

Regency Towers

265 Exhibition Street, Melbourne

Victoria 3000 Australia

Owners Corporation Plan No: OCPS 349276K

Welcome Pack



Regency Towers

Dear Fellow Residents,

Subject: Welcome to Regency Towers

On behalf of the Owners Corporation, Building Management and the Regency Towers Social Group we welcome you to Regency Towers Apartments.

Residents of Regency Towers have developed harmony and a community spirit with in the building by introducing guidelines including house rules, regulations and a social/support group. This is for the purpose of security, privacy and comfort of all residents.

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

We trust you will enjoy living at Regency Towers and welcome any contributions you wish to make.

Chairman
Owners Corporation
OCPS 349276K

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To all new Residents

Subject: Community Information

Welcome to Regency Towers and our in-house social group, Regency Towers Group.

The objectives of Regency Towers Group include organising social functions to give residents the opportunity to meet their neighbours, and to assist each other through our subcommittee, Towers of Support.

Towers of Support are a support group aimed to assist fellow residents who are not well, or are temporarily incapacitated, and to promote neighbourly goodwill by caring for one another.

A quarterly newsletter is published with updates about the group's upcoming activities, and news around Regency Towers.

Membership is by payment of a \$5 once only joining fee.

We should be delighted if you were to join the group, at which time you will be given Towers of Support guidelines, and a contact list of 20 other residents who are prepared to be a "Tower" of support.

If you wish to join Regency Towers Group, please speak to the Building Manager who will provide you with the name of a contact person within the group.

Provided below is information which you will find quite helpful as you settle in to your new home.

We extend to you a warm welcome.

Coordinator
Regency Towers Group

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OWNER / TENANT DETAILS

Apartment No. _____ Owner Leasing

Name 1. _____ Remote/Swipe No: _____
2. _____ Remote/Swipe No: _____
3. _____ Remote/Swipe No: _____

Contact Details: (H) _____ (W) _____
(F) _____ (M) _____
Email: _____

Emergency Contact: _____ Phone No: _____

Contents Insurance
Insurance Company: _____ Policy No: _____

Apartment Key held in Building Manager's office: YES/NO

If Leased:
Name – Agent/Owner: _____
Length of Lease: _____ Year _____ Month From:To:.....
Contact Person: _____
Telephone: _____
Mobile: _____
Email: _____

Please provide details of all vehicles that will be parked in the building:
Car 1
Car Registration: _____
Make/Model: _____ Colour: _____
Car 2
Car Registration: _____
Make/Model: _____ Colour: _____

Car park leased: YES/NO Leased to Apartment No: _____

Animals: YES/NO
Number: _____ Breed: _____

Tick box if you wish to have Building Manager accept parcels on your behalf

Type of floor in apartment please circle: Carpet/Timber/Tile

Submitted by: _____ Signed: _____

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MANAGEMENT OF REGENCY TOWERS APARTMENTS

The Building Manager is responsible for the day-to-day operations of Regency Towers. The Building Manager's office is located in the back left-hand corner of the mailroom. Office Hours:

Monday to Saturday 7.00am – 7.00pm

P: 9663 8957
F: 9650 1254
M: 0408 618 220
AH: 0408 618 220
E: buildingmanager@regencytowersmelbourne.com.au

Note: This after hour's number is for emergencies only. All issues other than emergencies must be dealt with during normal office hours. All after hour's calls will be dealt with by the Building Manager and only emergencies relating to the common areas of the building will receive a response.

If the Building Manager is not available on the office number you can either leave a message on the answering machine or contact him/her on the mobile.

Owners Corporation Manager

The Knight Alliance is manager for the Owners Corporation. Issues relating to the Owners Corporation should be directed to The Knight Alliance. Kristina Hopkins is our contact.

P: 9509 3144
F: 9509 3188
E: kristina@theknight.com.au or
ownerscorporationmanager@regencytowersmelbourne.com.au

Or you can write to:

The Knight Alliance
PO Box 678
MALVERN VIC 3144

Committee of Management

The Chairman and the Committee Members can be contacted via committee@regencytowersmelbourne.com.au or via the Owners Corporation Manager.

Website

Please refer to www.regencytowersmelbourne.com.au.

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Keys and Security Cards

- These are obtained from your real estate agent in the first instance. The Building Manager can arrange additional keys and security cards upon a written application and sub-committee approval for a fee.
- During office hours your Building Manager may be able to assist you if you are locked out (if he/she holds a spare key) although out of those hours you must call a locksmith.
- Swipe cards are to be renewed with each new contract with either a sale or letting of an apartment. Agents must pay for the swipe, sending in a completed form on behalf of the tenant.
- Cards when not in use for the above purpose will be automatically cancelled.
- Upon renewal of your swipe card, all future entry into the building must be recorded on each visit with the Building Manager, whether for sale, induction or inspection.
- If agents are responsible for sending in tradesmen to this building they are also to register their arrival and entry with Regency Towers building management.

Spare Keys

Spare keys can be ordered through the Building Manager at a cost of;
\$27.00 per key including delivery (subject to change)

Tenants will need written authorisation from their agents to obtain spare keys so that a record can be kept of how many keys exist.

Your security card will give you access by swiping to;

- front entrance
- apartment level
- garage doors
- your car park level
- Fitness Centre

Your remote control will give you access by swiping to;

- all of the above plus remote garage door access

Intercom

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

1. You need to know the Resident's Apartment number
2. Press the numbers in the correct sequence
3. Press the RED BELL symbol
4. You will then be answered from that apartment and the door release will allow you access to the foyer.

Your host must then come down and escort you to their apartment.

