



7. General Apartment Details

7.1 Electrical Service

ILK South Yarra has been built using an embedded electrical network contracted to OC Energy Pty Ltd for the supply of electricity. To get electricity connected to your apartment you will need to apply formally to OC Energy Pty Ltd.

Please refer to next page for your application form for electricity supply and welcome letter from OC Energy.

The electrical meter is located in the services room or electrical cupboard in the lift lobby on the corresponding level you live on.

The electrical switchboard is located in the apartment and there are circuit breakers at the switchboard for power outlets, lights, air conditioning, appliances and exhaust fans. All lighting circuits have a safety switch.

The procedures for resetting an electrical trip in your apartment is as follows:-

- 1) Switch off all power outlets (GPOs), lights and unplug all appliances, to reset the safety switches in the switchboard.
- 2) Switch on each GPOs at a time to determine the faulty outlet or appliances until safety switch trips.
- 3) If the electrical trip still persists after doing Step 1 and Step 2, contact licensed electrician immediately to locate and rectify the fault.

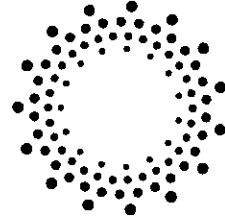
7.2 Water Service

The cold water meters are located in the services room in the lift lobby on the corresponding floor that you live on.

There is a stop valve located in the water meter cupboard to turn off the water supply to the apartment.

There are also full turn mini stop valves connected to the kitchen mixer (located under the kitchen sink), bathroom basin mixer, and toilet in order to isolate the fixture in case of a leak.

Contact South East Water on 131 694 for water connection.



oc energy

PO Box 7285
St Kilda Road VIC 8004
1300 49 40 80
www.ocenergy.com.au

The Owner
ILK Apartments,
227 Toorak Rd, South Yarra,
VIC 3141.

Dear Sir/Madam,

Re: Supply of Electricity to ILK Apartments 227 Toorak Rd, South Yarra, VIC 3141

Congratulations on the purchase of your apartment in ILK Apartments.

The vendor/developer of the building has advised us that settlement is due to take place very soon.

ILK Apartments has been built using an embedded electrical network contracted to OC Energy Pty Ltd for the supply of electricity. To get electricity connected to your apartment you will need to apply formally to OC Energy Pty Ltd for electricity supply in one of the following ways:

1. Print and complete the Application Form accompanying this letter and return to us

By email to info@ocenergy.com.au

By mail to:
OC Energy Pty Ltd
PO Box 7285
St Kilda Road, VIC 8004

By fax to: (03) 8888 7978

2. **On-line:** Visit our website at www.ocenergy.com.au and complete an application form on-line.
3. Download an application form from our website, fill it out, sign it and scan, fax or mail to the address above.

The electricity supply that was pre-installed at ILK Apartments was constructed as an embedded network, so that on-going network costs would be reduced and bulk-buying of electricity would be possible. The benefit to the occupier or tenant is a cheaper rate for their electricity usage than is otherwise available from other retailers, as well as reduced common area costs.

What is an Embedded Network?

The whole site is supplied by one connection from the local distribution network (distributor) and is metered by a 'parent' meter, which is located on the network boundary. In this situation OC Energy acts as Agent for the Owners Corporation, instead of each individual tenant, and becomes the customer of the distributor and the retailer. The on-site wiring and metering is required to distribute the electricity from the parent meter to the tenants and common areas and is called an Embedded Network.

What is on-selling?

OC Energy Pty Ltd acts as an intermediary, purchasing through one consolidated account the electricity to meet the needs of all the participating Occupiers & Tenants and common areas at the site. OC Energy then sells the electricity to each Occupier/Tenant on the basis of the tenant's actual meter readings – this is called "on-selling".

Benefits of On-Selling

On-selling in an embedded network enables electricity to be supplied to the site more efficiently.

OC Energy uses the operational savings and reduced ongoing costs to provide savings to Occupiers/Tenants on their usage charges (usually 10%), to reduce the cost of common area and other electricity expenses, and recover the costs of establishing the infrastructure.

What is the role of OC Energy?

OC Energy Pty Ltd are specialists in electricity on-selling. We were engaged by the Owners Corporation to manage the meter reading, billing, reconciliations, customer relations and guidance so that the electricity on-selling is conducted professionally from the site perspective. OC Energy is not allied with any retailers although we have the contacts to optimise electricity purchasing for the site. Payment by Occupiers/Tenants for their electricity usage is made directly to OC Energy via a wide range of methods.

