

EPIC APARTMENTS

118 Kavanagh St., Southbank, VIC 3006



Resident's Information Pack

INTRODUCTION

Welcome to Epic Apartments, located at 118 Kavanagh Street, Southbank, Melbourne.

We are delighted to have you as part of our community.

This Resident Handbook has been thoughtfully prepared to help promote a safe, respectful, and harmonious living environment for all residents, owners, agents, and visitors.

Apartment living offers many advantages, including convenience and a sense of community. To ensure everyone enjoys these benefits, it is important to approach shared living with mutual respect, consideration for neighbours, and adherence to building rules and regulations. This handbook outlines useful guidelines and essential information to support your day-to-day living at Epic Apartments.

If you have any questions or require assistance, please don't hesitate to contact the Service Team, available 24 hours a day, 365 days a year.

Once again, we warmly welcome you to Epic Apartments. We are committed to fostering a well-managed secure, and inclusive environment for all. By working together with courtesy and cooperation, we can continue to uphold the high standard of living that makes our community a great place to live.

We encourage you to take a few moments to read through this handbook and keep it as a handy reference during your time at Epic Apartments.

BUILDING CONTACTS

Building Service Team

Available 24/7

Phone :0486 012 416

Email: concierge@epicapartments.net

Owners Corporation Management

Stratagised Concepts Group

manager@stratagised.com.au

RESIDENT REGISTRATION

All new residents must complete their registration prior to their move-in date.

To access the Resident Registration Form, please contact our 24-hour Service Team.

Email: concierge@epicapartments.net

All new residents must complete the Resident Registration Form at the beginning of their occupancy. This ensures you are correctly set up in the building system. Once registered, you will have access to MYBOS, the building's online portal.

Through MYBOS, you can receive parcel notifications, stay informed with building updates, book your move & tennis court, and access other building services.

Completing the registration promptly ensures you have full access to all essential communications and support.

LIFT BOOKINGS

All moves must be pre-booked through MYBOS.

Use of the lift for moving purposes is strictly prohibited without a prior booking. Residents or movers attempting to use the lift without approval will be denied access.

Move in/out bookings are made in 2-hour blocks. Move in/out lift bookings are not available on public holidays.

Lift Availability

Weekdays: 10AM to 3PM

Saturday: 12PM to 2PM

Sunday: 10AM to 1PM

Please note that the time listed on your move in/out booking is the **exact start and end** of your allocated move window.

All moving activity, including the use of lifts and access to loading areas, must be fully completed by **no later than 3:00 PM**. Moves that exceed the allocated time or extend beyond 3:00 PM are **not permitted** and may be rescheduled or refused access.

Lift Dimensions: 2.7m x 1.4m

Move-In/Move-Out Guidelines

All moves must use the designated loading zone on Balston Street. To avoid disruption, loading and unloading are only allowed in this area. Large items must be moved through the car park and are not permitted through the front entrance.

Before your move, you must complete and submit the Indemnity Form along with your mover's Public Liability Insurance to start your lift booking.

A \$200 cash bond is also required as security against any potential damage. A member of the Service Team will conduct a pre-move floor inspection with you to record any existing damage in the lift and surrounding areas. After your move, a final inspection will be completed together to confirm no new damage has occurred. Your bond will only be refunded once this final inspection is complete, and all conditions are met.

You are responsible for any damage caused during the move, including scratched or dented walls, damaged lift panels or glass, or harm to common property. All repair costs will be charged to the occupier based on the extent of the damage.



<https://maps.app.goo.gl/RcNHNDACpwiQrbPG9>

UTILITY CONNECTIONS

Before you move into your apartment, you will need to contact the below providers to connect your utility services.

Electricity (Embedded)

Origin Energy – 13 24 61

Gas (Embedded)

Origin Energy – 13 24 61

Hot Water

Origin Energy – 13 24 61

Water

South East Water - 131 851

Telephone & Internet

Contact your preferred service provider.

