



Melb **OC**
We create communities.

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www.melboc.com.au

GREEN EDGE APARTMENTS 1-3 RAILWAY PLACE, CREMORNE

RESIDENTS' GUIDE



**OWNERS CORPORATION MANAGEMENT
MELB OC**
95 Coventry Street, Southbank 3006
03 9108 3910
admin@melboc.com.au
www.melboc.com.au

AFTER HOURS EMERGENCIES
Please call Gregg Simpson on 0422 504 265

OWNERS CORPORATION PORTAL
www.melboc.com.au/greenedge

Please note that Melb OC's operating hours are 9am to 5pm, Monday to Friday. For all after hours emergencies, please call Gregg Simpson on the number above.

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: Book your Move-in time with the Building Manager

You must book a move-in time by emailing the building manager Gregg Simpson **at least 48 hours prior** to your move, to secure a lift for a maximum two-hour period.

Email address: gregg.simpson@rocketmail.com

All move ins and move outs must be conducted between 8am and 5pm, Monday to Friday, or between 10am and 1pm on Saturday.

The Building Manager will facilitate:

- a dedicated timeslot for you to move in
- instructions for you and your removalists
- protection for the lift

You must keep to your allocated timeslot. Failure to do so will unfortunately have you turned away. It is essential that move-ins are scheduled to avoid overlap, protection for the building and harmony for all.

When moving in, please ensure all goods are moved directly from the truck to the lift, and then from the lift directly into your apartment. Do not store any items on the common property. It is essential that corridors are not blocked by stacks of boxes in the event of an emergency.

Move in Rules / Instructions

- Stairwells are prohibited for moving furniture.
- You must use the lift allocated by the building manager. See Lift Rules / Instructions below.
- 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.
- No fire doors or exits can be blocked by personal items or furniture.

Removalist & Trucks Rules / Instructions

- Removal trucks may park on Railway Place where parking is available.
- Please make sure your removalists are aware of your allocated Move In Time.
- Your removalist will need to send a copy of their Public Liability insurance to the building manager before the move-in will be approved.



Lift Rules / Instructions

- The building manager will assist in booking a lift.
- You will have access to **1 lift for a maximum of 2 hours**.
- Furniture or goods must not be stacked or placed against any lift doors as to maintain the security of the building.
- You must ensure that you have protective covers for the lift.
- Any damage caused to the lift will be at your cost.

Please note that the building is under CCTV surveillance.

Step 2: Get Connected

Your property manager will assist with this if you are renting the property out, however, if you are an owner-resident it is your responsibility to ensure you are connected.

Electricity

Origin Energy – 13 24 61

There is an embedded network in the building, which means that residents must use Origin Energy and cannot choose their own supplier. Individual electricity meters are located on the same level as your apartment.

Water

City West Water – 13 16 91

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 same level as your apartment.

Telephone and Data

You are able to choose any telephone or internet service provider you wish. Note that the main distribution frame (MDF) for telecommunications is located in the basement. You will need to contact the Melb OC to allow the technician access to this level.

Hot Water

Origin Energy – 13 24 61

You will need to set up a hot water account for the apartment. 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 meters are located on the level of your apartment.

Car Stacker

Vertimax – 1300 77 66 29

Car stacker usage induction is through Vertimax Australia.



RUBBISH AND RECYCLING

Please dispose of your rubbish and packaging materials responsibly.

Garbage chutes are located on each level. Both general waste and recycling can be put into the chutes.

To dispose of general waste, hit the red button on the chute. Please ensure your waste is double bagged.

To dispose of recycling, hit the yellow button on the chute. Clean plastic, cardboard, tins and paper can be recycled.

No glass or packaging materials are to be disposed of via the bin chute at any time. Glass and packaging materials must be disposed of in the ground floor bins by hand.

If you have to force any items into the chute, then they are too big, and you must dispose of the items directly in the ground floor bins.

If chute becomes blocked due to resident misuse, then any maintenance or call out fee charged to unblock the rubbish chute, or fix any damage, will be passed on to the resident.

Do not leave unwanted items in the foyer or mezzanine areas.

Personal items are to be stored ONLY in personal storage cages, or bicycles at designated bicycle parking loops.

Unwanted items should never be left in the foyer or other common areas. If you wish to sell or gift items prior to moving out, for example, you may leave an appropriate notice in the foyer noticeboard and arrange for the items to be picked up prior to moving out. If you have items that you wish to dispose of, including hard waste, you must arrange for their collection, as discussed below, and not leave these items near the bins in ground floor waste area.

Hard Rubbish

Hard rubbish collections can be requested through Melb OC. Hard rubbish collections with Waste Wise are organized to ensure that everyone is able to dispose of unwanted household items. Resident notices and lift signage, as well as the dates published on the online portal, ensure that everyone is aware of an upcoming collection. Hard rubbish is to be placed in front of ground floor waste area, ensuring not to block the pedestrian access, car access, fire services, lift, or car spaces.

