

SYNERGY



117 PACIFIC HWY, HORNSBY

OWNERS MANUAL

Manual Information

The Owner's Corporation Manual provides information about the building in general including finishes, services, as built documentation, access and any other necessary documentation regarding general operations and maintenance instructions for all items within the building.

Synergy Apartments is a residential building comprising of a retail tenancy and 106 Apartments over two towers at 6 & 7 stories respectively. The building comprises of 8 studios, 32 single bed room, 54 double bedroom and 12 three-bedroom apartments. There are 95 residential carparks in the 3 basement levels and Lower Ground Floor level along with, 15 visitor parking, 17 retail parking, 10 accessible parking and 1 wash bay.

The building has a PT reinforced concrete structure with reinforced columns and permanent formwork reinforced AFS panels as vertical supporting elements. The glazing windows and sliding doors are supported by the concrete slabs and walls.

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About this Manual



An icon like this indicates important information.



An icon like this refers to the Appendix information included within this manual.

Important Contacts

Strata Manager

Company Name: The Castlereagh Strata Management

Representative Name: Andy Zhang

Rep. email: thecastlereaghstrata@gmail.com

Strata Company Address: Suite 309 Chinatown Centre, 405 Sussex St Sydney NSW 2000

Contact Number: (02) 8542 0459

Building Manager

Company Name: CI Services

Representative Name: Fernando Abiraad

Rep. email: support@ciservices.net.au

Building Management Company Address: Level 1, 488 Botany Rd, Alexandria NSW 2015

Contact Number: (02) 8332 6109

1 General Building Information

1.1 Service Connections

Synergy is connected to the Ausgrid electricity network via an Embedded Network. Tenants are to establish electricity accounts through Origin Energy or their chosen retailer.

Gas hot water supplied to the building is supplied from a central hot water system. The building has its own standalone Central Hot Water System located on the roof. Accounts can be established through Origin Energy.

The table below provides the information of possible providers of services for Synergy Residences. Refer to Section 2 for more information regarding services.

Service	Provider	Website	Contact number
Electricity	Origin Energy	https://www.originenergy.com.au/	13 24 61
Hot water	Origin Energy	https://www.originenergy.com.au/	13 24 61
Water	Sydney Water	www.sydneywater.com.au	13 20 92
Telephone & data	NBN	-	1800 687 626
Pay TV	Foxtel	www.foxtel.com.au	1300 130 799
Electrical Services	Carrier Electrical Services	www.carrierelectrical.com	(02) 9554 5045
Mechanical Services	Kimy Air Conditioning	www.kimyairconditioning.com.au	(02) 9644 6588
Wet Fire Services	Prime Fire Protection	-	(02) 9625 7633
Hydraulic Services	Riteflow	-	0414 409 500

1.2 Mail Information

Australia Post

The building has been registered with Australia Post for delivery of mail. If you require mail to be diverted from your existing address to your new home you will need to apply for mail re-direction (a form can be obtained at any Australia Post branch).

*Postal Address for the building is: **117 Pacific Hwy, Hornsby NSW 2077***

An individually keyed mail box is provided for each apartment – the mail box is located on the Entrance Gate of Building A along the Pacific Hwy

1.3 Insurance

The Owners Corporation is responsible for insuring the common property building and common property contents. The Owners Corporation insurance does not cover apartment occupier's individual contents such as carpets and furniture. Furthermore, it does not cover the occupier from public liability claims that occur within the lot. Each owner and/or occupant is responsible for insuring their apartment.

1.4 Resident Entry and Security

The main pedestrian entry is off Pacific highway.

The building is electronically secure, which means residents are required to use their proximity fob to gain access throughout the building. The proximity fob will provide access to the building at the following points:

- Pacific Highway Main Pedestrian Entry
- Carpark vehicle entry roller shutter on Basement 1 Wanderers Lane will have a separate remote control

General note for all entry points: Present fob to proximity reader. It can recognise a fob within 30mm. Once the card is recognised, a short beep will sound and the entry door will unlock.

From within the building, Residents are also required to use their fob in the lift to gain access to their floor.

To gain access into their apartment, Residents can use the security keys provided.

The following keys are included in the Residents Settlement Pack;

1. Two Security Keys
2. Two Security fobs
3. One Remote
4. Two Mailbox keys



Refer to Appendix for floor plans of operational routes/access points to Synergy Residences

1.5 Visitor Access

To maintain security throughout the building, visitor access can only be authorised by a host resident manually using the provided keys. **Visitors to Synergy Residences must use only Main Ground entry door via Intercom Door Station, access to be provided by the resident.**



Please ensure that visitors are identified PRIOR to providing access to the building.

The following are step by step instructions for granting entry to visitors:

1. **Identify Visitor:** The visitor must press the host's apartment number into the video intercom, located adjacent to the lobby doors, and press the "🔔" button. This calls the video handset within the host's apartment. The host resident must simply press the talk "📞" button on their handset to communicate back to the entry intercom point.
2. **Authorise Entry:** To grant access, the host must press the key "🔑" button on their handset to open the main entry door.
3. **Exit:** Authorisation is not required for visitors to exit the building using the main entry.



Refer to Appendix D for floor plans of operational routes/access points to Synergy Residences.