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MODEL RULES FOR AN OWNERS CORPORATION

1. Health Safety and Security

Health, safety and security of lot owners, occupiers of lots and others

A lot owner or occupier must not use the lot, or permit it to be used, so as to cause a hazard to an owner, occupier, or user of another lot.

Storage of flammable liquids and other dangerous substances and Materials

- (1) Except with the approval in writing of the owner's corporation, an owner or occupier of a lot must not use or store on the lot or on the common property any inflammable chemical, liquid or gas or other inflammable material.
- (2) This rule does not apply to
 - (a) chemicals, liquids, gases or other material used or intended to be used for domestic purposes; or
 - (b) any chemical, liquid, gas or other material in a fuel tank of a motor vehicle or internal combustion engine.

Waste Disposal

An owner or occupier of a lot must ensure that the disposal of garbage or waste does not adversely affect the health, hygiene or comfort of the occupiers of other lots.

2. Management and Administration

2.1 Metering of services and apportionment of costs of services

- (1) The owner's corporation must not seek payment or reimbursement for a cost or charge from a lot owner or occupier that is more than the amount that the supplier would have charged the lot owner or occupier for the same goods and services.
- (2) If a supplier has issued an account to the owner's corporation, the owner's corporation cannot recover from the lot owner or occupier an amount that includes any amount that is able to be claimed as a concession or rebate by or on behalf of the lot owner or occupier from the relevant supplier.
- (3) Sub rule (2) does not apply if the concession or rebate -
 - (a) must be claimed by the lot owner or occupier and the owners corporation has given the lot owner or occupier an opportunity to claim it and the lot owner or occupier has not done so by the payment date set by the relevant supplier; or
 - (b) is paid directly to the lot owner or occupier as a refund.

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3. Use of Common Property

3.1 Use of Common Property

- (1) An owner or occupier of a lot must not obstruct the lawful use or enjoyment of the common property by any other person entitled to use the common property
- (2) An owner or occupier of a lot must not, without the written approval of the Owners Corporation, use for his or her own purposes as a garden any portion of the common property
- (3) An approval under sub-rule (2) may state a period for which the approval is granted
- (4) If the owners' corporation has resolved that an animal is a danger or is causing a nuisance to the common property, it must give reasonable notice of this resolution to the owner or occupier who is keeping the animal.
- (5) An owner or occupier of a lot who is keeping an animal that is the subject of a notice under sub-rule (4) must remove that animal.
- (6) Sub-rules (4) and (5) do not apply to an animal that assists a person with an impairment or disability.

3.2 Vehicles and parking on common property

An owner or occupier of a lot must not, unless in the case of an emergency, park or leave a motor vehicle or other vehicle or permit a motor vehicle or other vehicle –

- (a) to be parked or left in parking spaces situated on common property and allocated for other lots; or
- (b) on the common property so as to obstruct a driveway, entrance or exit to a lot; or
- (c) in any place other than parking area situated on common property specified for purpose by the owners corporation.

3.3 Damage to common property

- (1) An owner or occupier of a lot must not damage or alter the common property without the written approval of the owner's corporation
- (2) An owner or occupier of a lot must not damage or alter a structure that forms part of the common property without the written approval of the owner's corporation
- (3) An approval under sub-rule (1) or (2) may state a period for which the approval is granted, and may specify the works and conditions for the approval are subject.
- (4) An owner or person authorized by an owner may install a locking or safety device to protect the lot against intruders, or a screen or barrier to prevent entry of animals or insects, if the device, screen or barrier is soundly built and is consistent with the colour, style and materials of the building.
- (5) The owner or person referred to in sub-rule (4) must keep any device, screen or barrier installed in good order and repair.

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4. Lots

4.1 Change of use of lots

An owner or occupier of a lot must give written notification to the owner's corporation if the owner or occupier changes the existing use of the lot in a way that will affect the insurance premiums for the owner's corporation.

Example

If the change of use results in a hazardous activity being carried out on lot or results in the lot being used for commercial or industrial purposes rather than residential purposes.

5. Behaviour of persons

5.1 Behaviour of owners, occupiers and invitees on common property

An owner or occupier of a lot must take all reasonable steps to ensure that guests of the owner or occupier do not behave in a manner likely to unreasonably interfere with the peaceful enjoyment of any other person entitled to use the common property.

5.2 Noise and other nuisance control

(1) An owner or occupier of a lot, or a guest of an owner or occupier, must not unreasonably create any noise likely to interfere with the peaceful enjoyment of any other person entitled to use the common property.

(2) Sub-rule (1) does not apply to the making of a noise if the owners corporation has given written permission for the noise to be made.

6. Dispute Resolution

(1) The grievance procedure set out in this rule applies to disputes involving a lot owner, an occupier or the owner's corporation.

(2) The party making the complaint must prepare a written statement setting out the complaint in the approved form.

(3) If there is a grievance committee of the owner's corporation, it must be notified of the dispute by the complainant.

(4) If there is no grievance committee, the owners corporation must be notified of any dispute by the complainant, regardless of whether the Owners Corporation is an immediate party to the dispute.

(5) The parties to the dispute must meet and discuss the matter in dispute, along with either the grievance committee or the owners corporation, within 10 working days after the dispute comes to the attention of all the parties.

(6) A party to the dispute may appoint a person to act or appear on his or her behalf at the meeting.

(7) If the dispute is not resolved, the grievance committee or owners corporation must notify each party of his or her right to take further action under Part 10 of the Owners Corporations Act 2006.

(8) This process is separate from and does not limit any further action under Part 10 of The Owners Corporation Act 2006.

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ADDITIONAL RULES

NB: In accordance with the Owners Corporation Act 2006 Part 8 Section 139 (3)

If the Model Rules provide for a matter and the rules of the Owners Corporation do not provide for that matter the model rules relating to that matter are deemed to be included in the rules of the Owners Corporation.