What is different for Occupiers/Tenants?

Not much change except your invoice is issued by OC Energy Pty Ltd and you will save money. The on-selling offer is generally the best available offer for your situation and the embedded network provides cheaper electricity and superior customer service to you as Occupiers/Tenants. However increasingly customers have the right to choose their own electricity retailer due to market deregulation and you have that right. Your consumer rights are covered by the Energy Retail Code.

You must complete and lodge an application for power connection regardless of whether you will be occupying the apartment or you intend renting it out. This is important because your application includes a meter connection fee (as this is the first power connection to the apartment) which is your responsibility as an Owner, not the Tenant's. Your Tenant will need to complete a separate application form for power supply.

Gas Supply to your Apartment

OC Energy has no involvement in the gas retailing at the site. The cooktops in each apartment are gas.

In relation to hot water, the Owner's Corporation has implemented a central bulk hot water system, metered by Origin Energy. This gas consumption is paid for by the Owner's Corporation on behalf all the owners and is recovered by the owner's corporation out of your on-going owner's corporation levies.

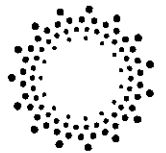
For further information on OC Energy, please visit our website at www.ocenergy.com.au or call 1300 49 40 80.

Yours faithfully,

OC ENERGY PTY LTD

Electricity Supply Agreement

By entering into this agreement, you agree to OC Energy managing the supply of electricity to your property. Please complete this form in black ink using capital letters, then sign and return it to OC Energy by:
EMAIL info@ocenergy.com.au POST PO Box 7285, St Kilda Road Vic 8004 or FAX 03 8888 7978



oc energy

1. Customer Details

Title Mr Mrs Miss Ms Other _____
First name _____
Surname _____
Date of birth _____
Business name _____
ABN _____
Drivers licence no. _____ State _____
Passport no. _____
Country of issue _____
Business phone _____
Home phone _____
Mobile phone _____
Email _____

Your monthly accounts will be emailed to you.

Do you require bills to be posted to you? Yes No

Do you require electricity for life support reasons? Yes No

Do you own the property or are you a tenant ?
(Tenants must complete section 4 of this agreement)

What date do you want your electricity supply to commence?
____ / ____ / ____ (dd/mm/yy)

I require next business day connection (additional fees apply).
We must receive this agreement, properly completed and signed, by 12 noon on the business day prior.

2. Property (Supply Address)

Unit _____
Street address _____
Suburb _____
State _____ Postcode _____

3. Postal Address

**Please complete if you require bills by post.*

Same as Supply Address, or:

Apartment No. _____
Street address _____
Suburb _____
State _____ Postcode _____

4. Leasing Agent (Complete if you are a tenant)

Company _____
Contact person _____
Address _____
Suburb _____
State _____ Postcode _____
Phone _____
Email _____
Signature _____

5. Credit Card Details for security purposes

I agree that if an outstanding bill amount is more than 30 days overdue from the due date for payment, then I agree to OC Energy Pty Ltd charging to my credit card the total overdue amount. This authority continues until payment in full of my/our last bill issued after I/we have given a disconnection notice under clause 8 of this agreement.

Card Type Visa Mastercard

** We do not accept Amex, Diners Club or Debit Cards.*

Credit card no. _____
Name on card _____
Card expiry: ____ / ____ (mm/yy)
CVC: ____ (last 3 digits on the signature)

Signature _____

6. Declaration

Please tick I/We acknowledge that I/we have read and understood the OC Energy terms and conditions on page 2 of this agreement and agree to be bound by them.

Signature _____

Print name _____

Date _____

1. The customer authorises OC Energy Pty Ltd ("OC Energy") to act as agent and facilitator for the on-selling of electricity to the property on the terms and conditions set out below.
2. The customer agrees:
 - (a) OC Energy or its representative may take all steps necessary to provide electricity to the property,
 - (b) OC Energy may enter the property to read, connect, disconnect, inspect, test maintain, repair, update and/or remove the metering equipment,
 - (c) all meters and associated equipment remains the property of OC Energy,
 - (d) not to interfere with, alter or damage in any way any metering equipment or electrical wiring installed by or belonging to OC Energy,
 - (e) if this agreement is signed by more than one person, then each person will be jointly and severally liable under this agreement.
3. The customer acknowledges that he/she has the right to elect to purchase electricity from a licensed retailer of his/her choice.

