



B A N C

RIVER LUXURY

OWNERS MANUAL

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W E L C O M E

CONGRATULATIONS AND WELCOME TO YOUR NEW HOME AT BANC.

LOOKING AFTER YOUR APARTMENT

This is your comprehensive Owner's Guide. It has been created to help make a smooth and easy transition to living at Banc. It includes all you need to know about moving in, establishing your service accounts and giving your luxurious new home the attention it deserves.

Please read it carefully and consult it for information on the appropriate care and maintenance of your apartment's superior finishes and fixtures. Remember, always use experienced licensed trades people to carry out repairs and maintenance work.

You will also be provided with essential items such as manufacturers' instructions, operating manuals and warranty cards for your appliances.

For items under warranty, you hold the warranty and any issues that arise should be addressed directly with the manufacturer in the first instance. Proper care and maintenance is a standard condition to many manufacturers' warranties, so please follow specific manufacturers' recommendations to make sure your warranties are not voided.

LOOKING AFTER YOUR BUILDING

We strongly recommend all owners take an active role in the Body Corporate to ensure an appropriate maintenance plan and budget for the building is put in place.



DEFECTS

The following information is to provide our clients and building tenants a greater understanding of what constitutes a defect throughout the defect liability period.

WHAT IS A DEFECT?

The QBCC (Queensland Building and Construction Commission) website found at: www.qbcc.qld.gov.au provides a definition and clarity around the two categories of defects.

CATEGORY 1 – DEFECTIVE BUILDING WORKS

For the purposes of this policy, category 1 defective building work is Building Work (other than residential work causing footing or slab movement) that is faulty or unsatisfactory because it either:

- a) Adversely affects the structural performance of a building
- b) Adversely affects the health or safety of persons residing in or occupying a building
- c) Adversely affects the functional use of the building or
- d) Allows water penetrations into a building

CATEGORY 2 – DEFECTIVE BUILDING WORKS

For the purposes of this policy, category 2 defective building work is building work that is faulty or unsatisfactory because it does not meet reasonable standards of construction and finish or has caused a “settling in period” defect in a new building. Eg: sticking doors/ windows, cracked plasterboard joints, cornice joints or poor finishing detail including paint work

For more information on the QBCC’s definitions surrounding defects please visit: <http://www.qbcc.qld.gov.au/defective-work-disputes/defective-work>

RECTIFICATION OF DEFECTS

Throughout the Defect Liability Period McNab is responsible for ensuring that all correctly identified defects are rectified. Defects are to be communicated to McNab following the Defect Notification Procedure outlined within this document. McNab cannot process a defect request unless it is received through appropriate channels.

Modifications to McNab works by third parties post practical completion

- McNab will not be held responsible for any damage or defect which arises as a result of a third party modifying, interfering or damaging works completed by McNab under the head contract.
- If a third party does interfere, modify or damage McNab’s works then applicable Warranties / Guarantees which are required under the head contract will be null and void.

CALL OUT POLICY

If during the Defects Liability Period a defect (which is notified to McNab by the Principal or his delegated representative which is subsequently confirmed by a McNab’s representative) is found NOT to be a genuine building construction defect, then McNab reserves its right to invoice the Principal directly for the costs incurred including any associated abortive call out charges.

- For clarity genuine building defects generally exclude such issues as:
- Damage to the completed works by others.
- Misuse by the occupants.
- Modification to completed McNab works by other third parties.
- Lack of maintenance by the Principal/ Owners/Tenants.



PROCEDURE SHOULD A DEFECT ARISE

The nominated Defect Liability Period for this project is outlined in section one of this document.

Throughout the Defect Liability Period, McNab is responsible for ensuring that all correctly identified defects are rectified.

Should the end user or client identify a problem with the building, they are to notify McNab's Customer Care Team with the details of the project and the problem by:

Emailing directly to
customercare@mcnab.net.au

or

Phoning our customer care team on
07 3252 6900 between 8.00am and 5.00pm.

Our Customer Care Team will then register the problem and co-ordinate a response and action based upon the information provided.

Should you receive no response within 10 working days, please contact our offices and speak to our Construction Managers Executive Assistant Jess Danes on 07 3252 6900.





MOVING IN GUIDE



1 MOVING IN GUIDE

All residents are required to follow moving in procedures, to ensure adequate access to the building and loading arrangements, protection of common property and minimal disruption to other residents.

Before confirming a date and time with your removalist company it is imperative that you have confirmed that your building is accessible. To do this, please contact Building Management to make a booking and they will advise the allocated move-in time slots available for your desired date.

1.1 IMPORTANT CONTACTS

BUILDING		
Body Corporate Manager	Stratacare Lisa Martin	(07) 3435 5300 lisa.martin@stratacare.com.au
Building Manager	Colin Rose	0455 880 173 q2brokers@gmail.com
EMERGENCY		
Police, Fire & Ambulance		000
Fire - Taringa Fire Station 26 Whitmore St, Taringa, QLD, 4068		(07) 3362 9994
HOSPITAL - PUBLIC		
The Wesley Hospital		(07) 3232 7000
Royal Brisbane & Women's Hospital		(07) 3646 8111
Queensland Children's Hospital		(07) 3068 1111
Mater Public Hospital		(07) 3163 8111
Princess Alexandra Hospital		(07) 3176 2111
TRANSPORT		
Public Transport – Translink		13 12 20 transinfo.qld.gov.au
TAXIS		
Black & White Cabs		13 32 22
Yellow Cabs Brisbane		13 19 24
OTHER		
Directory Assistance		1234

The Building Manager will be able to assist you with any other contacts you may require.