1.6 Garbage and Recycling

Garbage can be deposited into the garbage chute located on each floor. Recycling facilities are located in the Garbage Room located on Basement Level B1. Please ensure waste is deposited in the appropriate general waste chute or recycling areas provided. Larger items must be taken down to the Basement Level B1 bin room.

In the interest of public health & safety and fellow residents please follow these points:

- Never leave items in the stair access area. This is your path of travel during an emergency. If items are in the walk way please contact the Building Manager.
- Do not put cardboard, polystyrene, liquids, clothing, bedding or hard rubbish down the chute. These items will cause blockages and inconvenience. Please take these items to the ground level bin room and place in appropriately signed bins/areas.
- When recycling glass, PET plastics and paper these items should **not** be put into plastic bags. These should be emptied loose into green and yellow recycle bins.
- Cardboard boxes to be flattened and placed in the blue recycling bins at Basement Level B1.



Refer to Appendix for location of the garbage room on Basement Level B1.

1.7 Fire Procedures and Safety



The Owners Corporation is responsible for maintaining an Emergency Management Plan and ensuring all residents are adequately advised of fire safety procedures.

In summary:

- ensure you are familiar with the Emergency Management Plan(s) and evacuation procedures established by the Owners Corporation;
- note the nearest fire exit to your apartment; and
- fire doors must remain closed at all times;

The Owners Corporation is responsible for the repair, maintenance and annual fire certificate of all building fire services, such as fire doors (including apartment entry doors), fire stairs, sprinklers, audible warning system, fire extinguishers, fire hose reels, common area smoke detectors, manual call points, emergency lighting etc. Within the Residential levels, all services are to be maintained and repaired by the Building Manager.

The Owners Corporation or Building Manager will arrange access to each apartment, if necessary, for the annual inspections of these services.



Please note that your apartment door is also a fire door and contributes to the building's fire protection system. If you wish to install new locks or door hardware, you must notify and obtain permission from the Owners Corporation in writing and ensure a qualified locksmith undertakes the work (install fire rated hardware only).



Each owner is responsible for maintaining and regularly testing the smoke detectors within their apartment. These smoke detectors are connected to mains power with a battery backup.



Please refer to the smoke alarm manual attached for instructions.

*Please note that smoke detectors in the **common areas** are linked directly to the local Fire Brigade. Cooking smoke should not be dispersed into the common hallways as this will activate attendance by the Fire Brigade. Expensive fines apply for false alarms. Any contractors should also be aware that sanding equipment and heat equipment may also activate attendance by the Fire Brigade. You should seek advice from the Owners Corporation or Building Manager before commencing any building works on the apartments.*



All corridors are fitted with chemical and water fire extinguishers. For locations, refer to Evacuation Plans provided in Appendix E.

2 Apartment Services

Utilities

2.1 Electrical Service

All rooms have a normal domestic 240-volt, single phase power supply, for their own use. The electrical meters are located in the electrical cupboards in the corridors.

All apartments have an electrical switchboard located above the fridge. All light, power, air conditioning, range hood, oven, dishwasher and exhaust fans circuits are protected by circuit breakers at the switchboard. For added personal protection, power points (GPOs) (including those into which appliances are plugged) and lighting circuits have a safety switch.



For safety reasons, ensure adequate air space is left around the apartment switchboards. Do not store items in front of or in contact with the switchboard.



Please note that a licenced electrician must be engaged to locate and fix any fault with the power supply or the switchboard.

2.2 Gas Service

All apartments have a separate gas supply for their private use. The gas meters are located in the gas/water cupboard in the corridor.

In the event of an emergency, the Gas isolation valve within the apartments is located inside the kitchen cupboards or behind the drawers immediately adjacent to the cook top. The Gas Isolation Valve Access Panel in the corridor is located on every residential level and clearly denoted with contrasting signage.



Gas usage is included in the Owners Corporation cost. However, it is important that all residents are conscious of their gas usage, as this directly impacts on the gas allowance allocated in the budget. Residential gas usage is not included in the calculations for the residential level gas costs.



Please note that a licensed plumber must be engaged to locate and fix any fault with the gas supply.

2.3 Cold Water & Sewer Service

Cold water and sewer are provided by Sydney Water. Each apartment is to contact them on 13 20 92 to establish an account upon occupation of the unit. Every individual lot owner will receive a bill for cold water and sewer.

To turn off the water supply to apartments, use the stop cock located in the water meter services cupboard on the relevant floor.



A licenced plumber must be engaged to locate and fix any fault with the water supply, and/or fix or replace any plumbing fixtures.

2.4 Hot Water

Hot water is supplied from a central gas hot water heating system on the roof and is maintained by the Owners Corporation.



It is important that all residents are conscious of their hot water usage, as this directly impacts on the gas allowance allocated in the budget.



For further information on how this system is maintained and controlled, refer to the Hydraulic O&M Manual in the Appendix.

2.5 Air Conditioning

Each apartment is fitted with a ducted air conditioning system throughout the levels. All air conditioning condensers are located on the apartment balconies.



For more information on operation of the AC units, refer to the “Operating Instructions” in Appendix.

