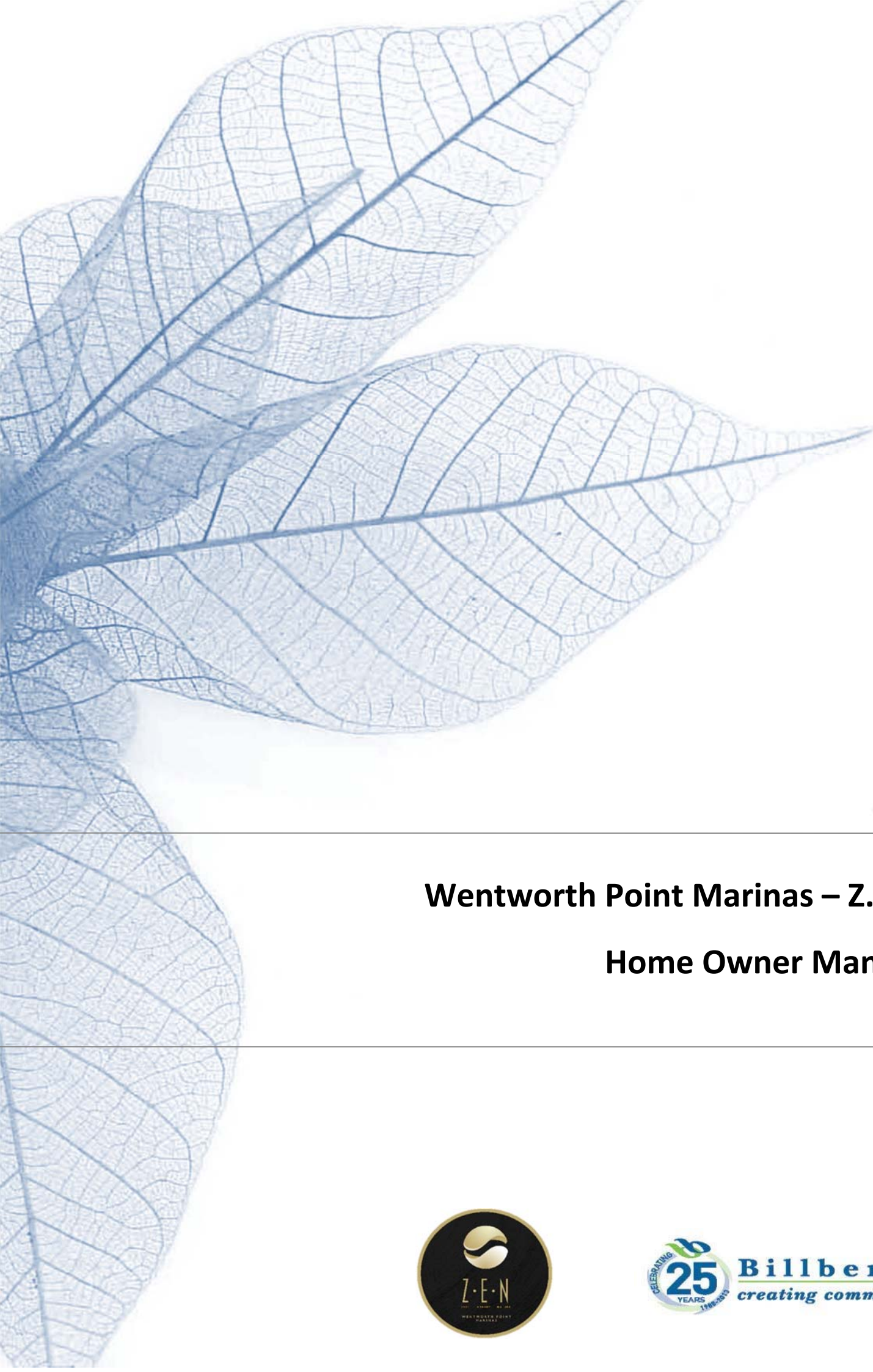




Wentworth Point Marinas – Z.E.N

Home Owner Manual



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1 INTRODUCTION

1.1 Brief Overview of Development

Welcome to Wentworth Point Marinas, a seven stage development of riverside living at its finest.

Wentworth Point Marinas is an evolving community where style and sophistication meet comfort and convenience on the foreshores of Homebush Bay.

Wentworth Point Marinas is located only 15km west of Sydney's CBD and is easily accessed via road, ferry, bus and nearby rail, and is an exciting new waterside suburb on Parramatta River. With a unique vibe and energy of its own, this area is becoming increasingly popular with its distinctive cosmopolitan flavour of shops, waterside walkways, cafes and restaurants. There is also easy access to the magnificent sporting and recreational facilities of Sydney Olympic Park, just a few minutes away.

Comprising seven stages, Wentworth Point Marinas offers sensational designer apartments, meticulously landscaped gardens and aesthetic communal areas to promote a strong sense of community and make this an appealing place to live.

Wentworth Point Marinas is a community in its own right, however, you will love the facilities that the greater community of Homebush Bay has to offer. Wentworth Point Marinas has the best of both worlds; a self-contained private community yet all the conveniences and benefits that thriving Homebush Bay has to offer.

1.2 Brief Overview of the Owner's Manual

This Owner's Manual has been developed to provide information for the operation of apartment appliances, services and equipment and for the proper care and maintenance of elements and finishes.

This manual features a description of the facilities and amenities provided for the benefit of Wentworth Point Marinas - Z.E.N owners. It presents details of building management, procedures for obtaining a range of services and use of common property, access and security, maintenance and cleaning, maintenance program and finishes schedules. Also included are all handbooks, instruction manuals and warranties for the appliances provided.

2 MOVING IN GUIDE

2.1 Moving-in procedure and Protection Measures

Whenever residents move into or out of Z.E.N, Wentworth Point Marinas, the Building Manager must be advised. This is done by requesting and completing a Resident Relocation Booking Form and submitting it to the Building Management office. This will enable a smoother transition for all parties affected including Building Management, existing residents, retail operators and of course the resident(s) relocating.

Some important points to consider regarding the relocation are:

- Advance booking (48 hours minimum notice). This is necessary to ensure that the move does not conflict with an existing booking;
- The need to prepare the passenger lifts for the pending move by installing protective pads and to take the lift out of passenger service during transportation of furniture;
- Ensuring that the security of the building is maintained during the move;
- Supervision to ensure that no damage is done to common property, in particular damage to sprinkler heads;
- Advising/assisting the new resident about issues relating to the building common areas including the car park; and
- Updating the resident database and reconcile security cards issued by leasing agents.
- Lift Dimensions:
 - Lift Internal Dimensions: 1400mm wide x 2000 deep x 2400mm high
 - Lift Doors: 1000mm wide x 2100mm high (clear opening)

See **Section 3.9** for contact details for Building Manager.

3 STRATA, COMMUNITY & BUILDING MANAGEMENT

3.1 The Components of Wentworth Point Marinas

Z.E.N Apartment Building will comprise the fourth stage of the Wentworth Point Marinas Community Association. The total development will eventually consist of a further three stages with each stage having its own separate strata schemes.

The Wentworth Point Marinas Community will ultimately incorporate approximately 3800 individual residential apartments across all stages, along with various commercial areas and Association Property which will include the perimeter pathways, urban park and roadways.

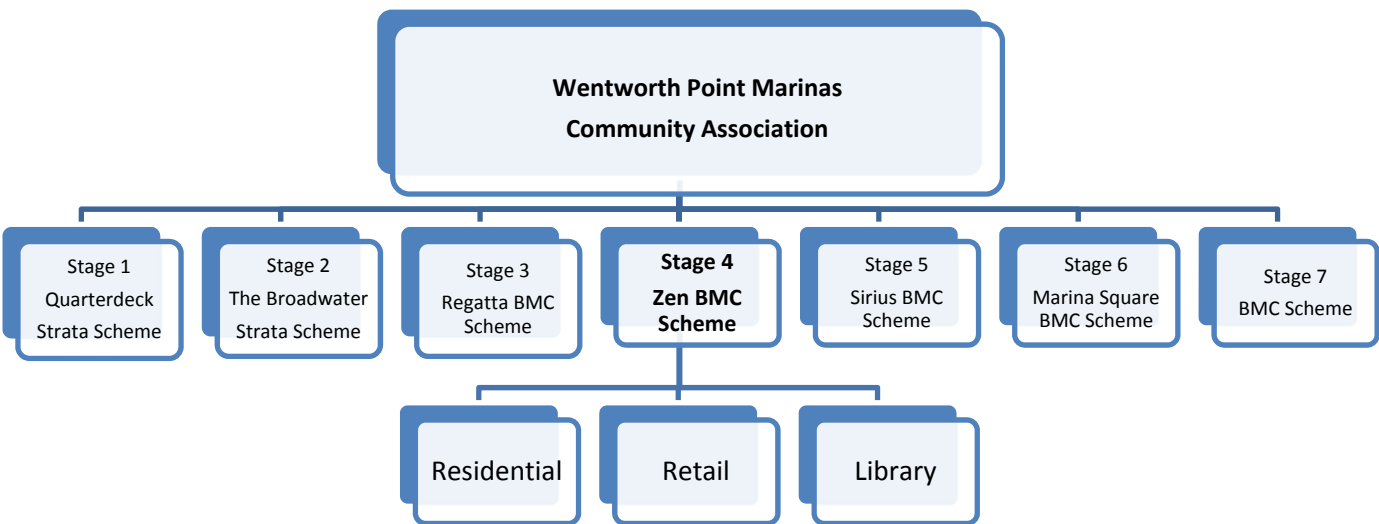
Each apartment along with its designated car space, storage areas and balconies in the residential strata scheme is known as a lot, all with voting rights.

3.2 Management Structure for Wentworth Point Marinas - Z.E.N

Each lot owner in the residential strata scheme will be a member of the Owner’s Corporation. The strata scheme will have its own Executive Committee, which will manage the affairs on behalf of the Owner’s Corporation and be responsible for the common property of Z.E.N.

Z.E.N strata scheme is a member of the Wentworth Point Marinas Community Association and will have a representative on the committee of the Community Association to assist in the management of the areas shared between all the stages, areas such as the roadways and urban park land known as the Association Property.

The management structure is depicted below in the diagram.



3.3 Building Management Committee

The development is governed by a primary entity known as the Building Management Committee. The Building Management Committee (also known as the BMC) is an umbrella entity which controls issues affecting the development as a whole. Collectively, owners are responsible for the overall management and administration of a strata scheme common property.

Z.E.N Residential Strata Scheme

The Z.E.N residential strata scheme comprises of the residential lots and associated residential common property areas of the Z.E.N development. Each lot owner is a member of the 'Owner's Corporation' from which an 'Executive Committee' is appointed. By-laws are established with the scheme which are a set of rules that govern such things as the behaviour of residents and the use of common property. These are administered by the Strata Manager and Executive Committee of the scheme. Permission must be gained from the Executive Committee for modification to the building such as apartment renovations etc. as per the by-laws.

Z.E.N Building Management Committee (BMC) Scheme

Where a building comprises of multiple stratum lots (i.e. Z.E.N containing a residential strata scheme, retail strata scheme and a library and community centre), a 'Strata Management Statement' (SMS) is produced and a 'Building Management Committee' (BMC) is established to administer the SMS. The SMS is a set of rules that dictates how the BMC must be run and how the BMC must manage and operate shared facilities used by the multiple stratum lots (eg. The basement car park).

The BMC is established to manage and operate shared facilities on behalf of the members and each member must appoint a representative at meetings of the BMC. Contributions are made from the different strata schemes to the BMC for the management and operation of the shared facilities.