1.2 MOVING IN PROCEDURES AND PROTECTION MEASURES

Residents must contact the Building Manager in advance of moving in to arrange access and confirm procedures.

Procedures involve:

- Booking a suitable moving in time: to ensure loading facilities are available, adequate protection measures are installed in the lift/s and Common Property, and residents are not disturbed
- There is a loading area at the basement 1 at Banc with a max height of 3.7m. All move-ins are required to include a “ferry” vehicle to transfer goods from the loading dock to the required lift in the basement 1. Please refer to the move in plan (Appendix 1)
- Maximum clearance height of the basement car park is 2,300mm.
- The car park ramp is for use by vehicles only. No goods are to be walked or trolleyed up or down the carpark ramp.
- Please use the main lifts from basement 1 carpark lobby for move in, as large furniture will not fit in the service lift.
- Please use the service lift for residents only during the initial phase of move in after settlement.
- Removalists will not be given exclusive use of the lift or lift keys and therefore must not force doors to stay open by blocking the sensors, as this will cause damage that will be your responsibility to rectify.
- Main lift and service lift dimensions (Appendix 2)
- Designated time slot: please ensure your removalist adheres to the designated time slot as you will only be allowed to

access your lift during this period. If a time slot is not adhered to, a new booking will need to be made with the Building Manager.

- The Building Manager may have installed lift curtains to protect the lift car finishes. If these curtains have not been installed, please contact the Building Manager immediately.
- Insurance: to ensure your removals company has suitable insurance to cover damage to Common Property
- Rubbish removal: to ensure suitable disposal by owners in basement 1 Refuse bins.

The following are recommended measures for protecting the building and your apartment while moving in:

- Ceilings, walls and doors: use common sense and avoid scuffing chipping ceilings,
- Flooring: do not drag heavy objects across carpets/flooring – use appropriate moving and/or carry all objects
- Flooring: as part of the acoustic treatment, tiled floors to all apartments on all levels are laid over an acoustic underlay; as the underlay is flexible a protective layer of soft fabric and stiff load distribution sheeting (ie, plywood) should be used when moving heavy furniture and white goods over tiles – this will prevent potential damage to the tiles and grout joints

Move In Time Slots

8am – 12pm

1pm – 5pm





1.3 SERVICE CONNECTIONS

Electricity, Gas and Hot Water

Billing of electricity, hot water and gas for each apartment will be managed by Origin Energy directly with the end user. The bulk supply of these utilities under the one company means a one-stop energy service with discounted electrical tariffs and many advantages for owners/tenants.

See Appendix 3, which contains Origin Welcome Letter for more information. Please note that this form must be filled out and sent to Origin 3 days prior to your required connection date.

You can contact Origin Energy via the following contact information, should you have any queries:

Phone: 1800 684 993

Website: www.originenergy.com.au

Telephone and Internet

The building has been wired with NBN cable, please contact your selected service provider for connection.

Free To Air / Pay TV

Free to air and Pay TV connection points have been installed into each apartment. The Free to air aerial points are ready for use and will provide owners/tenants with access to all digital free to air channels (you will need to tune your television once connected – please refer to your TV manual for instruction on how to tune your TV). For Pay TV you will need to contact the Pay TV provider / retailer and arrange a subscription/connection.

Insurance

The Body Corporate is responsible for insuring both the Common Property, and the furniture and equipment located on it. Apartment owners and tenants have the responsibility to insure the contents of their apartment. It is recommended that you obtain independent professional insurance advice for your apartment as soon as possible after moving in.





BUILDING ADMINISTRATION





2 BODY CORPORATE/ BUILDING ADMINISTRATION

2.1 COMMUNITY TITLE

All lots within Banc residences are Community Titled by Building Format (Strata Title lot). As an owner of a garden home/river home/sky home, you are the owner of a lot within a Building Format Plan Community Scheme.

Areas within a scheme which do not form part of a garden home/river home/sky home lot are considered Common Property. These may include areas such as the building entry lobby, lifts, pool, gardens beyond property boundaries, basement carparks, building structure and services contained within the common property boundaries which service multiple lots. The Common Property is owned and maintained by the Body Corporate, of which all owners contribute towards the maintenance as part of their levies.

The Body Corporate is a separate legal entity and is the body which represents all apartment owners in the scheme. It is governed by legislation, as well as the Community Management Statement which contains the schemes own specific by-laws. As an apartment owner you are automatically part of the Body Corporate and will be responsible in the decision making for how the building is managed and for financial contributions via decisions made at each Annual General Meeting.

To protect your property asset, it is strongly recommended that all owners take an active role in the Body Corporate to ensure appropriate maintenance plans are put in place and that adequate financial provision is made to both the administrative and sinking funds. The Body Corporate will be managed by professional advisers who are able to source independent maintenance advice, on behalf of the Body Corporate, for the preparation of building and grounds maintenance plans, which will be used in the preparation of the annual budget.

2.2 BODY CORPORATE

The Body Corporate will be responsible for the management and administration of the scheme, of which the engaged Body Corporate Management firm will assist in all associated matters including but not limited to:

- Maintenance, cleaning and repairs of the common property
- Insurance (such as building, public liability, office bearers liability etc);
- Regulation and enforcement of the schemes by-laws (i.e. noise, pets, rubbish on common property); and
- Setting of the administration and sinking fund.

