



STRADBROKE TOWER & VILLAS

Residents Information Booklet

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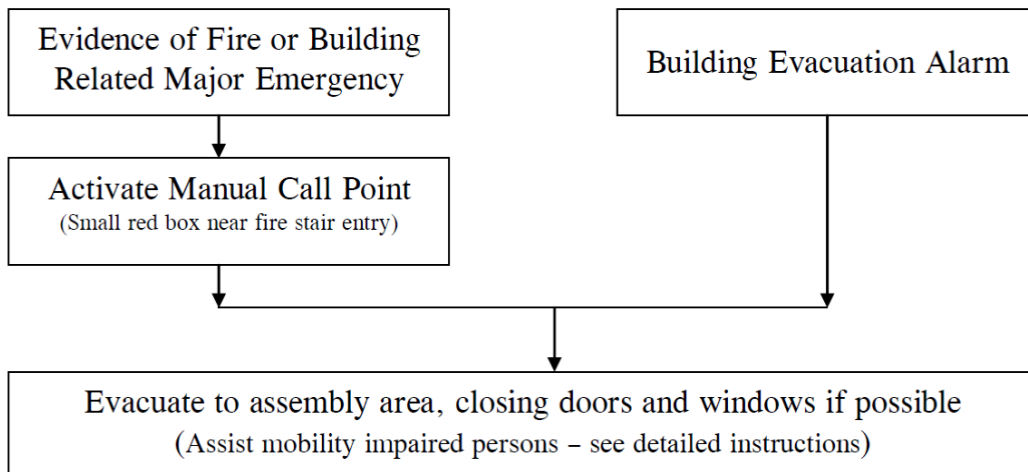
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Evacuation Procedures for TOWER Apartments page 1/2



Fire Evacuation Plan (FEP) for Stradbroke Tower and Villas: Appendix 9.1
STAV General Fire Safety Instructions Page 1 of 2

Emergency Evacuation Procedure



Fire or Emergency

- Assist people to evacuate to assembly area without endangering yourself
- Fight fire if safe & you are trained
- Remain in assembly area until everyone is accounted for and the manager has arrived
- Await arrival of fire service
- Do not re-enter building until advised by the fire service

False Alarm

- If the fire service has already been called, notify them of the situation
- Help to reassure residents of situation
- Allow fire service to enter building on their arrival to investigate the situation
- Evacuation Coordinator will attend to deal with the situation and rectify any problems or system faults

Evacuation Procedures for TOWER Apartments page 2/2



Fire Evacuation Plan (FEP) for Stradbroke Tower and Villas: Appendix 9.1 STAV General Fire Safety Instructions Page 2 of 2

Responsibility of Apartment Owners and Tenants

Each Apartment in Stradbroke Tower and Villas is a separate fire unit isolated from adjacent apartments and common areas by fire rated walls.

Owners and Tenants are responsible to ensure that:

- They are familiar with the *General Fire Safety Instructions* contained in this document and on the Fire Evacuation Diagrams mounted in the lift foyers.
- The occupiers of their apartments are provided access to these documents.
- They advise the Building Manager of any mobility impaired persons resident in their Apartment for inclusion on the Mobility Impaired Register.
- They do not make any alterations that would impact on the fire integrity of their apartment by removing any fire separation walls or obstructing or removing automatic front door closers.
- They do not carry out any activity that may endanger the building or create an elevated risk.
- Where they engage contractors to do "Hot Work" in their apartment they obtain and comply with "Hot Work" requirements issued by the Building Manager.
- They pay the fees levied by Fire Services for any 'false alarms' activated where it is demonstrated that there was no emergency situation.

Emergency Evacuation Procedure – Detailed Information

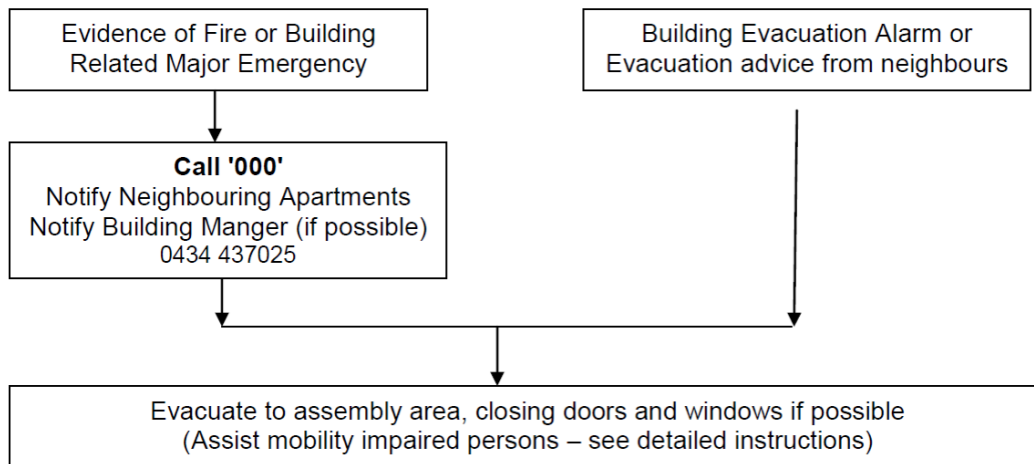
- If a fire or other building related major emergency is detected, immediately activate the fire alarm manual call point (little red box) located next to the nearest fire exit door on your floor.
- This alarm calls the fire brigade and also triggers the building alarm system.
- If activating the fire alarm does not result in an audible alarm sounding, the Fire Brigade should be called by dialling '000'.
- Stage ONE of the alarm is: **BEEP, BEEP, BEEP**.
On hearing this alarm, please prepare yourself for an evacuation & await further instructions.
- Stage Two of the alarm is: **WHOOOP, WHOOOP, WHOOOP**.
On hearing this alarm occupants should evacuate the building & gather at the Assembly Area.
- Assist Mobility Impaired Persons to move to a position of safety on the landing inside the fire stairs and assign someone to remain with them – inside the stairwell if the emergency is on that floor or beside the WIP phone (inside the fire cabinet left of lift in tower) if on another floor.
- In addition to the affected floor, the alarms on the floors below and above are activated and should be evacuated immediately.
- Consecutive floors will be evacuated in sequence until the whole building has been evacuated.
- Follow any directions given over the PA for the evacuation of your floor.
- Evacuate the building via the nearest fire stairwell. DO NOT use lifts.
- All residents to assemble on the footpath of the Cul De Sac at the end of the Goodwin St entry to Dockside Town Square.
- DO NOT assemble in the foyer or car parks.
- Advise the evacuation coordinator of any Mobility Impaired Persons who remain in the building and their location.
- Compile a list of units represented to highlight those not present and advise Fire Brigade.
- Ensure occupants do not attempt to re-enter the building until advised by the Fire Brigade it is safe to do so.
- Assist the Building Evacuation Coordinator in liaison with the Fire Brigade and advise them of any information relevant to the emergency.