BUILDING AMENITIES

When using the amenities, please be respectful towards other residents and ensure the area is kept clean.

Tennis Court (*Booking Required*)

Hours of Operation: 8AM to 8PM

Swimming Pool

Hours of Operation: 6AM to 10PM

Gymnasium

Hours of Operation: 6AM to 10PM

BALCONIES

Only balcony furniture and plants may be kept on the upper balconies.

The Owners Corporation will accept no responsibility for items hanging over the balconies. The Owners Corporation does not allow washing to be hung out to dry on balconies.

Water activities (e.g., using inflatable swimming pools) in balconies should be restricted to avoid water leak to the lots below. Lot Owners are responsible for maintenance of their units.

WINDOWS & BLINDS

Residents are not permitted to display any signs, advertisements, or similar materials in apartment windows.

Any internal window or door coverings that face the exterior must have a dark or black backing visible from the outside. External awnings, blinds, or coverings are strictly prohibited. All window treatments must maintain a uniform external appearance in keeping with the building's design standards.

ENTRANCES, DOORS & CORRIDOR

Residents must keep all entrances, front doors, and shared corridor areas clear and free of obstructions always.

Doormats, shoes, furniture, rubbish, or personal items must not be left outside apartment doors or in common corridors, as they pose safety and fire hazards.

Decorations or signage may not be affixed to front doors or in the hallway unless approved by the Owners Corporation.

PETS

Pets are permitted at the property, however only once the Pet Request has been approved and sought by OC Manager.

Please contact:

conciierge@epicapartments.net

and a form can be issued to you for completion and consideration.

When approved, please ensure that they are kept on lead in communal areas and do not pose as a nuisance to other residents within the complex. Please be advised that should any nuisance or complaint regarding pets arise, and if a facility call-out is required to address the situation, applicable charges may apply to the responsible party.

BICYCLE

Bicycles' management are the responsibility of residents. They must NOT be left in any passage, entrance, foyer or stairwell.

Bicycle racks located on Ground floor in the garage. There may be a waitlist for a spot in the bike rack if it's currently full.

Your access fob will not access this area unless it is coded to do so. Please fill out the Bicycle Storage Form and have your fob coded to give you the relevant access.

CAR PARK

Residents are only permitted to park in their designated, purchased parking space as assigned to their apartment.

Each space is numbered, and residents must ensure they use only the space corresponding to their lot.

Car park access is limited **strictly to the level of each resident's assigned parking space**— residents will not have access to other parking levels under any circumstances.

Parking spaces must be always kept clean Personal items must be stored neatly within the confines of your space.

Improper storage or accumulation of belongings may result in an extra cleaning or chute disposal fee charged to the resident.

MAIL & PARCELS

Residents are responsible for always keeping the mail room and their mailbox areas clean and tidy.

All deliveries are the responsibility of the resident, and the Service Team or Owners Corporation accepts **no liability** for missing or stolen parcels.

The Service Team may accept parcels on behalf of residents **only if the item is no larger than 50cm x 50cm x 50cm and does not exceed 15kg**. Larger items will not be accepted, and delivery personnel may leave them inside the mail room at their discretion.

These oversized or overweight items will not be logged into the building system, and **no notifications will be sent by the Service Team**—residents must track such deliveries independently. Additionally, residents must be home to receive any large, heavy, or furniture-related items directly.

Food, grocery, or perishable deliveries will not be accepted by the Service Team under any circumstances. The Service Team does not refrigerate, monitor, or manage these items. For lost items, please contact your delivery provider or report directly to Victoria Police, as CCTV footage cannot be provided for parcel-related matters.

NOISE

Please ensure that noise levels are kept to acceptable levels within your lots and the common property (e.g., near the lifts, foyer). Your cooperation is solicited in observing and respecting the entitlement of fellow residents to peacefully enjoy their living spaces without disturbances.

