

GAZEBO

2 ELIZABETH BAY RD
ELIZABETH BAY NSW 2011

Resident Information Manual



GAZEBO APARTMENTS OVERVIEW

Welcome to Gazebo! We hope you enjoy being part of the Gazebo Community.

This information has been compiled for residents and newcomers to Gazebo, so that everyone is aware of the facilities available.

The main purpose is to assist, inform and help you and your fellow residents enjoy and appreciate the quality of life in this exciting part of the city, and in one of the most stylish apartment blocks in town.

Residents also have access to this handbook and other useful information on the Gazebo Apartments website; www.gazeboapartments.com.au

The website also features the following information; Resident's Service Charter, Move In/Out Procedures and Application Form, Resident and Pet Registration Forms, Access Device and Key Order Forms, plus a link to the Residents Site.

For the safety of all residents and to protect common property, CCTV cameras operate in most parts of the building 24/7. These include the carpark and the lobby level of each floor.

Should you have any questions about these guidelines, please contact our Building Manager as follows:

Telephone: (02) 9358 3776
Email: manager@gazeboapartments.com.au

Daniel Cockerell, of Strata Choice is the Strata Manager of the building. Should you wish to contact the Strata Manager:

Phone: 9249 9800
Email: cbd@stratachoice.com.au
In writing: Owners Corporation (SP 73943)
2 Elizabeth Bay Road
ELIZABETH BAY NSW 2011

We hope you enjoy living here at the Gazebo Apartments

1. RESIDENT REGISTRATION AND THE BUILDINGLINK SYSTEM

All residents are required to register their details with Concierge so that their information can be uploaded onto BuildingLink, the buildings' management system. This is an invaluable tool which allows us to communicate with you, such as advising when you have deliveries and the status of keys etc. Front Desk instructions can be added to authorize access for regular visitors or services.

All tenants must provide a copy of their tenancy agreement to Building management prior to moving in.

2. BY-LAWS

Please take the time to familiarize yourself with the By-Law's which are applicable to this building for all owners and form part of a lease agreement for tenants. The By-Laws are in place to ensure that all residents enjoy a peaceful and harmonious living environment. There can be serious penalties for breaching the By-Laws which range from fines being imposed to tenancy agreements being cancelled. A copy of the By-Laws is available on the website or by email request manager@gazbeoapartments.com.au

3. FIRE ALARMS

The building is currently carrying out fire upgrade works. We have an Emergency Warning Information System. If you hear instruction to evacuate, DO NOT TREAT THIS AS A FALSE ALARM. Please evacuate the building using the nearest fire escape, DO NOT USE THE LIFTS and proceed to the assembly point in Fitzroy Gardens which is located opposite the Gazebo Wine bar. You will be advised when it is safe to return to the building.

4. ACCESS/EXIT SWIPES

A magnetic proximity fob system is installed to make the building secure. Your fob will give you access to your floor, and to the ground floor where the gym and swimming pool are located. It will also give you access to the car park if you have an allotted space. Pedestrian entry into the building is via the doors on Elizabeth Bay Road and Baroda Street. Automatic doors are installed at the main entries to the building and your fob will be needed to gain entry. For cars, entry is via the car park (off Elizabeth Bay Road) where the electronic reader for the door is on the left-hand side wall. Residents may also purchase remote devices which allow the activation of the car park door on approach. To exit the car park, the reader to raise the gate is located on the column on the right-hand side. Please take care when exiting the property as pedestrians may be crossing.

5. BALCONIES

Falling objects from balconies can be extremely dangerous for the residents below. Please take care to ensure no objects whatsoever are thrown, dislodged

or allowed to fall from any window sill or balcony. This includes cigarettes, cigarette butts and ash, which can be carried by the wind to other residents' balconies, occasionally entering into apartments through open doors and windows. Only balcony furniture and pot plants can be kept on balconies. Bicycles should only be stored in the allocated bicycle storage area.

6. BARBEQUES

All barbequing should be undertaken with due consideration for all neighbours and safety. Please refer to By-Law 37 Escape of Smoke and Noxious Smells.

7. BICYCLE STORAGE

There is a bicycle storage area in the carpark Lower Ground level of the Tower. Please leave your bike there rather than in your apartment. Bikes are not permitted to be stored on balconies or in car parking spaces. Please register your bike with the front desk and attach the tag provided. Any unregistered bicycle will be removed.