Evacuation Procedures for VILLA Apartments page 1/2

Fire Evacuation Plan (FEP) for Stradbroke Tower and Villas: Appendix 9.2
STAV General Fire Safety Instructions For Villas Building Page 1 of 2



Emergency Evacuation Procedures - Villas Building



Fire or Emergency

- Assist people to evacuate to assembly area without endangering yourself
- Fight fire if safe & you are trained
- Remain in assembly area until everyone is accounted for and the manager has arrived
- Await arrival of fire service
- Do not re-enter building until advised by the fire service

False Alarm

- If the fire service has already been called, notify them of the situation
- Help to reassure residents of situation
- Allow fire service to enter building on their arrival to investigate the situation
- Evacuation Coordinator will attend to deal with the situation and rectify any problems or system faults

Evacuation Procedures for VILLA Apartments page 2/2



Fire Evacuation Plan (FEP) for Stradbroke Tower and Villas Appendix 9.2 STAV General Fire Safety Instructions For Villas Building Page 2 of 2

Responsibility of Apartment Owners and Tenants - Villas Building

Each Apartment in Stradbroke Tower and Villas is a separate fire unit isolated from adjacent apartments and common areas by fire rated walls.

Owners and Tenants are responsible to ensure that:

- They are familiar with the *General Fire Safety Instructions* contained in this document and on the Fire Evacuation Diagrams mounted in the lift foyers.
- The occupiers of their apartments are provided access to these documents.
- They advise the Building Manager of any mobility impaired persons resident in their Apartment for inclusion in the Mobility Impaired Register.
- They do not make any alterations that would impact on the fire integrity of their apartment by removing fire separation walls or obstructing or removing automatic front door closers
- They do not carry out any activity that may endanger the building or create an elevated risk.
- Where they engage contractors to do "Hot Work" in their apartment they obtain and comply with "Hot Work" requirements issued by the Building Manager.
- They pay the fees levied by Fire services for any 'false alarms' activated where it is demonstrated that there was no emergency situation.

Emergency Evacuation Procedure - Detailed Information

- If a fire is detected, **immediately alert the Fire Brigade by dialling '000'**.
- Also alert your neighbouring apartments.
- If practical also alert the building manager by calling 0434 437 025.
- Assist mobility impaired persons to access a position of safety inside the stairwells or if possible to the evacuation assembly point.
- Evacuate the building via the nearest fire stairwell. DO NOT use lifts.
- If the ground floor exit to the stairs is blocked, an alternative exit is to go up the stairs, across the roof and down the other fire stair.
- All residents to assemble on the footpath of the Cul De Sac at the end of the Goodwin St entry to Dockside Town Square.
- DO NOT assemble in the foyer or car parks.
- Compile a list of units represented to highlight those not present and advise Fire Brigade.
- Ensure occupants do not attempt to re-enter the building until advised by the Fire Brigade it is safe to do so.
- Meet the Fire Brigade and advise them of any information relevant to the emergency.

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1. Introduction

Welcome to Stradbroke Tower and Villas.

The purpose of this booklet is to:

- explain the emergency procedures for the building;
- draw attention to the By-Laws and how these impact on all residents;
- to set out the rules established by the Body Corporate Committee;
- to provide guidance on building equipment and systems; and
- to assist with resolving any problems that may arise and indicate where you can obtain relevant information.

The Body Corporate Committee seeks to manage the building on behalf of owners and residents, in order to:

- develop a strong sense of community in our building complex;
- maintain and enhance the appearance of the building and common property to keep Stradbroke Tower and Villas as one of Brisbane's most desirable residential blocks – thereby enhancing owners' investments and
- to ensure we can each enjoy our homes and live in harmony with our neighbours.

The Community Title Scheme By-Laws for Stradbroke Tower & Villas (STAV) are a set of rules and obligations for all residents. Section 3 of this handbook reviews key aspects of the By-Laws and a copy of these is provided on the web site under the Community Management Scheme (CMS).

2. Stradbroke Tower & Villas - Owners & Residents Register

It is extremely important that you keep the Building Manager informed of the details of the residents in your apartment so that this register is kept up to date at all times.

The information will be held as confidential information for Management, Security and Emergency Services only. Information is securely stored and aligns with Privacy Act provisions.

Details should include names of the owners and all residents of your unit, next of kin details, contact phone numbers for at least one resident and all vehicle registration numbers.

This information:

- provides the basis for the Dockside Precinct Management (DPM) Security Service to provide access to your floor only (not apartment) if you are locked out and...
- will help the Building Manager and the DPM security service to make immediate contact in case of emergency or problems with your apartment.