By order of Owners Corporation – PS 349276K

Use of common property and lots:

A Member must not and must ensure that the occupier of a Member's lot (the "Lot") does not and occupier of the Lot must not:

- (a) use the common property or permit the common property to be used in such a manner as to unreasonably interfere with or prevent its use by other members or occupants of the Lots or their families or visitors, or
- (b) park or leave a vehicle on the common property so as to obstruct a driveway or entrance to a Lot or in any place other than a parking area specified for such purpose by the Owners Corporation, or
- (c) do or suffer to be done on the Lot or any part thereof anything which shall be a nuisance or annoyance to a person or persons owning or occupying the Lot nor use the same or suffer or permit or allow the same to be used for any illegal or immoral purpose, or
- (d) make or permit or be made any undue noise on in or about the common property or any Lot affected by the Owners Corporation, or
- (e) keep any animal on a Lot or the common property after being given notice by the Owners Corporation to remove such animal after the Owners Corporation has resolved that the animal is causing a nuisance, or
- (f) damage or deface or obstruct or suffer to be damaged defaced or obstructed the common property of any part thereof, or
- (g) use the swimming pool except between the hours of 6.00 am and 10.00 pm inclusive (or such hours as the Owners Corporation approves from time to time), or
- (h) invite more than four persons who are not a member or an occupier of a Lot (or such other number of persons as the Owners Corporation approves from time to time) to use the swimming pool or other facilities situated in the Fitness Centre of the building, or
- (i) use the swimming pool in a manner contrary to the guidelines set by the Owners Corporation's Committee of Management, or
- (j) without the prior consent in writing of the Owners Corporation and then only in the terms and subject to the conditions specified in that consent make or permit to be made any alterations or additions whether structural or otherwise to or paint or decorate the exterior of the Lot of any part thereof or make or permit to be made any structural alterations to the interior of the Lot or any part thereof, or

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- (k) hang or permit to be hung any clothes or other articles on any part of the common property (except in places expressly provided for the purpose) or on or from any part of the exterior of the Lot or so as to be visible from outside the Lot, or
- (l) use the Lot of any part thereof of the common property for the purpose of any public announcement or for the display of any placard or advertisement, or
- (m) store or permit to be stored on the common property of any part thereof any materials or goods, or
- (n) place garbage on the common property except in a proper bin or receptacle and in a place set aside thereof by the Owners Corporation, or
- (o) do or permit to be done on the Lot any act or thing by reason of or in consequence of which any increased or extra premium may become payable for the insurance of the building or any part or parts thereof or any policy for such insurance may become void or voidable, or
- (p) enter into any plant room, machine housing, water disposal room, electricity, gas or heating and/or cooling controls in or on the common property without the consent of the Owners Corporation, or
- (q) move goods into or out of the building by way of the lifts in the course of removal or otherwise save that the goods lift may be used for such purposes if an appointment is made with the Building Manager. At least 24 hours notice is required. The goods elevator is not available during public holidays.

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PROCEDURES FOR REAL ESTATE AGENTS

1. All swipe cards now on issue to Real Estate Agents must be returned for cancellation
2. Building Manager must have apartment owners' written authority for Real Estate Agent to operate
3. All agents visiting the complex must report to the Building Manager, advise the number of the apartment that they have for sale or lease, and be issued with a "Day" swipe card.
4. Agents must not place advertising notices or boards in the common areas of the complex.
5. All apartments advertised for sale or lease must show on all advertisements the number of the apartment (not just 265 Exhibition Street, Melbourne).
6. When undertaking open inspections in the complex with clients/visitors there must be two agents present at all times.
7. If a private inspection is being conducted only one agent is required.
8. No agent is to engage with clients in the common areas of the complex for the purpose of signing property documents.
9. After inspections all clients/visitors must be accompanied at all times by an agent whilst exiting the complex.
10. Real Estate Agents are to provide photocopy of lease to Building Manager at time of induction.
11. Real Estate Agents to complete induction form with resident/s.

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FITNESS CENTRE RULES

By order of the Owners Corporation PS 349276K Committee of Management

1. Hours are 6.00 AM to 10.00 PM.
2. It is exclusively for the use of apartment occupiers of Regency Towers and their guests.
3. Guest numbers are limited to 4 per apartment at any one time.
4. Guests must be accompanied by resident host at all times.
5. Persons under the age of 14 must be under adult supervision in all areas.
6. Glassware, food, alcoholic beverages and sharp objects are not permitted.
7. Appropriate footwear must be worn i.e. no thongs or sandals in Gym.
8. Adequate clothing must be worn - shirt tops in gym & no nude bathing.
9. Gym users must provide towels, and wipe equipment clean after each use.
10. A total of 20 minutes on the treadmills during heavy usage times.
11. You can assist by reporting equipment failure to the Building Manager.
12. Running, ball games, hazardous activities and noise incl. speaker radios, are forbidden and misbehaving is to be reported to the Building Manager.
13. No private functions or organised activities are permitted without Owners Corporation approval.
14. Any deck furniture moved must be left in correct position.
15. The telephone is for emergency use only.
16. Remove your own waste (e.g. plastic water bottles, etc.)
17. **NO** diving in the swimming pool.
18. Noisy, boisterous or rough play in or out of the pool is not permitted.
19. When entering or leaving the Fitness Centre residents and visitors must wear suitable clothing and dry footwear.
20. Bathers must be dried off thoroughly before leaving the Fitness Centre.
21. No additives are to be added such as (oil, bubbles, lotions etc.) to either the spa or swimming pool. This affects the mechanism and requires the spa to be shut down and cleaned.
22. The sauna must be turned off when you leave.
23. The area is monitored by 24 hour security cameras.
24. Smoking is **prohibited** in all areas (including sun deck).
25. These "rules" are in place to maximise the enjoyment of all users.