The control unit allows control of the temperature and operation of the system. The following tips will assist in optimising the performance of the air conditioning systems:

- To achieve an even temperature throughout the apartment, run all air conditioning units at the same time and set at the same temperature.
- Generally, a temperature range between 20°C to 25°C is considered comfortable.
- The system can be set to either “cool” or “heat” or it can be set to automatically switch from heating to cooling to maintain a consistent temperature via the “Auto On” or “Auto” setting.
- Controls can also be configured to circulate air at all times or be turned off when there is no demand for heating or cooling.
- Extreme settings such as 15°C or 28°C do not improve the systems performance or increase the rate of heating or cooling. They are likely to lead to uncomfortable conditions in a short space of time.
- To maximise air flow and the efficiency of the system, leave all internal doors open.

- Do not leave your apartment closed up for more than four hours with a minimum temperature selected on the thermostat. This may cause freezing of condensate drains and subsequent water damage.



Owners are responsible for the maintenance of their own air conditioning system, including the air conditioning condenser. Please note that the 12-month warranty provided is conditional on maintenance being undertaken during the warranty period, this includes cleaning the air filter and checking various items annually.

Communications

2.6 Telephone and Fax

Apartments have been provided with a telephone/fax connection point.

These points are suitable for connecting telephone(s), fax machine(s) and are interchangeable (i.e. they can be used for either/or telephone or fax).

Preferred service providers need to be contacted to arrange connection. A licenced electrician must be engaged if additional telephone lines are required.

2.7 Broadband Service

The apartments have been provided with NBN to enable high speed internet to the residents. This system will typically download at speeds of up to 93Mbps and upload speeds of up to 38Mbps which is an ideal speed for streaming TV and Video-on-Demand subscription services such as Netflix, Presto, Quickflix, Stan, Foxtel Play etc. Connection to this fast, reliable & affordable next-generation system can be organised by contacting any of the following ISP's.

Provider	Website	Contact number
Wondercom	www.wondercom.com.au/fttb	1300 160 163
nbnSP	www.nbnsp.com.au/fttb/	0423 640 079
Exetel	www.exetel.com.au/broadband/fttb	1300 393 835
Ello	www.ello.com.au	1300 355 635
AusBBS	www.ausbbs.com.au/residential/fttb/	1300 775 828
Boom Broadband	www.boombroadband.com.au/nbn-products/fibre-to-the-building/	1300 002 666

2.8 Free to Air TV

A community master antenna is located on the roof of the building and is tuned to receive a quality signal for free-to-air commercial television. The signal is reticulated throughout the building to each apartment.



The TV reception outlets in the walls are “screw in” (F Type) connections.

2.9 Pay TV (cable)

Pay TV cable, suitable for Pay TV (FOXTEL), has been supplied wired into all apartments ready for final connection by the provider.

Apartment owners will need to contact FOXTEL (1300 785 622) to arrange connection of Pay TV. A connection fee is applicable.

Building Security and Fire Safety

2.10 Intercom

An intercom video/audio unit is located within each apartment. This unit has a control button to allow visitor access to the building.



Please refer to the Intercom Instructions included in the Appendix

2.11 Smoke Detection

All apartments are provided with one or more 24 volt DC mains powered (via the Fire Indicator Panel) smoke detector units with a backup battery, generally fixed to the ceiling outside the bedroom(s). An alarm is sounded from a detector when smoke is present. Batteries must be replaced every 6 months. A low battery charge results in a “beeping” noise.



Note: The red protective cover must be removed when residents move into the apartment.



Due to design requirements, the detector is connected to the Fire Indicator Panel (FIP) within the building. If the smoke alarm is tampered with or removed, the FIP will be alerted and a technician will be automatically called. All work related to the apartment smoke detector is the apartment owner's responsibility.



It is recommended that range hoods are in full operation during cooking. If the alarm sounds due to smoke from cooking, it will continue for 30 seconds until no further smoke is detected. If smoke is still present, it will

continue to sound the alarm. If there is no fire, all external windows and doors should be opened to dissipate the smoke and silence the alarm (**IMPORTANT: do not open the door to the public corridor as this may result in the fire brigade automatically being called**).

2.12 Door and Window Security

Apartment entry doors are lockable. Apartment entry doors must be locked when leaving. Please note that apartment doors are fire doors and they contribute to the building's fire protection system. Apartment owners must be aware that if they if they are to install new locks or door hardware they must notify and obtain permission from the Owner's Corporation in writing and ensure a qualified locksmith undertakes the work (install fire rated hardware only). Keys for the entry door are registered and can only be re-ordered through the Building Manager.

3 General Maintenance

3.1 Finishes Schedule and Subcontractor and Suppliers List

A detailed Finishes Schedule and a list of the major Sub Contractor and Suppliers are included in the Appendix.

3.2 Appliances



Refer to Appendix for Manufacturers Instructions/Operation Manuals and Warranties for the following appliances:

- Cooktop;
- Oven;
- Dishwasher;
- Rangehood;
- Clothes dryer
- Video Intercom;
- Air Conditioner;



Please note that the Manufacturers' Warranties are often conditional, and require regular maintenance. It is recommended that appliances be inspected every two (2) years by an authorised service agent.

3.3 Paint



Refer to Appendix for paint specification, including colour. As paint colour may change subtly over time, and paint manufacturers may alter colour specifications, we recommend any future colour matching be based on a paint sample.