In the event you are locked out of your unit the following procedure applies

- During normal business hours (8am to 4pm) Monday to Friday you may contact the Building Manager on mobile 0434 437 025
- After hours access or lockouts should be resolved by calling Brett's Locksmiths on 3361 0510 who will in turn connect you to the after hours call out department. Any costs for this service will be at the owner/residents expense. Payment is required on the day of service. Alternatively, precinct security may be able to provide assistance.

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3. Emergencies

3.1 Fire & Evacuation Procedures

A fire evacuation diagram is located on each floor foyer adjacent to the lift. Summary Fire Evacuation Procedures are provided at the front of this booklet.

Please note that as the Tower and the Villas buildings have different fire equipment, there are two different sets of evacuation instructions: one for the Tower and another for the Villas. Please select the appropriate instructions for your apartment.

In the interest of your safety, and that of your guests, you are urged to familiarise yourself with both the evacuation diagram and procedures.

The full building fire evacuation plan is available in the Building Manager's office for review.

3.2 Activating the Fire Alarm

In the Tower: fire alarms are located adjacent to both fire escape exits on each floor. In the event of fire, break the glass, activate the alarm and proceed through the exit.

In the Villas: there are no separate fire alarms. In the event of fire please dial '000'.

Note: Penalties exist for false activation of the alarm. The fire brigade charges around \$3,200 (2023) for a false call out. The cost will be charged to the person who raised the false alarm.

3.3 Tower Fire Equipment

In the Tower, a fire extinguisher and fire hose are located on each floor in the cupboards on the left hand side of the elevators, next to the door leading to the refuse room. When a fire occurs **and it is safe to do so**, residents should attempt to extinguish the fire using this equipment.

The tower also has a central PA system and centrally activated and managed fire evacuation alarms as well as a sprinkler system and centrally monitored smoke alarms.

3.4 Villas Fire Equipment

There are fire extinguishers located on each floor in foyers and standard (non monitored) smoke detectors in foyers.

3.5 Apartment Smoke Alarms

Current legislation also requires owners to fit smoke alarms in their apartment.

3.6 Fire System Testing and Evacuation Drills

Fire alarm testing in the Tower is carried out 6 monthly and will be preceded by an announcement that the procedure is a test only. Fire evacuation drills for the Tower are held annually.

3.7 Questions

If you have any questions regarding the fire and evacuation systems, please raise these with the Building Manager.

DETAILED FIRE EVAC INSTRUCTIONS ARE LOCATED AT THE FRONT OF THIS BOOKLET

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4. Community Management Statement (CMS) and By-Laws

All owners and residents should familiarize themselves with the By-Laws of Stradbroke Tower & Villas. A copy of the CMS is available on the website at <http://www.stradbrocketower.com.au/>

4.1 Obligations of Residents to Comply with Stradbroke Tower & Villas By-Laws

Under the Body Corporate & Community Management Act of 1997, the Body Corporate can:

- Issue a contravention notice that specifies the By-Law that has been breached and require the recipient to cease that breach.
- If the breach continues after the notice is issued, the Body Corporate can commence proceedings in the Magistrates Court. The Court can issue an order to prevent a recurrence. The court may also levy fines against the person in breach.

4.2 Content of By-Laws

While all By-Laws are important the following issues cause regular concern:

By- Law	Subject	Issue of Concern
5	Appearance of Building	Washing, towels, bedding etc hung on balconies.
6	Balcony Water Control	Water overflowing from pot plants which stain the glass on balcony railings below.
20	Dress	People leaving the pool area with bare feet and/or wearing only bathing costumes and damaging carpets with dripping pool water.
23	Garbage Disposal	Large items put down chute causing blockage Large items dumped outside the garbage compactor. The garbage service deals with normal household garbage only and occupiers are responsible for the disposal of large items away from common property.
24	Furniture Movement	Tying up lifts and leaving common property in a mess.
28	Pet Noise	Any noise emanating from a pet or evidence of a pet in any floor foyer
30	Noise and Sounds	Creating a disturbance to neighbouring units.
35	Smoking	Not permitted on common property.
37	Structural Alterations and Renovations	Tying up lifts, noise and leaving common property in a mess.
40	Vehicles & visitor parking	Owners' cars using the visitors' car park - this is reserved for visitors only and car washing. Owners' visitors occupying car park spaces for extended periods. Max 6 hours

The By-Laws should be reviewed by residents to ensure that they understand the requirements, are compliant and do not create a problem that will require the Body Corporate to take action against them. More detail on specific By-Laws is provided on the following pages.

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4.3 Appearance of Our Building (By-Laws 5, 6)

- **Balconies and windows:** To maintain the appearance of our building:
 - Do not hang any washing, towels, bedding or clothing on any part of the lot where it is visible from outside the building. No bicycles on balconies.
 - When hanging or replacing curtains or installing plantation shutters, blinds, screens or window tinting, obtain prior written consent of the Body Corporate if a change in colour is proposed.
 - Do not affix anything to the walls of your balcony or change the floor finish (e.g. changing or covering the balcony tiling).
 - Hosing of Balconies
 - You should only hose or wash down your balconies when there is heavy rain or when a balcony hose down is organised by the Building Manager (generally once or twice per year - subject to water restriction requirements).
 - When this is arranged, two hoses are made available to residents by the Building Manager. These need to be connected to the laundry cold water tap outlet at your washing machine.

- **Outdoor Furniture**
 - Care needs to be taken with items placed on the balcony as storms and strong winds may blow furniture and other items off the balcony causing damage and potential injury. Please take furniture/pot plants, etc inside when going away - especially if you are to be away during the Brisbane storm season between October and May. Major storms can lift even the heaviest of items. If you have external shutters leave them deployed and closed.