Fees and Charges

4. The customer agrees to pay to OC Energy the charges for and associated with the supply and usage of electricity at the property. The charges will be at the relevant tariff and service to property rate set by OC Energy from time to time. The customer acknowledges that these rates may change, and that if they do change, OC Energy will give the customer notice as soon as practicable and, in any event, no later than the customer's next bill.
5. OC Energy may charge additional fees for:
 - (a) connection or disconnection of the customer's service;
 - (b) same day or next day connection;
 - (c) reconnection of a service which has been suspended or disconnected by OC Energy for non-payment by the customer;
 - (d) a final meter read where the customer terminates this agreement;
 - (e) postage and handling fees where the customer requests invoices be sent by post;
 - (f) payment processing fees where payment is made by credit card; and
 - (g) any bank, merchant or re-processing fees incurred by OC Energy as a consequence of a declined payment from the customer.
6. The customer acknowledges that the cost of any charge or fee referred to above can be obtained by contacting OC Energy.
7. If any tax, impost or similar charge is imposed on OC Energy (either directly or indirectly) in respect of carbon emissions or greenhouse gas emissions, OC Energy may increase the relevant tariff to include such tax, impost or similar charge.

Payment

8. The customer must give OC Energy not less than 3 days written notice if the customer wishes to disconnect the electricity supply to the property. To be valid, the notice must include a forwarding address to which a final bill may be sent. If valid notification has not been given to OC Energy, then the customer agrees that the customer will remain liable for all charges incurred under this agreement until 3 days after a valid notice is given to OC Energy.
9. The customer agrees to OC Energy charging to the customer's credit card on or after the due date for payment the outstanding amount payable for all charges for the supply and consumption of electricity at the property billed under this agreement. This authority continues until payment in full of the customer's last bill issued after the customer has given a disconnection notice under clause 8 of this agreement.
10. If the customer does not provide credit card details with this agreement, then OC Energy reserves the right to refuse electricity supply to the property, or to disconnect supply if the customer refuses to provide credit card details when requested by OC Energy (unless OC Energy specifically waives this requirement).
11. The customer shall be liable for any expenses, costs or disbursements incurred by OC Energy in recovering any monies owing to it, including but not limited to debt collection agency fees and legal costs.
12. Where the customer is a tenant occupying the property, the customer irrevocably authorise OC Energy and the leasing agent to deduct from the customer's rental bond any amount owing to OC Energy on a final bill issued to the customer.

Privacy

13. The customer authorises OC Energy to provide information about the customer to credit reporting agencies for the purpose of obtaining a credit report.

Liability

14. The customer acknowledges that OC Energy does not own or operator the electrical network and related infrastructure (except the meter and associated equipment) through which electricity is provided. The customer agrees that OC Energy, its representatives, employees and agents are not responsible, nor liable for any failure, interruption or fault in the supply of electricity to the property.
15. To maximum extent permitted by law, the customer releases OC Energy, its employees, agents and representatives from all claims and all liability whatsoever arising from or related to the supply and use of electricity by the customer, including but not limited to all claims for financial loss, any claim by a third party, and for property damage.
16. OC Energy's liability under this Agreement is limited to the maximum extent permitted by section 64A of Sch 2 to the *Competition and Consumer Act 2010* (Cth). To the extent that it is fair and reasonable to do so, OC Energy's liability under this Agreement is limited to the cost of electricity supply for any period during which supply has been affected.

Who is OC Energy?

OC Energy is a specialist supplier of electricity to multi-unit high rise developments. We operate a number of embedded networks across Melbourne and we are continuing to grow.

OC Energy purchases electricity at the point of supply to the embedded network and then on-sells electricity to residents at a discount to normal electricity prices. The benefit to the tenant of the bulk-buying of electricity means a cheaper rate for their electricity usage than is available from other retailers.

What is an embedded network?

An embedded network is a formalised arrangement providing consumers within the embedded network to purchase cheaper (bulk) electricity.

What are the benefits of an embedded network?

There are considerable benefits to owners, managers and tenants in the form of cheaper electricity, easier management of electricity situations, greater flexibility in electricity relationships and opportunities to further reduce costs by introducing energy saving measures. Embedded networks can also minimise the impact of any future electricity price increases

Do I have the right to choose an energy retailer?

Since 2002, all Victorian electricity and gas customers have been able to choose their energy retailer and type of contract or energy plan.