8. VEHICLE PARKING

Most units have a specified allocated car space. Residents are not allowed to park in Visitors' Spaces. People who persistently park in Visitors' Spaces risk having their **access to the car park cancelled**, a large fine imposed and having their car towed away at their own expense. Motorcycles must also park within the car space allocated to their apartment.

No storage is allowed in the car park other than in an approved storage box you will see installed in a number of car spaces. (See **27 STORAGE** below).

9. CAR WASHING

An area for this purpose is on the Lower Ground Level of the Court car park. Please use the water responsibly and ensure the taps are turned off after use.

10. CLEANERS

Keys can be left with Concierge if residents have engaged cleaners to clean their apartments. Please notify Concierge in writing and a Front Desk instruction will be added to your apartment file. (See **17 KEYS** below).

11. COMMON AREAS

All common areas such as hallways, lifts, lift lobbies, recreational areas and car park driveways must be kept free of personal belongings to avoid fire and

occupational health and safety hazards. This includes items such as rubbish, doormats, rugs, shoes, hallstands and bicycles. No smoking is permitted in common areas, or smoke allowed to drift into common areas, such as cigarette and cigar smoke, or BBQ fumes.

12. COMMUNICATION

Notice boards are located in the main lobby of each building on the Ground Floor. These notice boards are for the placing of Strata meeting agendas, minutes and other general notices.

13. CONCIERGE DESK

Concierge hours of operation are;

Mon – Thurs	7:00am to 10:00pm
Fri	7:00am to 12:00am
Sat	8:00am to 12:00am
Sun and Public Holidays	9:00am to 6:00pm

The Building Manager is usually on site from 7am to 4.30 pm. Mon-Fri

Telephone: 9358 3776
Mobile: 0410 386 978
Email: concierge@gazeboapartments.com.au

Concierge can accept standard deliveries and hold them for your collection. Please keep in mind there is limited storage capacity and we request you collect your deliveries as soon as practical. Any large deliveries expected must be registered in advance with the Front Desk, especially if it necessitates truck parking or requires lift protection.

A dry cleaning, washing and ironing service is available through an approved provider. Please contact Concierge to open an account. Items can be dropped off and collected from the Front Desk.

Your spare key may be left with Concierge if you want to authorize it's use for trades or deliveries access. (See **18** KEYS below)

14. EMERGENCIES

A speaker system has been installed in the ceiling of each apartment for the announcement of fire drills and emergencies. Lifts should **not** be used in the event

of an evacuation of the building. Gazebo is equipped with the following essential services equipment:

1. Fire Alarm.
2. EWIS (emergency warning and intercommunication system).
3. Pressurised Fire Escapes.
4. Smoke Exhaust Fans.
5. Smoke Detectors and Sprinklers.

If you hear a signal to evacuate the building, do not treat this as a test and proceed to the nearest fire escape, out of the building and to the designated assembly area in Fitzroy Gardens, opposite the Gazebo Wine Bay. Please follow staff instructions in the event of any emergency as the safety of all residents is of utmost importance.

15. FIRE DOORS

Legislation requires these to be freely accessible from inside the building. Do not place anything in the fire escapes. **Significant penalties apply** for obstruction of fire doors.

16. FIRE and ELECTRICAL CUPBOARDS

These are solely for access to the building's electrical system, or for the storage of the fire fighting and emergency equipment on each floor.

17. GARBAGE FACILITIES and RECYCLING

Please bag and tie all small items of domestic garbage before putting into the garbage chutes on each level. Do not place papers, glass objects, coat hangers, bulky packages or over-sized items in the chutes. Large items that will not fit down the chute must be securely wrapped, bagged and transported to the large waste bins on ground level. Please double-bag particularly strong-smelling or messy items, such as oils, as these often drip on the way to the bin. Also break or flatten any items such as wooden boxes, plastic or cardboard packing, and leave in the appropriate areas downstairs.

Recycling bins are provided for paper, glass, plastic and cans. Please wash any recyclable items before leaving in the appropriate bin. Take these out of their plastic bags before placing in bins. Large household waste items and discarded white goods and furniture can be left in the recycling room and these will be collected by the local council's weekly curbside collection.

Please do not flush any foreign objects down toilets, like cotton buds and sanitary

towels.