- **Plants on Balconies**
 - Plants on balconies must be contained within effective and adequately sized drip trays and saucers. When watering you must ensure that no water overflows as overflowing water dripping down the side of the building discolours and streaks balcony glass of the residents below you. This results in additional cleaning work and expense for the owner.

- **Window Cleaning**
 - The curtain wall windows: (these are windows not easily accessible for cleaning) and outside of balcony glass are cleaned periodically by a contractor employed by the Body Corporate.
 - Cleaning of all other glass, including internal side of balcony glass, is the responsibility of the unit resident or owner.

4.4 Residents Behaviour and Appearance (By-Law 20)

- **Shoes and Dress**
 - Shoes need to be worn at all times when on enclosed common property. This includes the foyers, lifts, gymnasium and the carpeted areas of Level R (pool area). The only exception is on the tiled pool/sauna area on the recreation Level - R and during Yoga/Pilates classes in the meeting/recreation room.
 - When going to and from the pool area, you must be clothed (or wear a gown) and sufficiently dry so as not to drip water on the lift carpets. This is to preserve the carpets from damage from pool chemicals.

- **Smoking**
 - Smoking is not permitted under any circumstances on any common area of this building. This also includes all lifts, all facilities on Level R (pool, sauna, meeting room, gymnasium) and the BBQ area.

Please be mindful of the impact of your smoking on others nearby. Do NOT dispose of cigarette butts over the side of balconies. This represents a potential injury and damage hazard for people and property below. Please remind your guests of this requirement.

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4.5 Garbage Disposal (By-Law 23)

Tower:

- **Garbage chutes** are located on each floor in a room located adjacent to the lifts. Rubbish must be securely wrapped before disposal down the chute. Such rubbish needs to be of a size that fits easily into the chute. No boxes, coat hangers, bottles, cartons, pillows or cushions are to be placed down the chute as these can cause blockages. To minimise noise to adjacent apartments, please use the garbage chutes only between the hours of **6.30 am and 10.30 pm**.
- **Recycling:** On each floor, near the chute, yellow crates are provided for your *washed* bottles, milk cartons etc. and black crates for paper and cardboard. All boxes must be broken down to flat – only beer box size cartons or smaller to be left in the refuse room. Contact the Building Manager if you have large boxes or polystyrene packing to dispose of.
- **Contractors/Tradesmen are NOT to use the chutes under any circumstances.**

Villas and Lot 14 & 14A:

- All garbage needs to be taken to the basement where garbage and recycling bins are allocated. These bins are situated in front of each villa lift. One bin is for general rubbish; the other is a recycling bin. These bins are emptied daily by the building cleaning contractors.

Large Items:

- The owner or resident must dispose of Items that will not fit into a standard garbage bin by removal from the Stradbroke Tower property. Large items are NOT to be left outside the garbage area in the visitors' carpark or in the basement as the Body Corporate does not have contracted arrangements for disposal of these items. A skip is brought in twice a year for you to have a clean out of larger items.

4.6 Furniture Removal, Structural Alterations and Renovations (By-Laws 24, 37)

To ensure that damage and inconvenience to other residents is minimised, Body Corporate approval through the Building Manager is required for all structural alterations and renovations to your lot. A security deposit may be required. Please liaise with the Building Manager to make arrangements for lift usage to facilitate furniture removal/delivery.

These activities may only be carried out between 9am and 5pm Monday to Friday. Please ensure that you review these By-Laws in detail before carrying out any of these activities.

Owners MUST ensure their Tradesmen dispose of any trade waste, packaging or building material off site or in an onsite skip arranged with the Building Manager.

4.7 Noise and Disturbance (By-Laws 19 and 30)

- No resident has the right to disturb the peace of fellow residents.
- If you have music playing or guests visiting please ensure that your sliding glass doors are closed and your guests are inside by 10pm to stop any noise travelling around the building.
- Please be aware that the bass of some sound equipment can be penetrating and when boosted above normal levels will be heard in apartments above, below and beside yours. Music etc should be at the lowest possible at all times and should not be audible to other residents.
- Residents must take reasonable steps to ensure that their guests do not behave in a way likely to interfere with other residents' the peaceful enjoyment of their homes and the common property.

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4.8 Motor Vehicles and Parking (By-Laws 7, 40)

Basement Car Park

- Your apartment has car parking assigned to your unit. Your Lot number is painted on the car park floor to identify your car park(s). You may only park cars in the area assigned as part of your lot or where arrangements have been made with another owner for the use of their space(s).
- Residents' cars may not be parked on the common property at any time.
- The floor of car spaces is not to be used for storage. In the event that you want to erect security fencing or a storage cupboard, you need to obtain the permission of the Body Corporate and meet any required conditions.
- The basement carpark is cleaned periodically to keep down dust and dirt and to keep our vehicles clean. When notified by the Building Manager, residents are requested to move their cars from the carpark to facilitate this cleaning.
- Under the provisions of By-Law 32 and for safety reasons no skateboards, scooters or rollerblades are to be used in the carpark.

Basement Speed Limit

- For safety, please observe the speed limit of 5kms whilst travelling in the basement.

Visitors' Car Park

- Because there are only 20 visitor spaces (including car wash bays), it is necessary to restrict use of the visitors' carpark as follows:
- Residents are not to park in the visitors' car park at any time other than when using the washing bay or vacuuming their car.
- Visitors may only use the car park for up to 6 hours between 6 am to 6 pm or overnight.
- Cars parked in contravention of the By-Law may be towed away at the owner's expense.
- Full details are provided in By-Law 40

Street Parking

- Residents needing to park on the roadway are advised to obtain a 'residents parking permit' from the Brisbane City Council (BCC).

Car Washing

- The carwash area is in the two marked bays in the visitors' car park. If you use this facility, please ensure that you:
 - comply with any prevailing water restrictions; and
 - ensure that when you are finished the tap is turned off, any pressure is released from the hose and the hose is retracted into its reel.
- A power outlet for the use of a vacuum cleaner is situated on the left hand corner directly next to the sliding door opening of the refuse room.