How often will I receive bills from OC Energy?

OC Energy issues bills every 2 months. Your OC Energy bill will state the date of the next scheduled meter reading for your apartment. You can expect to receive your OC Energy bill 1 to 2 weeks after the date of the meter reading. Bills will always be based on actual meter reads, never estimates.

What tariff am I on?

The most obvious place to find your tariff is on your most recent bill. If you need assistance, please call us on 1300 49 40 80 or email us at info@ocenergy.com.au – don't forget to include your address and account details.

How can I pay my OC Energy bill?

OC Energy offers a range of payment options, including:

Credit card: Please call 1300 49 40 80.

BPAY: Please refer to invoice for Biller Code and your customer reference number.

Direct deposit: Transfer funds directly to our account:

OC Energy Pty Ltd
BSB: 083-347
Account Number: 17 566 5995

Cheque/Money Order: Mail your cheque or money order (payable to OC Energy Pty Ltd) together with the payment slip from your bill to:

OC Energy Pty Ltd
PO Box 7285
St Kilda Road Vic 8004

What should I do if there is an interruption to my electricity supply?

Energy providers do their best to ensure interruptions do not occur, but from time to time something may happen that affects your power supply. Such interruptions can be caused by storms, heat waves or work being done in your area.

Your first step should be to check whether the problem with your electricity supply is limited to your apartment – do your neighbours have power, and is there power to the common areas? If the outage is confined to your apartment, please check that all of the switches in the switchboard in your apartment are in the “on” position and/or contact your preferred electrician for assistance.

If the interruption extends to your neighbours and the common property you should contact Citipower, your local distributor, on 13 12 80 for information about the status of your power supply.

Citipower’s website (www.citipower.com.au) also contains frequently updated information on current outages in your area.

I am renting out my apartment – what do I need to do?

Please ensure that the incoming tenant and your managing agent are aware that OC Energy operates the embedded network for the development.

Your tenant will need to provide us with certain information in order to enable the electricity account to be transferred into their name. This information can be provided via the connection form available at our website at www.ocenergy.com.au. Alternatively, your tenant can contact us directly by calling 1300 49 40 80 or by email to info@ocenergy.com.au.

What should I do if I’m moving out of my apartment?

As soon as possible, please notify us of the date you intend to move by filling out and returning to us the disconnection form available on our website at www.ocenergy.com.au. You must ensure that a forwarding address is provided to us prior to moving out of your apartment. We will then arrange for a meter reading to be undertaken and for a final bill to be issued to you.

Am I entitled to a concession on my OC Energy bill?

Depending on your individual circumstances you may be entitled to a concession on your electricity account. Concessions may be available to customers holding an eligible Pensioner Card, Healthcare Card or Goldcard on behalf of the Department of Human Services. To claim the concession, you will need to submit a Non-Mains Energy Concession Form to the Department of Human Services. The form can be obtained from the Department’s website at www.dhs.vic.gov.au.



7.3 TV Points

Each apartment has a TV point to receive free to air television in living room and master bedroom which is connected to a master antenna located on the roof of the building. There is also cabling for Pay TV in the living room and master bedroom.

Contact your pay TV provider for connection to pay TV.

7.4 Telephone & Data Point

There is a telephone point and data connection in each apartment. If there is no dial tone in telephone, check whether the telephone line is plugged into the phone outlet instead of data point. There is also a telephone point located in the master bedroom.

Contact your internet provider for connection to the internet system.

7.5 Smoke Detector

There is a hard wired smoke detector with a battery backup fixed on the ceiling outside the bedroom.

If there is a beeping sound in the smoke detector, replace the battery.

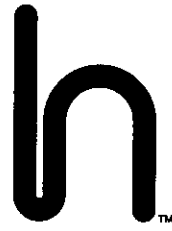
If the smoke detector in your apartment goes off, please open your apartment window and balcony door. Please **DO NOT** open the apartment entry door (to the corridor) as the smoke in the apartment might activate the corridor smoke detector and trigger a call for Fire Brigade. In this case, you will be liable for the call out for false alarm. Please refer to 8.22 for the cost of false alarm.

Note: Please ensure the plastic tag in the smoke detector is removed and there is a battery in the smoke detector once you settle in your apartment.

7.6 Air Conditioning

There is a reverse cycle air-conditioning unit for heating and cooling to the apartment. The control panel is included in this pack, all adjustments can be made on this. The air conditioning condenser unit is located on the balcony of apartments.