Wentworth Point Marinas Community Title Scheme

Community Title Schemes are made up of community lot owners and are established to manage and operate the Community Association Property, such as roads and various other facilities that are shared by the community lot owners. The Z.E.N Residential Strata Scheme is one of the a community lot owners in this community scheme. A 'Community Association' is appointed from representatives of the different community lot owners and contributions are made by these members. The Wentworth Point Marinas Community Association manages and operates the roadways in between the Wentworth Point Marinas developments and will manage future infrastructure such as the foreshore promenade, foreshore park, town square and foreshore jetty.

The tiered structure ensures that all members of the development share the cost for the upkeep of the facilities such as car parks, shared lifts, landscaping, insurances and services. The structure ensures that the development maintains consistency in management and architectural design.

3.4 Levies

Each strata scheme will have two funds - an administrative fund to pay for the day-to-day expenses and a sinking fund to pay for the renewal and replacement of common property.

The proportion of funds that each lot owner must contribute to these funds is determined by reference to the schedule of unit entitlements. The schedule of unit entitlements for the strata scheme is registered with the strata plan. Unit entitlements have been determined according to an assessment of the relative values of the different lots in the scheme.

The Owner's Corporation will also make a contribution to the Building Management Committee of Z.E.N to service shared common areas and equipment such as the car park, and fire monitoring equipment. This contribution will be included in the administrative fund component of the levy contribution and the levies are in accordance with the regime contained in the Strata Management Statement (SMS).

3.5 By-laws

By-laws contain the building rules by which owners and occupiers must abide. They are designed to protect the interests of all parties by regulating the day-to-day management and operation of the building. Your building by-laws includes rules regarding the use of common property, floor coverings, garbage disposal, behaviour of residents, noise, keeping of animals, appearance of lot and more.

3.6 Strata Management Statement

The most important document for a structurally connected development is the Strata Management Statement (SMS). An SMS regulates a wide range of management and operation aspects including arrangements for using and paying for shared facilities and services. This includes meeting procedures, financial management, insurances, architectural codes and the maintenance of shared facilities.

Shared facilities are recreational, utility spaces, plant and equipment shared by two or more lots or in one lot and used by another. For example, car parks, landscaped areas and building replacement insurances are all shared facilities and as such are governed by the Building Management Committee in accordance with the terms set out in the Strata Management Statement (SMS).

An SMS must be registered with a strata plan that subdivides part of a structurally connected building. On registration, it binds the owners of lots in the development and cannot be amended unless all members consent.

A representative member of each Owner's Corporation is appointed to attend and vote for their respective Owner's Corporations at meetings convened by the Building Management Committee.

3.7 Key Service Providers

Key service providers have been appointed in advance. This is to ensure that the necessary services required from initial occupation are already in place.

The developer, in selecting these service providers, has given careful consideration to their appointment. The choices were based upon proven existing performance in similar environments and best value for money. Owners at the First Annual General Meeting will ratify the continuation of the services

3.8 Strata Management

The Strata Managing Agent performs a variety of secretarial, administrative and financial accounting duties on behalf of the Owner's Corporation. These include:

- Convening Annual General and Executive Committee Meetings;
- Preparing and distributing notices and minutes of meetings;
- Collecting and accounting for levy contributions;
- Preparing financial statements and budgets;
- Maintaining the Owner's Corporation books and records;
- Handling accounts payable for authorised accounts;
- Arranging insurances for the Owner's Corporation; and
- Administering the buildings by-laws.

The Strata Managers for this development, as appointed up until the First Annual General Meeting of Owners is as follows:

Company	Netstrata
Address	298 Railway Pde Carlton NSW 2218
Phone	02 8567 6425
Email	andrew@netstrata.com.au
Your Manager	Andrew Tunks



3.9 Building and Facilities Management

Specialised on-site supervision and administration is essential to ensure the efficient maintenance and day-to-day operation of the common property and shared facilities. The Building Manager will operate under the direction of the Owners and in close liaison with the Strata Managing Agent. The duties of the Building Manager are covered in formal agreements with each party. The Building Manager will also act as the interface between the Building Management Committee, Owners Corporations, Strata Managing Agent and the Builder with respect to the initial defects liability period.

Some of the duties performed by the Building Manager include:

- Constructing and maintaining on-site databases;
- Implementing preventative maintenance programs for common property plant and equipment;
- Supervising both corrective and preventative maintenance service providers;
- Processing and approving on-site generated invoices for payment;
- Assisting with annual budgeting;
- Controlling and monitoring of security access systems;
- Issuing notices to residents breaching By-Laws (and liaising with the Strata Manager);
- Monitoring the function of each building and shared facilities;
- Coordinating annual fire inspections with the fire service provider;
- Advising owners on common property issues;
- Attending Building Management Committee, Executive Committee and Annual General Meetings;
- Liaising with common property cleaners;
- Liaising with security company;
- Adjusting watering and lighting systems;
- Policing parking areas; and
- Providing reports to the Owners Corporation on matters relating to common property.

The Building Managers Contact Details are:

Company	Structure Building Management Pty Ltd
Address	Suite 1, 2 Waterways Street, Wentworth Point NSW 2127
Phone	1300 876 810
Email	zen@structurebm.com
Website	www.structurebm.com

STRUCTURE building management

Entry to Building Manager's Office is via Half Street next to the Loading Dock.

3.10 Help Line Details

In order to assist the owner/occupier to notify the Builder of any defects that may arise, a customer contact email address has been created. By using the email address residents will be able to promptly notify the Builder of any defects and ensure that any issue which may arise is properly logged and recorded on the system. The email address is zen.customerservice@billbergia.com.au. This is the preferred method of contact for streamlining the notification and rectification of any defect and should include the apartment number and address and contact details along with a description of the defect.

The contact address should also be used to notify the Builder of any other concerns residents might have. Notification of defects will not be accepted by telephone or by word of mouth. In an emergency concerning any part of the common property the Building Manager should be the first point of contact. Contact details for both the Strata Managing Agent and the Building Manager will be made available once they have been appointed.

4 ACCESS AND SECURITY

4.1 Secure Access

Z.E.N incorporates an integrated access control system to control access by residents and guests. A system of proximity readers control access to lobby entry doors, lift controls and basement entry gates. You have been provided with access cards which will enable access to the car park, through the main entry lobby doors and lift access to your floor.

4.2 Entry by Residents

Residents can gain entry into the building from the car park or via the ground floor lobby.

To gain access via the carpark (on Half St):

1. Swipe your access card at the proximity reader or press the remote to open the roller doors (Note: Max carpark height is 2.2m)
2. Once at the lift, swipe at the proximity reader and press the UP button (i.e. ↑)
3. Swipe the access card at the reader inside the lift to activate the floor, press the floor number (i.e. 15)

To gain access via the main lobbies:

1. Swipe at the proximity reader at the main lobby entry (The locking mechanism to the door will be released after the fob has been successfully scanned)
2. Once at the lift, press the UP button (i.e. ↑)
3. Swipe the access card at the reader inside the lift to activate the floor, press the floor number (i.e. 15)

4.3 Lift Locations and Use

There are 6 lifts in total for residents.

- Lift 1, 2, 3 & 4 will be marked Orange and will allow access to the apartments within in 2 Waterways St.
- Lift 5 will be marked BLUE and will allow access to the apartments within 5 Wentworth Place.
- Lift 6 will be marked GREEN and will allow access to the apartments within 1 Wentworth Place.

Your access card will only operate the lift and provide access to levels Basement 02, Basement 01, Level 1, Level 3 and your apartment level. Additionally, your access card will operate lift 1 from basement levels and also Level 1 up to the roof level for access to the roof garden.

To call a lift, press the lift call button. When inside the lift, pass your access card near the proximity reader and then press your floor number.

Note: Lift 1 travels from Basement 2 to the Roof Garden, Lift 2, 3 & 4 travels from Basement 2 to Level 25 and Lift 5 & 6 travels from Basement 2 to Level 8

4.4 Car Parking

The basement car parks are for visitors and residents only. Access to the basement car parks is via Half St. Residents can access the car park at any time using their access card. The spaces allocated to residents are identified by their street number and unit number; for example:

- Unit 1501/2 Waterways St is marked as 1501/2
- Unit 201/1 Wentworth Place is marked as 201/1
- Unit 503/5 Wentworth Place is marked as 503/5

To enter the car park, pass your access card near the proximity reader, or press the button on the remote to open the car park roller shutter and follow the directional arrows for traffic flow to your nominated car space.

To exit the car park, the roller door will open automatically on approach or via the remote manually.

When entering or exiting the car park, please proceed with care, checking for pedestrians at all times. Directional signage in the car park will guide residents within the car park and to the fire exits. All users of the car park must obey the directional signage. Note: access to the car park has a height restriction. You must refer to the sign on the height bar advising the available height clearance.

Vehicles (and any personal property or contents) when parked in the car parking areas, are parked at the sole risk, responsibility and liability of the vehicle owner.

4.5 Mail Box Allocation

Mailboxes are set up for the individual collection of mail. They are located at the main entrance of each building. Each mailbox is individually numbered with the apartment number.

Upon settlement you will be issued with keys that allow you to open your mailbox.

4.6 Entry by Guests

Guests will be able to access Z.E.N via intercom stations installed at the ground floor lobby entries and car park entry lobbies. To enter the building, via the main lobby, guests should follow the steps listed below:

1. Enter building number (as per street address, i.e. 2 Waterways St – press '2')
2. Dial the apartment number (i.e. 1501)
3. Followed by the bell button (i.e. )
4. The security monitor/intercom in the dialled apartment will ring. The resident will need to press the "Answer Call" button
5. Once the guest has been verified, press "Unlock Door". This will deactivate the lock, and allow access to the guest.
6. Once the guest is inside the building, they are to press the UP arrow to call for the lift (i.e. )
7. When inside the lift, press the floor on which the resident lives. (i.e. 15)

To enter the building, via the carpark (via Half St), guests should follow the steps listed below:

1. Enter building number (as per street address, i.e. 2 Waterways St – press '2')

2. Dial the apartment number (i.e. 1501)
3. Followed by the bell button (i.e. 🛎)
4. The security monitor/intercom in the dialled apartment will ring. The resident will need to press the "Answer Call" button
5. Once the guest has been verified, press "Unlock Door". This will deactivate the lock, and allow access to the guest.
6. Once the guest is parked and is at the lift, they are repeat Step 1 to 3 and once entry has been granted press the UP arrow to call for the lift (i.e. ⬆)
7. When inside the lift, press the floor on which the resident lives. (i.e. 15)

4.7 Keys

You will be issued with the following keys:

- Unit Entry keys
- Common Property keys – gain access to the fire stairs from Level 1 to your level
- Mailbox Keys
- Sliding Doors, Single Hung windows, internal doors keys (where applicable)
- Access cards
- Remote(s) for carpark entry – See below

4.8 Remote

You will be issued with the carpark access remote each key functioned per below:



5 WITHIN THE BASEMENT & COMMON AREAS

5.1 Storage Cages

Please note that storage cages are not weather/dust/wind/waterproof. Residents are required to supply their own lock for storage cages. Each apartment storage cage is labelled with the apartment address.

Where sprinkler head passes over your storage cage, no items or materials are to be hung off or leaned against as it may cause damage to the sprinkler system.