Most marks can be removed with a clean damp cloth. Use a diluted sugar soap mix if necessary. Avoid excessive 'scrubbing' and the use of scourers of any type, as this may alter the finish of the surface.

3.4 Lighting

Apartment's rooms are fitted with energy efficient LED downlight plug and flex units. Light globes cannot be changed traditionally as the globes, diffuser and power cable are a single unit. In the event a light may fail, please contact a licenced electrician to replace the downlight unit.



Please do not attempt to change the unit. All electrical work is dangerous and must be performed by a licenced electrician.

Balconies (where applicable) are each fitted with one wall mounted LED light. In the event a light may fail, please contact a licenced electrician to replace the downlight globe.

3.5 Aluminium Doors and Windows

Aluminium windows and doors have a powder coat finish, which need to be cleaned and maintained regularly to ensure the decorative and protective properties of the coating are retained.

Cleaning is recommended every three to six months to remove airborne deposits such as salt, atmospheric pollution and dirt.

To clean:

- remove dust with a wet sponge (rather than risk micro scratching by dry dusting);
- remove any marks by the use of a warm, mild detergent or mineral turpentine;
- wash and remove powder deposits from the powder coating surface using a soft bristle brush; and
- Always rinse afterwards with fresh water so that the contact time with the cleaning solution is kept to a minimum.

Do not use abrasive cleaners, harsh solvents (including window cleaner or industrial strength solvents or solvents recommended for the removal of sealant or mastic), scouring pads or other harsh materials such as powder based cleaning products as these may scratch the finish. Always test a small discrete section of a frame to confirm the suitability of the cleaning agent used. This will ensure minimal or no damage to the powder coat colour or surface.



Window furnishings are not to be mounted on any part of the aluminium door or window frame.

3.6 Door and Window Hardware

To maintain a high level of function, door hardware must be free from dust and grit. Generally, all components can be cleaned with a soft damp cloth. Grease or oil should not be applied to any hardware.

Maintain door locks and handles every 6-12 months, as necessary:

- tighten fixing screws;
- re-align strike plates;
- lubricate internal mechanism with an aerosol lubricant; and

- Lubricate “sticky” locks with dry powder graphite sprinkled on the key.

3.7 Glass Windows and Balustrades, Shower screens, Splashbacks and Vanity Mirrors

To clean glass and mirrors, use clean water with mild soap, diluted methylated spirits, glass cleaner or a slightly acidic (vinegar) cleaning solution on a soft, lint free, damp cloth or chamois. Apply the cleaner onto the cloth first and not directly onto the glass.

To avoid scratching, do not use caustic or abrasive substances such as polish, silicon-based cleaners, powder-based cleaning agents and other harsh materials, and do not use cleaning items such as steel wool, scouring pads or razor blades. If using a solvent cleaner, care should be taken to avoid contact with the glazing sealant and any other materials which may be affected by the solvent. Avoid using a broom to clean the windows as this can result in scratched glass.

Please note that the external face of windows and glass balustrades will be cleaned by a professional cleaner with the required safety equipment.

Damaged glass and mirrors cannot be repaired. They must be replaced by an experienced glazier.

3.8 Tapware

To prevent damage to the protective finish, avoid cleaning taps and spouts with harsh chemicals. Clean with warm soapy water, rinse well and dry with a soft cloth.

To maintain tapware:

- clean tap filters every two months; and
- Check tap washers every two years, and replace as necessary.

A licenced plumber is required to replace the ceramic washer in lever mixer taps.

The water supply must be turned off prior to carrying out maintenance or in the event of a tap or fitting breaking. Water meters are located in the “Water Meters” cupboard in each corridor.

3.9 Stone Benchtops

The stone has been selected for its appealing finish, contemporary character, durability and high quality.

Basic Care Instructions for Stone benchtops

- Use a chopping board, place mats and coasters to protect the surface from scratching, dulling or heat marks.
- Avoid sitting or standing on the bench tops.
- Wipe up spills immediately, to avoid potential absorption of substances into stone.
- Pay particular attention to substances such as soap, detergents, abrasive or harsh chemicals or cleaners, solvents, toothpaste, tea, coffee, alcohol, vinegar and citrus juices as these may stain, etch or dull the stone. Lipstick, industrial and laundry marker and ink are unlikely to be removable. Avoid resting steel or items which may rust on the stone, to prevent rust markings.
- Do not use acids, wax, sealers, steam cleaners or petroleum products on stone.

Stone in all benchtops is not sealed. Any protection provided by a sealer is not permanent or absolute.

To clean, wipe down after use with a soft dry cloth, or use mild soap with lukewarm water, rinse well with clean water and dry. Do not use abrasives or scouring powders/cleaners (such as Jif, Ajax or Gumption). Heavy use of cleaner may take off the stone surface gloss.

3.10 Tiled Floors & Walls – Porcelain or Vitrified

To clean, use a mix of warm water with a biodegradable detergent and a cup of methylated spirits. When dry, buff with a dry mop or woollen cloth.

3.11 Carpet Flooring

Regular maintenance of carpet will increase the lifespan and help maintain its good appearance. To get the best service possible from a carpet, regular and systematic maintenance is required. Act quickly to clean up any spills, and then treat with a recommended cleaning agent. Cleaning should be proportional to the amount of soiling to which the carpet is subjected. The more dirt deposited on the carpet, the more intensive the maintenance program required.

