ELENA
LANE COVE
NEW RESIDENT
WELCOME PACK
Proudly Managed By
SYDNEY
BUILDING
MANAGEMENT &
PROJECTS

WELCOME

Sydney Building Management & Projects is responsible for the day-to-day management of Macquarie Central and would like to welcome you to the building.

This Resident Welcome Pack provides owners and occupants with what you need to know about living in the building whether you are first moving-in or are a seasoned resident.

Should you not find what you are looking for Macquarie Central's on-site Building Management Team is happy to help or visit the Macquarie Central building website (www.macquariecentralapartments.com.au) which contains a detailed Frequently Asked Question (FAQ) section with answers to the majority of questions we are asked by residents.

We hope you enjoy your stay at the building.

Welcome to

ELENA LANE COVE!

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1. MOVING-IN: NEED TO KNOW

1.1 Need Help!

Contact details for Building Management who can assist you with any questions you may have about living in the building can be found below:

	P	E
Building Management	02 7555 8299	management@elenaapartments.com.au

1.2 Building Website

Elena Apartments has a dedicated building website: www.elenaapartments.com.au which contains just about everything you need to know about living in the building including:

- This Welcome Pack.
- Resident registration page.
- Useful Information
- Mybos Log-in
- Contact Information

The building website is your one-stop shop to access information about the building.

1.3 New Resident Registration

All new residents, owners & agents must register their details with Building Management by completing the Resident Registration Form available on the home page of the building website: www.elenaapartments.com.au.

Once registered, you will be sent a login to Mybos, which is the Building Management System (BMS) used by Management to operate the building and book your move-in date.

1.4 Moving-in: Book Your Move!

Login to BuildingLink to book your move. Everything you need to know about the move-in process can be found in the Elena Apartments Moving Instructions available on the building website under Forms & Procedures.

All moves must be booked at least 48 hours prior to commencement (subject to availability) and information regarding how to book, moving times, lift sizes and car park height restrictions can be found in the instructions.

1.5 Keys & Building Access

You will need the following keys and building access devices to access the building:

- Building access device (FOB) – For common property entrance doors and lifts.
- Mailbox key.
- Apartment front door key, which also opens the ground floor fire stairs in case of emergency.

Additional keys and access devices can be ordered through Building Management by downloading the Keys & Building Access Device Application Form available on the building's website under Forms & Procedures.

1.6 Connecting Utilities

You will need to connect gas & electricity when moving into the building. While your utilities service should be working on occupancy, you must create an account with a utilities provider to prevent it being cut off.

Utilities providers should be able to make your connection without your meter number by providing them with your address. If your meter number is required please contact Building Management.

Water will be billed directly to the apartment owner by Sydney Water, owners should contact Sydney Water to ensure they have the correct billing information.

1.7 Connecting Phone & Internet (NBN)

The building is connected to the National Broadband Network (NBN) providing high- speed internet and telecommunication services to the building. You are free to use a telecommunications provider of your choice to set up your telephone and internet service.

Providers should be able to set up your connection without accessing the building and will require your address.

1.8 Waste Disposal

Refuse rooms are located on each floor of the building and contain the following:

Garbage Chute – General Waste / Food Scraps

Blue Lid Bin – Cardboard / Paper

Yellow Lid Bin – Bottles / Cans / Plastics

For bulky waste or household items for council collection we ask that residents bring items to the bin collection room on level B2 near the parcel storage room.

We ask that residents follow the rules surrounding the disposal of rubbish and recycling which can be found on the signage placed up in the refuse rooms.

1.9 By-laws

The buildings by-laws outline the rules and regulations by which occupants must abide to protect the building and ensure peace and harmony amongst occupants. A copy of the buildings by-laws was in your contract of sale or provided on commencement of tenancy, they can also be downloaded via the Library section in BuildingLink.

Residents should be aware of common by-laws that cause most complaints to management and disruption to other residents:

- Noise: Please always keep noise to a minimum so as not to disturb other residents.
- Visitors Parking: Residents are not to park in the visitors parking area.