Please Note:

The Owners Corporation accepts no liability for accidents or injury sustained by persons using the Fitness Centre. All users do so at their own risk.

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ALTERATIONS & RENOVATIONS WITHIN AN APARTMENT

Prior to any structural works taking place in your apartment you must obtain written consent for works to proceed from the Owners Corporation Committee. In order to obtain such consent the following information must be provided.

- Details of all proposed alterations/renovations showing the existing floor plan and the proposed amended floor plan
- Copy of Council Permit or if not required written acknowledgement from the Council stating that a permit is not required
- Engineer's computations (if structural changes are being made)
- Estimated time for the works to be completed
- Copy of legal liability insurance held by the tradesmen

Flooring:

- All changes to flooring of apartments must meet a minimum Australian standard approved by Owners Corporation. If Owners Corporation approved Australian minimum standard is not attained the onus will be on the owner to rectify and bring up to at least the minimum Australian standard.
- It is strongly advised that owners employ an accredited acoustic engineer to certify that the intended flooring products and methods of installation (eg. floorboards, tiles etc.) exceeds the minimum Aust. standards required and that they also employ an accredited acoustic engineer to ensure that the resultant products and installation is certified as having exceeded minimum Aust. Standards. A copy of the certificates should be sent to the OC Management to be held on file.

Upon obtaining consent for works to proceed you will need to:

- Lodge a \$2000 surety with the Owners Corporation Manager via Building Manager.
- Make arrangements with Building Manager in respect to use of Goods Lift.

Whilst works are in progress:

- Building works cannot commence before 8.30 a.m. or continue beyond 4.30 p.m.
- No building works of any nature can be undertaken on weekends or public holidays
- It is necessary for the hallway and lift lobbies to be cleaned daily at your expense
- No materials or debris is to be left or stored on and /or in any common areas of the building

Upon completion:

- Any damage that has occurred to the common property must be reinstated to its original condition at your expense. The Committee of Management has the sole discretion in determining the nature and extent of any repairs, replacement and/or reinstatement.

Once all damage, if any, has been repaired your surety of \$2000 (less damage costs) will be refunded.

NB: It is the sole responsibility of the owner making the alterations to ensure that the alterations do not result in unacceptable noise levels coming from the altered apartment that disturb neighbouring apartments, for example a wooden floor resulting in footstep and other noise being heard in other apartments. The owner making the alterations should be aware that Owners Corporation consent of alterations does not remove this responsibility. Other apartment owners still have the right to require the owner to rectify any unacceptable noise issue and this can include taking the matter to VCAT which could result in the Tribunal requiring the owner to make expensive modifications to elimination the noise issue.

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CAR PARK

- Headlights must be on at all times whilst on common property
- No tail gating whilst on common property
- Residents must only use their designated car space, taking care to park within the lines marked
- Where two cars meet on the ramps, observe common courtesy
- Drivers shall comply with all directional signs and the speed limit of 10kph must be observed at all times by all vehicles whilst on common property
- Drivers shall exercise due care whilst driving in or about the car park
- Drivers shall not permit their vehicles to be cleaned, serviced or repaired in the car park except in any areas set aside by the Owners Corporation for such purposes
- No person entering the car park shall place, throw or drop any rubbish about the car park
- Drivers shall not cause a nuisance or disturbance to users of the car park

The Owners Corporation shall not be responsible for:

- Any damage sustained by a driver's vehicle while inside the car park or while entering or leaving the car park, the theft of any vehicle or its contents whilst parked in the car park,
- Drivers shall ensure that their vehicles do not leak oil nor leave any other residue within the car park that may be inadvertently transferred onto floor coverings within the building
- Notice shall be served on a resident whose car is leaking oil that they have 7 days to clean the car space or Building Management staff will clean it and charge the amount shown below to the owner or tenant who owns the car
- A minimum charge of \$100 shall be paid by the apartment owner or tenant if the Owners Corporation has to arrange for oil clean up
- Cars must not park in spaces allocated to another apartment without the permission of the owner of that space, as this is trespassing. The car parking spaces are private property. Offenders may have their car park access restricted by the Owners Corporation
- Access to the car park is provided by the use of the Security Card. Every driver must use their Security Card/Remote Control to enter the car park. If a vehicle is behind you when entering or leaving the car park area, stop until the door returns to the closed position. This ensures the security of the building
- Dispose of car litter in the bins provided on each car park level
- Car parks can only be rented/leased to Regency Tower owner/occupiers

Visitor's parking

- The contractor car parks on level one are available for visitor parking. See the Visitor "Short Stay" Car park key register form for procedure and day and hours of use. They are not available during normal business hours.
- Residents are required to ring and book a space with the Building Manager during office hours
- Bookings are on a "first come first served" basis, as there are only five spaces
- Visitors must not park in the car wash area nor may they park in an allocated parking space unless they have the owner's permission
- Visitor car spaces must be vacated and the parking space protector raised and locked as per the times outlined on the Visitor Car park register form.

NO SMOKING on common property/car park.

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OWNERS CORPORATION INFORMATION SHEET

INFORMATION ON WATER, GAS AND ELECTRICITY CHARGES SUPPLIED TO YOUR APARTMENT.

WATER - CITY WEST WATER (CWW)

The Regency Towers building was completed in 1997, using technology available at the time. Individual cold water meters were not installed. A computer measures hot water usage, but the readings from this are for the gas company only.

Total water consumption per apartment is the sum of both cold and hot water used. It is a policy of CWW that they will not measure hot water as they say no system which is currently available can be relied upon to maintain its calibrations.

Accordingly, in the view of CWW, actual total water consumed by each apartment cannot be measured.