The following are the basic steps of an adequate maintenance program:

Regular Vacuuming – This should be carried out using a vacuum cleaner with a beater bar bristle strip (pile

beater). The vacuum should have an adjustable height pile beater. This should be adjusted each time to ensure that the carpet pile is not damaged by beating that is more vigorous than necessary. If excessive 'fuzzing' occurs use a suction only vacuum head. Vacuuming should be carried out weekly as a minimum. Carpet sweepers and suction cleaners without beater attachments may be used at any time for surface touch ups. Their use is to be in addition to, not in lieu of, the scheduled vacuum cleaning with an upright beater. Several passes must be made over each area to ensure efficient removal of soiling material.

Spot Cleaning – Prompt and immediate attention to any spillages or stains is paramount to avoid staining and damage. Liquids (particularly hot liquids) must be attended to immediately. If allowed to cool or dry, the stain will be almost impossible to remove. Care must be taken as haphazard attempts at spot removal can cause permanent stain setting, pile distortion and loss of colour. For any spills, immediately remove as much of the spill as possible. For solids, use a spatula or spoon. Blot up liquids by applying pressure with white cloth or paper towels. Use a wet/dry vacuum for large spills. NEVER scrub or rub the carpet during the stain removal (or rinsing) process as a fuzzy area may result. Always work from the outside of the stain or spillage towards the middle to avoid further spreading using a blotting or dabbing motion. Pre-test any treatment on a small inconspicuous area of carpet to ensure against damage and possible colour change. Ensure carpet is press dried with a clean white cloth or white paper towel between every step in the treatment process to remove excess moisture. After the spill or stain has been treated, place several layers of white paper towels over the area and place a flat weight on them until dry. A hairdryer may be used to speed up the drying process but do NOT overheat the area. Do not walk on the carpet until dry. **If stains fail to respond adequately to treatment, call a professional carpet cleaner immediately.**

Periodic Deep Cleaning – It is recommended that periodic cleaning be carried out by a qualified tradesperson, using the hot water injection and extraction method ('steam cleaning') with a smooth wand attachment. The carpet should be deep cleaned when the carpet has become excessively soiled, or once every three years, whichever is the earlier. Some portable steam cleaning systems have insufficient extraction power to adequately remove moisture from the carpet. It is necessary to ensure that the cleaning solution application is uniform and it is left for the minimum time possible on the carpet before being extracted. It is also necessary to extract the solution evenly and thoroughly after cleaning so that the moisture content of the pile is even throughout and as low as possible to assist in the drying process.



Refer to Appendix for further information and a detailed manual on carpet maintenance.

3.12 Timber Flooring

Manufacturer's recommendations are included within Appendix but are summarised below:

- Sweep or vacuum as often as necessary to remove any loose dirt or grit.
- Use protective mats at all exterior entrances. Do not use rubber-based mats as the rubber may leach into the flooring.
- Use felt protectors under heavy pieces of furniture. Never slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- **Spiked heels or shoes in need of repair can severely damage your floor.**
- In areas of excessive traffic and wear, make use of runners or area rugs.
- Damp mop only – avoid excessive amounts of water. Steam mops must not be used. If a spill occurs, soak up the bulk liquid promptly. Never use oil, soap, wax or other household products to clean the floor. For the Apartment Lobby flooring, use a mop with hot water and cedar oil to remove stubborn stains and obtain a consistent and clean look as per manufacturer's recommendations.
- Keep animal nails trimmed.
- Maintain relative humidity levels between 30% and 70%.
- If the apartment is to be left vacant for a long period of time (ie. greater than 1 week) it is recommended that blinds or curtains are drawn in order to shade the flooring from direct sunlight.



Refer to Appendix for further information and a detailed manual on timber flooring maintenance.

3.13 Stainless Steel Kitchen Sink

To clean, wipe with a soft damp slightly soapy cloth, let dry and wipe with a dry cloth. Always wash and wipe with the grain of the stainless steel, to avoid scratching. To protect from staining after cleaning with a chemical cleaner or coming into contact with food acid, wash down with fresh water.

To brighten, use a non-abrasive cleaner or specialist stainless steel product. Do not use steel wool, abrasive cleaner, or oil based cleaners. Due care must be taken when cleaning the skirting, as the top edges may be sharp.

3.14 Cupboard Joinery (2-Pack Polyurethane)

All Joinery surfaces are painted with a 2 Pac finish.

To clean and maintain, follow these guidelines:

- remove soiled particles from surfaces or light stains with warm soapy water and a soft cloth, or a non-abrasive spray and wipe cleaning agent;
- do not use abrasive or alkaline cleaners and ensure that the finish does not remain in contact with hypochlorite bleach, mineral acid, dye or iodine solution, silicon-based cleaners, polish, steel wool, acidic and alkaline materials. (Note that silicon cleaners render surfaces unsuitable for recoating.);
- ensure all spills are cleaned up immediately with a damp cloth and dry off, to prevent swelling or damage;
- buff out minor fine scratches (note the gloss level will diminish);
- check, tighten and adjust hinges every six months; and
- Do not apply oil or grease to any joinery hardware, such as hinges, runners etc.