- Items in car spaces: Items are not to be kept in car spaces other than a vehicle, motorbike or bicycle.
- Items on common property: Personal items are not to be attached to or left on common property, this includes any items outside apartment entrance doors such as door mats, religious symbols or any other item.
- Smoking / Smoke: Smoking or smoke generation within apartments or on balconies that flows to other properties is not permitted.
- Alcohol / Smoking: The consumption of alcohol and smoking in common areas is prohibited.

Building & Strata Management will supervise the management of the building in accordance with these by-laws and those outlined in the Strata Titles Management Act.

Action will be taken against offenders that may include fines.

2. MANAGEMENT & ADMINISTRATION

Macquarie Central is managed by an experienced team consisting of the Strata Manager and Building Management Team who are available to help with any questions you may have regarding the building.

2.1 Strata Management

Strata Management assist with the administration of the building covering matters such as levy payments and enquiries, insurance, and act as the secretary for the Owners Corporation. Your Strata Manager is:

Strata Plan 100363

Strata Management:	StrataMark
Strata Manager:	George Kminak
Ph:	02 9387 6052
Email:	George@stratamark.com.au

2.2 Building Management

Elena Lane Cove has an onsite Building Management Team managed by Sydney Building Management & Projects. Building Management is available to assist you with matters relating to the everyday running of the building such as moving-in/out, maintenance items and building cleaning.

Building Management are available onsite the following times and can be contacted via phone (24/7 in case of a building emergency. For matters that are not urgent owners/tenants are requested to lodge their request via email or BuildingLink (see below) so that a record can be kept.

Please find below Building Managements contact details:

Building Management:	**Sydney Building Management & Projects**
Office:	Next to entry garage door
On-site Office Hours:	12.00pm to 4pm Monday to Friday (ex-Public Holidays)
Phone:	02 7255 8299
Email:	management@elenaapartments.com.au

2.2.1 Repairs & Maintenance

Please report repairs, maintenance, or cleaning concerns either via Mybos or email to Building Management.

2.2.2 Safety & Security

Building Management is available to assist with any safety or security concerns and has access to the buildings security cameras and access control system if needed. Please be advised security camera footage can only be provided to the Police, via subpoena or at the request of the Strata Committee.

2.3 Strata Committee

The Strata Committee assists Building & Strata Management with the management of the building making decisions on behalf of the Owners Corporation (Building Owners). The Strata Committee is elected at the building's Annual General Meeting (AGM) and is made up of up to 9 members.

For privacy reasons, Strata Committee contact details cannot be shared, however, residents can submit enquiries through Building Management or Strata Management, who will forward your enquiry to the Committee on your behalf if relevant.

2.4 Strata Committee & General Meetings

Strata Committee Meetings (SCM's) are held regularly throughout the year (usually quarterly) and are formal meetings where the Strata Committee meets to make decisions regarding the running of the building. Often matters that have been raised by owners will be discussed at this meeting with formal minutes taken and distributed to all owners.

Annual General Meetings (AGM's) are held at least annually and provide an opportunity for all owners to vote on key matters regarding the management of the building such as the budget, by-laws and major expenditure.

2.5 Mybos

Building management use a cloud-based building management system, 'Mybos' to manage the building. This program is used to log all matters affecting both the building and individual apartments allowing occupants to report and track matters relating to their apartment and monitor the progress of their issue.

Occupants are not obliged to use Mybos if they do not want to and can still report matters via phone or email, Building Management will log your matter in BuildingLink so that there is a record for future reference regardless.

Mybos also contains information that will be useful to occupants that is not available on the building's public website. This includes apartment user manuals, by-laws, strata plan, warranties and building plans.

2.6 Accessing Mybos

Mybos can be accessed via the buildings website on the home page, occupants must first register their details with Building Management via the resident registration section of the homepage and a username and password will be issued within 48 hours.

If you require any assistance accessing or using Building Link please contact Building Management.

