



Melb **OC**
We create communities.

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161 ELGIN STREET, CARLTON

RESIDENTS' GUIDE



OWNERS CORPORATION MANAGEMENT

MELB OC

95 Coventry Street, Southbank, 3006

03 9108 3910

admin@melboc.com.au

www.melboc.com.au

ONLINE OWNERS PORTAL

MYCOMMUNITY

<https://www.my-community.com/>

Please note that Melb OC's operating hours are 9am to 5pm, Monday to Friday.

If there is a safety issue, please call the police on 000.



MOVE-INS AND MOVE OUTS

This Move-In and Move-Out guide aims to provide you with the essential information to make moving into your new home as simple as possible.

MOVING IN

Step 1: Move In

There is no need to book in a move-in time, you are able to organise a time that suits for you and your removalists.

Move in Rules / Instructions

- Furniture is to be moved via the stairway closest to your apartment.
- You are responsible for any damage caused to common property during your move. The repair costs for any damage caused will be borne by the responsible resident or owner, as appropriate. This includes accidental fire alarm set offs, whereby the MFB call out charge will be charged to the responsible party.
- Common property areas must remain accessible by other residents at all times. Do not leave items on common property.
- No fire doors or exits can be blocked by personal items or furniture.

Removal Trucks

- Removal trucks may park along Drummond Street or Elgin Street.
- You are responsible for any damage caused to common property during your move.
- Please do not block access to and from Markov Place.

Step 2: Get Connected

Your property manager may assist with this if you are renting the property out, however, as a Tenant or Owner-Resident it is your responsibility to ensure you are connected.

Electricity

You are able to choose any electricity service provider you wish.

Water

Greater Western Water – 13 27 62

You will need to arrange for a meter reading and provide them with your details for correspondence and invoicing of all rates and usage charges. Individual water meters are located on the level of your apartment.

Telephone and Data

You are able to choose any telephone or internet service provider you wish.



RUBBISH AND RECYCLING

Dispose of your rubbish and packaging materials responsibly

All rubbish and packaging from moving must be disposed of appropriately. All boxes must be broken down/flattened and placed in the recycling bins located in the bin room on the ground floor. All other recyclable items must be placed in the appropriate recycling bin (paper/cardboard or glass/aluminium) in the bin room.

General household rubbish must be disposed of in bin bags that must be securely tied-off to ensure that there is no spillage. Polystyrene foam packaging is not accepted for recycling and must be disposed of as household waste.

Hard Rubbish

Hard rubbish collections take place annually through Melbourne City Council. Please contact Melb OC for more information, or visit the Melbourne City Council hard waste website.

PARKING

Resident Parking

Residents can organise a residential parking permit through Melbourne City Council. 161 Elgin Street is located within **Parking Permit Zone 4C – Carlton**.

<https://www.melbourne.vic.gov.au/parking-and-transport/parking/parking-permits/residential-parking-permits/Pages/resident-parking-permits-carlton-and-north-and-west-melbourne.aspx>



ADDITIONAL INFORMATION FOR SETTLING IN

Keys

If you require a replacement or additional key, you may organise it with a locksmith of your choosing. If you are a tenant, you may need to check with your property manager before you order.

Online Owners Portal

Melb OC provides an online portal through MyCommunity, which is available for all owners and residents at 161 Elgin Street. Please contact Melb OC at admin@melboc.com.au to arrange portal access.

Lock-outs

If you lock yourself out of your property, you may call a locksmith of your choosing to let you into your apartment.

Non Urgent Repairs – common property

We have an experienced team of tradespeople capable of handling the majority of repairs that are required. As soon as a problem occurs, please contact Melb OC at admin@melboc.com.au to report the fault or lodge a maintenance request on the MyCommunity portal.

Repairs within your apartment

If you identify any rectification works that are needed inside your apartment, these are more often than not a private lot matter, not an owners corporation issue. Contact us at admin@melboc.com.au for more information.

Contents Insurance

It is your responsibility to have your personal items (contents) insured. These areas are NOT covered under the building insurance.

Vacant Apartment

If you are going to be away for a period of time, please advise us for emergency situations.

Pets

All residents must ensure that any animal belonging to them, or their guests, must be kept on a lead or carried or in a cage while in the common areas. Please ensure that you clean up after your pets if they defecate in the garden on the ground floor.

Noise

Please be mindful of your noise you make on the common areas, and in your apartment. In particular we ask that you pay attention to doors closing.

Lock boxes

No LOCK BOXES (key safes) are to be placed on or attached any common area of the building.