Should you have any questions or concerns with the internal and/or external surrounds of the building, please ensure you address these directly to the Body Corporate as soon as possible.

The Body Corporate Committee is a body of volunteer owners who are elected to represent the Body Corporate in the day to day running of the strata scheme.

The Body Corporate Committee operates in a similar way to a company board of directors. It is made up of the following members, limited to a minimum of three (3) and a maximum of seven (7) members in total, to be re-elected at each Annual General Meeting:

- Chairperson
- Secretary
- Treasurer
- Ordinary members of the committee

A general meeting is a meeting of all members of the Body Corporate (i.e. all owners).

At a general meeting, resolutions are passed to, among other things, confirm the annual accounts, set budgets and levies, determine if an audit is required and any other issue that requires a resolution at a general meeting level. The last item of the agenda at each Annual General Meeting is the election of the Body Corporate Committee.



2.3 BUILDING MANAGEMENT

Stratacare have been engaged for the Body Corporate Management of the scheme.

Their key responsibilities on behalf of the Body Corporate cover:

- Arranging maintenance, cleaning and repairs of the common property in conjunction with the Building Manager and their duties;
- Providing advice and guidance on legislative compliance;
- Convening and holding required Body Corporate meetings;
- Maintaining all accounting records, trust accounts, assisting auditor;
- Arranging insurance (such as building, public liability, office bearers liability etc) on behalf of the Committee;
- Regulation and enforcement of the schemes by-laws (i.e. noise, pets, rubbish on common property);
- Coordinating matters alongside the Building Manager, under the instruction of the Committee;
- Budgeting of the administration and sinking fund on behalf of the Committee; and
- Administrative support of the Body Corporate Committee.

Building Manager

A Building Manager for Banc has been appointed. The position's responsibilities include:

- Organisation of repairs and maintenance of Common Property;
- Management and letting of tenanted properties;
- Arranging quotations for services/works for the consideration and approval of the Committee;
- Engaging cleaners, gardeners, tradespeople;
- Attending to noise complaints and advising the Body Corporate Manager of these instances;
- Performing rental appraisals; and
- Attending to correspondence.

The Building Manager's office is located in basement 1.

If you are an owner and require a full list of the Building Manager's general duties, please refer to the Body Corporate Service Contractors Agreement and Letting Authorisation Agreement in your Disclosure Document.

Banc has negotiated an initial Building Management Agreement between the Building Manager and the Body Corporate. The service will commence on the 30th of November 2018.

Levies: Administration and Sinking Fund

Levies are the financial contributions paid by all owners to the Body Corporate to cover costs incurred in the management of the building and for allocation to capital expenditure. The amount payable by each lot is determined by the lots Contribution Schedule Lot Entitlements (CLSEs) for the administrative and sinking fund budget and the Interest Schedule Lot Entitlements (ISLE) for the insurance budget.

These budgets determine levies and are generally resolved at each annual general meeting.

Administrative Fund – for regular recurring expenditure (i.e. building manager, strata management) and includes payment to day to day service contractors, maintenance and repairs and the general upkeep of the Common Property (i.e. gardening, common property electricity etc)

Sinking Fund – a separate fund where money is put aside for future non-recurring maintenance (eg, painting of exterior surfaces) and the purchase of new Body Corporate assets, in alignment with the Bodies Corporate Sinking Fund Forecast.

By-laws

The schemes by-laws are located in the Community Management Statement (CMS) and are a set of 'rules' that owners and tenants in a strata scheme must follow. They set out the rights and obligations of all parties involved within the building and are created to ensure a cohesive living environment. Amendment and new by-laws are able to be introduced at a general meeting of the Body Corporate, which if approved would be finalised with the lodgement of a New CMS.







COMMON FACILITIES





3 COMMON FACILITIES

3.1 RESIDENT ENTRY AND SECURITY

The main pedestrian entry is at 527 Coronation Drive, Toowong.

For vehicle access please use 7 Land St, Toowong (Regatta Riverside Apartment) driveway.

The building is electronically secure, meaning residents are required to use their proximity fob to gain access throughout the building. The proximity fob will provide access at the following points:

- Main pedestrian entry foyer
- Car park entry and exit roller door
- WineBanc and wine storage room in basement 2
- Your resident floor

Along with the proximity fob, River Home residents are required to use their standard apartment entry door key to gain access to their apartments.

The following keys are included in your Owner's Pack:

- Apartment entry door key where applicable
- All other relevant door/window key(s) where applicable
- Proximity fob
- Mailbox key

To maintain security contact the Building Manager immediately to report lost proximity fob, and to purchase additional fobs.

In the event of power failure residents will be able to enter the building and take the fire stairs to their apartment level. The proximity fob and intercom system will not work.

From Basement

Park your car and proceed to your apartment via the lift. Present your fob to the reader beside the lift, then push the lift call button.

From Building Main Entry

Present your security fob to security fob reader. Once the fob is recognised a short beep will sound and the entry door will unlock.

Lift

Present your security fob to the reader beside the lift, then push the lift call button – this will send the lift to your location. Once inside the lift present your security fob to the reader and select your destination.



3.2 RESIDENT PARKING

Car parking spaces are sequentially numbered. Residents must ensure that they park only in their allocated parking space. Car parking space and storage bay identification numbers are noted on your contract and latest disclosure, a list will be kept in the Building Manager's office.