Therefore, CWW reads total water consumption at the point of cold-water entry into the building, and this amount is then equally divided by them across the total number of apartments (222). This method of charging relates to Total User Charges – Proportional Water Consumed and Sewage Disposal – only. TUC includes charges for common areas, e.g. plant room, pool etc.

The Owners Corporation Committee (OCC) deems the method of charging TUC equally between all apartments to be appropriate. People need to be aware that in buying into Regency Towers they become members of the Owners Corporation, and this brings with it shared responsibilities which extend to shared water usage charges...

All other CWW costs attach to each individual apartment. Total Service Charges are charged by Title, meaning they are the same for each apartment. Other Authorities Charges (Annual Parks Charge and Waterways and Drainage Charge) are charged by Lot and vary from apartment to apartment. CWW renders its accounts every quarter.

GAS – TRU ENERGY (TRU)

Gas is charged to apartment owners in two ways. Firstly, the gas used for the hotplates in each kitchen is metered back to a cupboard on each floor. An account for this usage is sent to the Owners Corporation (OC) which pays the total amount and then recoups the amount from apartment owners, based on Lot. Gas used for common areas e.g. pool etc is included in this account.

Gas for actual hot water used in each apartment is metered by a remote reading system with a central control panel located at the ground floor. Accounts for this usage are sent directly to apartment owners.

TRU renders its accounts to apartment owners every two months.

ELECTRICITY

Apartment owners are at liberty to choose their own Electricity supplier, and will be billed directly for costs incurred.

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FIRE PROCEDURE

There is an alarm system that beeps and is heard from the speakers in the hallways. If you hear these or detect a fire please follow the procedures as below.

Emergency phone numbers

Fire – Police – Ambulance 000

All emergency services upon arrival should be directed to the:

- Building Manager (0408 618 220)

Emergency procedures

If you discover a fire or hear the building alarms, you are to:

- Assist any person in immediate danger, but only if it is safe to do so
- Ensure all doors surrounding the fire are closed
- Notify Building Manager:
 - P: 9663 8957
 - M: 0408 618 220 (24 hours)
- Fight the fire with the hose reel located in the cupboards on your level if safe to do so
- Evacuate to the assembly point which is Wesley Church on Lonsdale Street, just behind Jones Lane.
- Do not use the lifts unless instructed to do so by the Officer in Charge of the Fire Brigade
- Use the two emergency/fire staircases. Whilst descending the stairs, remain calm and do not panic
- Assist the elderly or injured if at all possible
- Remain at the assembly point and ensure that all of your party is accounted for

Please refer to following page for Standard Fire Orders.

Fire equipment

There is a retractable black hose reel located in the fire equipment cupboard. There are two Fire Extinguishers on every level located each end of the corridors.

Sprinklers

These are located throughout the building and are connected to a central alarm system direct to the Melbourne Metropolitan Fire Brigade.

It is essential that you take considerable care to ensure no damage occurs to these Sprinkler Heads, particularly within your unit.

If a Sprinkler is activated, it raises an alarm in the East Melbourne Fire Station and minimum of three trucks will attend the building.

A false alarm call results in a charge by the Melbourne Fire Brigade of approximately \$3,000.

This cost will be borne by the Owner/Resident of the Apartment responsible in the case of a false alarm.

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Smoke detectors

These are located in every apartment and in the hallways.

These should be tested regularly by pressing the "Test" button.

A smoke detectors within each apartment (located on the ceiling) can be isolated by pressing the "Hush" button" on the audio alarm.

If smoke occurs in an apartment (e.g. from a toaster), **DO NOT open the apartment door** to the corridor as this will activate the main detectors and could result in attendance of the Fire Brigade.

Occupiers will be liable for false alarm call costs. If the smoke detector beeps constantly it requires a new battery.

NB: (Recommend changing the battery when day light saving starts)

If you rent, lease or loan your apartment for any period of time (whether overnight or much longer), please make sure you or your managing agent shows you these instructions and points out the locations of all fire equipment so you become familiar.

Keep these instructions in a handy place. If you have a fire you do not want to spend valuable minutes looking for them.

REMEMBER

That in the event of a fire smoke inhalation can be fatal. If confronted by heavy smoke keep to the floor where the air will be clearer and breathe through a wet handkerchief or towel.

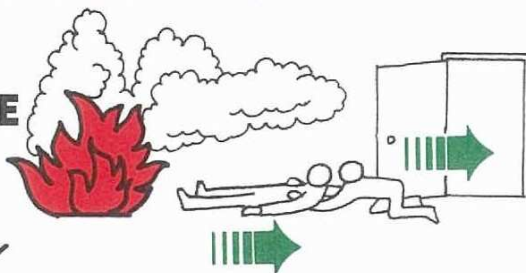
Should any part of your clothing catch fire or start to smoulder, drop to the floor and roll around to smother the flames using a blanket, towel, rug etc.



STANDARD FIRE ORDERS

1

ASSIST ANY PERSON IN IMMEDIATE DANGER ONLY IF SAFE TO DO SO



2

CLOSE THE DOOR



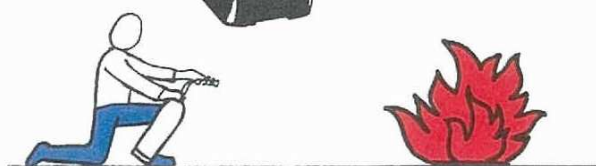
3

**CALL THE FIRE BRIGADE
ON **000****



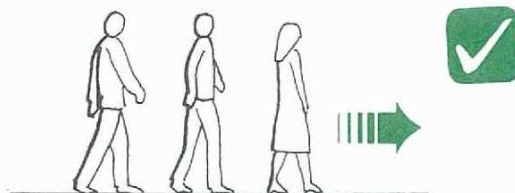
4

**ATTACK FIRE
IF SAFE TO DO SO**



5

**EVACUATE TO
ASSEMBLY AREA**



6

**REMAIN AT ASSEMBLY AREA AND
ENSURE EVERYBODY IS ACCOUNTED FOR**



Regency Towers

USE OF SMALL STORE ROOM (ex Linen Cupboards)

Owner and long-term residents can take advantage of using the small Storeroom located on their floor subject to availability.