18. KEYS (SPARE and CUTTING OF)

Residents may leave a spare key with the front desk in case they are locked out, or require deliveries to their apartment or to allow entry to visitors/tradespeople when they are not present. **This will only take place if an instruction has been left with Concierge or on the BuildingLink system. Any visitor/tradesperson will have to provide identification.** The keys are left at the residents own risk and are locked in a secure key cupboard. If you have visitors to whom you wish to give more permanent access, you can place their details in the Front Desk Instructions on BuildingLink.

Resident's requiring extra or replacement keys, fobs or remotes are required to complete an Access Device and Key Order Form available through Concierge.

The Building Manager approves keys to be cut through a specialist locksmith. Any owner/resident who believes a key has been used inappropriately should contact the Building Manager immediately.

19. MAXIMUM OCCUPANCY

Residents are reminded that as per the By-Laws, the maximum occupancy per apartment is as follows:

- Not more than the **maximum number of two (2) adult persons per bedroom** occupy the Residential Lot;
- The layout of the bedrooms is not modified or beds arranged in such a way so as to attempt to exceed the maximum permissible occupancy.

20. MOVING IN AND OUT

Removals are limited to two per day, between the permitted hours of 9am – midday or 12.30pm – 4.30pm **on non-public-holiday weekdays only**, and must be approved in advance. Residents complete the Move In/Move Out Booking Application and submit to the Building Manager at least 5 days prior to the move date.

Any resident moving in or out must pay a refundable security bond of \$500, at least 72 hours in advance of the move date, to the Strata Managing Agent. A lift will be locked off for their use, protective padding will be fitted, and a reservation made for the Loading Dock. Any damage to common property sustained during moves is to be paid for out of the refundable security bond. The cost of rectifying

any damage in excess of the \$500 bond will be invoiced to the resident requesting the move.

21. NEWSPAPERS

Delivery of newspapers can be organised through the appropriate newsagent. Newspapers are placed at the front door of the apartment.

22. NOISE

This can be an irritating and frustrating aspect of inner-city living so, wherever possible, please remember that noise – from parties, loud voices, door slamming, sound systems, TVs, radios, people chatting on balconies and musical instruments – does travel, particularly at night. Dragging chairs across the floor, walking around in high heels or “doof” “doof” sounds from sound systems disturb your neighbours. The use of rugs and felt tips can help. Please close your front door gently early in the morning and late at night, and check that your door closer is working properly. Contact the Building Manager for your door to be adjusted if it does slam. Notwithstanding adhering to the minimum ratings provided in guidelines:

- the onus to control and reduce appropriately and suitably the transmission of noise that might unreasonably disturb another owner or occupier;
- the responsibility of complying with the by-laws, remains with the Owner and any Occupier.

In the case of constant, unreasonable noise, our recommended course of action is:

- a) Call the concierge and ask them to call the apartment from the foyer and ask them politely to turn down the noise
- b) If that doesn't work, ask the Concierge at the desk to approach the noisy neighbour
- c) If loud noise persists after two approaches from the front desk, call Kings Cross Police on Tel. 8356 0099

If there is a frequent noise problem from a neighbour, notify the Building Manager in writing and ask anyone else also disturbed to confirm your statement. If further approaches are unsuccessful, we can involve the Strata Manager who will issue a Notice to Comply which, if ignored, may lead to penalties, such as heavy fines for breaching the By- Laws.

23. NOISE FROM THE NEIGHBOURHOOD

Unreasonable noise such as continuous shop or car alarms, loud motorbikes,

uncontrolled parties, or excessively loud music, can be reported to the Police (Tel 8356 0099), the Sydney City Sydney Council Environment Department (Tel 1300 651 301), or the Environmental Protection Authority (Tel 9995 5000). Check with the concierge desk for similar complaints.

24. PETS

You must have consent from the Owners Corporation **and** the Owner of the relevant lot, if a tenant, to keep any type of animal. Tenants should supply written approval from the landlord before asking the Owners Corporation for permission to keep a pet. Application Forms to keep a pet are kept at the front desk and these applications must be completed and approval given **before** moving in with pets.