4.9 Hard Flooring (By-Law 46)

- The installation of hard flooring (ceramic tiles and timber) has the potential to create noise problems for the apartments below the hard floor. To maintain amenity for all apartments there is a stringent By-Law covering these installations.
- Should you wish to consider installing hard flooring you will require Body Corporate approval in accordance with the provisions of By-Law 46.

4.10 Pets (By-Law 28)

- Any animal that is to be kept in Stradbroke Tower and Villas either temporarily or permanently must be approved by the Body Corporate. By-Law 28 specifies how an application to keep an animal will be dealt with, the conditions under which it will be allowed to be kept as well as those covering withdrawal of this approval and removal of the animal. Contact the Building Manager for a Pet Application form.

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5. Building Security

5.1 Maintaining Security

For your safety and the protection of your property, there are secure processes to manage building access and the issue of keys. There are also intruder alarms in individual apartments and a camera surveillance and recording system for the common areas.

Effective security requires adherence to a few common-sense rules including:

- Never hold open a door for a person unless you know that person is a resident.
- Advise people to use the intercom to contact the person they are visiting.
- Never leave doors in an open position unless you remain present to monitor access (e.g. moving items into or out of the building)
- Immediately report lost keys to the Building Manager so access can be cancelled on the system
- If you see someone acting suspiciously and you judge it is safe to do so, question their intentions. If you are uncertain of your safety, report the issue to the DPM precinct security (6am to 6pm), the Building Manager or the police.

Building Manager: 0434 437 025

Security: 0401 035 310

Dutton Park Police: 07 3020 8173 or 07 3020 8111

5.2 Keys

Electronic Fob

- Two types of electronic access devices are issued: a standard access fob and a combined car park remote and access fob.
- These electronic fobs are numbered and programmed by the Building Manager to provide individual floor access for a specific lot resident – their apartment floor level, Level R, the car parks and access to the grounds between the villas and the main building.
- Each time your key is used it is logged on the security system.
- Additional fobs can be ordered directly from the Building Manager and pricing is available upon request.
- Carpark remote and standard access pricing is available from the Building Manager upon request.
- Should your garage remote cease to work, the most probable cause is the need to replace the battery. An A23 battery is required.

Apartment Front Door Keys

- These are restricted keys and cannot be cut by any locksmith.
- To obtain additional keys, please contact the Building Manager who will issue you with an authorisation letter. Keys are then obtained from Bretts' Locksmiths. Both the Manager and resident requiring the keys need to sign the authority letter.
- Letterbox keys can be cut by any locksmith but if you don't have a key to copy you will need to obtain a key number from the Building Manager.

Keys for the Gymnasium, Boardwalk Gate and Carpark

- Your apartment key will open both the gymnasium door, the gate to the boardwalk and your electronic fob will provide access to some doors from the carpark.

Lost or Misplaced Keys

- Should you lose or misplace your keys, please immediately phone the Building Manager during normal working hours to have your fob key code cancelled to prevent its use for access to the building.

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5.3 Lockouts (Residents Forgetting Their Keys)

- During normal hours (8am to 4pm Monday to Friday)**
 - Contact the Building Manager who can assist with access to your unit.

- Outside normal hours**
 - After hours access or lockouts should be resolved by calling Brett's Locksmiths on 3361 0510 who will in turn connect you to the after hours call out department.
 - The cost for this service is at the owners/residents expense.

5.4 Intercom

The intercom in your unit can be used to remotely raise the visitors' carpark boom gate, unlock foyer doors and enable lift access to your floor. Please advise your guests of which floor you are on and to take the next available lift. The lift activation times out after 2 minutes. After this time to gain access your visitor will need to go outside and page your apartment again on the intercom.

5.5 Alarms

- Apartment Security Alarms (alarm pad located In your apartment by the front door).
- When set, this alarm will activate in your apartment **only**.
- Programming: Arm/Disarm Codes on your Security Alarm
- The security system can be armed and disarmed by using a personal alarm code. This code can be changed by using the alarm master code.
- An alarm instruction booklet was provided to the original owners and should be transferred with lots on sale, together with details of your alarm master code. Photocopies of the booklet are available from the Building Manager.
- If you are unable to reprogram your alarm you need to call the security contractor listed in the Trades and Services list under contacts. They can provide a service call at your expense and assist you with reprogramming your alarm.

5.6 Alarmed Doors

- The building has a number of doors that are alarmed and the alarm is triggered when the door is opened. The alarms are set in the evenings for your security.
- No resident is to enter any fire stairwells or exit any fire door in the Tower unless the building fire alarm has been triggered or in an emergency.

5.7 Precinct Security

- There is a foot patrol security officer on site throughout the Dockside precinct from 6pm to 6am, 7 days a week.

- To contact precinct security phone **0401 035 310**

- Should you have any concerns regarding security or notice anything untoward, do not hesitate to contact precinct security.

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6. Building Services

6.1 Lifts

Lifts park themselves randomly on either of Levels 20, 10 or Basement. Should a lift move to any of these floors on its own accord, it is probably doing a 'parking run'.

Should you think that you are stuck in the lift, please push Ground and the lift will return to the ground floor and the doors will open. If that is not effective, use the emergency call button.

Please note – under no circumstances are bicycles allowed to travel in lifts

Lift no 3 is the only lift to be used for furniture and large deliveries. Prior arrangements should be made with the Building Manager who will provide you with a lift key, protective floor and wall padding to be placed in the lift prior to delivery and removals. It is your responsibility (or that of your tradesman) to install and subsequently remove this protective material under your supervision.