5.2 Entry door

Your entry door is a fire rated door and is tagged and certified as such. Please note the following important information in relation to your front entry door:

1. Tampering with this door and its closer may affect its functionality in the event of an emergency and as such we recommend reporting any issues with this door immediately to building management/strata management. Do not undertake any maintenance of this door yourself.
2. Do not use any object to hold this door open – this door must be closed at all times.
3. Do not install any additional locks and or dead bolts to these doors.
4. Never tamper with the self-closer installed with this door.

5.3 Fire Stairs, Lobby Doors & Other Doors

Do not use any object to hold open common area doors – these must be closed at all times. Tampering with these doors and closers may affect its functionality in the event of an emergency and as such we recommend reporting any issues with these doors immediately to building management/strata management.

5.4 Access to Common Areas

There are two main common areas, in which residents are welcome to use as a relaxation space; Level 3 Podium and Level 26 Roof Garden.

Access for both areas are provided for all Z.E.N Apartment residents. For apartments in 1 or 5 Wentworth Place, access to the Level 26 Roof Garden, will be via Lift 1 from the Basement Levels or via the main entry to 2 Waterways Street using the access cards.

6 WITHIN THE APARTMENT

6.1 Telephone

Each apartment has a telephone point located in the master bedroom, living room/family room, kitchen and study (where applicable).

To connect telephone services to the apartment, you should contact a utility provider such as Telstra on 132 200, Optus on 1300 301 937 or Fuze on 1300 881 917 and speak to “residential services”. A technician will visit your apartment to provide a phone and connect the line within the building.

Please note that the connection of a telephone service to a new property may result in the utility provider charging an initial connection fee.

Note: you must advise your utility provider as to how many telephone connections you wish to have within your apartment (as the connection of one line will not automatically activate all telephone points within the apartment).

Any connection fees/account establishment fees applicable are the liability of the resident to pay.

6.2 Internet

The apartment is NBNC Co equipped. In order to have your internet connected, NBNC Co has a variety of service providers such as (but not limited too) Telstra, Optus, Fuze. It is recommended that you visit NBNC Co's website to ascertain the provider of your choice and then either contact NBNC Co direct or your particular provider to arrange connection.

NBNC Co Website: www.nbnco.com.au/serviceprovider

Any connection fees/account establishment fees applicable are the liability of the resident to pay.

6.3 Pay TV

Free to air and Pay TV points are provided in selected locations in each apartment (master bedroom and living room).

If you wish to connect Pay TV, you should contact Foxtel on 1300 785 622 and speak to a representative from Foxtel's New Residential Connection division. Once Foxtel has booked the connection, the Pay TV technician should contact the building manager to obtain full details of connection locations and procedures for the building.

Any connection fees/account establishment fees applicable are the liability of the resident to pay.

6.4 Electricity

Each apartment requires an electricity account to be opened in the occupant's name. To arrange connection, you should contact a utility provider such as Origin Energy 132 461 or Energy Australia on 131 535 who will arrange for an account to be opened in the occupant's name and for electricity to be supplied to your apartment. Note: The account is initially set up with Origin Energy and you should notify Origin of your details within 14 days of settlement to ensure that the power supply is not terminated.

For details on how to operate and maintain the electrical services relating to your apartment and the location of your electricity meter, please refer to the Owner's Operations and Maintenance Manual in **Section 10.2** of this manual.

Any connection fees/account establishment fees applicable are the liability of the resident to pay.

6.5 Gas

Each apartment has a gas connection to the cook top. Each apartment is billed individually for gas usage and, as such, individual gas meters have been installed in each lobby.

Note - To set up an account for gas supply to the apartment, contact a utility provider, Origin Gas, on 132 461.

For further details on how to operate and maintain the gas services relating to your apartment; please refer to **Section 10.3.5** of this manual.

Any connection fees/account establishment fees applicable are the liability of the resident to pay.

6.6 Hot Water

Each apartment is provided with continuously reticulated hot water. Each apartment has been fitted with water savings taps & showers, due to the nature of these devices it may take a little longer for hot water to arrive at the desired temperature. This delay is not a defect and is a normal function. Every apartment is metered individually for hot water usage and you should notify your gas utility provider of this when you set up your gas account. These meters are located in the lobby of your floor and access can be obtained via the Building Manager.

For details on how to operate and maintain the water services relating to your apartment; please refer to **Section 10.3.4** of this manual.

6.7 Air Conditioning

The indoor fan coil unit are located in the lounge and bedrooms within the apartment.

Maintenance and repair of the indoor air conditioning units is the responsibility of each individual owner. Please note that regular maintenance of air conditioning units is required to ensure that warranty provisions are not voided as a result of neglect. For details on how to operate and maintain the air conditioning packaged units, please refer to **Section 10.4** of this Manual.

Apartments located in 1-5 Wentworth Place have all condenser located on the roof and apartments located on 2 Waterways Street has a centralised condenser system to each floor. Apartments with balconies/terrace may have the condenser located on the balcony within the apartment.

Where the apartment is part of the centralised condenser system, the billing of power will be through strata levies and will not be charged to the individual electricity bill, where applicable. The centralised system unit is maintained by the Building Manager. Contact the building manager for any service or faults.

6.8 Garbage Disposal

To ensure an environmentally responsible method of garbage disposal, there is a garbage cupboard located in each lift lobby on every level of Z.E.N which contains a garbage chute (for general waste). Coloured Recycle Bins for recyclable garbage are in the garbage rooms located proximately to each chute. These Recycle Bins will be regularly emptied by the building manager or cleaner.

Collection of general rubbish from the garbage chutes in the basement/level 1 and its transfer to the main garbage room will be co-ordinated by the building manager.

To prevent garbage chute blockages, loose garbage, large items and oversized garbage bags should not be deposited in the garbage chutes. Large items can be discarded in large bins adjacent to each lift located on Basement level 1. All garbage should be properly bagged, bound, or packaged to reduce or eliminate mess and odours.

Flammable material, glass or liquids should not be deposited in the garbage chutes. Please contact the building manager should you need to dispose of larger items. Disposing of glass bottles/jars etc. through the garbage chute may cause damage to the chute and void warranties as these larger items tend to create dents within the chute on their way down.

6.9 Apartment Defects

As part of the completion process and in an attempt to reach a higher level of finish, each apartment has been assessed and tested for possible defects via an extensive defects inspection regime conducted by the Builder. However if you believe a defect has arisen, please forward an email to the customer contact shown in **Section 3.10** of this manual in order to arrange to have the item inspected and if it is deemed to be a defect, necessary steps will be taken to rectify the identified defect.

We note that the purchaser has also carried out pre-settlement inspection on the apartment which will be used as a reference when assessing defect claims.

6.10 Fire Protection

Your apartment has been fitted with a smoke and/or heat detection system. For further details on the operation and maintenance of the smoke detectors in your apartment, please refer to **Section 10.2.6** of this manual.

Please ensure that sprinkler heads are not obstructed at any point. You should maintain a 500mm clearance from below the sprinkler head to ensure it functions in accordance with requirements.

6.11 Building Works

If you wish to carry out any works within your apartment, balconies, basement car space, storage space or external areas, you must seek consent from the Owner's Corporation, as detailed in the by-laws. Once consent is received, you should also read the by-laws carefully before undertaking any form of work within your lot which may affect common property. With regards to any building works, the Strata Manager should be the primary contact.

We note that any unauthorised works carried out may void applicable warranties.

7 MAINTENANCE GUIDE

7.1 General Information Regarding Maintenance

7.1.1 General Apartment Maintenance

Residents are responsible for the upkeep and maintenance of their apartment. It is recommended that regular cleaning and maintenance of the apartment be undertaken by residents, particularly carpets and wet areas (kitchen, laundry and bathrooms) and outdoor areas and elements.

7.1.2 Routine Maintenance

It is the responsibility of the Building Manager to ensure that the structure and all common property services and equipment are maintained regularly to ensure they are kept in good condition and reliable operation.

7.1.3 Corrective Maintenance

Corrective maintenance or repairs that may be required to Z.E.N common property, through damage or machinery breakdown, are the responsibility of both the Building Manager and the Strata Manager. If you identify any damage or deterioration of the building or its services and equipment, please contact the Building Manager who will notify the Strata Manager and seek instruction to arrange for the necessary repairs.

7.1.4 Insurance Repairs

If, from time to time, damage occurs to Z.E.N which is covered by the building insurance policy, the Building Manager shall, on instruction from the Strata Manager, arrange for the repair works to be carried out as required.

7.2 General Information

7.2.1 Apartment Cleaning & Maintenance of Materials

In addition to routine care, often minor maintenance attention provided immediately saves you a more serious, time-consuming and sometimes costly repair later. Note also that neglecting routine maintenance can void some of the applicable warranties provided by the builder. Periodic maintenance is essential because of:

- Normal wear and tear;
- The inherent characteristics of the materials used in your unit;
- Normal service required by the mechanical systems;
- Natural fluctuations in temperature and humidity; and
- The natural and manufactured materials interact with each other and the environment.

In order to help you maintain the material surfaces applicable to your apartment, following is a list of cleaning and maintenance methods of generic materials.

This is an important feature of the manual as the cleaning and maintenance methods used for the various materials within your apartment may differ and could adversely affect the material and your warranties.

For ease of reference we have attached a printable schedule that details the routine maintenance required weekly, monthly, quarterly, half yearly and yearly (Section 8) – this can be printed and placed in the kitchen (for example) in a handy area for ease of reference. This schedule will be extra helpful if you are intending to let your apartment and can be issued to potential tenants to encourage them to perform the required maintenance on your behalf.

7.2.2 Cleaning Products

As there is a wide variety of cleaning products available, we recommend that you follow the instructions within this manual for the type of cleaning product to use on the various materials within your apartment. Manufacturers' instructions for all the inclusions within the apartment as well as the directions on the cleaning product being used must be strictly followed to ensure applicable warranties are not voided.

7.2.3 Summary of General Cleaning Tips

As a general note, always use only recommended cleaning solution/aid for each item as detailed within this manual and/or on the instruction manuals/warranty cards for each item within the unit. Excessive rubbing or over cleaning can often lead to damage to the material. Care should be taken with painted surfaces as strong solvents or strong cleaning concentrations can cause damage. A small discreet area should always be tested first and abrasive cleaners/scourers should be avoided. Household cleaners containing abrasives should not be used on painted surfaces. These abrasive materials (steel wool, abrasive brushes etc.) can scratch, cause wear to and harm finishes. Drips and splashes should be removed as quickly as possible to avoid staining and deterioration. Temperature extremes during cleaning must be avoided as heat can accelerate chemical reactions and may evaporate water from the solution.

Cleaning should be carried out in shade at moderate temperatures as cleaning under adverse conditions may result in streaking or staining. Heavy duty cleaners should not be substituted for frequently used mild cleaners.

Never use paint removers, aggressive alkaline, acid or abrasive cleaners. Do not use trisodium phosphate (TSP) or any highly alkaline or highly acidic cleaners. Manufacturers' recommendations for mixing and diluting cleaners must always be followed and you should never mix cleaners, as they may not only be ineffective but also very dangerous. Ensure that cleaning sponges, cloths etc. are grit free to avoid scratching / marking of surfaces.

Note: When cleaning the Bottle Trap directly beneath the basin in the bathroom/ensuite, please ensure it is only cleaned with soap and water. No chemicals or abrasives are to be used as otherwise the warranty will be voided.

7.2.4 General Homeowner Information

▪ Gas Leaks

If there is a gas leak from cook top area, there is a shutoff valve located in the cupboard beneath the cooker (either to the right or to the left) which can be used to turn off gas supply to the cook top.