The costs of removal of any rubbish or hard waste left by residents/owners on common property will be borne by the resident or owner, as appropriate.



PARKING

Resident Parking

Resident car parks are located on ground floor in a stacker maintained by the company Vertimax. If you are not sure where your car space is located, please consult Melb OC.

Please be aware that the OC has separate rules that apply to use of the stackers, which must be followed by all owners, and their tenants.

Costs incurred by owners or tenants regarding the use of the stackers are the sole responsibility of the relevant individual.

Vertimax charges a flat rate for the induction of individuals and their vehicles for stacker use. Faults to the stacker caused by user error must be reported to Hercules and the Owner's Corporation as directed by each of these parties. Charges imposed by Vertimax to attend to and/or repair faults caused by user error will be passed onto the relevant user.

Please contact Vertimax directly on 1300 77 66 29 to book in your induction.

Remotes for the garage door can be purchased online from Melb OC at www.melboc.com.au/key-order



SECURITY

Fobs and remotes

Access to common areas of Green Edge Apartments, requires a security fob. A separate remote is required for access to the car park.

If you lose or require additional apartment keys or fobs, please visit www.melboc.com.au/key-order to order more. Replacement of lost items or additionally required items will be at your expense. These are security registered and recorded with the Owner's Corporation. You will ONLY be able to arrange additional swipes / fobs, remotes and keys via Melb OC. Any common area entry swipes / fobs that are reported lost, faulty or stolen will be deactivated for security purposes.

Lock-outs

If you lock yourself out of your property, call a lock smith of your choice to let you into your apartment and call the building manager to allow you up to your floor via the lift.
Note that a callout charge will apply from the building manager.



REPAIRS, DAMAGE AND EMERGENCIES

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 head to www.melboc.com.au/maintenance-request to report the fault.

Emergency Repairs

Emergency repairs should be reported by telephone: 03 9108 3910 during business hours. Emergency repairs outside business hours can be referred Gregg Simpson on 0422 504 265. Please note that if you are at fault for requiring the building manager after hours, you will be charged for the callout.

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.



ADDITIONAL INFORMATION FOR SETTLING IN

Rooftop garden and common BBQ area

The rooftop garden and common BBQ area is available for use and enjoyment of all residents. It includes washing lines, raised garden beds for resident use, and common BBQ area.

Residents are to clean up after themselves, and remove rubbish.

Residents are responsible for any damage caused by their guests and invitees.

Vacant Apartment

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

Noise

Please be mindful of your noise you make on the common areas, and in your apartment. In particular, the front doors to each apartment are fire rated with heavy closing arms - which make a fair amount of noise upon closing.

Please be mindful to close your door gently. Undue noise which can be heard outside the apartment is not permitted between 10pm and 8am.

Pets

All residents must ensure that any animal belonging to them, or their guests, must be kept on a lead or carried while in the common areas.

Pets are not permitted on the rooftop garden as the rock garden and watering system is easily damaged by pets.

The rooftop garden is not to be used as a place for toileting your animal.

Smoke detectors

Smoke detectors in each apartment are hardwired into the electricity system, PLUS they have a back up battery.

It is your responsibility to make sure your smoke detector is operational, including change the battery on an annual basis.

Deliveries

All deliveries must enter through the main foyer, using the secure glass door. In order to maintain the security of the building and safety of its residents, **the door must not be tampered with in any way to keep it open**. This includes holding the door open or tampering with the sensor in order for it to stay open; this may damage the door and any repair costs will be pursued from the responsible party.

Rubbish and Mess on the Common Property

Although we have cleaners if you make a mess, please clean up after yourself e.g. drink spills in lifts.

Contents Insurance

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

Lock boxes

No LOCK BOXES (key safes) are to be placed on or attached to any common area of the building. They will be removed without notice.



MOVE-IN / MOVE-OUT AGREEMENT

This form must be completed by anyone moving in or out of 1-3 Railway Place, Cremorne and returned to the building manager **gregg.simpson@rocketmail.com** at least 48 hours prior to the move.

Apartment Number: _____

Date of move-in/move-out: _____

Time of move-in/move-out: _____

Note: lift can be booked for a maximum of 2 hours

Resident's name: _____

Are you a: owner tenant (please select one)

Contact phone number: _____

When moving in, please ensure all goods are moved directly from the truck to the lift, and then from the lift directly into your apartment. Do not store any items on the common property. It is essential that corridors are not blocked by stacks of boxes in the event of an emergency.

All rubbish must be cleared from the common area when the move in completed, otherwise a cleaning fee will be issued.

The costs of any rectification works due to damage to the common area, including lifts, as a result of the move-in or move-out will be charged to the party responsible.

The car lift is not to be used for moving belongings.

Unloading of goods will not be permitted in the car park.

The charge of booking the move-in/move-out is \$88.00.

Signature of resident: _____

Date: _____

Please email this form to the building manager **gregg.simpson@rocketmail.com** at least 48 hours prior to your move.

If you have any queries, please contact Melb OC on **03 9108 3910** or **admin@melboc.com.au**.