The roof of lift no 3 can be extended for long pieces of furniture to accommodate the following dimensions:

Door opening:	1000mm x 2100mm
Depth:	2000mm (-140 for the jam)
Width:	1500mm (-220 for the handrails)
Height:	2290mm
Hatch:	1300mm from ceiling – 780mm x 830mm – opening

Lift Access to Apartments for Visitors

Please ensure that your visitors move promptly from the foyer entry door/s to the lift and take the next lift as the lift activation times out after 2 minutes and to gain access they will need to go outside and page your apartment again on the intercom.

6.2 Communications and Electrical Tradespersons

If you are arranging for a tradesperson, (TV, Foxtel, Telstra etc.) to carry out work in your apartment and where this may require access to main cable ducts and cupboards situated on common property, please be sure to inform the Building Manager well ahead of time. This will facilitate access to cable areas and for directions about protection of existing equipment to be given to the tradespeople during office hours.

6.3 Internet and phone services

NBN equipment installed in our communications room on the ground floor will provide internet and telephone services to each Tower and Villa apartment. You should contact your telecommunications service provider to arrange services to suit your needs.

6.4 Foxtel

Foxtel cabling is installed throughout the building and can be accessed from the cabling cupboard on each floor. The Building Manager can arrange access to this cupboard for your Foxtel technician

6.5 Free to Air Television Cabling

Multiple antennas and digital receivers are installed and connected to the free to air television cabling throughout the building. This provides good reception on all channels and a digital signal for those who have a digital TV or a digital receiver box. If you are having problems with TV reception contact the Building Manager.

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6.6 Electricity Supply

STAV Body Corporate buys power for the whole building through wholesale contracts with Power Generators such as AGL, Origin, Energy Australia etc. The Body Corporate owns the resident's meters and retails electricity to residents through Starcorp Energy.

Starcorp reads the meters quarterly and bills the residents for their usage. The rate used is per kWh based on power costs and kWh consumed together with various operating costs. The rate levied in STAV is around 40% cheaper than the current retail market. The Body Corporate (BC) continues to be active in implementing energy saving initiatives throughout the building.

6.7 Generator Backup Power Supply and Testing

STAV has a standby generator that automatically cuts in when there is a power blackout. Electricity is then supplied via the generator to each apartment. However under these circumstances, there is no provision for any air-conditioning/heating to work in your apartment.

To ensure the generator and its control systems are operating effectively, a run test is carried out once a month and a full load test annually. Notice of test dates is posted on the notice board and in the lifts to advise you when this full load test will take place.

When full load testing takes place, it is advisable to close down computers and be aware that you will have to reset timers on all electrical equipment.

6.8 Hot Water Services (HWS)

A major element in our electricity bill is a charge based on peak demand in any half hour period over the month. Peak demand can be reduced by staggering when HWS units are consuming power. STAV introduced timers on the HWS so that each apartment receives 2 x 3 hour windows when the HWS are switched on: one during the night and one during the day. A cold tank will fully heat in about 2 hours.

These windows are staggered throughout a 24 hour period to flatten out our power requirement, thereby reducing the Peak Demand. Should you run out of hot water please advise the Building Manager so the timers can be adjusted.

6.9 Notice Board

There is a notice board opposite the tower lifts in the basement carpark which is available for use of all residents. Please contact the Building Manager about the placement of notices. Building and community notices can also appear on this board. Notices need to be dated and taken down after 1 month. Messages on urgent issues are also placed in the lifts by the Building Manager.

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7. Common Property

7.1 Barbecue Area

The barbecue is located at the southern end of the lawn area between the tower and villas. The facilities in this area are:

- a large (4 burner) gas barbecue run from an 8kg cylinder and a spare full cylinder;
- an electric power point adjacent to the barbecue;
- a large stainless steel sink with hot and cold water;
- a water tap behind the wall at the rear of the barbecue;
- a refrigerator;
- toilet facilities;
- Gas heater available during the cooler months; and
- 4 tables with seating for 32 people under the shaded area.

Please follow the detailed instructions, which are by the barbecue.

Switch the refrigerator on at least 2 hours before use and switch off after use. All food and drink **MUST** be removed from the refrigerator after a BBQ– the Cleaners **WILL** bin any items left.

You are urged to ensure the area is left in a clean and tidy state after usage. **Please ensure you clean the hot plates thoroughly after use or you may be charged for the cleaning.**

There are two switches to control the lighting in the area that is activated only when the surrounding lights automatically come on at dusk.

Use of the BBQ area requires booking in advance. Please do so with the Building Manager and/or through the STAV website form. Hours of operation are 10am to 10pm, unless otherwise approved in writing by the Building Manager.

7.2 Bicycle and Canoe Racks

Bicycle and canoe racks are in the basement for use by residents. Rack allocations must be made with the Building Manager. Your equipment will be allocated a specific rack location.

It is the responsibility of all owners to ensure that your equipment is secured with a lock and chain. The Body Corporate takes no responsibility for equipment parked in the racks.

NO Bicycles are permitted in the lifts or stored on apartment balconies.

7.3 Residents' Recreation/Meeting/Function Room

The recreation room is situated on Level R and is available for use by residents on request. Please book through the Building Manager and/or the web site. A deposit is payable for each booking and is refundable providing the room is left in a clean and tidy condition.

Conditions for use of the meeting room:

- Deposit:** If food/drinks are to be served - \$200 refundable (For cleaning if required.)
- Hours:** 8am -10pm (unless approved in writing by the Building Manager)
- Number of persons:** Limited to 30 (unless approved in writing by the Building Manager). Security may apply.
- Smoking:** Not permitted under any circumstances
- Alcohol:** Restrictions apply – review with Building Manager.
- No food or beverages outside the room and No smoking on the Pool Balcony.**

The recreation/function/meeting room is for use of residents and their guests only. The resident who makes the booking, must be present and is held responsible for the behaviour of guests and for any damage to the common property. The resident making the booking will be required to sign an indemnity form and agree the conditions of use.