Please note that any non-compliance in this regard may result in issuing of a notice of breach as per the Owners Corporation regulations. We strive to create a harmonious living environment in our building. The Offender shall pay costs associated for Security/Facilities Attendance.

WASTE MANAGEMENT

There are bin chutes available on each floor inside the staircases. Please note, only small garbage bags with general waste can be placed inside the chutes.

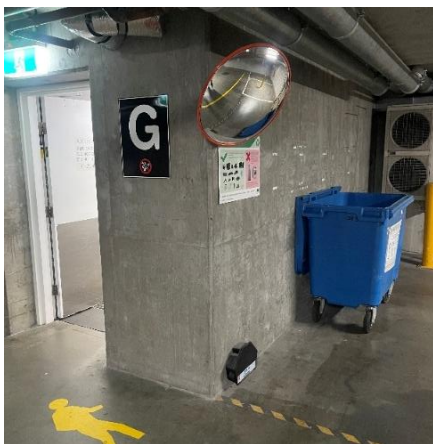
All recycling items can be placed inside the large recycling bins near the car park entrance.

Residents' Handbook

Residents will be liable for rubbish chute blockages caused due to misuse as well as cleaning costs associated with leaving rubbish near the chute areas & hallways.



All e-waste should be placed in the e-waste bin which located on the ground floor in the garage.



Cost to repair blockages will be on charged to the responsible resident with a breach notice.

HARD RUBBISH COLLECTION

The hard waste collection date for the building is the **2nd Friday of every month**. The Service team will notify residents **2 days before** the collection with all relevant details.

Please note, that residents will be liable for any illegal disposal that occurs within communal areas.



FIRE SAFETY

In the event of an emergency, if you hear the evacuation tone, you must evacuate immediately. The Fire Brigade will be called automatically, and the personnel will advise when the building is safe to enter. The assembly point for emergency evacuation is Boyd Park.

Smoke Alarms

If the smoke alarm in your apartment is triggered during cooking, please do not open your front door. Open your windows and balcony until the smoke clears. Opening the door will cause a building evacuation

SMOKING & ALCOHOL CONSUMPTION

Smoking is not permitted anywhere in the building. Alcohol Consumption is prohibited in Common Areas of the Building.

Please be aware that if any complaints are received regarding smoking or alcohol consumption in the building, and if a facilities call-out attendance is required to address the issue, charges will apply to the responsible party.

KEYS, FOBS & REMOTES

Lost access FOBs and remotes must be reported to the service team immediately as they need to be deactivated to maintain the security of the building. If you would like additional keys, fobs or remote.

Tenants

Please contact your property manager.

Owners

Please find the fobs/remotes order form under documents section on MYBOS.

As outlined in the Owners Corporation (OC) rules, each member or occupier is entitled to the following number of security keys and fobs based on the apartment size:

- 1 Bedroom Apartments - 2 keys; 2 fobs
- 2 Bedroom Apartments - 4 keys; 4 fobs
- 3 Bedroom Apartments - 6 keys; 6 fobs.

Fob replacement Costs:

\$50 + GST per fob.

Remote replacement Costs:

\$100 + GST per remote.

All replacement fobs and remotes will be charged at the same rate of price + GST.

Applications for additional keys, swipes and remotes must be made through the **Locksmith** via email or phone call:

VicLocks - 0418 397 297

Email: viclock@bigpond.com

The application form is available on MYBOS, the residential portal.

SECURITY REMINDERS

EPIC Apartments has a CCTV system throughout the building. All access doors and lifts are secure and require an active FOB/remote for entry.

In addition to the security systems in place, we ask that you follow these simple measures:

- Lock your apartment door
- Lock your card door
- Lock mailbox after each use
- Store possessions in secure cages
- Report any potential security risk to the building team for prompt action.

Emergency Contacts

You can contact below contractors in case of an emergency. Please note, the building team cannot take responsibility for any callout associated fees.