3. BUILDING INFORMATION & FACILITIES

3.1 Address & Mail

There are three buildings at Elena Apartments and your address for mail is the same.

- Building A (SP89124) – 15 Willandra Street, Lane Cove NSW 2066
- Building B (SP89133) – 15 Willandra Street, Lane Cove NSW 2066
- Building C (SP90450) – 15 Willandra Street, Lane Cove NSW 2066

The mailroom for each building is located on the ground floor off the main entrance foyer. Each apartment has been allocated a mailbox, and your mailbox number is your apartment number. A mailbox key is required to open your mailbox.

To ensure your mail is received please use your apartment number when providing your address as follows (example for apartment 201):

- 201 / 15 Willandra Street, Lane Cove NSW 2066

3.2 Parking

Secure basement parking is available for residents with each apartment typically allocated at least one parking space. Access to the parking area is via your security fob. Residents must park in their designated spots and adhere to the parking regulations outlined in the building's by-laws.

3.3 Parking - Visitors

There are limited visitors parking spaces available on basement 2 only for the use of guests of residents.

In accordance with building by-laws owners and occupants must not park in the visitors parking area under any circumstances.

3.4 Bicycle Storage

There are bicycle storage areas available throughout the car park mainly on B1. Please ensure all bikes are secure with a high-quality lock to prevent theft.

3.5 Car Wash Bay

Building has x2 car wash bay on basement level 2. Please keep this area clean and tidy post clean and hose down the floor to remove dirt and grime once finished.

3.6 Electric Vehicle Charging

Currently Electric Vehicle charging facilities are only available to residents on basement level 2. If owners would like to install their own charger it needs to be approved by the owners corporation.

3.7 Pool, Gymnasium & Sauna

The pool & gymnasium area is located between buildings A & B, you will require your security Fob to access this area. The pool & gymnasium area is open between 6am and 10pm daily.

3.8 Theatre Room

The Theatre Room is located between Building A and Building B and can be booked through the MyBOS portal. Please ensure a booking is made prior to use so that access can be added to your fob. For full guidelines, please refer to SP100363 Elena – Policy & Procedure – Amenities, available in the Forms & Procedures section of the building's website.

3.9 Dining Room

The Dining Room is located between Building A and Building B and can be booked through the MyBOS portal. Please ensure a booking is made prior to use so that access can be added to your fob. For full guidelines, please refer to SP100363 Elena – Policy & Procedure – Amenities, available in the Forms & Procedures section of the building's website.

3.10 **Kids Playing Room**

The Kids' Play Room is located just before the Dining Room and operates on a first-come, first-served basis, with no booking required.

3.11Waste Disposal

Garbage chutes are located on each floor for the disposal of general waste. For large items or cardboard boxes, please use the main garbage room located on B2 near the Parcel Locker.

Each floor contains a refuse room equipped with:

- Garbage chute for general waste
- Blue-lid bin for cardboard and paper recycling
- Yellow-lid bin for co-mingled recycling (plastics, glass, and cans)

Please ensure all items are disposed of correctly to maintain cleanliness and prevent blockages.

4. ABOUT YOUR APARTMENT

4.1 Maintenance & Repairs

Repairs & maintenance to individual apartments that are not common property are the responsibility of the owner.

The Owners Corporation is responsible for the external walls of the apartment including doors and windows. Any maintenance items regarding these items or other common property items can be reported to the Concierge or Building Management.

4.2 Air Conditioning

All apartments are fitted with air conditioning systems comprising an external condenser unit and an internal fan coil unit. It is recommended that these systems be serviced every 6–12 months, which includes cleaning or replacing filters and checking the operation of the fan coil unit to ensure efficient performance.

If you experience any issues with your air conditioning, Building Management can recommend a contractor to attend and investigate. Please note that all servicing, repairs, and associated costs are the responsibility of the owner, in accordance with the building's by-laws.

4.3 Foxtel

The building is Foxtel ready and residents wanting to install Foxtel should contact them directly, see www.foxtel.com.au .