As security and privacy is important to all of us and to maximise usability and convenience to others, the following guidelines will apply.

All Items stored will be:

1. All access to the Storeroom is via the Building Manager in normal working hours.
2. The Building Manager will maintain a Register showing the Date, **Owner and Item Name** stored.
3. Access to cupboards is not a daily or weekly event.
4. The highest priority will be given to Apartments that store items that only take-up floor space of less than half a square metre (0.5 sq.m)
5. All other requirements for storage are based on availability and must be removed within the time given by the Building Manager.
6. Passage to be kept clear at all times.
7. The owner will perform all movements of items in or out of the cupboard, as risk of injury to self or damage to items stored is the owner's responsibility.
8. None smelling items.
9. None Hazardous. - Storage of gas, petrol and acid etc not permitted.
10. Light enough to be manoeuvred by another person so as to gain access to their own items to make best use of the cupboard.
11. No noise emanating from item stored.
12. Dry and Clean items only.

Regency Towers

EMERGENCY ACCESS TO YOUR APARTMENT (AFTER - HOURS)

The Building Manager does not hold any master keys for apartments and does not hold a key to your apartment **unless you give them one**. If you are locked out of your apartment after hours, it will be necessary to contact the preferred locksmith (9888 5545 - 24 hour) who can provide you with access to your apartment at your own cost. A procedure is now in place for after-hours calls associated with "lock outs" and access to Regency Towers by the preferred locksmith, unless you (owner) have had the locks changed by alternative locksmiths apart from the preferred.

Vic Locksmiths have been engaged as the preferred supplier for your property. They have been issued with an access card coded for their use, which is fully traceable through the computerized system. If required, Vic Locksmiths will use this card to access the building.

Please be advised of the following procedure in the event you are locked out of your apartment.

1. The resident will need to contact Vic Locksmiths on 9888 5545
2. The resident will need to discuss payment details with the locksmith, as payment is on a COD basis.
3. The resident to settle account with the locksmith

Charges include the callout and opening of apartment, and are to be paid directly to the locksmith at the time. The cost for an after-hours callout is based on the following schedule:

- 05.00pm - 12.00pm \$165-00 (subject to change)
- 12.00pm – 08.00am \$240-00 (subject to change)

Public areas and services

Residents must notify the Building Manager in the case of failure of any building services, or problems with the cleanliness of any public areas.

The building services which are common to all residents are the hot water system, public lighting, air conditioning (base building only) security access and the lift service. All other services are the responsibility of the individual owner or relevant Real Estate Agent.

Security

The security offered at Regency Towers Apartments is designed to provide peace of mind to all residents, however ultimately security is in the hands of the residents, and it is essential to observe the following:

- Do not give access cards to unauthorised persons.
- Do not leave the access doors open and unattended.
- Do not leave your apartment, storeroom or car unlocked at any time.
- Do not give visitors to other apartments access to the building. That is the obligation of that apartment resident.
- Do not give names of other residents to visitors.
- Do not invite visitors into the building without making them aware of the Additional Rules and the House Rules which apply to all residents

If you notice any suspicious behaviour please reports it to the Building Manager.

Video surveillance

There are video cameras in each of the lifts, at the entrance doors, on the entrance/exit ramps of the car park, on the contractors' parking, in the gym, pool and spa area. These are continuously recording and are time and date stamped.

Vandalism

Please report any vandalism to the Building Manager or the Managing Agent of your apartment immediately with the time and date so surveillance systems can be viewed. Owner/occupiers are responsible for any vandalism caused by themselves or their guests.

Regency Towers

Deliveries to Regency Towers

The Building Manager is not always available to cope with the receipt of deliveries to the building. Each resident must make their own arrangements for the delivery of items to their unit.

Television reception

Pay TV is available by subscription and is the responsibility of the owner/resident.

Waste disposal

The garbage chute is located at the west end of Regency Towers in the access to the emergency/fire stairwell. Garbage for the chute must be **double bagged** in plastic bags, tied securely and of a size that easily fit through the chute door.

There are paper and glass/plastic recycle bins in the goods lift entrance on each residential floor.

Papers should be taken to the Service Lift foyer and placed in the BLUE bins.

Bottles, Plastic and Glass should be taken to the service lift foyer and placed into the RED bins.

NOTE: *Paper, boxes, coat hangers and Styrofoam packing* are **not** to be dropped down the garbage chute as they cause blockages resulting in unsanitary and smelly conditions.

Bottles are **not** to be dropped down the garbage chute as they explode on impact.

Cardboard boxes must be flattened and stacked in or by the BLUE bins.

Utilities & connections

All utilities & connections are at the discretion of owner/resident.

Newspapers

Newspapers to your apartment are available and arranged by Lederman's News Agency on 9629 6949.

Use of elevators

Rocking or jumping inside a lift is prohibited as it may cause the lift to stop between floors.

If a lift stops between floors for any reason, including loss of power, DO NOT PANIC. Call the lift Company on the emergency phone in the lift.

The lifts may not be used if a fire alarm is activated or if a fire is reported or detected. The emergency stairs must be used.