Please make sure the isolator for 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.



Do's

- 1) Set temperature range between 20 degrees to 25 degrees with all the internal doors open to achieve efficiency of the system
- 2) Clean air filter and service the unit on every six (6) months to ensure the condensate pipe is not blocked
- 3) When you have the heating on, you need to open a window to the apartment slightly to allow natural ventilation. If you do not slightly open a window, you will run the risk of the apartment condensating on the internal of the windows which in turn will cause rotting of plaster and carpet. Should this occur it will not be considered as a builder's defect.

Don'ts

- 1) **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.

There is a twelve (12) month warranty provided on the condition that the maintenance of the unit is carried out during the warranty period.

A detailed operating instruction is attached in Section "Manual" of this handover booklet.

7.7 Hot Water

The hot water meter is located in the ceiling in the lobby on the corresponding floor that you live on. Hot water is supplied to your apartment via a centralised gas fired boiler system located on the roof of the building. They are remote read by Origin Energy.

Please refer to next page for your application form for hot water service and welcome letter from Origin.

7.8 Gas Valve

Gas valve is located behind bottom drawer beside oven.



Dear Customer

Important information about your hot water supply

While you're settling into your new apartment, we would like to let you know that Origin manages the supply of hot water you are currently using. Each apartment in your block has a dedicated hot water meter and you are individually charged for the energy used to heat the water consumed in your apartment. In some cases, apartments are also charged for gas used for operating the cooktop, so if applicable, charges for gas used by your cooktop will be shown as a separate charge on your account.

Sign up with Origin today

We have left the hot water connected at your property so that you can enjoy it when you move in. **However, it's important that you set up a hot water account with us immediately so your hot water supply can continue.**

It's easy to sign up.

- Visit originenergy.com.au/3345/Open-an-account and fill out the form online **OR**
- Fax the attached form to us on 03 8635 3012 **OR**
- Scan and email the attached form to bhwmove@originenergy.com.au **OR**
- Call us on 13 24 61.

We look forward to hearing from you soon.

Yours sincerely

Nazzareno La Gamba
General Manager, Marketing & Customer Innovations

Do you need an interpreter? Call 13 14 50

خدمة الترجمة الهاتفية للغات غير الإنكليزية.
Servicio Telefónico de Intérpretes para otros idiomas.
Per lingue oltre all'inglese contattate il Servizio
d'Interpretariato Telefonico

Dịch vụ thông dịch qua điện thoại cho những ngôn ngữ khác không phải tiếng Anh.

Τηλεφωνική Υπηρεσία Διερμηνέων για άλλες γλώσσες εκτός της αγγλικής.

非英語語言電話傳譯服務。



Moving In?

Phone: 1300 734 533 OR
 Fax form to: 03 8635 3012 OR
 Complete online at: originenergy.com.au/3345/open-an-account OR
 Email form to: bhwmove@originenergy.com.au
 ABN 22 078 868 425

Together we can
 make a difference.™

Your building has a centralised hot water system. As arranged with the Body Corporate, each apartment is to be metered and billed separately for its own hot water usage. Some apartments may also have a gas cooktop (please indicate by ticking the appropriate box below).

If you require information about your charges for hot water and, if applicable, gas for your cooktop, please contact us on 13 24 61. These charges will also appear on your first bill.

Supply Type <input type="checkbox"/> Hot Water <input type="checkbox"/> Cooktop					
Move In Date <input type="text"/> / <input type="text"/> / <input type="text"/>			<input type="checkbox"/> Owner <input type="checkbox"/> Renting		
TENANT OR OWNER DETAILS					
Title		First Name		Surname	
Mr / Mrs / Miss / Ms					
Date of Birth		Driver's Licence Number			
Email Address					
Home Phone		Work Phone		Mobile	
Title		First Name		Surname	
Mr / Mrs / Miss / Ms					
Date of Birth		Driver's Licence Number			
Email Address					
Home Phone		Work Phone		Mobile	
Business Name				ABN	
Contact Name				Work Phone	
ADDRESS FOR SUPPLY					
Unit/Flat No	Street No	Street	Suburb	State	Post Code
Building Name					
POSTAL ADDRESS FOR ACCOUNTS (if same write AS ABOVE)					
Address			Suburb	State	Post Code
IMPORTANT INFORMATION					
<ul style="list-style-type: none"> • Origin requires access to your meters at all times • We collect your personal information and confidential information (including metering data) where it is required under applicable regulatory requirements and because without it we can't provide you with requested products and services. You give us your explicit informed consent to our exchanging your information with our related bodies corporate, agents and contractors (such as mail houses, data processing analysts and debt collection agencies) and, where relevant, other service or product providers, where required to provide you with the requested products and services, and also for any other purpose you have consented to or as authorised by law. We may also disclose your personal information to a credit reporting agency in certain circumstances. If you provide us with personal information about another person, please make sure that you tell that person about this privacy statement. To access the personal information we hold about you, call us on 13 24 61. Our privacy policy is available at originenergy.com.au. 					
SIGNATURE/S - I/We apply to have Hot Water and/or Gas supplied to the above supply address and agree to pay Origin for the supply of hot water and gas (if applicable).					
Signature			Date: <input type="text"/> / <input type="text"/> / <input type="text"/>		
Signature			Date: <input type="text"/> / <input type="text"/> / <input type="text"/>		



