

APPENDIX F

Resident Services Charter

**All care, but no responsibility, will be taken for all messages, parcels and deliveries.
 Use of the services of the front desk for acceptance of deliveries, goods or messages serves as an acceptance of these procedures.**

The concierge staff at the Gazebo are employed to provide a range of front-of-house services to residents, as follows:

Item	Description of Service	Limitations
General	<p>Concierge staff will assist residents by accepting delivery of or holding items of various types, subject to the limitations specified in this document.</p> <p>Items may be placed in mailboxes for the intended recipient where it is identified they do not require a signature and are not valuable.</p> <p>In the event that a delivery is not received, please contact the person sending the item to undertake a trace of the delivery.</p> <p>Residents must outline to staff if they do not want items handed to others who reside in their apartment.</p> <p>This can be as a permanent instruction or per individual items.</p>	<p>Staff cannot accept responsibility for items which are not signed for or are left at the desk when it is unattended.</p> <p>We request that all deliveries be collected within 48 hours wherever possible to allow room for staff to manage all deliveries.</p> <p>No dangerous or valuable goods will be accepted by staff.</p> <p>Staff reserve the right to decline to supervise access to an apartment, accept an oversized delivery or accept a delivery where no notification was provided.</p>
Trades, Cleaners & Guests	<p>Concierge staff can assist residents to manage tradespersons, cleaners or guests to your apartment.</p> <p>However, please ensure, they understand the rules and procedures of the building including the location and number of your apartment.</p> <p>Staff cannot divulge your name, apartment number or contact details to anyone unless you inform the front desk in writing of the names and your approval for access or alternatively update your front desk instructions via the BuildingLink system via: www.gazeboapartments.com.au</p> <p>In the event they are collecting keys from the front desk, please ensure, they understand that the front desk may not be attended at all times and they may be required to wait there until a staff member returns from performing other duties around the building; and a key and access device is put aside for them; swipe cards will not be issued to visitors/guests signing for front door keys only.</p>	<p>You can allow visitors to utilise your car space at your discretion but they can only use a Visitor Car Parking Space under the building for a maximum of 12 hours in a 24-hour period provided an approved booking has been arranged with Concierge.</p> <p>Visitors cannot park in the Parking Spaces at the front of the building as these are reserved for trades vehicles working on Common Property.</p> <p>Staff cannot lend security access devices or accompany them to your apartment. You must provide one with your apartment key. Spare fobs can be purchased from the Building Manager.</p>
Parcels & Letters	<p>Parcels and letters will be accepted on behalf of residents, unless the resident or delivery person specifies otherwise.</p> <p>The procedure is as follows:</p> <p>Parcels will be entered into the BuildingLink System and an automatic notification will be generated and sent to the recipient. The parcel is kept in a locked office</p>	<p>Parcels and letters for non-residents will only be accepted by prior arrangement with staff.</p> <p>Parcels and letters can be issued to other residents of an apartment of the recipient unless marked 'private & confidential'.</p> <p>If residents do not wish for other residents of their apartment to be able to accept parcels</p>

	<p>until collection. Each Monday, a package review will be conducted by Concierge and a reminder message sent to the recipient. Upon collection of a parcel, residents are asked to sign to confirm collection.</p>	<p>on their behalf, they should inform Concierge.</p> <p>Residents requiring urgent notification of a parcels arrival should notify staff who will make attempts to notify them upon its arrival.</p> <p>Large parcels (over 0.5 cubic meters, approximately 2 x 12-bottle wines cases) may be turned away at the discretion of the concierge staff, based on storage available in the front office.</p> <p>As a guide, residents should not order large parcels unless they are available to receive it directly into their apartment.</p> <p>Deliveries of a commercial nature will not be facilitated.</p>
--	---	---