3.15 Sanitary ware Acrylics, Porcelains

To preserve the polished surface of your bath(s), pan(s) and basin(s), clean with a soft cloth and warm soapy water or a liquid cleaner to wash away any oils or soap residue. Ensure any selected cleaning agent does not affect any adjacent stone or tile.

Do not use powders, pastes, crème cleaners, thinners, window cleaning sprays or dry-cleaning fluids etc. Stubborn marks or fine scratches may be polished out with Brasso.

As the use of coloured essential oils may stain the bath's polished surface. Test before use and add oils into a bath full of water rather than pouring them into an empty bath. If staining occurs, remove with Brasso.

To prevent corrosion of metal accessories by mineral salt such as Radox, ensure they are dissolved completely prior to adding them to bathwater.

3.16 Ceiling Exhaust Fans

The exhaust fans in the bathroom and laundry will assist the removal of steam and humid conditions, prolonging the life of the interior finishes. The removable ceiling diffuser should be cleaned every 4 months with a soapy cloth and dried prior to replacement. Do not alter the position of the exhaust vents when cleaning.

A single fan operates to the bathroom, ensuite and laundry. This can be switched on or off from the fan switch in the laundry or via the light switch in each bathroom. Ensure that if the fan in the laundry is being used to not switch off the fan when entering/leaving the bathroom.

The fans are generally very quiet and may not be heard when they are operating in each room. This is not a problem, and can be easily checked by going into the main bathroom where the access hatch, and fan motor is located and listening for the fan motor noise.



Leaving a window slightly open within the apartment slightly open will increase the air intake and efficiency of all the internal exhaust mechanisms (including kitchen range hood), and will aid to minimise any naturally occurring condensation.



To ensure adequate air flow into the laundry exhaust, leave the laundry door open while the dryer is in use.

3.17 Laundry floor waste

To ensure the water seal in the laundry floor waste does not dry out and let odours escape, each fortnight a small amount of water is required to go into the laundry floor waste. Use a container and pour approximately 600 ml of water into the floor waste.

3.18 External Tiles

A pod and paver system has been used to all external balcony areas. This aids in maintenance of floor wastes and prevention of water ingress into apartments. Do not cover the pod and pavers with an impervious surface as this will prevent proper drainage and lead to water damage within the apartment.

To ensure good drainage and prevent a build-up of dirt or dampness around outdoor pot plants, all pots should be raised slightly off the tile surface. All pots should have a container under the pot to hold excess water. Very large, heavy pots should also be avoided, to prevent excessive loads on the pod and paver system.

The pod and paver system have the following advantages:

- No screeded base which has the potential to break down over time.
- Replacement of damaged tiles made easy.
- Waterproofing has a UV protection.
- Water can pool to underside with no risk of mould or condensation.

3.19 Apartment Condensation

Condensation commonly occurs in apartment buildings, particularly in the colder months of the year. It can occur in any type of building, including brick veneer, precast, weatherboard as well as many other types of lightweight construction.



Please refer to Appendix for measures of protection and prevention.

3.20 Defects

The Defects Liability Period commences from the date of completion and lasts for 90 days.



What is a defect?



Refer to the Standards and Tolerances Guide 2017 -

[www.fairtrading.nsw.gov.au/biz.../NSW Guide to Standards and Tolerances.pdf](http://www.fairtrading.nsw.gov.au/biz.../NSW_Guide_to_Standards_and_Tolerances.pdf) –



How is a defect viewed?



Refer to the Standards and Tolerances Guide 2017 -

[www.fairtrading.nsw.gov.au/biz.../NSW Guide to Standards and Tolerances.pdf](http://www.fairtrading.nsw.gov.au/biz.../NSW_Guide_to_Standards_and_Tolerances.pdf) –



Reporting Defects (within Defects Liability Period)

Upon identification of a defect identified under the Standards and Tolerances Guide 2007, please send details of the defect through to synergy@hamiltonmariono.com.au. A Request For warranty form/ Maintenance claim must be filled out per item. Ensure the form email accompanied with the form

Ensure the below listed details are included as a minimum:

- Subject line including the apartment address.
- A clear (not distorted) photo of the defect must accompany the email.
- The location of the defect.
- A description of any damage that has been caused as a result of the defect.
- When the defect was found and reported.
- A contact name, phone number and email address of the person reporting the defect.



Hamilton & Marino Builders Pty Ltd
ABN: 70 088 898 999
30 Mollison St, Abbotsford, VIC 30067
Phone +61 3 9912 4999 Fax +61 3 8648 6842

H & M Constructions (NSW) Pty Ltd
ABN: 59 602 226 040
Level 1, Suite 4, 131 Clarence St, Sydney, NSW 2000
PO Box Q628, QVB, NSW 1230
Phone +61 2 8040 0242 Fax +61 2 8088 6183

REQUEST FOR WARRANTY / MAINTENANCE CLAIMS

DATE: _____ BUILDING NAME: _____

APT #: _____ ADDRESS: _____

CONTACT INFORMATION:

NAME: _____

please tick applicable: Owner: _____ / Tenant: _____ / Managing Agent: _____ / Body Corporate: _____

PHONE # _____

EMAIL: _____

APARTMENT ACCESS
DETAILS: _____

AVAILABILITY FOR SITE VISIT /
WORK RECTIFICATION
BEETWEEN 7AM – 3:30PM
ONLY:

Monday: _____ Tuesday: _____ Wednesday: _____ Thursday: _____
Friday: _____

Time: _____ AM / PM Between _____ AM / PM

Note: upon request access must be provided within 10 working days of the claim being submitted or the claim will no longer be valid. Inspections / works are to be scheduled Monday – Friday ONLY between 7:00am – 3:30pm.