4.4 Intercom System

Each apartment is equipped with an intercom handset that allows residents to provide access to the building via both the main entrance foyer and the car park entrance.

When using the intercom system, guests must ensure they dial the correct apartment number to reach the intended resident.

4.5 Renovations

Occupants are reminded that they must not undertake renovations to their apartment without the consent of the Owner's Corporation. If you are wanting to renovate your apartment including the installation of timber/tile flooring or any other changes that affect common property, please contact Building Management who will assist you with the renovation process.

4.6 Meter Readings

Your electricity, gas and water meters are read remotely and are located in a cupboard in the building corridors (key access may be required via management). Meter numbers are available on the meter, or via Building Management.

5. EMERGENCY RESPONSE PROCEDURES & BUILDING EVACUATION

Occupants should familiarise themselves with the below Emergency Response Procedures (ERP), location of fire exits and stairs, and how to evacuate the building in case of an emergency.

Additional information regarding what to do if there is an emergency in your apartment is also outlined in this section.

5.1 Fire & Evacuation Alarm

Elena Apartments is fitted with an emergency warning & Information system (evacuation alarm) and the alarm may sound in the event of a fire (smoke detection), if a sprinkler is set off or the alarm is manually sounded.

5.2 Evacuation Assembly Area

If the evacuation alarm sounds please proceed to the evacuation assembly area out the front of your building on Willandra Street and await direction from emergency services or management.

5.3 Fire Stairs & Exits

Occupants should familiarise themselves with the location of the buildings fire stairs and fire exits to be used should there be a need to evacuate the building. Fire stairs and exits will be marked with an exit sign that should remain illuminated even in the event of a fire or power outage. Each level has at least one set of fire stairs and there are several exit points throughout the car park.

If there is a need to evacuate the building residents are reminded not to use the lifts.

5.4 Smoke Detectors

There are two types of smoke detectors spread throughout the building: common area; and apartment.

Common area smoke detectors if activated will set off the building's evacuation alarm and the fire brigade will attend.

The smoke detectors in your apartment are local detectors, if activated they will only sound in your apartment. If there is a fire in your apartment you must notify emergency services and set off the building's evacuation alarm using the manual push buttons located throughout the building. You should also call 000.

Should you have an issue with the smoke detector in your apartment it is generally the result of the battery being low. Residents can easily replace the battery by removing the cover and replacing it. The battery is generally a 9v household battery.

Smoke detectors both in apartments and common areas will be tested at least annually.

5.5 Break Glass (Emergency Alarm)

There are break glass (emergency) alarms spread throughout the building mainly in the common hallway and service cupboards. If there is a need to evacuate the building, residents can manually set off the evacuation alarm by activating the break glass button which will set off the evacuation alarm.

Please note: The Emergency Alarms if activated do not notify the Fire Brigade, it is a local alarm only. Occupants must also call emergency services on 000 if their services, such as the Fire Brigade are needed.

5.6 Evacuating the Building – R A C E Procedure

Should there be a need to evacuate the building the **R A C E** process should be followed:

Remove persons from immediate danger
Alert by breaking Manual call Points and calling 000
Contain the Emergency (only if safe and trained to do so)
Evacuate to the allocated Assembly area

5.7 Other Emergency Procedures

Occupants should be aware of other emergency procedures which may impair the functioning of the building and how to respond to such incidents. These include:

Loss of power – Occupants should be aware that there is no emergency power supply at the building in the event of a power outage. Residents should familiarise themselves with the location of their switchboard both in their apartment, and in the common hallways which should first be investigated should they lose power to their apartment.

Water Leaks / Flooding – In the event of a water leak you may be able to minimise damage to property by shutting off the water supply to your apartment. Each apartment will have a shut off valve for both gas and water services either within their apartment or in the common hallway service cupboards (key access may be required via management).

Residents are also reminded to keep any drains on balconies or other areas free of debris to prevent blockage.

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