Item	Description of Service	Limitations
Messages & Envelopes	<p>Messages/envelopes for residents will be accepted and stored securely. Concierge staff will, place the message in an envelope & seal & write the recipient's name and apartment number along with the date, time and person who delivered the item on the front of the envelope. Envelopes will be entered into the BuildingLink System and an automatic notification to collect will be generated and sent to the recipient.</p>	<p>No private or general distribution messages are to be left in an unsecure location such as at the door or on the front desk.</p> <p>Delivery into a mailbox is considered to be an official delivery.</p> <p>Messages left by residents for those who do not reside in the building will be held for 14 days only unless arranged otherwise on drop off.</p> <p>Verbal messages will be logged in the Concierge log and the Concierge on duty will pass the message on either verbally or by writing the message down and delivering in the same fashion as above.</p>
Registered Mail	<p>Registered mail will be accepted and signed for (providing it is a reasonable size) on behalf of the resident.</p> <p>Envelopes will be entered into the BuildingLink System and an automatic notification will be generated and sent to the recipient.</p> <p>Collection of registered mail will require an acceptable form of ID.</p>	<p>Registered mail will not be placed into mailboxes without written direction from the recipient that they wish this to be done.</p>
Large Deliveries	<p>Any special or large deliveries (larger than 0.5 cubic metres) will be accepted only by prior arrangement with Concierge.</p> <p>Residents must notify the front desk of any large deliveries expected reserving either Lift 3 (Tower) or Lift 5 (Court) using the BuildingLink System or contacting the Concierge directly at least 48 hours in advance, if the delivery vehicle is larger than a small van or ute.</p> <p>A bond is not required for large deliveries but the concierge may inspect the common property before and after delivery for any consequential damage.</p> <p>Any damage to common property sustained as a result of the delivery is the sole responsibility of the recipient of the delivery.</p>	<p>Any large deliveries to apartments must be supervised by the resident or their guest</p> <p>Concierge will only supervise deliveries to an apartment with 24 hours prior notice from the resident.</p> <p>No delivery is to be left unsecured on common property.</p> <p>Deliveries of a commercial nature will not be facilitated.</p>

Resident Services Charter

<p>Cash or Valuable Items</p>	<p>The front desk will not handle cash or valuable items.</p>	<p>No responsibility will be taken for any cash or valuable item left with Concierge without notifying them of the content of the package.</p>
<p>Laundry</p>	<p>Dry cleaning, washing/ ironing can be left with or delivered to Concierge.</p>	<p>Dry cleaning, washing/ ironing will only be facilitated through the company nominated by Building Management.</p> <p>Concierge will not collect or deliver dry cleaning/laundry from/to apartments.</p>
<p>Newspapers</p>	<p>As a courtesy to residents, daily newspapers are permitted to be left at the front desk.</p> <p>Newspapers are typically delivered to the mailroom, next to the front desk office. Upon staff arrival from 7.30am weekdays and 8.30am weekends, the papers are distributed to the relevant apartment's mailbox.</p> <p>The newspapers are labelled with the intended apartment number on the top.</p>	<p>Residents should contact the newspaper delivery person in the event that a paper is not delivered.</p> <p>Staff accept no responsibility for missing deliveries, but will assist in tracing missing papers if practical to do so.</p>
<p>Flowers</p>	<p>Flowers and live plants can be accepted at the front desk</p>	<p>Concierge do not have facilities to keep flowers in water and cannot accept responsibility for flowers which wither, die or are damaged.</p>
<p>Food</p>	<p>Food can be left for residents from a scheduled supplier, with the following proviso.</p> <p>Food deliveries will be stored in the mailroom for collection by the resident.</p> <p>Food should be collected on the day it is delivered.</p>	<p>Perishable food can only be left if it is in an appropriate vessel to contain smells such as an Esky or polystyrene box.</p> <p>Staff cannot accept responsibility for food which warms, perishes or defrosts.</p> <p>In the event that food items are not collected by the end of a shift, staff may attempt to contact the recipient by phone on the contact details registered to the apartment.</p> <p>For safety and health reasons, staff reserves the right to dispose of food that has been left too long.</p> <p>Concierge do not deliver food to apartments.</p>
<p>Parking</p>	<p>Concierge can reserve Visitor Parking in BuildingLink for guests of residents.</p> <p>Each apartment is entitled to reserve two visitor parks for 12 hours at a time. Two reservations are allowed per apartment per space in a 48-hr period.</p> <p>Residents are permitted to privately lease car spaces from other residents if & when they become available.</p> <p>Concierge will maintain a list of availability.</p>	<p>Residents are not permitted to use Visitor Parking for their own vehicles.</p> <p>Residents must arrange entry/exit to the car park for their guests.</p> <p>Concierge are not permitted to drive resident or guest vehicles at any time.</p> <p>Concierge will not facilitate or manage any private leasing of car spaces.</p>

<p>Noise Issues & Complaints Process</p>	<p>Excessive noise is a breach of the building By-Laws, which form part of a lease agreement. Action will be taken against persistent offenders which can result in fines being issued and rental agreements being cancelled.</p> <p>On receiving complaints from residents relating to noisy neighbours in the building, Concierge staff can investigate & confirm the source and ask the resident to quieten down.</p> <p>Concierge staff will log noise incidents & report them to the Building Manager.</p> <p>The Building Manager will contact offenders and if applicable, bring to the attention of the rental agent.</p> <p>Concierge can advise residents of several options available to them to report noise.</p>	<p>Concierge staff will not call Police on behalf of residents to report noise.</p> <p>Concierge staff do not manage disputes between residents.</p>
---	---	--