Please note:

- Speed limit is 10 km/h
- Follow all signs and directional marking
- Be aware of pedestrians at the driveway crossing when entering/exiting the car park
- Be aware of pedestrians exiting lifts
- Headlights should be on when driving in the car park

Resident Car Park Entry/Exit

Basement Entry – Roller shutters are accessed by your remote or security fob – please note the remote also has an inbuilt security fob.

Basement Exit – Roller shutters will automatically open upon approaching them.

3.3 VISITOR ACCESS

To maintain security throughout the building, visitor access can only be authorised by a host resident, via the audio intercom system.

Please ensure that visitors are identified prior to providing access to the building.

These are step by step instructions for granting visitor entry:

Identify Visitor – The visitor must press the host's apartment number into the video intercom, located adjacent to the lobby doors, or driveway access door, and press the "bell" button. This calls the video handset within the host's apartment. The host resident must simply press the talk button on their handset to communicate back to the entry intercom point.

Authorise Entry – to grant access, the host must press the button on their handset to open the main entry door/driveway access door.

The Host is required to call the lift from their apartment or corridor, they then swipe within the lift so the visitor can take the lift to ground floor.

Exit – Exit via the front entry is with the push to exit button. Exit via ground floor rear car park does not require authorisation.

3.4 MAIL

An individually keyed mailbox is located in the foyer for each apartment. Keys are provided at settlement.

3.5 REFUSE CHUTE

An Elephants Foot eDiverter refuse chute has been installed for the disposal of waste and recycling from every residential level within the rear communal corridor.

All hopper doors installed as part of the waste chute are electronically connected to an easy to operate LED control panel which allows users to select and dispose either the recycling or waste function. The selection of either garbage or recycling activates an actuator within the eDiverter base (located in the refuse room on ground level) which swings a plate that directs falling waste out of either the garbage or recycling discharge, corresponding to the user selection.

Please ensure that waste is securely tied in a bag to prevent odours from escaping. Please ensure that the total weight does not exceed 3 kilograms. Waste which does not fit into the chute must be deposited directly into bins at Ground Level. Please do not place any breakable items (for instance glass bottles) or hazardous materials down the residential refuse chutes.



It is recommended that Elephants Foot service your system to extend the life and operation of the equipment. The warranty period for the equipment is twelve months, and the recommended service frequency is every three months (quarterly). A scheduled maintenance contract is required for the continuation of servicing after this period.

Please refer to the attached refuse chute manual for all operational and maintenance instructions (Appendix P).

3.6 ROLLER SHUTTERS

Motorized roller shutters have been provided on ground floor to secure the basements and are fully integrated into the buildings access system.

3.7 LIFTS

Three lifts have been provided for access to all building levels:

- Lift 1 & 2 (Front of House / Passenger Lifts) o Internal Car Dimensions: 1,400mm wide x 1,940mm deep x 2,400mm high o Entrance Size: 2,100mm high x 900mm wide, two-piece centre opening type
- Lift 3 (Back of House / Goods Lift) o Internal Car Dimensions: 1,500mm wide x 1,600mm deep x 2,400mm high o Entrance Size: 2,100mm high x 900mm wide, two-piece centre opening type .

3.8 FIRE SERVICES

The following fire protection services have been installed to Banc Apartments:

- Sprinkler Protection System from B3 to Roof Level
- Hydrant System from B3 to Roof Level
- Hose Reel System to all Basement Levels
- Fire Detection & Emergency Warning System from B3 to Roof Level

Any future maintenance or service calls are to be directed to Auscoast Fire Services. For more information, please refer to the attached fire services manual for all operational instructions and maintenance requirements (Appendix G).





APARTMENT SERVICES



4 APARTMENT SERVICES

4.1 ELECTRICAL SERVICE

The body corporate has entered into a bulk supply agreement with Origin Energy for the supply of electricity to each apartment. Billing of electricity for each apartment will be managed by Origin Energy directly with the end user. Please refer to the attached information supplied by Origin Energy to help you get started (Appendix F).

You can contact Origin Energy via the following contact points, should you have any queries:

Phone: 1800 684 993

Website: www.originenergy.com.au

4.2 GAS SERVICE

The body corporate has entered into a bulk supply agreement with Origin Energy for the supply of gas to each apartment. Billing of gas for each apartment will be managed by Origin Energy directly with the end user. Please contact the Body Corporate to help you get started..

4.3 WATER SERVICE

There are three separate water service connections to your apartments:

- 1 x cold water meter located in cupboard on rear plant deck.
- 1 x hot water meter located under Butlers Pantry sink.
- 1 x hot water meter located under Laundry sink

Queensland Urban Utilities are responsible for the administration of the cold water supply which will be invoiced in accordance with usual arrangement to the owner.

The body corporate has entered into a bulk supply agreement with Origin Energy for the supply of hot water to each apartment. Billing of hot water for each apartment will be managed by Origin Energy directly with the end user.

Please contact the Body Corporate to help you get started.

4.4 AIR CONDITIONING

All apartments are supplied with a concealed air-cooled reverse air conditioning system allowing rooms to simultaneously heat or cool (the system is unable to heat and cool rooms simultaneously). Each apartment includes multiple ducted indoor units located within the ceiling voids and a condenser unit on the rear plant deck.

Each room/zone is supplied with a hard wired wall mounted control panel for occupant operation with built-in room temperature sensor and backlit LCD display. The control panel has the following functions:

- On / Off
- Operation Mode
- Fan Speed Setting
- Temperature Setting
- Weekly Schedule Timer Any maintenance required during the 12 month defect liability period is to be undertaken by A Grade Air as to not void warranty.