- **Safety – Balconies (If Applicable)**

Please keep in mind your safety and more importantly, the safety of your children. When placing furniture, plant pots etc. on balconies, make sure that they are a minimum of 1.2 metres away (guide only) from the balustrade to prevent this furniture from being used as a step up and over the balcony balustrade.

- **Stormwater system - Balconies/Terraces (If Applicable)**

Please ensure that no planter boxes are placed on any balcony outlets (floor waste/overflow), and please do not hose any potting mix etc. down floor wastes as this will cause blockages. To ensure good drainage all pots should be slightly raised and placed on drip trays. Very large, heavy pots should be avoided to prevent excessive loads on the building structure.

- **Winter Garden (If Applicable)**

The Winter Garden (WG), is a functional space with a watertight façade. The owners are to ensure the windows are **closed** when either not at home or during rain to ensure the apartment is not affected by rain or flooding.

Please be aware that if the window is in the open position the wintergarden functions as a balcony and all activities must be supervised in an appropriate manner.

Do not place any furniture considered climbable near windows and supervise children activity at all times.

- **Irrigation - Planter Boxes**

Please note that the water supply to the irrigation line is non-potable (not for drinking) Please ensure that children/pets do not at any stage drink from this supply.

- **Sprinklers - In and around storage areas (If Applicable)**

Please ensure that sprinkler heads are not obstructed at any point. You should maintain a 500mm clearance from below the sprinkler head to ensure it functions in accordance with requirements. Please note that the storage space is not designed as weather/water/dust/wind proof

- **Fire Indicator Panel – L1 main entrance Lobby (2 Waterways St)**

This panel is not to be touched at any point as it is a monitoring system used by the NSW Fire Brigade Authority. Tampering with this may affect the response times of the NSWFB in the event of an emergency.

As you are living in a large development, your actions and inactions may affect others and as such if this panel seems to be making excessive noise and/or seems to be flashing in a manner different to normal we recommend you notify building management immediately so they can arrange to have this checked.

Mimic Fire Indicator Panels are located at the main lobby of each building.

7.2.5 Walls and Ceilings

Care of plasterboard walls and ceilings is dependent upon the finish applied to the walls. The relevant care instructions are located in the paint, ceramic tiles, stone or joinery maintenance in this section. It should be noted that the joints between the plasterboard walls, ceilings, doors, joinery and other elements have been designed to allow for the differential movements and as such cracks may appear. These cracks are not defects but are normal movement joints.

Care should be taken when moving around the apartment so as to minimise damage to the walls and ceilings. The most common cause of damage to walls and ceilings is caused by the impact of carried objects, scratching and slamming of doors.

Note: Before undertaking any alterations to the walls or ceilings (cutting, demolishing), the Building Manager/Strata Manager must be consulted as it may affect the structural integrity of the apartment, the fire rating and/or acoustic properties of the apartment.

7.2.6 Bath – (If Applicable)

Your apartment bath is fitted with a drain waste, which allows the water to drain away.

On closer observation you will note this bath fitting is screwed in place. **Under no circumstance should you attempt to adjust, loosen or remove this screw.** If any blockages occur please call a Licenced Plumber. Should you tamper with this fitting in anyway not only will you void your warranty it will result in the bath needing to be removed & reinstalled and possible flooding of your apartment and the cost of this may be exceptionally high and may be your liability to cover.

7.3 Joinery

7.3.1 Laminate surfaces - internal shaving cabinet, internal wardrobes, internal laundry cupboard (where applicable) and internal of kitchen cupboards, kick plate

A solution of mild soapy water and a soft cloth or sponge should be used to clean all surfaces. Avoid the use of chemical cleaners, thinners, acidic or caustic solutions. Avoid using abrasive cleaners and cleaning implements (steel wool/scourers). Cleaners which leave a residual material on the surface, such as waxes or sprays are not recommended.

Laminate surfaces are resistant to most household products however they are not completely stain proof. The following (but not limited to) will cause staining if not **immediately** removed:

- Tea
- Beetroot juice
- Red wine
- Fruit juices
- Hypochlorite bleach
- Hydrogen peroxide solution in any concentrate
- Mineral acids
- Caustic solution
- Sodium bisulphate
- Potassium permanganate
- Berry juices
- Silver nitrate and or fluoride

- Gentian violet
- Mild silver protein
- Laundry blue
- Dye or Iodine solution
- Citric Acid (i.e. lemon juice)

If staining occurs which cannot be removed by normal cleaning methods described above, follow manufacturer's recommendation. Care should be taken when using sharp instruments and heavy objects should not be dragged over the surface. Temperatures above 155 degrees celsius can cause burning and scorching to laminates.

7.3.2 Polyurethane Surfaces

A solution of mild soapy water and a soft cloth or sponge should be used to clean all surfaces. Avoid the use of chemical cleaners, thinners, acidic or caustic solutions. Avoid using abrasive cleaners and cleaning implements (steel wool/scourers). Cleaners which leave a residual material on the surface, such as waxes or sprays are not recommended.

Silicon based cleaners or 'polish' are not to be used under any circumstances as these may permanently damage the surface coating and/or leave a film that can alter the characteristics or properties of the surface coating. Under normal conditions of interior use, colour retention can be maintained. However, constant exposure to sunlight and moisture may cause discolouration.

Polyurethane surfaces are susceptible to damage by sharp instruments and heavy objects being dragged over the surface. They can also be burnt/scorched so should not come into contact with hot surfaces.

7.3.3 Joinery Hardware

Hardware should not be oiled or greased. Ensure that dust or grit is not allowed to build up on hardware by regularly vacuuming or brushing.

7.3.4 Stainless Steel

Stainless steel, although renowned for its resistance to corrosion and low maintenance requirements, can be susceptible to staining / discolouration if not cleaned regularly. To avoid build-up of contamination or "tea staining", cleaning is recommended on a six monthly basis. Use a mix of 50/50 water and methylated spirits or Windex and then polish with a soft, dry cloth.

Avoid scouring or use of an abrasive, as this will impair the surface. Any damage to the stainless steel will be difficult to repair and may require replacing.

7.3.5 Painted Surfaces

Painted surfaces should be inspected on a three (3) monthly basis and any surface marks or dust should be removed by:

- Using a soft cloth or feather duster, brush lightly to remove dust. Avoid excessive rubbing.

- Using a mild detergent in warm water on a soft cloth rub in a gentle circular motion to remove any stains. More stubborn stains may require the use of a proprietary cleaner such as 'Spray and Wipe'. Always following the manufacturer's instructions.

Stains are removed more effectively if they are identified and removed whilst fresh.

As there is a wide variety of stains and quite a number of recommended stain removers, to obtain the correct advice for your particular stain we recommend that you contact the paint manufacturer direct.

Once a stain remover has been selected, ensure that the area is washed down with clean water and, whilst protecting all other areas in the vicinity of the stain, remove the stain following the product manufacturer's written instructions.

All painted walls should be recoated every five years and all painted ceilings should be recoated every seven years – we note this is to be carried out at the owner's expense and is not the responsibility of the developer/builder.

7.4 Stonework and Tiling

7.4.1 Maintenance Instructions for Stonework

Your stone bench tops are low maintenance and resistant to most stains. Simply wash with warm water and a little liquid detergent. For dried spills or stubborn stains, a wet cotton cloth or green scouring pad is recommended. Avoid alkaline products (high ph) such as oven cleaners and other abrasive cleaners. Household bleach and gumption are recommended for removal of stains.

Do not place hot items (such as saucepans and oven pots) directly onto the bench top as this can cause thermal shock. Damage may not be noticed immediately if this is done regularly, however over time, hairline cracks may appear reducing the strength of the product and as a result changing its appearance.

7.4.2 Ceramic and Vitrified Tiles

Ceramic and vitrified tiles should be cleaned on a regular basis by sweeping and washing with a mild soapless detergent. Abrasives or powder-based cleaners should not be used to scour stubborn marks as this may scratch the surface. Glazed tiles can be cleaned by using a damp cloth and for removal of more stubborn stains; a window cleaner can be used.

7.5 Flooring

7.5.1 Carpet Maintenance

You can add years to the life of your carpet with regular care. To assist in maintaining your carpet's good appearance and lifespan it is recommended that a regular maintenance program be implemented and maintained. Always act quickly to mop up spills. Do not rub or scrub your carpet as this action can cause pile distortion. Rinse stains with cold or luke-warm water only, then blot dry with an absorbent material such as paper towelling or use a cold air fan to complete drying

Following are the basic steps of an adequate maintenance program:

Regular Vacuuming - Vacuuming should be carried out once or twice a week or even every day for high traffic areas. Regular vacuuming will remove soil and dirt particles before they become embedded into the pile of your carpet. Frequent vacuuming is a wool carpet's best friend, you cannot over vacuum.

7.5.2 Spot Cleaning

- **Liquid Spills** – use a clean white cloth to prevent any colour transfer and absorb the spill as much as possible with the cloth. If any residue is left, wet the area with clean cold water and repeat until the spill is no longer visible.
- **Food Spills** – Use a blunt object like a spoon or similar to remove the food and apply water to the area if stained. Absorb water with a clean white cloth and repeat if necessary until the spill is totally removed.
- **Blood** – Absorb with a clean white cloth and use cold water and a clean cloth to remove any further residue.
- **Dirt and Soil** – Let it dry and then vacuum. Do not use water, as this will turn the spill to sludge.
- **Oil and Grease** – Remove as much as possible with a blunt instrument such as a spoon or similar. Apply mineral turpentine or similar clear solvent to a clean white cloth and try first on the carpet in a hidden area just to make sure that there is no colour loss due to the solvent. If okay, proceed to dab the oil or grease area with the solvent on the cloth, continue until clean.
- **Pen Marks** – Most pens will state on the label if the ink is water or oil based. For water based pen marks proceed cleaning with luke-warm water, but for oil based pen marks use a solvent (taking the same precautions as above for oil and grease).

Periodic Deep Cleaning

Steam cleaning is the only method recommended by the manufacturer for wool carpet. Periodic steam cleaning should be carried out by a qualified tradesperson. The carpet should be deep cleaned regularly, usually within 18 months of moving into the unit and then once each year.

7.6 Internal Door Hardware**7.6.1 Door Hardware**

Surface should be washed down using soapy water or mild detergent. Rinse thoroughly ensuring that all cleaning agent is removed with clean water. Dry/polish with soft dry cloth.

7.6.2 Cylinders

Do not allow cleaning solution to enter the keyway cylinder. Grease, graphite or oil should not be used to lubricate the cylinder as this could result in malfunction of the mechanism.

7.6.3 Hinges

Check all hinges for tightness and lubricate with a small amount of silicone lubricant spray annually or as required improving their performance.

7.6.4 Pull Handles

Ensure that all screws to pull handles are firmly tightened as any movement of the handle may damage the door surface causing the handle to become unstable and fail when used.

7.6.5 Levers & Knob Handles

Check that all fixings are firmly in position. Loose fixings may cause interference with the operation of the lock and damage to the surface of the furniture.

7.7 Shower Screens

It is recommended that the glass be cleaned at least weekly. Using a mix of 1 part methylated spirit to 4 parts of water, simply wipe over the surface with a cloth and then polish the surface dry with a lint free cloth. The use of proprietary glass cleaners is not recommended.

Shower screen hinges should be cleaned using soap and warm water. Wash hinges and rinse with water. Hinges should be checked once a year to make sure that screws are tight. Never use harsh detergents, bleaches, scourers or any other abrasive cleaner.

7.8 Appliances

7.8.1 Rangehood

The apartment has been provided with a stainless steel kitchen rangehood, which has been installed to perform a recirculate function, extracting odours when cooking. To enable this to work efficiently the rangehood requires the filters and stainless steel to be washed regularly as outlined in the manufactures handover pack.