DETAILS OF CLAIM: Submit 1 Form per item – **IMAGES MUST ACCOMPANY FORM.**

IMPORTANT NOTICE: A flat \$175.00 call out fee will apply for any requests that are not considered to be a warranty or a defect issue. If a call out fee has been charged due to the request not being a defect, please note that further call out will not be made to that particular property until payment has been received in full for the call out fee.

APPLIANCE ISSUES are to be referred to the **SUPPLIER** – please refer to your apartment manual.

TERMS AND CONDITIONS

- A minimum of **one (1) image and maximum of five (5) images** to accompany each form
- **One (1) claim** must be submitted for **each maintenance/defect request**
- Claims must be submitted within time frame nominated in contract of sale or maintenance manual
- **Access** must be provided **within 10 working days** of the claim being lodged or upon request by CE or a relevant party of the claim will no longer be valid
- Inspections and works are to be **scheduled Monday – Friday between 7:00am – 3:30pm**
- Appliance issues are to be directed to the manufacturer's service department
- You have read the owner's manual prior to lodging the claim
- A flat call out fee of **\$175.00 for any requests that are not considered to be a warranty or defect issue will apply**. If a call out fee has been charged due to this request not being a defect, please note that further call outs will not be made until payment has been received in full for the call out fee.
- If a specialised trade is requested to attend site, they will issue invoices direct to the person requesting the call out at their standard minimum call out rate.

Please complete all fields on this form and forward to nswservice@hamiltonmarino.com.au along with any photos depicting the issue and someone will call to arrange a time for an inspection

APARTMENT NUMBER:

EXACT LOCATION OF DEFECT:

DESCRIPTION OF DEFECT:

A guarantee that if the defect is found to be damage caused as a result of the persons living in the apartment or agent of or a maintenance call due to the persons living in the apartment or agent of not maintaining the apartment then a call out fee of \$175.00 will be paid to the Builder.

A payment of \$175.00 will be paid to the Builder as a call out fee if the persons reporting the defect or agent of does not show up to the meeting time arranged by the two parties.

If your defect relates to the following Items, you may contact the Company directly to help you with your defect:

Item	Company	Contact Details
Appliances eg. issues with the cooktop, oven, dishwasher, and rangehood	HNC Customer Service	1300 562 695
Plumbing Eg. leaking taps, loose taps, etc.	Rite Flow Group	0414 409 500
Electrical Eg. faulty lights, switches, power not working, range hood faults	Carrier Electrical Services	(02) 9554 5045
Mechanical eg., air conditioning issues	KIMY Air Conditioning	(02) 9644 6588

Appendix A: Subcontractor and Supplier List

The following list of sub-contractors and suppliers has been provided for your future reference and convenience.

Please note, Hamilton Marino Builders is not responsible, and cannot warrant, any future work undertaken by these trades as a result of your direct negotiations or instructions.

Sub Contract	Company	Contact Details
Air Conditioning & Kitchen/Toilet Exhaust	KIMY Air Conditioning (Installation)	(02) 9644 6588
Appliances		
Cooktop/Oven /Dishwasher/ Range Hood /Dryer	Harvey Norman	(02) 9763 6891
Gates & Basement Carpark Doors	Magic Door Industries	(02) 9699 3799
Carpentry (Doors, Door hardware)	ADI Corporation	(02) 8964 4304
Carpet	Paton's Flooring	(02) 9905 0973
Door Hardware (Equipment)	ADI Corporation	(02) 8964 4304
Electrical & Dry Fire	Carrier Electrical	(02) 9554 5045
Embedded Network	Origin Energy	13 24 61
Fire Protection (Wet Fire)	Prime Fire	(02) 9625 7633
Joinery (supply)	Yintec	(02) 4295 0550
Joinery (install)	ADI Corporation	(02) 8964 4304
Stone Benchtops	Open Tiling	(02) 8814 8739
Glass Splashbacks	Norska	(02) 9698 9766
Lifts	Schindler Lift (24 emergency number)	(02) 9931 9900 13 18 74
Painting (Internal & External)	Modern Painting	(02) 8824 7240
Render	DE3 Rendering	(02) 9517 3169
Plasterboard and Cement Sheet	Summit Ceiling	0413 906 431
Plumber	Riteflow Group	0414 409 500
Plumbing Accessories	E&S Trading & Co.	(03) 8791 6000
Shower Screens	Norska	(02) 9698 9766
Timber Flooring	Style Timbers	(02) 8094 8859
Tiler & Waterproofing (Internal & Balcony)	Open Tiling	(02) 8814 8739
External & Podium Waterproofing	Decade Waterproof	0412 232 208
Glass Balustrades & Storage Cages	ABF Fabrication	0421 949 598
Windows & Louvres	Yintec	(02) 4295 0550

Appendix B: Finishes Schedule

INTERNAL FINISHES SCHEDULE

Note: Please refer to the As-Built Architectural Drawings for Code Reference.