For more information, please refer to the attached mechanical services manual for all operational instructions and maintenance requirements (Appendix N).

4.5 DOOR AND WINDOW SECURITY

All apartments at Banc have lockable sliding doors and safety windows (where applicable). The sliding doors to balconies and external areas (where applicable) and safety windows (where applicable) are all keyed separately.

Each apartment has a specific number of keys allocated to it. Please report any lost keys to the Building Manager as soon as possible. A replacement fee will be applicable. All doors and windows are to be secured if an apartment is to be left unattended.



4.6 SANITARY FIXTURES

All apartments have been fitted with a selection of the following sanitary fixtures / appliances supplied by Harvey Norman Commercial:

- Sinks
- Basins
- Tapware
- Showers
- Toilets
- Baths
- Towel Rails
- Coat Hooks
- Toilet Roll Holders
- Toilet Brush Holders
- Billi Units

Please refer to Appendix S, which contains maintenance instructions for each of the above appliances.

4.7 INTERCOM

The BPT intercom system comprises of two entrance stations (main foyer entry & rear carpark entry) which have the ability to call handsets (wall mounted tablets) within the apartments.

The system has the ability to:

- Release doors
- Release lift security to restricted floors
- Call a remote app when required

For more information, please refer to the attached security manual for all operational instructions and maintenance requirements (Appendix T).

4.8 TELEPHONE AND INTERNET

Telephone and internet connections are available through the NBN infrastructure in each apartment (NBN equipment is located within a proprietary cabinet within your wardrobe).

4.9 CEILING FANS

Remote controlled ceiling fans are provided in some of the apartments' living area and bedroom/s.

4.10 SMOKE ALARMS

All apartments have been fitted with Photoelectric Smoke Alarms. Regular monthly testing of this smoke alarm is necessary to ensure the device is functioning correctly. It is the responsibility of the owner to change the backup power battery when required.

For more information, please refer to the attached trade manuals for all operational instructions and maintenance requirements (Appendix F).

4.11 COOKTOP CONVERSION

Please note all kitchens have been fitted with provisions for both gas and electric cooktops. In the event you wish to install an alternative cooktop please contact a licensed electrician or gas fitter for installation.

Please refer to Appendix DD, which contains maintenance instructions for each of the above appliances.





GENERAL MAINTENANCE



5 GENERAL MAINTENANCE

5.1 APPLIANCES

All apartments have been fitted with a selection of the following whitegoods / appliances:

- Oven
- Combi Steam Oven (Switchable option)
- Combi Microwave Oven (Switchable option)
- Induction Cooktop (Switchable option)
- Gas Cooktop (Switchable option)
- Rangehood
- Dishwasher
- Boiled, Chilled and Sparkling Water Unit
- Integrated Fridge
- Integrated Freezer
- Wine Cabinet
- Washing Machine
- Dryer
- BBQ

Please refer to Appendix DD, which contains maintenance instructions for each of the above appliances.

5.2 STONE BENCHTOPS AND VANITIES

Spills should be wiped up as soon as possible. Impregnating sealers work by repelling liquids rather than blocking the pores of the stone / concrete. The reason is so that air can still move through the pores allowing the material to 'breathe' naturally. It is the best technology available to protect against staining while preserving the look and natural integrity of your surface. Because the pores of your stone / concrete countertop remain open, the surface is not immune from staining, but the sealer will give you plenty of time to clean up liquids before they absorb into the pores and stain. Using coasters for drinks is also recommended.

Impregnating sealers will not prevent surface etching or staining. As your countertop is made from an acid sensitive materials it is important to wipe up spills from acidic substances (including citrus juice, vinegar, cola and wine) immediately, before acid etching occurs. Impregnating sealers repel water and oil but DO NOT repel solvent based liquids, e.g. solvent based inks.

Do not leave wet trays, cutting boards, bowls, vases, and similar things on your surface. For example, the water underneath a wet plastic tray will evaporate very slowly, and if left for days or weeks might stain the surface.

For daily cleaning. Hanafinn RejuvenataTM spray for countertops is a pH neutral cleaner specially designed for natural stone countertops. RejuvenataTM is food safe, provides a mild, natural citrus scent, and contains a tiny amount of invisible sealer to increase protection. If you do not have a specialist cleaning product, warm water and a small amount of dishwashing detergent can be used.

For stain removal. Hanafinn Oxy-KenzaTM closed poultice method should be used for the removal of all countertop stains. Countertops are usually made from dense stones and a special sort of poultice is recommended which will allow the cleaner to penetrate the tiny pores, break down the stain and draw it out of the pores. Kitchen countertop stains are often oil stains, and old congealed / dried oil takes time to break down.

For more information, please refer to the attached trade manuals for all operational instructions and maintenance requirements (Appendix V).



5.3 STONE TILES

Walk on/walk off mats and regular sweeping or vacuuming minimize grit (sand particles) which will scratch many surfaces. Note: Impregnating / penetrating sealers do not protect against physical wear and coatings scratch more easily than most flooring materials.

Spills should be wiped/mopped up as soon as possible. Impregnating sealers are 'breathable' i.e. the pores of the surface remain open so moisture can escape by evaporation. They work by repelling water (hydrophobic) or oil and water (oleophobic) not by blocking the pores. If left long enough spills can penetrate and leave a stain.