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7.4 Gymnasium, Pool and Sauna

The Gymnasium, pool and sauna are located on floor R.

Hours are 6am to 10pm and the security access is locked outside these hours. Children under 16 are not permitted to use the gym, pool or sauna unless supervised by an adult.

When leaving the pool area, please ensure you are dry and wearing shoes before walking beyond the tiles.

7.5 Power Saving Initiatives for Common Property

The Committee has introduced a number of initiatives to save power in common areas, including motion sensor lighting in floor foyers and variable lighting in the residents' car park.

To activate full lighting in the basement car park, use the switches located near the tower lifts (city side of car park) or the northern villas lift (river side of car park). These will give additional light for a timed period to enable you to access items in your car or lockers.

8. Individual Lot Equipment and Facilities

8.1 Air-conditioning:

Your air-conditioning system should be serviced by a qualified mechanic at least once a year. Maintenance of all equipment in your unit is your responsibility and at your expense as the owner.

It is recommended that you clean your air filter monthly. To do this, remove the 3 plastic louver panels at the front of the air-conditioning unit and slide out the filter. Clean off dust and wash the filter with water spray, allow it to dry and return filter to the air conditioning unit.

As the units can provide both heating and cooling, you only need to set the temperature control to your desired temperature. Turn the temperature control anti-clockwise until you hear a click then move onto whatever temperature you require.

During the summer months if you only wish for only the fan to work and not the air conditioning then place on 'vent'.

8.2 Electrical Circuit Board

This is situated in your laundry. Typically, the circuit board is made up of a row of circuit breakers labelled as follows:

- Main Switch Isolates everything
- Air-conditioning A bank of 3 circuit breakers coupled together
- Power (2) Isolates the power point circuits only
- Protected circuits Added protection for your power points only
- Lights Isolates the lights only
- HWS Isolates the hot water system
- Range/Stove Isolates the stovetop, hood and oven

If your power or lights cut out:

First, check to see if your floor foyer ceiling lights are on (the floor foyer lights are movement activated) If they do not come on then it likely to be a blackout.

If the foyer lights come on, then your lack of power may be an issue with your protection switches and you should take the following action:

- Turn off all appliances.
- Then, check that the relevant circuit breaker is on the 'ON' position (Switch is up).

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- Reconnect or switch on appliances one by one. If the power again drops out remove the last appliance and have it checked electrically by a qualified trades person.
- Should the surge be a large one, it may drop out a circuit breaker on the mains board. If other processes fail to restore power, you should contact the Building Manager who will check the relevant building electrical boxes and reset the switches to restore power.

8.3 Telephone Socket

Typically each apartment has second phone socket in the 2nd or 3rd bedroom. Should extra points be required, then as owner, you will need to review any conditions with your phone service provider.

8.4 Main Water Isolation Valve

Should your pipes fail and your apartment is being flooded or your plumber needs to access this equipment – water isolation valves are located as follows:

- 2 Bedroom Apartments:** There are two main water valves in each apartment. These are situated behind a panel in the ceiling of each toilet.
- 3 Bedroom Apartments:** There may be three main water valves in each apartment. Two are situated behind panels in the ceiling above each toilet. The third may be located underneath the kitchen sink.

Note: accessing the valves in the ceiling requires a ladder. Do not stand on the toilet, as this is likely to damage the unit.

8.5 Marble

You are advised not to clean your marble with any acidic-based or abrasive cleaners. Marble is a very porous stone and should you use the wrong product you take the risk of taking the sealant off the marble. A list of 'dos and don'ts and suitable cleaning products can be obtained from the Building Manager.

To maintain your marble in pristine condition your marble should be cleaned and sealed periodically by professionals.

8.6 Basement Cupboards

Installation of cupboards in the basement requires prior approval of the Body Corporate. The installation must meet the following requirements.

The cupboards must:

- fit within the car space (Inside the White Line)
- Be of a suitable depth so any part of your vehicle does not protrude outside parking lot.
- be raised a minimum of 150mm from floor level
- be a minimum of 150mm below ceiling level and a minimum of 500mm clearance from any fire sprinkler head
- be metal and Birch Grey in colour.

8.7 Other Equipment

- Clothes Dryers:** Lint filters should be cleaned regularly to reduce fire risk.
- Spa Pump Access:** The Building Manager has a master key to provide access to your spa pump for service or repair.

8.8 Trades and Service Providers Listing

A listing of current trades and service providers is attached at the end of this booklet and under the "Residents Information - Contacts" tab on the website <http://www.stradbrocketower.com.au/>

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9. Body Corporate, Body Corporate Manager and Building Manager

9.1 Body Corporate Committee

Owners elect a Body Corporate Committee at Annual General Meetings. The Body Corporate Committee is charged with overseeing the day-to-day management of the building for the benefit of owners and residents.

9.2 Body Corporate Manager

The Body Corporate Committee has appointed a Body Corporate Manager, Rubicon Body Corporate Services. Rubicon has been delegated certain the powers, duties and functions of our Body Corporate.

Contact details for the Body Corporate Manager (Rubicon) is under the "Residents Information - Contacts" tab on the website at <http://www.stradbrocketower.com.au/>

9.3 Building Manager

The Building Manager resides on site. The Manager's role in normal working hours is to:

- look after the efficient running and use of the building;
- monitor the observation of the By-Laws by residents
- supervise contractors selected to carry out the various maintenance requirements
- assist residents with building-related issues.

The Manager's hours are 8am to 4pm Monday to Friday.

In the event of an emergency after normal working hours, contact the Manager on 0434 437 025. **Only** contact the Building Manager after hours in the case of an emergency.