Consent will not be given to a dog that is vicious, aggressive, noisy or difficult to control. The Owners Corporation may make conditions if it gives you consent to keep an animal or it may order you to remove the animal if you fail to comply with By-Law No 13. **Visitors are not allowed to bring pets into the building at any time.**

Dogs are **not** permitted on the gym and pool area **at any time**. They must also be on a lead whenever on the property. If you are disturbed by a neighbour's animal, please contact the Building Manager or concierge on duty. **All pets must be carried through the lobby area.**

25. RENOVATIONS

All building works must have the approval of the Owners' Corporation. If you intend doing any alterations please contact the Building Manager **before** commencing any works. The manager can advise you on the work you plan to undertake, and will seek the approval of the Strata Manager. A written detail of all works must be submitted. Please refer to the Renovation Guidelines

26. SECURITY

Security cameras have been installed at the front door, in the carpark and at various other points throughout the building, including in the lobby of each floor. While we have done everything we can to make the building more secure, your cooperation is critical. The security system is only as effective as the people who use it.

- keep your balcony doors locked when you are out or asleep.
- only let people you know into the building. Beware of tricks used by would-be intruders to gain entry, such as claiming they are delivery people,

tradespeople, friends of other residents, police and phone or electricity personnel.

- beware of people trying to tailgate you into the garage, and tell the concierge desk if this happens.
- report any suspicious, worrying or unusual happenings in the building to the concierge desk.

27. SHORT TERM RENTALS

Residents are reminded that **short term rentals are not allowed** (eg Airbnb). Significant penalties apply, including cancellation of key access. All residents are encouraged to report any suspicious activities to Building Management.

28. SMOKE DETECTORS IN APARTMENTS

Smoke detectors are installed in all apartments. If your detector lets out an intermittent beep please contact the Building Manager. Please do not try to remove the detector as they are connected to the mains power and will activate an alarm.

29. STORAGE

Residents are only allowed to store items in their car parking space if the items are enclosed in an approved storage container. Please contact the building manager if you wish to apply for approval. **Any items stored outside of the approved storage container, will be removed**, in accordance with the By-Laws, with any storage costs billed to the resident.

30. SWIMMING POOL AND GYM

On the ground floor, there is a gym, a pool, hot spa and dry sauna. Access is restricted between 10pm and 5.45am to avoid other residents being disturbed by the use of the pool or gym.

Children under the age of 12 must be accompanied by an adult when using the swimming pool, spa and gym, and all children should be supervised at all times. Pets are prohibited.

Please use all areas with care, respect the property and in the gym, do not allow weights to crash into each other or on to the floor which may disturb others. Personal trainers are not permitted to train clients who are not Gazebo residents in the pool or gym areas. Smoking and alcohol are banned in the pool, spa and gym area and glass is also prohibited. **CCTV cameras operate 24/7 in the gym**

and spa areas.

31. TELEVISIONS

The building is connected to Foxtel PAY-TV via a satellite dish on the roof. If you want the service, call Foxtel on 131 999 to arrange the connection and ongoing line rental charge. All free to air channels are available from the same aerial connection.

32. VISITORS

Every apartment has an intercom connected to the front door so that visitors can speak to you to identify themselves before you let them in by pressing the door release (key) button on your intercom.

33. VISITORS' CAR PARKING

There are 5 Visitors' Car Spaces in the building. Visitor car spaces are protected by barriers which can only be unlocked with a remote control. The remote can be signed out from the front desk during Concierge hours of operation.

Visitor Parking can be reserved in advance through BuildingLink or by contacting Concierge. Access to the carpark will only be granted with prior notification by the resident.

Each apartment is allowed to use a maximum of two visitor car spaces at any one time; space permitting. Visitors are allowed to park in the car park for a maximum period of twelve hours in a 24-hour period. **Residents cannot park in the visitor car spaces at any time** and regular inspections are carried out to ensure that only bona-fide visitors who have registered at the front desk are parked on the premises. We ask for your co-operation as abuse of the visitors parking area affects all residents. Any resident found abusing the visitor parking system may have their car park access cancelled and their car towed away at the resident's expense.

IMPORTANT CONTACT DETAILS:

Building Manager: 9358 3776 manager@gazeboapartments.com.au

Front Desk: 9358 3776 conceirge@gazeboapartments.com.au

Police: 000 or 8356 0099

Fire: 000 or 9361 3292

Ambulance: 000

St Vincent's Hospital: 8382 1111

Gazebo Website: www.gazeboapartments.com.au

Please be advised that the contents of this handbook are to be used for residents' general reference only and are not intended to be a legally binding document creating rights and obligations, nor are the contents of the handbook intended to contain legal advice.