Animals

Only Resident's animals are permitted in your apartment. Residents must ensure that animals are controlled at all times. All animals must be either carried or leashed whilst on or in common areas. If any animal creates any mess in any of the common areas it should be cleaned up thoroughly, the floor disinfected and the area deodorized immediately by the animal's owner or supervisor.

If any animal causes a nuisance the Owners Corporation Committee will issue a caution to the animal's owner and if the problem continues the Owners Corporation Committee will order the immediate removal of the animal. With the above in mind it is in your interest to demonstrate the utmost consideration to neighbours at all times.

Cat and dog litter **must be double bagged**, tied securely and placed in the rubbish chute.

Balconies

Residents are not permitted to hang any item including garments, clothing, sheets, blankets, towels or other objects/storage on the common property, the exterior of the apartments or balcony if the object is visible to other persons. Please ensure that all items on balconies are secured at all times from the elements.

Regency Towers

Damage to apartments & insurance

The Owners Corporation has an insurance policy which covers Owners Corporation property but regardless of how the damage occurred, does not extend to cover any damage to privately owned fittings including curtains, blinds, light fittings, electrical fittings, carpets and appliances which are not built into the apartment and can be removed.

The Public Liability cover does not extend to cover the interior of any Apartment and/or balcony.

Residents should arrange a Contents Insurance Policy to include the above items. Non Resident Owners should arrange a Landlord's Insurance Policy which includes public liability cover to protect their investment.

If any Resident is responsible for damage to any apartment, other than or in addition to their own, they may be responsible for the cost of reinstatement.

Under no circumstances will the Building Manager allow repair work to be undertaken in any apartment without written instructions from the Owner or Agent. Acknowledgment that the Owner will be responsible for the payment for any works will be required.

It is essential that details of any potential insurance claim are forwarded to the Owners Corporation Manager immediately. If necessary, they will request the Owners Corporation's Insurer to handle the claim.

Any queries relating to the insurance cover or claims should be directed to the Owners Corporation Manager.

Note: Washing machines should never be left running whilst you are absent. Turn both the hot and cold taps off and regularly check that the discharge hose is secure in the drain hole.

It has been found that most water damage is caused by washing machines, dish washers and/or baths overflowing.

Noise

Noise should not be heard outside your apartment door or by the residents around you, including above and below you. Noise from any radio, television, sound system, musical instrument or similar device or any other noise which may be unreasonably obtrusive to any other Resident, Visitor or Guest must not be audible outside the Resident's apartment.

Any excessive noise can be reported to the Building Manager. Offender/s will be contacted and request that the noise be lowered. Failure to do so will result in the Police being contacted.

Smoking

Smoking is not permitted in any of the common areas within the building, including passageways, foyers, lifts, recreational facilities and car park.

Contractors

Contractors with their tools of trade and materials must only access the building from Jones Lane either via the loading dock or the resident's car-park.

Regency Towers

MOVING IN AND OUT OF REGENCY TOWERS

When vacating or moving into the building, a minimum of 2 business days notice must be given to the Building Manager. These procedures apply for any delivery or removal.

- A booking with a Goods Lift booking form and surety deposit must be made with the Building Manager before the carrier moving date is finalized.
- Movements in and out of the building can only be made in accordance with the days and hours set-out on the Goods Lift booking form. No movements can be done on Sundays or Public Holidays
- Residents should note that they shall be liable for any damage caused by the carrier to the common areas of the building
- All movements shall be made via the goods lift, with access from the hotel loading bay in Jones Lane. The passenger lifts are not to be used for moving furniture or white goods.
- The residents' carrier must be made aware of the Building Manager's requirements, and must follow the goods lift procedure as below

Use of the goods elevator

- Goods lift to be booked with Goods Lift booking form through Building Manager.
- At least 2 business days notice is required.
- On arrival at the hotel loading bay area in Jones Lane the tenant/carrier notifies the Building Manager.
- The tenant/carrier is met at the loading bay area by the Building Manager and escorted to the relevant floor. The Building manager will explain any building or fire/safety requirements.
- The common areas to be used to access the apartment are inspected by the Building Manager and the tenant/carrier.
- The tenant/carrier is then informed that they will be liable for any damage to the common areas during the move.
- On agreement of this the tenant/carrier is issued with a card and a "tok 10" lift key. This key will allow the lift doors to remain open while the lift is 'parked'. The key services no other purpose.
- The tenant/carrier is also informed that the hotel staff require access from time to time and to accommodate them when needed
- The tenant/carrier is asked if there are any questions and if not they proceed with the move
- On completion of the move the tenant/carrier phones the Building Manager to inform him/her that the move is completed
- The Building Manager then meets with the tenant/carrier to inspect the condition of the common areas

If there is damage the tenant/carriers particulars are taken and it is reported to the Owners Corporation Committee for further action.

Regency Towers

CONTRACTOR LISTINGS

The following list is provided for your convenience only. None of the following are endorsed, approved or sanctioned by the Regency Towers Owners Corporation. It may be useful to consult the local telephone directory for trades and services and it is always good practice to obtain at least 2 quotes for any services.

Air-Conditioning mechanical faults

Arid Pty Ltd9840 1547
Mobile (Colin).....0412 346 444

Filter cleaning

Arid Pty Ltd9840 1547
Mobile (Colin).....0412 346 444

Plumbing

Craig McKay 24 Hour Plumbing Service.....1800 109 016
NSG Plumbing (24 hour).....9696 4688

Electrical

BTS Electrical9574 0411
Mobile.....0410 515 787
DELTEC ELECTRICS0418 554 682

Locksmiths

Vic Locks (24 Hr Service).....9888 5545
Victor – Mobile.....0418 397 297

Carpentry

Gary Lomax Property Services.....0412 062 398
Rick Tomkins Property Services0412 792 008

Painting

Gary Lomax Property Services.....0412 062 398
Rick Tomkins Property Services.....0412 792 008

Handyman Services

Gary Lomax Property Services.....0412 062 398
Rick Tomkins Property Services.....0412 792 008

Removals

Grace Removals.....13 14 42
Wridgeways Removals.....9837 1700
Blues Removals0412 454 617
Allied Pickford's.....13 25 54
Man with A Van.....9417 3443

Carpet cleaning

Solution Carpet & Tile Cleaning.....1300 139 685
Myer Carpet Cleaning.....1300 858 322
Jim's Carpet Cleaning13 15 46

The above is a guide only.