Impregnating sealers will not prevent surface etching or staining. Acid sensitive surfaces, including marble, limestone and travertine will be damaged on contact with acidic substances such as lemon juice, cola, vinegar and wine. These surface materials contain calcite, a form of calcium, which reacts and dissolves on contact with acids. Impregnating sealers don't stop liquids from making physical contact with the surface and therefore cannot prevent acid etching. Clean up acidic spills on acid sensitive materials ASAP to minimize damage.

For regular cleaning, Rejuvenata™ ACTIVE is an environmentally responsible, safe, natural enzyme cleaner which can be used for light regular cleaning, heavy duty cleaning or stain removal of dirt and grime, including stains caused by oil, mould, food and beverages. Alternatively a pH neutral or mild alkaline cleaner is recommended.

For stain removal, Hanafinn Rejuvenata™ ACTIVE can be used to remove minor stains (refer manufacturers recommendations). If you have any particularly difficult stains to remove, such as old oil stains use the Oxy-Klenza™ open poultice method (refer manufacturers recommendations).

For more information, please refer to the attached stone tile manual for all operational instructions and maintenance requirements (Appendix Y).

5.4 STONE SHOWERS

An impregnating sealer is not a replacement for a waterproof membrane. Impregnating/penetrating sealers are breathable i.e. they do not block the pores and work by repelling water. Water will penetrate the pores under sufficient pressure or given sufficient time. Shower leaks should be properly repaired including repair or replacement of the waterproof membrane.

- In addition to the recommendations within item 5.4 particular care should be taken with acid sensitive stones, such as marble, limestone and travertine in the showers:
- Minerals in the water (hard water deposits) and soap scum invariably build up on shower surfaces. Removing mineral deposits usually requires use of an acid, which will damage acid sensitive stones.
- Using a non-acidic liquid soap will prevent the soap scum buildup you get from bar soap, and wiping down the stone after showering will limit hard water deposits.
- Soaps which are acidic for e.g. because they have citrus additives will also damage these stones and should be avoided. Hair dyes can also be acidic.
- Wiping the stone down weekly with a mild solution of Hanafinn Rejuvenata™ ACTIVETM will aid cleaning and help to sanitize the surface.
- Leaving shower screen and bathroom doors open after use will aid cleaning and reduce the risk of mould build up.

For more information, please refer to the attached trade manual for all operational instructions and maintenance requirements (Appendix Y).



5.5 PORCELAIN TILES

Porcelain tiles have been installed on all balconies/ external terraces to Banc apartments. Regularly sweep dust off surface using a soft floor broom. To mop, use water with National Tiles all purpose cleaner changing solution every 50m².

5.6 CARPETS

Routine Maintenance will increase the lifespan of your carpet. A regular maintenance programme helps to remove soil before it can build up and potentially damage carpet fibre and dull its appearance. Make sure you vacuum under infrequently-moved furniture every three months. Dry vacuum regularly to remove debris. Dry vacuuming must be carried out at least once a week and more often in high-traffic areas such as hallways, entrance ways and living rooms. This will remove free soil particles and surface litter as well as prevent soil becoming embedded in the pile, which can cause accelerated wear by grinding at the base of the tufts.

For cut pile carpets (excluding shagpile) and combination cut and loop pile carpets, all types of cleaner heads can be used, but over-use of a revolving brush-style vacuum cleaner head will affect the tailored appearance of your carpet. Cavalier Bremworth recommend you use a smooth brushless head (avoiding unnecessary pressure which will flatten the carpet) and the occasional use of a turbo or revolving brush head, particularly if you need to remove animal hair.

What type of vacuum cleaner head should be used on Cavalier Bremworth Carpet? For loop pile and shagpile carpet, Cavalier Bremworth recommend the use of a smooth brushless type vacuum cleaner. The use of turbo or revolving brush head attachments will cause the pile to frizz. While Cavalier Bremworth don't recommend them, beater bar and adjustable revolving brushes can be used, but only on the lightest setting.

Professionally clean your carpet at least every two years. Professional cleaning must be carried out when your carpet still looks dirty after vacuuming – or every two years at a minimum. You should consult a professional cleaner for the best method of cleaning. Do-it-yourself carpet shampoo machines are not recommended as some detergent products can often leave a sticky residue which attracts soil to the fibre and makes it dirty more quickly.

Protect your carpet. Place walk-off mats at all entrances and use carpet protectors under heavy furniture and furniture with castor wheels.

Dealing with spills and stains. If you follow Cavalier Bremworth's maintenance recommendations and stain removal guidelines, you can help to ensure your carpet keeps its good looks for longer. Keep in mind, Cavalier Bremworth produces a stain remover treatment which can be purchased through its retailers and also at most good supermarkets. Please read the instructions carefully before using.

For more information, please refer to the attached carpet manual for all operational instructions and maintenance requirements (Appendix C).



5.7 TIMBER FLOORING

The following simple maintenance steps for cleaning and protecting your French Oak Floors will ensure that your floor is protected and kept looking new. Your new floor will add warmth and character to your home whilst offering superior wear and stain resistance, and easy no-wax care.

Cleaning the floor:

- For daily cleaning, vacuum or sweep the floor, or wipe with a damp mop or cloth. Mopping or sweeping the floor will minimize wear from abrasive grit and dirt.
- Wipe up spillages as soon as possible with a damp mop or wiping cloth which has been well wrung out to remove all excess water.
- Floors are best cleaned with one (1) part methylated spirits to ten (10) parts water, pre-mixed in a spray bottle, sprayed over the floor a section at a time and mopped dry with an anti-static or similar mop.
- French Oak Floors use and recommend WOCA cleaning products. French Oak Floors have this product available for purchase at their showroom.
- Do not wax, polish or use abrasive cleaners or scouring powder to clean your floor.
- Protecting the floor:
 - Use quality area rugs and doormats by outdoor entrance areas to prevent dirt, sand, grit and other substances such as oil, asphalt or driveway sealer from being tracked onto your floor.
 - Use floor protectors and wide-bearing leg bases/rollers to minimize indentations from heavy objects. As a general rule, the heavier the item, the wider the floor protector should be for maximum protection.