To assist the filtering process the rangehood fan unit should be started 2 to 3 minutes before the cooking process to enable it to draw the cooking odours through the filtration system and allowed to run after you have finished cooking.

7.8.2 Oven

As a safety precaution always switch off the power to the oven before commencing any cleaning or maintenance. Never use abrasive scourers, or spray any chemical oven cleaners or caustic solutions on the catalytic oven liners as this may cause damage; wash instead with soapy water.

To clean the exterior of the oven, do not use solvents or abrasive cleaning products. Only use a cloth with warm soapy water.

7.8.3 Dishwasher

After every wash, turn off the water supply to the appliance and leave the door slightly open so that moisture and odours are not trapped inside.

To clean the exterior of the dishwasher, do not use solvents or abrasive cleaning products. Only use a cloth with warm soapy water. To remove spots or stains from the surface of the interior, use a cloth dampened with water and a little vinegar, or a cleaning product made specifically for dishwashers.

It is necessary to clean the filter system and spray arms regularly as food and debris will clog the filtration and spray arms limiting the efficiency of the dishwasher.

Further details on recommended cleaning, care and maintenance can be found to the manufacturer's handbook.

7.8.4 Washer /Dryer

It is important to clean and maintain the washer/dryer on a regular basis.

Warm soapy water should be used to clean the exterior of the washer/dryer. The water we use normally contains lime, so it is a good idea to periodically use a water softening powder in the machine. Do this separately from any laundry washing and according to the softening powder manufacturer's instructions. This will help to prevent the formation of lime deposits.

After each wash leave the door open for a while. This helps to prevent mould and stagnant smells forming inside the appliance. Keeping the door open after a wash will also help to preserve the door seal. With the use of low temperature washes it is possible to get a build-up of residues inside the drum. We recommend that a maintenance wash be performed on a regular basis along with cleaning the dispenser drawer. Details on this can be found within the manufacturer's handbook.

7.8.5 Gas Cooktop

Clean the stainless steel cooktop surface after each use with a clean cloth and normal detergent. Make sure the detergent does not contain chloride or any chloride compound. For persistent stains use warm vinegar or a non-abrasive cleaner. To make cleaning easier always wipe spills when they occur, do not leave them to dry as this makes cleaning harder.

Stainless steel can be cleaned using the ILVE cleaning cloth available from ILVE or a range of commercial products and stainless steel cleaners. Follow maker's instructions, taking care when cleaning around the graphics. When cleaning, be sure to follow the grain of the stainless steel as much as possible. Never use abrasive products on the stainless steel as it will scratch the stainless steel.

Trivets should only be cleaned once they have cooled, to stop grazing from occurring. To clean trivets wash in the sink with warm soapy water then dry immediately using a clean dry cloth. Do not use anything too abrasive such as a chrome detergent as this may cause damage. The alkaline of dishwashing detergents could damage the trivets. If you choose to wash the trivets in the dishwasher we recommend you use a hot rinse mode with no detergent.

7.9 Façade

The difficult to reach surfaces of the façade will be cleaned and maintained by contractors arranged by the building manager. You are responsible for the cleaning and maintenance of the surfaces directly accessible from your balcony. Failure to carry out the required cleaning and maintenance as outlined below will result in deterioration of materials and may void warranties provided.

7.9.1 Powder coated Surfaces

(Window Frames, Sliding Door Frames, Louvres and Tracks, Balustrade Handrails)

Powder coated surfaces need regular cleaning to preserve their appearance. It is recommended that this be carried out every three (3) months.

To wash the powder coated surfaces, use a solution of warm water and very mild detergent solution and:

1. Gently remove any loose deposits with a sponge;
2. Using a soft (non-abrasive) brush or cloth and a gentle household detergent solution remove dust, salt and other deposits;
3. Rinse off with clean water; and
4. Do not use steel wool, scrapers, scouring liquids or powders to remove any deposits as these will damage the coating surface. Do not use strong solvents such as thinners or solutions, abrasive cleaners or cutting compounds. To remove stubborn stains, white spirits may be used after a small area is tested to ensure that no colour change or damage will be caused.

7.9.2 Glazing (Windows, Doors and Balustrades)

In order to preserve the visual and aesthetic clarity, glass must be properly cleaned as part of routine maintenance. It is recommended that the cleaning as outlined below is undertaken every three (3) months. Care should be taken when cleaning glass surfaces to ensure that no permanent damage is done to the product.

7.9.3 Cleaning Instructions – Interior Surface

Clean glass when it is cool to the touch, not in direct sunlight.

Drench the glass with clean water to loosen any residues present – please note when cleaning the glazing within the apartment space that the effect of water on surrounding surfaces (such as carpet) is kept in mind and that controlled water spraying tools (bottle with trigger spray) is used. Spray the cleaning solution onto the glass surface (the recommended cleaning solutions for this product are listed below).

Using a squeegee or a lint free cloth, immediately remove the cleaning solution. All water and cleaning solution must be removed from the glass and window frames as well as any sealant or gaskets present. If there is any residue, these surfaces may deteriorate as a direct consequence of the poor cleaning process.

Clear 'Windex Glass and Surface', which can be purchased from a local supermarket is recommended. Do not use the blue coloured Windex product or any abrasive cleaning products, as these will damage the glass.

7.10 Fabric Blind

Fabric roller blinds have been installed in all apartments. Care should be taken in the regular cleaning of blinds and it is recommended that the following cleaning guidelines are followed.

- Clean with a non-metallic brush, dust the textile and rinse with clear water.

- Light rinse using gentle detergent solution (with water temperature at 20 degrees).
- Rinse thoroughly with clear water.
- Allow the textile to dry (if possible).
- Wipe all aluminium with a damp cloth (using the Ferrari detergent solution).
- Check all stainless steel fixings to structure and tighten as required and clean down cables and connectors.
- Check fabric tension and adjust as required.
- Check that all control settings are correct.

7.11 Air Conditioning Unit/s

It is recommended that the air conditioning unit be cleaned on a regular basis. The instructions can be found in the manufacturer's manual located in your handover pack.

7.12 Aluminium Balustrades (If Applicable)

Wentworth Point is close the Parramatta River so it is unavoidable that your apartment will be splashed with water & contaminates from these surrounds and above. To ensure that you don't void the manufactures warranty, it is recommended that these surfaces be cleaned regularly. Using a soft damp cloth, remove all loose dirt or dust, then wipe dry with a clean absorbent cloth. Failure to keep the aluminium balustrade, base plates and its fixtures & fitting clean will result in corrosion leading to an unsightly surface finish and void any manufactures warranty.

7.13 Condensation

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the unit combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences two out of three of these conditions.

- **New Construction** - Some experts have estimated that a typical new unit contains 100 litres of water. Water is part of timber, concrete, plasterboard texture, paint, caulk, and other materials used in building. Wet weather during construction adds more. This moisture evaporates into the air as you live in your unit—adding to the moisture generated by normal living activities. Over time, this source of moisture will diminish.
- **Normal Activities** - As you live in your unit, your daily lifestyle contributes to the moisture in the air also. Cooking, dishwasher activity, clothes dryer and internal clothes drying, running hot water in the kitchen sink, baths and showers, aquariums, plants, and so on all add water to the air in your unit. Likewise, your daily routine can mitigate the amount of moisture in your unit and reduce condensation on interior surfaces.
- **Temperature** - Avoid setting you're A/C or Internal Gas Heater at high temperatures. Heating your unit will cause the materials to dry out faster, generating more moisture into the air; drying the materials out too fast also increases shrinkage cracks and separations.
- **Ventilation** - When weather conditions permit, open windows and outside doors so that fresh air can circulate through your unit. Develop the habit of using exhaust fans in bathrooms, laundry and over the stove.

Condensation results from weather conditions and a family's lifestyle it is not considered a defect as Billbergia has no control over these factors.

8 MAINTENANCE/CLEANING SCHEDULE FOR RESIDENTS/OWNERS

The table below is a guide only to assist you in the care and maintenance of your apartment. This should be read in conjunction with manufacturer's recommendations and terms of warranties.

MAINTENANCE & CLEANING SCHEDULE		
ITEM	FREQUENCY	COMMENTS
Wall & Floor Tiles	Weekly	Rinse tiles weekly with regular warm soapy water only. The more often you do this the less chance of stain build up. However, avoid regular use of detergents. The regular use of detergents and other cleaning agents which are excessively acidic or contain alkaline with excess sodium or potassium hydroxide can cause irreversible damage to the tiles.
	Quarterly	Every 3 months clean your tiles with non-acidic tile detergent and grout cleaner.
	Yearly	Replace silicon to wet areas as required
Plasterboard Walls	Weekly	Wipe down and clean dirty surfaces
	Quarterly	Clean every 3 months with a damp cloth.
Glazing - Balustrades, Privacy Screens, Windows & Doors	Weekly	Cleaning of the glass to the balustrades, privacy screens, windows & doors should be done once a week using a damp glass cleaning cloth and a glass cleaning detergent. You may wash with warm soapy water and soft dry cloth or paper towel afterwards to remove any watermarks. Avoid using any abrasive materials.
Aluminium Balustrade Privacy Screens, Louvres & AC Condenser Covers	Weekly	Wipe down and clean surfaces
	Monthly	Cleaning of the aluminium component of the balustrades, privacy screens, louvres & AC Condenser covers should be done once a month by using a dilute solution of mild liquid detergent in warm water. Use a soft bristle brush or similar to clean the surface. After cleaning rinse thoroughly with water.
Joinery (Kitchen Cupboards, Wardrobe Shaving Cabinets)	Weekly	Wipe down and clean surfaces
	Monthly	Clean any dust found once a month with a damp cloth and then dry immediately with a dry cloth.
Kitchen Doors	Weekly	Spills should be wiped with a damp cloth immediately to avoid staining
	Monthly	Clean once a month with warm soapy water and wet cloth and dry immediately with a dry cloth in order to avoid any water marks. Please avoid any non-abrasive detergent on kitchen doors

MAINTENANCE & CLEANING SCHEDULE Continued...		
ITEM	FREQUENCY	COMMENTS
Roller Blinds	<i>Monthly</i>	Clean your blinds using a duster, hand held vacuum (on low setting) or compressed bit to blow dust off the fabric.
	<i>Half Yearly</i>	Spot clean your blinds using a very mild detergent with a slightly damp white cloth. We recommend soap free baby wipes for spot cleaning.
Oven	<i>Weekly</i>	The following clean will need to occur weekly, monthly or even yearly based on the usage of your oven. 1) Remove all trays, side racks and the fat filter from the oven. The fat filter is located at the rear of the oven which prevents grease from hitting the fan. 2) Clean the inner glass with hot soapy water and non-scratch pad. 3) Turn the oven thermostat to 200 degrees and set to the fan forced function (function 8) for 30 minutes. 4) When this is over and the oven has cooled down, all the grease will fall to the base of the oven. You will then need to wipe the base of the oven with warm spray water and a sponge or cloth.
Microwave	<i>Weekly</i>	Microwaves need to be cleaned immediately with a damp cloth when food splatter occurs inside. The outside of the microwave should be cleaned weekly with a damp cloth. Do not use a cloth which is too wet in order to prevent water from getting inside the control panels.
Washer/Dryer	<i>Weekly</i>	Wipe down and clean filters
Cooktop	<i>Weekly</i>	Cooktops should be cleaned daily after each use. Parts of the cooktop which need to be cleaned include the stainless steel surface, trivets, burner caps & aluminium skirts. To clean these items you can use a clean cloth with warm soapy water or a normal (non-chloride) detergent. After each clean they must be dried of with a dry cloth immediately
Range Hood	<i>Weekly</i>	Range Hood filters must be cleaned weekly by washing them using warm soapy water and drying them used a soft dry cloth.
Lights	<i>Weekly</i>	Check light globes and replace as required. Ensure correct globes that are used do not exceed the nominated Watt rating.