Please note: residents may use contractors of their own choice.

Regency Towers

LOCAL SERVICES

AMBULANCE – POLICE – FIRE.....000

Emergency calls

BUILDING MANAGER0408 618 220

Office Hours only 265 Exhibition Street.....9663 8957

MEDICAL

Doctor **Melbourne City Medical Centre**
Including: Physiotherapy & Osteopathy
68 Lonsdale Street.....9639 9600

Collins Place Medical Centre
Harley House, 71 Collins Street9650 4218

Pharmacy **Exhibition Pharmacy**
242 Exhibition Street9662 9444

Pulse Pharmacy QV
Mon – Fri 7:30am-9pm Sat 9am-7pm Sun 10am-7pm
Queen Vic. Centre9654 4470

Hospital **Epworth Hospital**
7 days a week
89 Bridge Road, Richmond9429 6666

Nurse on call **Victorian Government Service**
For medical advice.....1300 60 60 24

SUPERMARKETS – GROCERIES

Woolworths Queen Victoria Centre, Lonsdale Street.....9663 5181
Open 7am – Midnight 7 days per week

IGA Plus Liquor 35-41 Lonsdale Street.....9639 1050
Mon – Sat 6am – Midnight *Sun* 7am – Midnight

Seven Eleven Opposite Marriott9639 5285
24 Hours

SUNDRY

Taxis Opposite Marriott Hotel

Lifeworks L4, 255 Bourke Street.....8650 6200
Relationship Counselling

Marriott Hotel Short term accommodation9662 3900

Ledermans Newsagency Newspaper deliveries9629 6949

*Building Management Contact -During normal business hours P: 9663-8957 or M: 0408 618 220 if busy you can leave a message. (After hours mobile number is **for Emergencies only**)*

Regency Towers

GOODS LIFT BOOKING REQUEST FORM DELIVERY / MOVING (IN or OUT) REQUEST FORM

| | |
|-----------------------------|--|
| NAME | |
| PHONE CONTACT | |
| APARTMENT NO. | |
| TODAY'S DATE | |
| DATE LIFT REQUIRED | |
| TIME LIFT REQUIRED | |
| DELIVERY OR MOVING (in-out) | |
| MOVING COMPANY NAME | |
| COMPANY ADDRESS | |
| COMPANY PHONE | |
| COMPANY INSURANCE | |
| INSURANCE POLICY NO. | |
| FORWARDING ADDRESS | |

Regency Towers Movement Procedure

1. Lodge this request with the Building Manager at least **2** business days prior to your move.
2. The goods lift is available for booking during the normal business hours below.
Mon - Thurs 9am to 4pm / Friday 11am to 4pm / Sat 10am to 3:30pm
3. A **\$100** surety, fully refundable cash deposit is required for the booking of the goods lift key.
4. The goods lift key must be returned the same day, during business hours to entitle you to a refund.
5. Residents must ensure that the moving company representative reports to the Building Manager.
6. Before moving begins the Building Manger will brief movers about safety and building requirements.
7. Furniture and white goods must **not** be moved via the front lobby passenger lifts.
8. Furniture and white goods must **not** be moved via the car park lobby passenger lifts.
9. Moving vans should arrive in Jones Lane at the rear of 265 Exhibition Street, at the Marriott Hotel.
10. Access to the Regency Towers goods lift is through the Marriott Hotel's rear entry loading dock.
Please note: You are responsible for any damage incurred and any associated costs for restitution.

\$100 GOODS LIFT KEY DEPOSIT - PAID

DATE: _____

Manager Signed: _____

\$100 GOODS LIFT KEY DEPOSIT - REFUNDED

DATE: _____

Resident Signed: _____

*Building Management Contact -During normal business Hrs 9663-8957 (or leave a message service) or Mobile 0408618220 if busy you can leave a message. **(After Hours Mobile No. is for Emergency needs only).***

Regency Towers

Visitor's "SHORT STAY" Carpark

Procedure

1. Register your request with the Building Manager and arrange to pick up a key.
2. The R.T. maintenance car parks are available for use by residents during the following hours.
Mon - Thurs (4pm to 8am the following morning)
Friday (4pm to 9am Saturday morning)
Sat thru Sun (from 9am Saturday to 8am Mon)
3. Each time you request a parking bay the Building Manager will check availability and issue you with a key for a specific bay.
4. Re-Lock the parking bay after you have finished using it.
5. The visitor car park key must be returned promptly the following working day.
Mon - Thurs (8am the following morning)
Friday (9am Saturday morning)
Sat thru Sun (8am Monday morning)
6. If you do not return the key promptly the Building Manager may have to purchase a new padlock and key and you will be charged for this expense.

Please Note - To ensure that your Regency Towers Apartment passenger lifts, front lobby and car park lobbies are maintained to a high standard, there is a special large goods lift available for moving furniture, white goods, and large, heavy or sharp edged goods including moving trolleys in and out of the building.

Just fill out the Goods Lift Moving / Delivery request form and drop it off with the Building Mgr. who will book the lift for your use. The above listed goods may **not** be moved via the front lobby passenger lifts or the car park lobby passenger lifts at anytime.