Fire/Ambulance/Police - 000

Locksmith

Viclocks – 0418 397 297
For all communal area emergencies, please contact the building service team.

HOUSE RULES

To provide and maintain a high-quality experience for our community, there are certain house rules in place as determined by the Owners Corporation. A copy of the Owners Corporation Rules can be obtained from the building service team.

Please see below examples of some our house rules which result in formal action by the Owners Corporation if a breach is identified.

Throwing items off balconies

- Items such as cigarette butts have the potential to start fires if they land in garden areas and balconies. Solid items such as bottles and containers cause a serious risk of injury to members of the public on the street.

Spillages and storing items on car park lots

- Car parks are private lots and as such, it is your responsibility to ensure there are no oil spillages, and no items stored on the car park lot. Building service team conducts regular checks to identify breaches in the car park.

Illegal disposal of waste

- Disposal of waste in the hallways and on the ground near bin chutes cause a risk of pest infestation as well as has a serious impact on the general cleanliness of our community. This includes the disposal of hard waste within communal areas.

Damage to common property

- Any malicious damage to common property such as fire doors, walls etc. will result in an on-charge as well as a breach from the Owners Corporation Management.

Unauthorized use and obstruction of lifts for moves/deliveries

- Any obstruction and use of lifts to move bulky items without a booking is strictly prohibited.

Illegal Parking

- Parking in a bay that does not belong to you may result in your vehicle being towed away at your expense. We strongly advise that you confirm your bay number prior to parking your vehicle.

No Smoking

- For the enjoyment and well-being of all community members, smoking is strictly prohibited in all common property.

Internal lot renovations, alternations and/or improvements

- All internal lot renovations, alternation and/or improvements require the approval of the Owners Corporation Committee at EPIC Apartments. Please send your application to:
conciierge@epicapartments.net

Our Team will guide you through.

Pool Rules

- Use pool at own risk.
- Shower thoroughly before entering the pool.
- No glass, food or alcohol allowed within the pool room.
- No animals allowed within the pool room.
- Use is restricted to residents only, no guests or visitors.
- All children under 10 years old must be accompanied by an adult.
- Avoid swimming if you are unwell.
- Ensure that suitable swimwear is always worn.
- Avoid the use of offensive language or behaviour.
- No diving.
- Please dry yourself thoroughly before leaving the pool area.

GENERAL APARTMENT FITTINGS

Residents who wish to repair the interior of their apartment are advised to refer to the standard samples provided below. While repairing within individual lots is permitted, it is strongly recommended that residents use the same colour or samples to maintain visual consistency across the building.

APARTMENTS – GENERAL	
APARTMENT FITTINGS	
Carpet	Stone selection: Victoria Carpets – 100% nylon Victoria twist pile with rubber sponge underlay. Taupe (55303 & 742544) Charcoal selection: Victoria Carpet – 100% nylon twist with rubber sponge underlay. Smokey Beige (133020 & 742544)
Balcony/Terrace Tile	National Tiles – "Portofino" ceramic tile (MAXFL 8057)
Threshold	National Tiles – "Nero" ceramic tile (MAXFL 7027)
Robes	Premium Shower Screens – Mirrored sliding doors with tracks and frame. Powder coat silver.
Wall Colour	Taubmans – Endure Interior Matt – Princess Bling (TO8152-1)
Ceiling Colour	Bristol – Tradex Ceiling Flat – Taubmans Princess Bling (TO8152-1)
Skirting Colour	Bristol – Endure Doors - Taubmans Princess Bling (TO8152-1)
Doors & Door Frame	Bristol – Trims Semi Gloss - Taubmans Princess Bling (TO8152-1)
Entry Door Internal	Bristol – Trims Semi Gloss - Taubmans Princess Bling (TO8152-1)

Repairing must not impact any common property or visible exterior areas. Only low-VOC, indoor-appropriate paints should be used. Please ensure that all repairing or painting work is carried out in a tidy and responsible manner, with no damage or mess in shared spaces.