MAINTENANCE & CLEANING SCHEDULE Continued...		
ITEM	FREQUENCY	COMMENTS
Carpet	Weekly	Dry vacuum once or twice a week. Every day for high traffic areas. We recommend the use of a plain suction-type vacuum. Promptly attend to spills and stains, using the stain guide for wool carpet attached in the maintenance manual.
	Yearly	Deep cleaned within 18 months of moving in and then once each year. This will revive the appearance of your carpet.
Air Conditioner	Weekly	Open the vents of your indoor air conditioning unit, reach inside to the fan and clean the dust inside with a hand held vacuum. Refer to the manufacturer's literature for further information.
	Monthly	Open the vents of your indoor air conditioning unit, reach inside and remove the filter. Remove the dust from the filter with a hand held vacuum cleaner and then wash the filter with water, leave it to dry before placing it back into the unit.
	Yearly	Have a licenced contractor perform clean and maintenance of your air conditioning unit (inside) and your condenser unit (outside).
Painted Surfaces	Weekly	Wipe down and clean dirty surfaces
	Quarterly	Clean with warm water to remove surface marks every 3 months.
	Yearly	All painted walls should be recoated every 5 years and all painted ceilings recoated every 7 years.
Tapware	Weekly	Tapware should be cleaned weekly with warm soapy water and a soft cloth.
Stone Benchtops	Weekly	Spills should be wiped with a damp cloth immediately to avoid staining. Stone benchtops should be cleaned once a week with warm water and liquid detergent.
Mirrors	Weekly	Mirrors Should be cleaned once a week with warm soapy water and dried immediately with a dry cloth. Avoid regular use of detergents.
	Quarterly	Specialised mirror cleaning detergent can be used every 3 months. Please avoid any detergent not suitable for mirrors as it may cause damage to the mirrored surface.
Shower Screens	Weekly	Shower screens should be wiped down with a window cleaner and wet cloth. This should then be dried immediately to avoid any water marks.
	Yearly	Replace silicon to wet areas as required

9 COLOUR SCHEMES

PAINT SPECIFICATIONS				
APARTMENT AREA	SCHEME A – Spring		SCHEME B - Autumn	
Walls generally	Wattyl/Interior Design (Contemporary Matt)	Crisp White	Wattyl/Interior Design (Contemporary Matt)	Crisp White
Ceilings generally	Wattyl/Solver Ultra (High Opacity White)	Ceiling White	Wattyl/Solver Ultra (High Opacity White)	Ceiling White
Cornice	Wattyl/Solver Ultra (High Opacity White)	Ceiling White	Wattyl/Solver Ultra (High Opacity White)	Ceiling White
Skirtings/Architrave	Wattyl/Aqua Trim	Silver Blaze	Wattyl/Aqua Trim	Torte Half
Bathroom Ceiling	Wattyl/Aqua Trim	Ceiling White	Wattyl/Aqua Trim	Ceiling White
Laundry Ceiling	Wattyl/Interior Design (Kitchen And Bathroom Satin)	Ceiling White	Wattyl/Interior Design (Kitchen And Bathroom Satin)	Ceiling White
Laundry Wall	Wattyl/Interior Design (Kitchen And Bathroom Satin)	Crisp White	Wattyl/Interior Design (Kitchen And Bathroom Satin)	Crisp White
Internal Door	Wattyl/Aqua Trim (Silky Satin)	Silver Blaze	Wattyl/Aqua Trim (Silky Satin)	Torte Half
Apartment front door Internal	Wattyl/Aqua Trim (Silky Satin)	Silver Blaze	Wattyl/Aqua Trim (Silky Satin)	Torte Half

10 WARRANTIES & OPERATION

10.1 Warranties

Below is a list of the warranties and operation/instruction manuals for appliances within your apartment. The individual warranty and operation/instruction manuals are included in your handover package.

Please contact BBG Maintenance if you have any queries relation to your apartment, particularly in relation to maintenance during the first three months of your initial purchase from BBG.

Please note Billbergia is not responsible, and cannot warrant, any future work undertaken by these trades as a result of your direct negotiations or instructions.

TRADE / ITEM	SUBCONTRACTOR / SUPPLIER	CONTACT DETAILS	WARRANTY
A/C Unit(s)	Zenith Air	Unit 12/85 Bourke Rd Alexandria NSW 2015 (02 8338 6600)	1 year
Aluminium Windows & Doors (2 Waterways)	Chevalier Aluminium	Suite 1603, 109 Pitt Street, NSW 2000 (9232 3189)	10 years
Aluminium Windows & Doors (1 & 5 Wentworth)	Façade Innovations	74-76 Alleyne St, Chatswood NSW 2067 (02 9417 0817)	10 years
Bathroom PC's (towel rails etc.)	GS Building (NSW)	PO Box 3224, Wetherill Park NSW 2176 (1800 704 669)	10 years
Blinds	No Bull Blinds	17a/1801 Botany Rd, Banksmeadow NSW 2019 (1300 132 129)	3 years
Carpet	Harvey Norman Commercial	75 Carnarvon St, Silverwater NSW 2128 (02 9741 6700)	10 years
Doors & Frames & Hardware	Inline Fitout	4/14 Powells Rd, Brookvale NSW 2100 (02 9938 6668)	7 years
Electrical/ Security Services	City Electrical Services	1/23 Aylesbury St, Botany NSW 2019 (02 9700 0022)	1 years
Plumbing	Bluewater Plumbing	Unit 13/5 Gladstone Rd Castle Hill NSW 2154 (02 9894 2544)	1 years
Joinery - Kitchen and Vanity	Prestige	71 Elizabeth Street Wetherill Park NSW 2164 (02 9604 7733)	7 years
Kitchen Goods	Eurolinx	Locked Bag 3000 Annandale NSW 2038 (1300 694 583)	Refer to Warranty Cards
Light Fittings - (Supply only)	Actwell	PO Box 182 Eastwood, NSW 2122 (02 9638 3333)	1 years (Excluding Globes)

Painting (2 Waterways)	Morris C Painting	7 Wyadra Ave, Harbord NSW 2096 (02 9938 2597)	7 years
Painting (1 & 5 Wentworth)	Golden Eagle	296 Noble Ave, Greenacre NSW (02 9642 4640)	7 years
Shower Screens	Elite	P.O BOX 314, Double Bay, NSW 1360 (0418 967 232)	7 years
Splashbacks & Mirrors	Victoria Glass	4 Gartmore Avenue Bankstown, NSW 2200 (9791 6355)	7 years
Stone Benchtops & Threshold	Marble Design	51 Claremont Ave, Greenacre NSW 2190 (02 9708 6088)	10 years
Tapware	ABBEY Tapware	1 Danks St, Waterloo NSW 2017 (02 8572 8500)	Refer to Warranty Cards
Tiling (2 Waterways)	Trulogic	20/40-44 Wellington Road South Granville NSW 2142 (9632 4488)	7 years
Tiling (1 & 5 Wentworth)	Archiland	30 Oramzi Road Girraween NSW 2145 (02 9769 0255)	7 years
Wardrobes	Eingana	290-292 Illawarra Rd, Marrickville NSW 2204 (0432 015 706)	7 years
Washer/Dryer	CATS (Laundry)	John Hines Avenue, Minchinbury NSW 2770 (1300 578 810)	Refer to Warranty Cards

Disclaimer

The information provided in this manual is current and is believed to be correct at the time of printing. Billbergia cannot be held accountable for companies closing or changing of suppliers of building managers.

10.2 Owners Electrical Operation and Maintenance Manual

* Important Note

With respect to any electrical installation, it is always recommended that the services of a licensed electrician be engaged with regard to any electrical concern or fault.

10.2.1 Apartment Services Supply Point

Each apartment is served with:

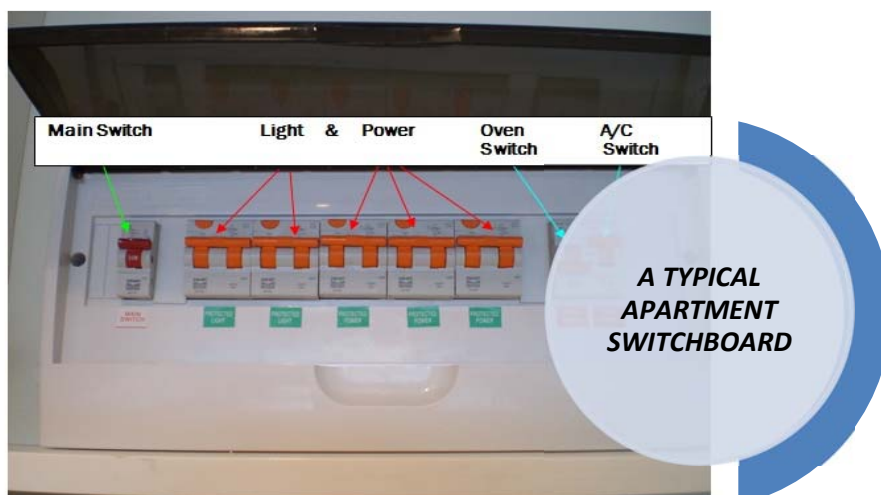
1. Switchboard: Generally located within the cupboard space of the kitchen, above the fridge space. This is the electrical distribution point for the apartment.
2. Free to Air television and provision for Foxtel service
3. Apartment smoke detection
4. National Broadband Network (NBN)

10.2.2 Apartment Switchboard

The apartment switchboard is the point from where your electricity is distributed throughout the apartment. This panel houses the Main Switch and protection devices for your electrical installation. The main switch, as labelled, is the RED toggle switch on this panel and will isolate the electricity at this point from your apartment if in the OFF or DOWNWARD position.

Beside this Switch are the safety switches/circuit breakers for the apartment power points, light fittings, wall oven and air conditioning unit. These switches operate in the same orientation as the main switch. They are labelled POWER, LIGHTS, WALL OVEN or AIR CONDITIONING on the panel. There may be multiples of these depending on the size of the apartment.

In a fault condition these switches will act automatically and switch to the OFF or DOWNWARD position, thereby isolating the power to this service/portion of the apartment. Please refer to the photograph below that identifies the RED toggle main switch and the safety switches/circuit breakers.



10.2.3 Fault Condition

If a fault is detected the Safety Switch/Circuit Breaker will automatically switch to the OFF position. This can be caused by faulty appliances plugged into power points. In order to find the problem it is recommended that all appliances be switched off and unplugged from the power points. With this done the switch should be able to be turned back ON in the manner described above.

To identify the faulty appliance reinstate the plugs back into the power points one by one and turn on. Upon the reinstatement of the faulty appliance the switch will automatically switch OFF identifying this as the faulty appliance.

10.2.4 National Broadband Network (NBN)

Your apartment has been provided with NBN provision. Once your equipment has been installed and checked, read these quick start steps to begin enjoying your new NBN service. Please see the brochure provided in your Home Owner's Welcome Pack for more detailed instructions.