A lockout is **NOT** considered an emergency.

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10. Building Management Company: Stradbroke Tower Realty Ltd

Stradbroke Tower Realty Ltd (STRL) was formed by owners of Stradbroke Tower and Villas (STAV) apartments to purchase the building management and letting rights.

(Note the Body Corporate is unable, under law, to conduct a business.)

Stradbroke Realty provides the following services within Stradbroke Tower & Villas:

- On site management for the Body Corporate - employs the Building Manager
- Apartment rental management
- Apartment sales

The company is an unlisted Public Company and only owners of lots in Stradbroke Tower and Villas may purchase shares.

The Company's mission is to provide **superior management, letting and sales** to owners and tenants in the complex. Ownership of the management rights by unit owners enables control and eliminates the uncertainty about the ability and performance of prospective and future management operators.

The Company's main business objectives are to:

- Increase shareholder wealth through dividends from company profits and improvement of apartment values in the complex. Maintain and improve the ambience and reputation of the Complex to maintain and enhance the property as a premium residential property in inner Brisbane.

Apartment owners are strongly encouraged to participate in the Company by purchasing a share. Only through owner-participation can we ensure the company's main objectives are met and this building remains a premier residential building in Brisbane.

Stradbroke Tower and Villas is one of the very few buildings which owns (Through STRL) its own Management Rights. Much to the envy on many other buildings.

If you decide to sell your apartment you are encouraged to dispose of your share to the new purchaser. The share could be used as a selling asset for your apartment. The fact that shares can only be held by owners of STAV is in itself a unique concept and a very powerful selling tool.

Apartment owners wishing to sell and move from STAV are encouraged to list their property for sale with the Company (STRL). The Building Manager is a fully qualified and licensed Real Estate Agent.

11. General Issues

11.1 Insurance – Body Corporate

The Body Corporate takes out insurance to cover:

- the building, its equipment and common contents;
- flood
- loss of rent and emergency accommodation;
- general liability
- crime insurance
- management committee liability
- professional expenses
- personal accident - voluntary workers.

Exclusions include: War, Nuclear, Lawful seizure, Wilful acts, Terrorism, Information Technology risk, Absolute Asbestos exclusion, Electronic Data exclusion.

The building policy provides cover for 'Members Fixtures and Improvements' defined as the fixtures and improvements owned by any Member forming part of the Members unit, lot or share but does **NOT INCLUDE**:

- any fixture belonging to a tenant or removable by a lessee at the end of a lease;
- anything described in any Act or Regulation governing strata plan not forming part of a building;
- carpets or underlay, vinyl cork or similar material however fixed;
- floating floors
- any curtain or blind;
- any light fitting or electrical appliance which is not built in and which can be removed without interference to the electrical wiring; and
- your unit's air-conditioning plant on the apartment side of the cooling water isolation valves (including the valves)

Lot owners are responsible for insuring the contents of their unit including floor coverings, curtains and the in-unit air-conditioning plant. It is recommended you seek advice of a broker to determine your insurance needs.

Note: the insurance details listed above are subject to change. Please contact the Building Manager for the current advice.

If you believe you have a claim against the Body Corporate Insurance or should your broker need to liaise with the Body Corporate's broker, contact can be made through the Building Manager.

11.2 Neighbourhood Watch

Kangaroo Point is our Neighbourhood Watch area. Kangaroo Point Neighbourhood Watch meetings, dates and times are regularly placed on our Notice Board in the basement. It is in the interest of all residents to attend these very informative meetings.

Dutton Park Police - Phone Number is 07 3020 8173 or 3020 8111

11.3 Workers Compensation Insurance

It is essential for residents who engage trades and domestic workers to be aware of the need for workers compensation insurance as any work done for an individual lot is not covered by any Body Corporate Insurance. A worker's compensation policy is inexpensive and is available from Work Cover Queensland. You should also ensure your contractor has such a cover.

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11.4 Maintenance Responsibility – Body Corporate and Individual Lot Owner

The Queensland State Government legislative provisions defining maintenance responsibilities of bodies corporate and lot owners is summarised in the document accessible from the following website:

<https://www.qld.gov.au/law/housing-and-neighbours/body-corporate/maintenance-and-improvements/building-format-plan-maintenance/>

The following is an extract of that information and summarised the key maintenance responsibilities:

Body corporate maintenance

The body corporate must maintain common property, as well as some things that are not on common property.

The body corporate is usually responsible for maintaining:

- the outside of the building*
- the foundations and roof of the building*
- roofing membranes that are not on common property but give protection for lots or common property*
- essential structural elements of the building (like foundation structures, roofing structures that provide protection and load-bearing walls) even if they are not on common property*
- roads, gardens and lawns on common property*
- facilities on common property (like swimming pools and barbecues)*
- railings or balustrades on, or near to, the boundary between a lot and common property, including the balustrade on a private balcony*
- any doors or windows, and their fittings in a boundary wall between a lot and the common property (including in balconies, and including garage doors and their fittings)*
- utility infrastructure (like equipment, pipes and wiring) that is on common property, or in a boundary structure, or services more than 1 lot.*

Lot owner maintenance

The lot owner is generally responsible for:

- the inside of the lot, including all fixtures and fittings inside the lot*
- doors and windows leading onto a balcony that forms part of the lot*
- a shower tray used by the lot, even if it is not within the boundaries of the lot*
- utility infrastructure (like equipment, pipes and wiring) that is within the boundaries of the lot and only services that lot*
- utility infrastructure (including equipment and associated wiring and pipes) that is on common property, if it only services that lot and is a hot water system, washing machine, clothes dryer, air-conditioner or similar equipment*
- any fixtures or fittings, including on common property, that were installed by the occupier of a lot for their benefit*
- exclusive use areas the owner has the benefit of, unless the exclusive use by-law says otherwise.*