security contractors)
- Postage and stationery
- Owners Corporation manager/administration
- Legal obligations
- Pest control (of common grounds) etc
- Electricity for common area lighting and facilities

### 19. CommunityHUB

The online portal CommunityHUB is now online and is the place to go for:

- Your lot ledger & payment portal
- Documents, Forms & Contact Us
- Maintenance requests and tracking
- Community Events and Notices



### 20. Emergency Services & access to common services

In the event you experience any emergency like burst pipes, blocked sewers or damage to Owners Corporation property which results in a dangerous situation, please use the following contact numbers:

During Business Hours

T: **(03) 9616 1699**

D: **(03) 9938 8504**

Email: [Adrian.lobo@bcsm.com.au](mailto:Adrian.lobo@bcsm.com.au)

After Work Hours: For afterhours emergencies, relating to the common property please call the Building Manager on **0412 052 461** or Community Afterhours: **1300 267 181**. Please be aware that the minimum callout fee for after-hours attendances is \$600+GST. Please note: If you use this service for your own private property, you will be liable for the cost of the attendance.

Please make sure it is an Owners Corporation common property issue as the service to attend may become your cost. Should the problem be isolated to your property and not be an Owners Corporation issue, the bill will be sent to you. However, if you are in need of help this company will turn up and stay until either the problem is fixed or the appropriate authority arrives. You will need to arrange access to the building and your lot.

### Urgent or Emergency Works



All urgent repairs should be considered on a scale of urgency depending on how the factors above apply to the damage or fault. Anything on this list is legally defined as an urgent repair:

- burst water service, your lot or common property
- flooding or serious flood damage
- serious roof leak
- gas leak
- dangerous electrical fault
- the gas, electricity or water supply is not working
- a safety-related device, such as a smoke alarm or pool fence, is not working
- any fault or damage in the property that makes it unsafe or insecure, including pests, mould or damp caused by or related to the building structure
- a serious problem with a lift or staircase.
- serious storm or fire damage

## **21. Insurance**

The building and public liability insurance obtained by the Owners Corporation applies to the whole property. If you would like to request a Certificate of Currency, please contact the Broker via email. If you require your mortgagee to be noted on the Certificate of Currency this is available for a fee from the Broker.

The policy does not extend to cover privately owned property, fixtures and fittings in any unit, e.g., floating floors, carpet, curtains, blinds, light fittings or other electrical appliances which are not built into the lot and can be removed without interference to the electrical wiring.

The Owners Corporation Act 2006 requires the lot owner to have contents insurance and public liability covering private lot, including storage cage and car park. If you are renting out your lot, for your protection we recommend that you arrange a Landlord's Fixtures and Fittings cover and include public liability for the apartment fittings (floating floors, carpet, blinds, curtains, light fittings etc), storage cage and car park.

### **Broker details:**

MGA Insurance Brokers Pty Ltd ABN 29 008 096 277 AFSL 244601 Offices Australia Wide [www.mga.com](http://www.mga.com)  
Contact: Morgan Stuckey P: 08 8177 8383 | M: 0419 125 692 | E: Morgan.Stuckey@mga.com

## **22. What does the Committee do?**

At every AGM a committee of management or a Chairperson will be appointed. The committee oversees the daily maintenance, actions items resolved at the annual meeting and directs the manager. The Committee is delegated all of the powers and functions of the Owners Corporation that are delegated under Section 11 of the Owners Corporations Act 2006, except where a special or unanimous resolution is required. The committee acts on behalf of all owners until the next AGM. The committee will consider matters like:

- Applications – pets, building renovations, recreational use and rules
- Design guides for improvements and colour schemes
- Dispute Resolution
- Authorising any deficit or special levies
- Legal or other expert advice
- Financial management and oversight

All Members or their proxy may nominate to be a Member the Committee, however the lot must be financial in order to be elected.

The Committee works closely with the Owners Corporation Manager regarding administration, legislative compliance and other matters. The Manager acts as instructed by the committee and is usually appointed the secretary of the committee and owners corporation.

Committee Meetings may be held throughout the year, if required by the Committee Members. The Committee is required to provide a report of its activities during the year at each Annual General Meeting.

### **23. What does Body Corporate Services do?**

As the Owners Corporation manager we act as instructed by the committee and provide contractual duties:

- Keep books of account covering income and expenditure as well as assets and liabilities of the Owners Corporation
- Distribute funds as required to cover the costs associated with the upkeep of your building
- Follow up unpaid contributions and or levies
- Maintain the statutory records on your behalf
- Distribute the agenda for the General Meeting
- Convene an Annual General Meeting each year
- Record the minutes of the meeting
- Prepare and lodge routine insurance claims
- Organise general repairs and maintenance
- Provide general guidance to the Owners Corporation

### **Communicating with your Owners Corporation**

The manager is or acts as the secretary of the owners corporation and as a result becomes the conduit to pass on any feedback (other than administrative queries) to the committee. The committee considers the feedback, usually at its next committee meeting and provides a response. If the matter is urgent, the committee may consider the matter in a short time frame.

### **24. OH&S and Incident reporting**

The Owners Corporation is responsible for the safety of the Common Area. As an owner or Resident you have a duty to keep the common area free of hazards. All owners or Residents of a lot who witness or are involved in an incident are obliged to:

1. Minimize the risk and where possible make safe the hazard (this may mean covering over, erecting signs)
2. Report the incident as soon as practicable to the Building Manager or Owners Corporation Manager in writing if possible.
3. Assist in any investigation as a result of the incident

The Owners Corporation has a legal responsibility to report, record and investigate Health, Safety and Environment (HS&E) incidents under the Occupational Health and Act and has a moral and legal duty to learn from incidents and to apply this knowledge to ensure that similar incidents do not occur. The Owners Corporation may appoint a suitably qualified person or company to manage its obligations.

You should report all building related hazards to the Building Manager or the Hotel Manager.

#### **25. Want more information?**

Visit the Consumer Affairs website and download their booklet “Guide to owning, managing and living in an owners corporation” [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

The Law Foundation has a great self help guide called “The neighbours, the law and you” [www.victorialawfoundation.org.au](http://www.victorialawfoundation.org.au)