1. Connect compatible equipment to the NBN connection box, also known as the Network Termination Device (NTD), using the port designated for that service as directed by your telephone and internet service providers.
2. If you have arranged a telephone service to be supplied through the voice (UNI-V) port then your telephone should be connected to the designated active voice (UNI-V) port on the NBN connection box OR to your existing telephone sockets. Your telephone and internet service providers should give you information about which connection to use.
3. Check that the NBN connection box is connected to the Power Supply with Battery Backup.
4. Check that the Power Supply with Battery Backup is plugged into the mains power socket and is switched on.

The Power Supply with Battery Backup 'system status' light will glow green. The NBN connection box 'power' and 'optical' lights will both glow green. All services that your telephone and internet service providers have agreed to provide you with should now be working

10.2.5 Apartment Television Services

All apartments within the complex have both Free to Air and Foxtel television capabilities installed. The Free to Air television service is Digital ready.

The apartment is also pre-wired for Foxtel Digital or Foxtel IQ. Foxtel can be accessed, if desired by the owner, upon subscription to Foxtel. Foxtel Phone Contact - 1300 785 622

10.2.6 Apartment Smoke Detection

Every apartment is fitted with 240volt battery backed smoke detectors located on the ceiling. In some instances there may be more than one smoke detector distributed throughout the apartment, if so, they are interconnected to provide an audible alarm at all locations in the event of an alarm occurring.

NOTE: If the red cover is still in place, please remove it.

Testing:

- 1 Perform a visual inspection.
- 2 Constant illuminated **GREEN** neon (Photo 1) is indication that mains power is connected.
- 3 A RED flashing neon every 40-60 seconds indicates correct operation and the device is ready for smoke detection.
- 4 Perform a Push Button Test - Pressing the button on the face of the device labelled PUSH TO TEST does this. After 3 seconds (approx.) the alarm will sound along with other interconnected alarms within the apartment. In this event the operation of the device is correct. This procedure should be carried out at every device within the apartment.
- 5 NOTE: This test should be performed at weekly intervals.
- 6 Cleaning - The smoke detector should be cleaned at monthly intervals to ensure it is free from dust or dirt. The smoke detector can be vacuumed or cleaned with a soft brush to remove dust or dirt. Please ensure the smoke detector is tested again after cleaning.
- 7 Battery Replacement

If the device sounds an audible beep at approximately 1 minute intervals then this may mean that the battery needs replacing.

Remove the device from the ceiling by simply pulling the alarm from its casing that is fixed to the ceiling. Replace the battery at the rear of the device and reinsert the device back into the ceiling housing.

It is recommended that battery replacement be undertaken annually and then re tested each time.

This device requires a 9 Volt DC carbon zinc or alkaline battery which may initially be located in the smoke detector but needs to be installed.



10.2.7 Apartment Heat Detectors

The apartments have heat detectors which do not require any action by residents as they are already functional. These are connected to the main building fire panel where they will activate the building Emergency Warning & Intercom System in the event of a fire on that level.

Please do not tamper with these at any point as they are imperative for a fully functioning Emergency Warning & Intercom System.



10.2.8 Apartment Intercom

All apartments have an audio/video intercom facility. This is located in close proximity to the front door.

The operation of this intercom is as follows:

- Visitor access to your apartment is via the main lobby intercom call station (Ground Floor). Alternatively when parking in the carpark, use the intercom at the lift serving your apartment.
- When your visitor calls your apartment, your intercom unit will "ring".
- To answer the call, press the button marked "Answer Call". You will then be able to speak with the caller.
- You may grant access by pressing the "Unlock Door" button on the intercom unit.
- Direct your visitor to the appropriate lift lobby where the visitor will press the lift call button. On entry to the lift car your visitor should press your floor number button.



10.3 Owners Hydraulic Services Operation and Maintenance Manual

10.3.1 Toilet Cistern

Under no circumstances should fragrance be placed within the cistern. The manufacturer advises any evidence of fragrance product placed being in the cistern will immediately void your warranty and incur a service charge by the attending plumber. We also advise incorrect opening of the cistern lid causing damage will void your warranty and incur a service charge plus cost of parts, as required by the attending plumber.

10.3.2 Stormwater Drainage on Balconies

The balconies are drained directly to the stormwater drainage system and no discharge other than clean water is to be allowed down the system. Rainwater is allowed to discharge from balconies. Please ensure that access to the floor waste is not covered and water has a clear run.

10.3.3 Sanitary Plumbing

In case of malfunction (blockage, leak malfunctioning toilet cistern), a licensed plumber must be engaged to carry out repairs to the system.

**** DO NOT FLUSH ANY SAINTARY WEAR, NAPPIES OR ANY OTHER FOREIGN OBJECTS AS IT WILL CAUSE BLOCKAGES.**

10.3.4 Hot Water Service

Hot water service is provided from a central gas fired hot plant located in the plant room on the roof of each building.

NSW Government requires apartments to comply with BASIX which may restrict the water flow resulting in a slower response to hot water flow into your apartment. This slow flow rate is normal. These restrictions must not be removed. The removal of restrictors may affect the flow of hot / cold water to the whole floor.

Individual isolation valves are located under the laundry tub to isolate the unit gas meters for the hot water service, including data loggers which are installed under the laundry tub in the unit to facilitate separate billing from the gas supply authority.

10.3.5 Natural Gas Service

Gas meters for the gas service including data loggers are installed, external to the apartment accessible in the lift lobby within the gas meter cupboard, to facilitate separate billing from the gas supply authority. Contact the Building Manager if access is required to this cupboard.

In addition, the following gas points will be provided to each apartment:

- Gas point for the cook-top (a valve is located under the cook top within the cupboard to isolate the cooktop)

10.3.6 Sanitary Fixtures, Maintenance & warranty

The warranty for the sanitary fixtures and tapware are as per the attached manufacturer's warranty in the Harvey Norman Warranty Care Information

There is a 12 month warranty period for the installation of these products. All maintenance on the Hydraulic installation must only be carried out by a Licensed Plumber. Any maintenance or repair work by any other person will void your warranties.

10.4 Air Conditioning Operation and Maintenance Manual

10.4.1 General Information

▪ **Air conditioning**

Air conditioning to the apartments is provided by a wall mounted reverse cycle unit. Your air conditioning unit or units are located in the lounge and/or bedroom inside your apartment.

Power is provided to the air conditioning unit or units from your apartment switchboard (i.e. Safety switch labelled "air cond").

For optimum performance of your air conditioning unit please close all windows and doors during operation. There may also be certain times of the year you should use your internal blinds and external louvres for shading in order to reduce heat gain from direct sunlight.

▪ **Ventilation Exhaust Systems**

Your bathrooms and ensuites are served by a ventilation exhaust system. This ventilation system operates when the light is turned on and will continue to operate for approximately 5 minutes after the light is turned off.

The laundry system varies depending on the set up of your apartment:

- If it is a part of the kitchen; the laundry ventilation system works off the light system, however once the light is turned off, the ventilation fan will turn off.
- If it is in the kitchen; there is a separate switch to turn on the ventilation

It is recommended that when operating your washing machine and/or dryer, that you ensure the fan remains on (i.e. keep light on) and open doors to ensure there is no excess build-up of moisture in the laundry area.

10.4.2 Warranty & Breakdown Service: First Twelve Months

The air conditioning described in this manual is covered for a period of twelve months from the date of settlement, against defects in material and workmanship.

All malfunctions in the first twelve months must be reported to:

The Service Manager

Zenith Air (NSW) Pty Ltd

Unit 12, 85 Bourke Road

PO Box 7105

Alexandria NSW 2015
p. +61 2 8338.6600
f. +61 2 8338.6699

NOTE:

- Call outs for defects which prove to be in respect of work or equipment provided by other contractors or for normal operational routines will be charged for at current rates (please check these rates at time of calling).
- Security clearances and access to the site must be arranged prior to call out. Zenith representatives will endeavour to co-ordinate security access, however time spent waiting, or on futile visits, may be charged for at current rates.

10.4.3 After the First Twelve Months (End of Warranty Period)

After the first twelve months, should any faults occur, please contact a certified air conditioning service company. Please be aware that all charges and fees for these services are at the apartment owner's cost.

10.4.4 Air Conditioning Warranty Period

The Warranty period is effective for a period of 12 months from the date of Practical Completion.

Prior to reporting any breakdown the owner should ensure that all systems have been operated correctly and checked for abnormalities as unnecessary service calls will be charged at current rates.

It must be emphasised that all service and maintenance should only be carried out by suitably qualified and experienced trades people and that correct procedures must be followed at all times. Considerable damage can be occasioned to the mechanical/electrical components if these strict guidelines are not observed.

NOTE: The warranty does not cover damage, or the effects of normal wear and tear, during 'The Warranty Period'. Repairs necessary due to damage will be charged for at current rates.

10.5 Fire Protection Services

Fire protection services provided within the building (excluding inside of apartment) comprise of:

- Automatic fire sprinkler system (All apartment building & basement level car parks only)
- Automatic smoke detection system (All apartment buildings public areas only)
- Automatic heat detection system (linked to the Emergency Warning & Intercom System)
- Automatic Emergency Warning & Intercom System throughout basement level car park and public areas of the apartment buildings. As part of this system there are "mimic fire panels" with handsets at each ground floor lobby entry – please refrain from using these at any point as they will affect the overall functionality of the Emergency Warning & Intercom System – these are for use by NSW Fire Brigade in any fire event ONLY

- Fire extinguishers
- Fire hydrants
- Fire hose reels (Library & basement car parks only)

In the event of the operation of the automatic fire system the Emergency Warning & Intercom System will operate to direct your evacuation from the building. Dependant on your location within the building, the following course of action should be taken:

Operation of the Emergency Warning & Intercom System within the Basement - Car Park Level

Evacuate by the closest Fire Exit Stair. These are clearly signed. On exiting the building make your way to the assembly area as shown on your Building Evacuation Plan.

Operation of the Emergency Warning & Intercom System within the Lift Lobbies in Basement Areas

Evacuate by the closest Fire Exit Stair. These are clearly signed. On exiting the building make your way to the assembly area as shown on your building evacuation plan.

Operation of the Emergency Warning & Intercom System within the Main Entry Lobbies

Evacuate by the main glass entrance doors. In an emergency these doors will automatically unlatch allowing them to be pushed open. On exiting the building, make your way to the assembly area as shown on your building evacuation plan.

10.6 Fire Sprinklers

Fire sprinklers have been installed in all apartments. Please ensure that the sprinkler heads are not damaged in any way. Be careful not to bump them when moving in or out or carrying tall objects.

Please ensure that the sprinkler heads **ARE NOT CLEANED** with soap and water, ammonia or any other cleaning fluids. Remove dust by using a soft brush or gentle vacuuming.