- Felt or rubber protectors should be used under chair and table legs.
- Avoid walking on the timber floor with metal tipped stiletto-heeled shoes.
- Avoid gouges or cuts into your floor from sharp objects. Small objects dropped from a height have immense impact pressure and steps should be taken to protect the floor from such impacts.
- Never try to slide or roll heavy objects across the floor without precautions.
- Rolling loads from castors under furniture and trolleys may damage the surface. The smaller the castor the greater the likelihood of damage occurring.
- Keep pets' nails trimmed.
- Rearrange rugs and furniture periodically so the floor ages evenly. UV sunlight will soften the tone of different species of hardwood to varying degrees.
- Use a humidifier to maintain humidity levels between 45-60%.

For more information, please refer to the attached timber manual for all operational instructions and maintenance requirements (Appendix AA).



5.8 TIMBER CEILING

The following timber wall and ceiling cladding has been installed within Banc Apartments:

- Western Red Cedar Ceilings within select apartments.
- Woodform Concept Click Spotted Gum Wall Battens within Main Lobby and Wine Tasting Room.

Please refer to the attached product manual for all operational instructions and maintenance requirements (Appendix Z).

5.9 ALUMINIUM

Cleaning is desirable if the fine finish of powdercoated aluminium is to be preserved; the frequency depending on accessibility and the severity of the environment. Due to your location, where grime deposition and pollution of the atmosphere are high, more frequent cleaning eg monthly, is necessary and the maximum period between cleaning should never be more than three (3) months. Clean water should be used and in some instances the additive of a small amount of mild detergent would be of some benefit. Thoroughly wash off any detergent residue with clean water. Do not under any circumstances use any form of abrasive cleaner as this may cause damage to the powder coat finish. Lightly sponge off any stubborn dirt being careful not to scratch powder coat finish. For more information, please refer to the attached trade manuals for all operational instructions and maintenance requirements (Appendix B & I).

5.10 DOOR HARDWARE

For regular cleaning, all hardware supplied requires regular cleaning to ensure that any build-up of dirt from normal use does not inhibit the performance of the item. Warm soapy water and a soft dry cloth should be used to gently wash the surface of all items. A dry clean soft cloth should be used to dry the item afterwards.

Cleaning solutions and powders should be avoided, especially to the bathroom accessories as these have large flat areas of stainless steel and caustic or abrasive cleaners will damage the grain of the material.

For regular maintenance. All hardware supplied requires regular maintenance to ensure that all items function properly and with longevity. The only maintenance that is required to the door hardware items supplied is regular lubrication. A lubricant such as WD40 spray is recommended for use sparingly on working parts after cleaning. Excess lubricant should be wiped off using a soft clean dry cloth.

Frequency of cleaning & maintenance:

Heavy Traffic	Clean Weekly	Lubricate Monthly
Medium Traffic	Clean Monthly	Lubricate Bi-Annually
Light Traffic	Clean Bi-Annually	Lubricate Annually

For more information, please refer to the attached door hardware manual for all operational instructions and maintenance requirements (Appendix D).

5.11 DOORS AND FRAMES

General cleaning and dusting maintenance is required to all doors and frames as well as maintenance to any protective coating such as paint.

External Doors are to be re-coated with an oil based paint when showing signs of weathering.

Doors and frames are not affected by diluted solvents or general cleaning fluids detergents etc providing the painted surface has not been damaged and is in good condition.



If the door faces begin to peel off the core on the ends of the door, or the doors integrity become distorted, then the door should be inspected, particularly the paint finish. Generally, this fault occurs when the top and bottom edges of the door do not have adequate paint coverage; therefore not sealing the ends of the door from weathering. This allows the door to absorb moisture and expand, twist, bow or delaminate.

Steel Door frames can be subject to corrosion if the painted surface is not maintained and kept in good condition. Regular cleaning and wiping down of frames, especially in coastal areas where 'salt spray' is prevalent, will increase the longevity of the surface. If the painted surface is showing signs of deterioration or has been damaged in any way it must be suitably repaired and recoated as per the manufacturers specifications.

For more information, please refer to the attached doors & frames manual for all operational instructions and maintenance requirements (Appendix E).

5.12 GLASS

All glass surfaces including but not limited to windows/doors, balustrades, shower screens, mirrors and Splashbacks should be kept clean by prompt removal of all dirt. Clean water should be used and in some instances the additive of a small amount of mild detergent would be of some benefit. Thoroughly wash off any detergent residue with clean water. Do not under any circumstances use any form of abrasive cleaner as this may cause damage to the glass. Lightly sponge off any stubborn dirt being careful not to scratch the glass.

For more information, please refer to the attached trade manuals for all operational instructions and maintenance requirements (Appendix A & U).