General Care & Maintenance

7.9 Carpeted Floors

The carpet in your apartment is Feltex Merito Level Loop Carpet 40 ounce 100% wool. Colour: Strike Off No. CDS 12784 – Lichen.

Vacuum carpet regularly for high quality appearance.

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

Always test the cleaning solutions on an inconspicuous part of the carpet before applying them to a large area. Use a white cloth rather than a coloured one to prevent any dyes from coming off on the carpet. Don't rub. As you blot, keep turning the cloth so that you are using a clean, dry section to pick up the stain and cleaning fluids 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.

7.10 Stone

The kitchen bench top, study desk and upstand, bathroom vanity and shelf and bathroom threshold in your apartment is Smartstone Nieve White.

Kitchen splashback in your apartment is Sealed Detay Limestone Honed 20mm thick.

Shower stone recess in your apartment is Ceasarstone Mink.

Clean using a damp rag/sponge and lukewarm water, then wiped dry with a clean, low lint rag. Clean stone regularly and avoid using harsh cleaning agents.

Only use cleaning agents in extreme circumstances.

Neglecting to wipe a stone surface dry is prone to leaving watermarks on a surface, which will dull the shine and create a spotty appearance.

7.11 Tiled Floors & Walls

Kitchen, living and bathroom floor tiles in apartment is National Tiles : 600 x 300 x 10mm Porcelain Stratos –Limestone Natural.

Bathroom wall tiles in apartment is National Tiles : 600 x 300 x 10mm Porcelain White Natural MB-08-044.

Bathroom featured wall tiles (Strip Tile) is National Tiles : 600 x 300 x 10mm Latte.



Clean using a damp rag/sponge and lukewarm water, then wiped dry with a clean, low lint rag. Clean tiles regularly (especially in and around shower), avoid using harsh cleaning agents. Use only water based mould removal cleaning agents.

Neglecting to wipe a stone surface dry is prone to leaving watermarks on a surface which will dull the shine and create a spotty appearance.

7.12 Doors, Sliding Doors and 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 it can be cleaned with a damp cloth.

The steps to maintain the window and sliding door hardware-

Use a wet sponge to remove the 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.

The lock on the bathroom doors in the apartment can be externally opened by pushing a thin object a like small screwdriver into the hole on the lever rose in case of an emergency.

7.13 Shower screens and mirrors

Clean glass and mirror 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 cause scratches.

Note that showers need to be re-sealed using silicone every 12 months to prevent leaks.

7.14 Sanitary Fittings & Fixtures

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

Always remember not to pour boiling water onto the basin as this may cause cracking.

When the lid is in down position, do not sit or stand on the toilet lid as this may cause cracking.

7.15 Stainless Steel Kitchen Sink

The undermount stainless steel sink is from Infinite Supplies Australia Regal Series RS40).

It is recommended to clean the sink with stainless steel cleaner (Steelfix) and a foam sponge during the first 4 weeks after installation.



The basic steps to clean stainless steel kitchen sink:

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

7.16 Tapware

The basic steps to clean tapware:

- 1) Clean regularly with warm dilute soapy water, rinse and dry with soft clean cloth. Do not use abrasive, acid, alkaline and harsh detergent to clean the taps
- 2) Apply liberal quantities of clear petroleum jelly to all surfaces. Wipe off with dry tissue to achieve long lasting shine
- 3) Clean tap filters on every two (2) months

7.17 Joinery (Kitchen, Vanity, Study Desk, Laminated Doors, Robes)

A wipe over with a clean soft damp cloth should be sufficient to keep surfaces clean. Soiled surfaces or light stains are removed with warm soapy water or with a common household detergent containing no abrasives or strongly acidic or alkaline ingredients.