11 AFTER COMPLETION / MOVING IN

IMMEDIATE ORGANISATION	PERSONAL (for notification of your new address)
☐ Dwelling and contents insurance ☐ Telephone connection ☐ Redirection of mail by Australia Post ☐ Electricity & Gas supply connection ☐ Cancel old address paper delivery	☐ Insurance company/broker ☐ Bank Accounts ☐ Credit unions ☐ Credit card offices ☐ Retail accounts (e.g. David Jones Card) ☐ Electoral Role ☐ NRMA Membership ☐ Motor vehicle registration ☐ Driver's Licence ☐ Stockbroker ☐ Accountant ☐ Solicitor ☐ Sporting interest associations ☐ Subscriptions (magazines journals, charities, etc) ☐ Service industry/clubs and/or organisations (e.g. Lions, Rotary) ☐ Friends & family
HOME AND FAMILY	
☐ Organise new paper delivery ☐ New school enrolments ☐ Transfer current school records ☐ Establish local doctor/dentist ☐ Transfer existing medical/dental records ☐ Update medical benefits office regarding new address ☐ Update Medicare regarding new address ☐ Transfer family youth activities (e.g. Scouts, tennis, etc)	
USEFUL COMMUNITY INFORMATION	EMERGENCY PHONE NUMBER
☐ List of local schools ☐ Shopping centres ☐ Recreation /Sporting Clubs ☐ Transportation ☐ Churches ☐ Medical ☐ Licensed Entertainment and accommodation ☐ Major Fast Food Outlets ☐ Service Clubs and Associations	☐ Water, electricity and sewerage ☐ Strata Manager or Building Manager (name, office and mobile phone numbers)
	OTHER FORMS
	☐ Australia Post - Change of Address Request ☐ Electoral Enrolment Form plus Postage Paid envelope

12 SUSTAINABILITY AT HOME

Billbergia prides itself when it comes to sustainable building. We continue to lead the way in producing above average green star buildings. According to the Australian Greenhouse Office, households produce almost one-fifth of Australia's greenhouse gas emissions through everyday activities within the home. The conservation of environmental biodiversity is also directly related to how we live, interact and consume resources.

Our actions, and the way we manage our households, have a direct impact on production of greenhouse gases and the future of the environment.

12.1 Green Power

Green Power is renewable energy sourced from the sun, the wind, water and waste that is purchased by your energy company on your behalf. You don't need any special equipment. Green Power is widely available and is just as reliable as traditional electricity generated from burning coal.

Switching onto Green Power means you will:

- Help reduce Australia's greenhouse pollution and environmental impact;
- Drive demand for renewable energy and the growth of the renewable energy industry (i.e. building more generators).

It only takes a phone call and as little as \$1 per week for you to switch to Green Power– there is no need to change your current electricity supplier unless you choose.

For more information on Green Power, go to www.greenpower.gov.au

12.2 Buying Appliances

When purchasing electronic equipment such as TV's, DVD's, Home Theatre Systems, etc., look to the items with the ENERGY STAR logo. ENERGY STAR is an international standard for energy efficient electronic equipment and products displaying the logo to reduce the amount of energy consumed by a product by either automatically switching to 'sleep' mode when it's not being used and/or reducing the amount of power used when in 'standby' mode. ENERGY STAR compliant home electronics products have their energy saving features already activated when you buy them. If your TV, or DVD complies with the ENERGY STAR standard, it will consume around 75% less energy in standby mode than standard products do. Because products like these spend more than 60% of their time on standby, this can add up to a significant reduction in energy use, saving you money as well as minimising harm to the environment. Although appliances with a higher star rating may cost a little more up front, they will cost less to run. For more information checkout www.energystar.gov.au

When purchasing equipment such as dishwashers and washing machines, make sure you look out for the Water Efficiency Labels (WELS). This label gives a star rating based on its water efficiency and the water consumption per wash. The more stars, the more efficient the appliance. For more information or to search for registered water efficient products, checkout the WELS website www.waterrating.gov.au.

The following are simple things that can be done in the home to conserve resources, reduce greenhouse gas emissions and save money on energy and water bills.

Living Rooms

- Minimise heat loss through windows by installing window coverings, such as curtains with pelmets;
- Keep heated/cooled volumes to a minimum by closing off rooms not in use;
- Do not over heat or over cool when using air conditioning—set the thermostat at a reasonable level;
- Switch televisions, DVD Players and stereos off when not in use—these appliances use substantial amounts of energy even when left in the ‘standby’ mode; and
- Switch off the VDU screen to your computer when not in use. Laptop computers are generally more efficient than desktops.

Lighting

- Turnoff unnecessary lights;
- Use dimmer controls, where possible, to prolong lamp life and use less energy;
- Use desk, or standard, lamps where a light source is most needed; and
- Regularly dust bulbs. Dusty bulbs burn at a higher temperature which means they are less efficient, wear more quickly and can be hazardous to the occupant's health.

Kitchen

- Use energy efficient cooking practices where possible. Use lids on pots when boiling & simmering etc;
- Use a plugged sink to rinse dishes and clean vegetables, rather than rinsing each item separately under a running tap;
- Wait until you have a full load to run the wash cycle on your dishwasher;
- Ensure that the refrigerator door seal is tight fitting and maintained. Leave the door open for as little time as possible; and
- Regularly clean the range hood filter. This improves efficiency of the extraction fan using less power.

The following are simple things that can be done in the home to conserve resources, reduce greenhouse gas emissions and save money on energy and water bills.

Bathroom

- Do not leave the tap running when brushing teeth or shaving;
- Choose the toilet's half flush option as much as possible;
- Limit showers to 4 minutes;
- Do not leave taps dripping and promptly repair leaking taps;

Laundry

- Use cold water for machine washing;
- Wash a full load rather than a partial load;
- Use biodegradable detergent;
- Clean lint filter after each use.

Waste

- Separate your waste into recyclable collections;
- Buy products with less packaging or packaging which is recyclable;
- Don't put oils, fats or harmful chemicals down the sinks;
- Use a strainer in kitchen sinks; and
- Choose detergents with no, or little, phosphorous, to minimize nutrient loads in waterways.

13 LOCAL INFORMATION

13.1 Wentworth Point and Surrounds

Wentworth Point is located on a peninsular on the southern side of the Parramatta River, and is a prestigious new waterside address offering a wonderful opportunity to enjoy a fabulous “Riviera Style” Lifestyle.

Billbergia is committed to creating a superior living environment through carefully planned designs and a dedication to including aesthetic community areas. Billbergia has constructed your unit with carefully selected materials and the effort of experienced craftsmen and labourers under the supervision of our field personnel, with the administrative support of our office personnel. Although this group works from detailed plans and specifications, no two units are exactly alike. Each one is unique.

The site at Wentworth Point has been carefully chosen for its proximity to the water and convenience to all the amenities that neighbouring Rhodes has to offer. The apartments also enjoy good accessibility to the rest of Sydney via roads, rail and water. Bennelong Bridge provides connectivity to Rhodes train station and shopping centre within walking distance.

13.2 Public Transport

The harbour and its ferries are immediately recognised as icons of Sydney living, the heart and focus of a modern, vibrant city. Homebush Bay Ferry Wharf, is a 2 minute walk from Wentworth Point Marinas.

Sydney Ferries have been part of life on Sydney Harbour for more than 135 years. Their services can take you to 41 wharfs, with the network stretching approximately 37kms from Parramatta in the West to Manly in the North East and Watsons Bay in the East. All Sydney Ferries vessels are wheelchair accessible. Sydney Harbour provides easy access to several key tourist and entertainment attractions such as Sydney Aquarium, Sydney Wildlife World, Taronga Zoo and Luna Park.

What sets Wentworth Point Marinas apart is that it is just 25 minutes to the Sydney CBD and 15 minutes from Parramatta. It enjoys easy access to the M2, M4, M5 motorways and the Pacific and Hume Highways.

A bus route 526 services at Footbridge Boulevard, Wentworth Point provides access from Parramatta to Burwood with the intermittent stops being Rydalmere, Silverwater, Rhodes Sydney Olympic Park, Newington and Strathfield.

To ensure you have the latest travelling timetable information available we recommend you call 131 500 or log on to www.131500.com.au, for all ferry, bus and train information.

13.3 Post Offices

COMPANY	ADDRESS
Rhodes Post Office	Rhodes Shopping Centre 53-54/1 Rider Boulevard Rhodes NSW 2138
Silverwater Post Office and Business Centre	37-39 Egerton St Silverwater NSW 2128
Newington Post Boxes (post boxes only)	Cnr of Avenue of Oceania & Avenue of Europe Newington NSW 2127

13.4 Police

COMPANY	ADDRESS
Auburn Police Station	Cnr Queen & Susan Sts Auburn NSW 2144 Phone: 02 9646 8622

13.5 Emergency

In EMERGENCY SITUATIONS CALL **000** for Police, Ambulance and Fire Brigade.

13.6 Banks

The following Bank branches are located within the Homebush Bay/Rhodes area:

BANK	ADDRESS
Select Credit Union	2/8 Parkview Drive Homebush Bay NSW 2127
ANZ	Lot 13 Newington Technology Park Newington NSW 2140
Westpac	Shop 7, Newington Market Pl, Avenue of Europe Newington NSW 2140
CBA ATM	Avenue of Europe Newington NSW 2140
CBA ATM	Dawn Frazer Ave Homebush NSW 2127
ANZ	250-318 Parramatta Rd Homebush West NSW 2127
NAB	Cnr Egerton & Wetherill St Silverwater NSW 2264
St George ATM	Ground Floor (outside Harrison's Pharmacy) Rhodes Shopping Centre Rhodes NSW 2138

13.7 Medical and Emergency

13.7.1 Hospitals

HOSPITALS	ADDRESS	CONTACT
Concord General Hospital	Hospital Road Concord NSW 2139	(02) 9767 5000
Concord (Westside Private)	55 Burwood Road Concord NSW 2139	(02) 9747 2033

13.7.2 Medical Centre

BUSINESS	ADDRESS	CONTACT
Newington Family Medical Practice	3/8 Avenue of The Americas Newington NSW 2127	(02) 9748 6984
Rhodes General Practice	Level 7 Rhodes Shopping Centre	(02) 8754 3000

13.7.3 Dental

COMPANY	ADDRESS	CONTACT
Rhodes Dental Service	Level 7, Rhodes Shopping Centre	(02) 8732 8288
Newington Dental Care	3/8 Avenue of The Americas Newington NSW 2127	(02) 9748 8300

13.8 Shopping

COMPANY	ADDRESS	CONTACT
Rhodes Shopping Centre Featuring Major Shops: Target, Ikea, Coles, Harris Farm, Bing Lee, Dick Smith	1 Rider Boulevard (Off Homebush Bay Drive) Rhodes NSW 2138	(02) 8754 1111
Newington Market Place Featuring Woolworths, Liquor Store & speciality shops	Avenue of Europe Newington NSW 2127	(02) 9908 0321

13.9 Miscellaneous Facilities and Services

SERVICE	COMPANY	CONTACT
Natural Gas	AGL	131 245
Electricity	Energy Australia	131 535
Water	Sydney Water	132 092
Pay TV	Foxtel	131 999
Internet	NBNCo	1800 687 626
Library	Auburn Library	9643 1120
Telephone	Telstra	132 200
	Optus	1300 301 937

13.10 Sporting Facilities

COMPANY	ADDRESS	CONTACT
Ryde Aquatic & Leisure Centre	Karen Moras Drive, Ryde NSW 2112	(02) 8878 5100
Sydney Olympic Park - Aquatic Centre	Olympic Boulevard, Sydney Olympic Park NSW 2127	(02) 9752 3666
Ryde Tennis Centre	Cnr Potts St & Weaver St, Ryde NSW 2112	0407 247 780
Sydney Olympic Park Tennis Centre	Shirley Strickland Avenue, Sydney Olympic Park NSW 2127	(02) 9714 9133

13.11 Child Care Centres

COMPANY	ADDRESS	CONTACT
1 Child Care Centre Pty Ltd	Level 7, Rhodes Shopping Centre, 1 Rider Blvd, Rhodes NSW 2138	(02) 9743 6444
St Mary Multicultural (Child Care Centre)	66 Llewellyn St, Rhodes NSW 2138	(02) 8765 8546
Sweet Peas Corporate Childcare (<i>Long Day Care offered</i>)	Ground Floor, Quad 4, Sydney Olympic Park, 8 Parkview Rd, Homebush Bay NSW 2127	(02) 8305 1900



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