5.13 PAINT

The following procedures will be necessary to maintain interior paintwork:

- Avoid chemicals ponding on or being in contact with a painted surface for any length of time. Spills and splashes must be washed off and dried with a soft cloth.
- Cleaning should be carried out by way of using mild non-abrasive cleaner and light pressure on the surface. All paint coatings will spot shine or dull when brisk hard pressure is used when cleaning. Avoid strong solvent-based products and methylated spirits when cleaning water based paints. After spot cleaning is carried out sometimes it is necessary to rinse down the whole wall or panel in order to leave the surface uniform inside sheen and colour. Acrylic paints will often release resinous detergents when wet, thus leaving a varying surface appearance where cleaning has been carried out.
- Self-adhesive and pressure sensitive stickers and posters should be avoided at all cost. The adhesive chemical used can often attack paintwork leaving discoloration and softness within the coating.
- Thermoplastic materials and other painted surfaces such as water-based finishes should never be in contact with acrylic based paintwork. The result of such is a condition called "blocking" which is two surfaces adhering together and when separated the result is often paint removal from one surface to another.
- Marks and stains should be removed as quickly as possible. It is best to wash a surface two or three times instead of one harsh clean in order to remove stains. A circular motion starting at the outer limits of the stain working towards the centre is best, using a white soft cloth & mild detergent or sugar soap only.

For more information, please refer to the attached painting manual for all operational instructions and maintenance requirements (Appendix O).



5.14 TIMBER VENEER JOINERY

Please follow the following steps when cleaning any Laminate, Timber Veneer or 2 Pac Painted surfaces:

Clear. For a thorough clean, remove everything from the countertop or related areas including small appliances, sponges and rubbish. Put the appliances away in a spot for safe keeping until you complete your cleaning.

Clean. Using a clean and damp cloth (make sure the cloth is non-abrasive), apply a little water on the cloth and wring it out. Wash the surface of the material thoroughly. Scrub the countertop or related areas in places where dirt tends to stick (like the corners).

Rinse. Rinse the countertop or related areas with a little clean water, using a second non-abrasive cloth for the rinsing process.

Dry. Using a third non-abrasive cloth or towel, dry the surface completely. Laminate, Veneer & 2 Pac Painted surfaces do not like to be stay wet. Flooding the surface with too much water may cause the layers to separate, ruining the materials.

For more information, please refer to the attached joinery manual for all operational instructions and maintenance requirements (Appendix K).

5.15 LIGHTING

All luminaries must be cleaned at regular intervals to remove accumulated dust or other deposits from the light transmitting and reflecting surfaces. To maintain the overall efficiency of the fittings, it is essential that the correct cleaning compound is used for the particular material involved. Note: The information in the attached Table 1.0 has been based on the recommendation for the maintenance of interior lighting systems as detailing the Australian Standards AS 1680.1

5.16 WATERPROOFING

Waterproofing has been installed to all wet areas and external balconies/terraces. DO NOT drill or cut through any tiles, doing so will jeopardise the integrity of the complete waterproof system and void any warranty.

For more information, please refer to the attached waterproofing manual for all operational instructions and maintenance requirements (Appendix CC).



MATERIAL TO BE CLEANED	MOST SUITABLE CLEANER	ALTERNATIVE CLEANERS	REMARKS
ALUMINIUM	Soap & water	-	Acidic or alkaline cleaners may cause chalking of the oxide surfaces. Aluminium should be rinsed thoroughly after cleaning
GLASS	Detergents & water	Proprietary glazing cleaners	Polishing glasses and fluids are not recommended as they may leave a film on the glass surface which affects its characteristics in relation to moisture and dirt adhesion. Kerosene should not be used
PLASTIC	Non-ionic detergents & water	Ordinary detergents & water	Dust accumulates from a static charge developing on the plastic. It should not therefore be wiped, but allowed to drip dry after cleaning. Anti-static treatments are commercially available either as a polish, spray or solution in the rinse bath. Petroleum-based solvents should not be used
VITREOUS ENAMEL	Detergents & water	Proprietary glazing cleaners	See above remarks for 'Glass'
STOVE ENAMEL	Detergents & water	-	Abrasive cleaners should not be used as they will damage the finish
GALVANISED ENAMEL	Detergents & water	-	Use a non-abrasive cloth to wipe clean. Rinse with water

For more information, please refer to the attached electrical manual for all operational instructions and maintenance requirements (Appendix F).





COMMON FACILITIES





6 COMMON FACILITIES

6.1 POOL AND BARBECUE TERRACE

Exclusive residents' facilities include a wet-edge infinity pool and a barbecue terrace, in harmony with lush gardens and cascading water.

Access times will be set by the Building Manager, with after-hours access restricted. Please obey all safety signage and report any damage immediately to the Building Manager.

Daily pool hours: 7am – 10pm

6.2 WINE TASTING ROOM

Banc includes a dedicated wine cellar, with a tasting room and perfectly temperature-controlled individual storage for residents' private collections.

Rules about use of wine storage spaces

An Owner or Occupier who has the exclusive use of wine storage space:

- a) Must not litter or deposit rubbish in the wine storage space
- b) Must only store wine in the wine storage space, and
- c) Must not use the wine storage space in any way that may create a nuisance to any other person.

Maintenance of wine storage spaces

An Owner or Occupier who has the exclusive use of a wine storage space will be responsible (at their cost) for:

- a) Maintaining the wine storage space and keeping it in a clean and tidy condition
- b) Promptly:
 - Carrying out repairs and maintenance to, and
 - Replacing the whole or any part of the plant and equipment (including pipes, cables and lines) in the wine storage space which is in disrepair, has reached the end of its effective life or is unable to be used for its intended use.





APPENDIX

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