Microwave joinery door must be handled with care. To open the microwave joinery door, first pull down the door gently and hold it until it is horizontally flat then slide back in.

Flip up study desk (where applicable) will need to be folded up in order to gain access to the condenser unit located in the balcony. To raise the study desk in upright position lift the desk with two hands, while lifting the desk, position yourself facing the back of the desk and push it against the wall and lock it into position with the latch snib. To lower the desk to horizontal position hold the desk and carefully unlatch the snib then whilst continuing to hold the desk slowly lower it down to the horizontal position. Please note that the study desk is quite heavy and you may require assistance when raising and lowering it accordingly, we also recommend that children be kept clear of the desk when raising and lowering.

7.18 Shower Grates

The removable top is made for easy cleaning in the tray. Lift up the tiled cover gently using flat tools (e.g. screw driver) from water channel casing. Wash tiled cover with warm water and sponge. Remove plastic height adjuster and wash the stainless steel channel with warm water and sponge. Use nylon brush to remove more stubborn grime. Replace height adjusters and tiled cover. **DO NOT** use hard scrapers or other sharp tools to clean.



7.19 Lighting

Always make sure that appropriate light globes are used to prevent overheating of the fitting. There is signage inside the light fittings which states the maximum rating. Please ensure globes are changed before a fault is reported or a call charge could be incurred by the owner.

7.20 Paint work

The paint colour of your internal apartment wall is Dulux Whisper White Low Sheen.

The paint colour of your ceiling is Dulux Whisper White Matt Half Strength.

The paint colour of bathroom and laundry is Dulux Mouldshield Wet Area Paint.

The paint colour of featured wall at study desk (where applicable) is Dulux Hog Bristle Low.

The paint colour of skirting is Dulux Whisper White Gloss.

The paint colour of apartment entry door frame is Dulux Black Semi Gloss.

The paint colour of apartment entry door is Dulux Japan Black stain with 2 Coat.

The basic steps to maintain the paintwork:-

- 1) Use a clean damp cloth to remove marks
- 2) Use a diluted sugar soap mix when necessary
- 3) Do not use scourers and avoid excessive scrubbing as it may damaged the paintwork

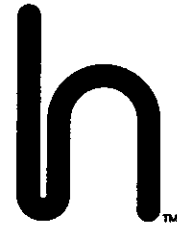
7.21 Downpipes/Balcony Floor Drains

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 (to be checked every 3 months).

Note: Balcony / Terrace floor drains are located below pavers with a circular stainless steel marker (if there is no marker the drain is around down pipe). To inspect the drains lift the paver with a screw driver (or similar tool) used to lever paver upwards. Once drain inspected and cleared simply place paver back down and slide back into position

7.22 Fire Sprinkler System

Your apartment is provided with an automatic 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 \$489.00 per truck per 15 minutes or part there-of (as of 1 July 2012).

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 building management and/or their representatives.

Residents are required to maintain their smoke alarms.

7.23 Sprinkler Heads

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

1. Utmost care should be taken not to hit a sprinkler head, particularly when moving furniture or other equipment into or around you apartment
2. Do not paint the sprinkler heads under any circumstances
3. Do not hang items from the sprinkler head under any circumstances (e.g. Christmas decorations)
4. Do not remove sprinkler heads under any circumstances. Only qualified personnel with permission from the Owners Corporation are to carry out work on the fire sprinkler system
5. Do not store materials within 500mm of any sprinkler head
6. If a leak occurs to a sprinkler head, advise the sprinkler company via the Owners Corporation

7.24 Hose Reels/Fire Extinguishers

Fire extinguishers are located in lobby corridors.

Hose Reels must only be used in the case of an emergency and not for washing cars. If the hose reel is used, a fire alarm will be raised and the Fire Brigade will be called automatically. Fire



Brigade attendance to a false alarm is charged at \$489.00 per truck per 15 minutes or part there-of (as of 1 July 2012).

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

7.25 Smoke Alarms

Your apartment is fitted with a smoke detector and if activated will not cause a general smoke alarm. Batteries should be replaced annually.

Smoke detectors in corridors are monitored and will cause a general alarm if activated.