APARTMENTS

Cool Scheme Apartments

ITEM	LOCATION / DESCRIPTION	PRODUCT / CODE / MODEL	SUPPLIER
Carpet	Bedroom	Material: 100% Wool Carpet Description: Hard Twist Pile Construction. Range: Pennines. Colour Crowden	Cavalier Bremworth
Timber Flooring	Living Room	Material: Engineered Timber Flooring Range: Euro Oak Milano Collection Colour: Champagne Size: 1900mm X 190mm X 15mm	Style Timber
Paint	Walls	Colour Range: Porters Paint Range: Dulux Wash & Wear Low Sheen Colour: Woodsmoke Quarter Strength	Dulux
Paint	Ceiling	Colour Range: Watty Dulux: Dulux Ceiling White Colour: Ceiling White	Dulux
Paint	Skirting & Doors	Colour Range: Porters Paint Product Range: Aqua Enamel Semi-Gloss Colour: Woodsmoke Quarter Strength	Dulux
Tiling	Bathroom Floor Tile/Feature	Colour: Matte White Finish: Textured Size: 600mmx600mm	Charma

Tiling	Bathroom Wall/ Laundry	Colour: Pure White Finish: Matte Size: 300mmx600mm	Open Tiling
Tiling	Balcony	Colour: Solid Beige Finish: Textured Size: 600mmx600mm	Foshan Tutto Bene Ceramics
Stone	Kitchen Benchtop/Bathroom	Material: Engineered Stone Finish: Polished: Colour: QD514	Rongguan Quartz Stone
Shower Screen	Bathroom	Semi-Frameless Toughed Glass Shower Screen	Norska
Glass Splashback	Kitchen	Grey Toughened Glass Mirror	Norska
Joinery Veneer	Joinery	Material: Feature Veneer Colour: Cinder Timber	Yintec
Joinery Veneer	Joinery	Material: Mirror Laminate Colour: Smokey Grey	Yintec
Joinery Carcass	Internal	Material: Melamine Colour: White	Yintec
Joinery	Robe/Laundry/Cupboard	Material: 2-Pac Colour: Vivid White Satin	Yintec
Appliances	Kitchen/ Laundry	OVEN: SMEG SFA578X COOKTOP: SMEG CIR66XS3 RANGEHOOD: SMEG PUM601X DISHWASHER: SMEG DWAF16214 CLOTHES DRYER: F&P DE4060M1	Harvey Norman
Sanitary Fittings	Bathroom/Kitchen/Laundry	Various: Please refer to Fitting & Fixtures Schedule	E&S Trading

Warm Scheme Apartments

ITEM	LOCATION / DESCRIPTION	PRODUCT / CODE / MODEL	SUPPLIER
Carpet	Bedroom	Material:100% Wool Carpet Description: Hard Twist Pile Construction. Range: Levante Colour: Simoon	Cavalier Bremworth
Timber Flooring	Living Room	Material: Engineered Timber Flooring Range: Euro Oak Milano Collection Colour: Champagne Size: 1900mm X 190mm X 15mm	Style Timber
Paint	Walls	Colour Range: Porters Paint Range: Dulux Wash & Wear Low Sheen Colour: Watermark Half Strength	Dulux
Paint	Ceiling	Colour Range: Wattyl Dulux: Dulux Ceiling White Colour: Ceiling White	Dulux
Paint	Skirting & Doors	Colour Range: Porters Paint Product Range: Aqua Enamel Semi-Gloss Colour: Watermark Half Strength	Dulux
Tiling	Bathroom Floor Tile/Feature	Colour: Travertino Light Matte Finish: Textured Size: 600mmx600mm	Projectile
Tiling	Bathroom Wall/ Laundry	Colour: Pure White Finish: Matte Size: 300mmx600mm	Open Tiling
Tiling	Balcony	Colour: Solid Beige Finish: Textured Size: 600mmx600mm	Foshan Tutto Bene Ceramics

Stone	Kitchen Benchtop/Bathroom	Material: Engineered Stone Finish: Polished: Colour: Pure Organic White	Rongguan Quartz Stone
Shower Screen	Bathroom	Semi-Frameless Toughed Glass Shower Screen	Norska
Glass Splachback	Kitchen	Bronze Toughened Glass Mirror	Norska
Joinery Veneer	Joinery	Material: Feature Veneer Colour: Whitewashed Oak	Yintec
Joinery Veneer	Joinery	Material: Mirror Laminate Colour: Smokey Grey	Yintec
Joinery Carcass	Internal	Material: Melamine Colour: White	Yintec
Joinery	Robe/Laundry/Cupboard	Material: 2-Pac Colour: Vivid White Satin	Yintec
Appliances	Kitchen/ Laundry	OVEN: SMEG SFA578X COOKTOP: SMEG CIR66XS3 RANGEHOOD: SMEG PUM601X DISHWASHER: SMEG DWAF16214 CLOTHES DRYER: F&P DE4060M1	Harvey Norman
Sanitary Fittings	Bathroom/Kitchen/Laundry	Various: Please refer to Fitting & Fixtures Schedule	E&S Trading