

QUEENSBRIDGE
BUILDING

RESIDENTS
MANUAL

THE QUEENSBRIDGE BUILDING

EST. 2020

MELBOURNE





THE
QUEENSBRIDGE
EST. BUILDING 2020
MELBOURNE

WELCOME TO YOUR NEW
HOME AT THE QUEENSBRIDGE
BUILDING



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Welcome to your new home. This marks the beginning of an exciting new chapter, and we're so pleased you're here. As the proud developer of your new home, we want to ensure you settle in smoothly and with ease. To help you get familiar with the maintenance and warranty details, we've prepared this Resident's Maintenance and Information Manual, which includes the following sections: If you have any questions or need assistance, your Building Manager is here to help. Their contact details can be found on The Queensbridge Building App.

GENERAL INFORMATION

This section provides general information about your property and operating features including:

- The Queensbridge Building Residents' App
- Important information about your apartment Defects Reporting & Liability Period
- Contact details of all contractors and consultants engaged to perform trade specific works at the property
- Keying and Operational Manual – Car Park and Building Entrances
- Resident and visitor access information
- General apartment details including electrical, water and telephone services, TV connections and storage facilities
- General Care and Maintenance recommendations and advice
- Emergency Evacuation Information
- Apartment schedule of finishes, detailing paint colours for any future touch ups, names and codes of all sanitary fixtures and appliances
- Appliance instruction manuals

GENERAL MAINTENANCE & CARE

This section provides important preventative maintenance procedures required to be performed at periodic intervals. By adhering to the recommendations set out in this section, you may overcome minor or major maintenance problems, which could be deemed costly if not addressed promptly. By implementing preventative maintenance regimes, you can help keep your home functioning properly for many years to come.

This Residents' Information and Maintenance Manual is written in a manner that we hope will help you understand how your new apartment functions and your responsibilities as a property owner with respect to maintaining your asset.

NOTICE REGARDING MANUFACTURED ITEMS

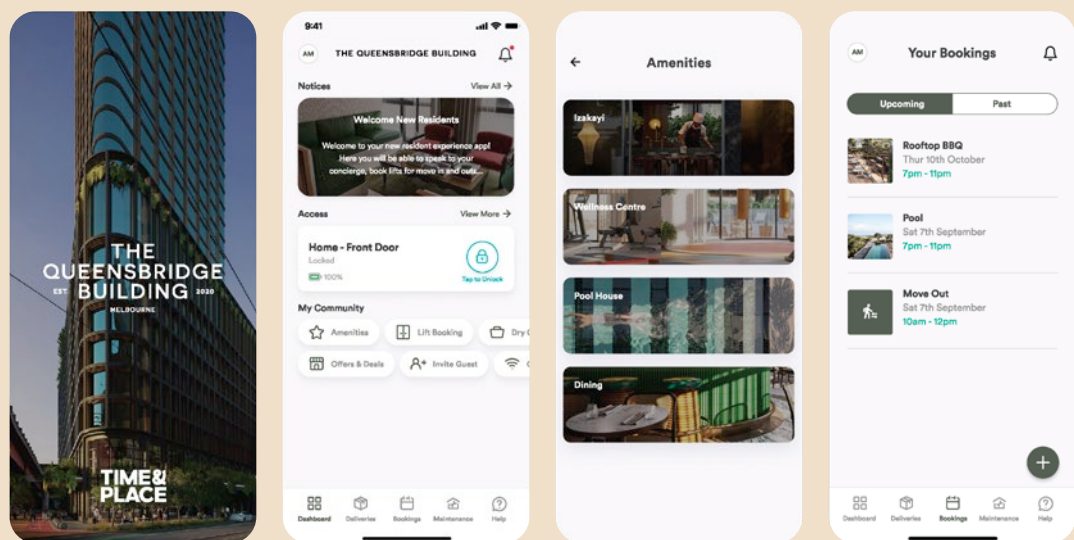
The suggestions and recommendations set out in this manual are not intended to replace or substitute any of the manufacturer's recommendations. All manufacturer's recommendations take precedence over any suggestions or recommendations set out in this manual.

DISCLAIMER The information set out in this manual is believed to be correct at the time of publication. 90QB, Hickory, its agents, employees or subcontractors are not liable for any claim or dispute arising out of or in connection with the information set out herein. 90QB, Hickory does not assume liability for any loss or damage resulting from the reliance on the information contained herein. 90QB, Hickory is not responsible for omissions and incompleteness and does not guarantee that the suggested actions will correct defects.

WE ARE DELIGHTED TO INTRODUCE YOU TO THE QUEENSBIDGE BUILDING APP.

Powered by Erin Living, The Queensbridge Building residents' app will enable effortless living and a greater community experience.

Once you've downloaded the app, please ensure you register by following the prompts. The team will then confirm your registration within 48 hours and send you a confirmation email. We encourage you to download the app prior to move in.



THROUGH THE APP YOU WILL BE ABLE TO:

- Receive Notices
- Book your move
- Book amenities
- Lodging common area defects
- Accessing documents and key contacts
- Plus more to come

TO DOWNLOAD THE APP:

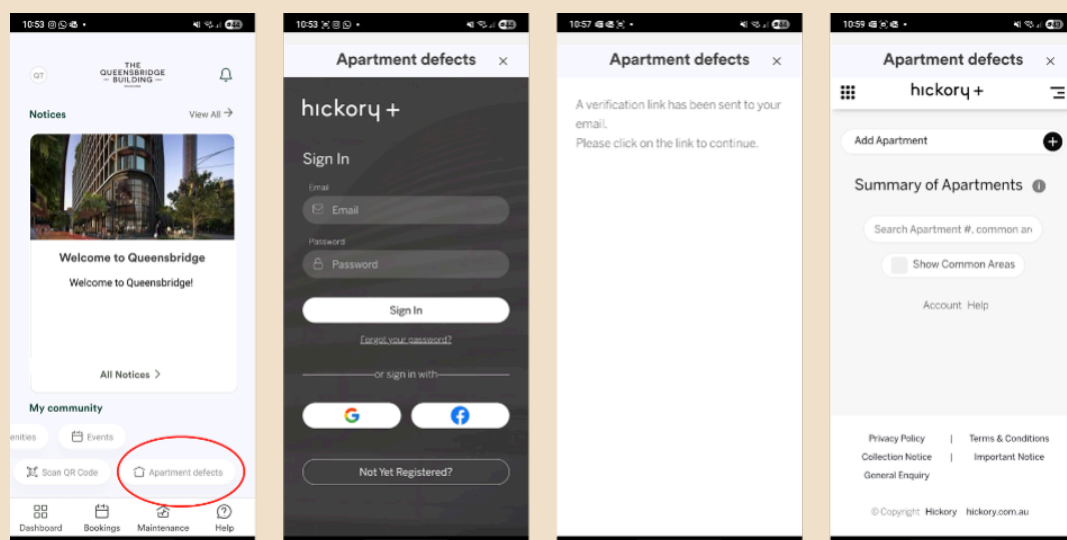
- Visit the Apple App Store or Google Play and search for **Queensbridge Building**.
- Download the App to your phone.
- Complete your registration by entering your email address and apartment number.



THE QUEENSBRIDGE BUILDING RESIDENTS' APP PAGE

YOUR APARTMENT DEFECTS REPORTING

To access the apartment defect portal, simply log into your The Queensbridge Building Residents' App, navigate to the button that says "Apartment Defects" and follow the prompts to log in and register your defect.



For all other building-related defects, please click "Maintenance" on the bottom navigation bar and follow the prompts to log your building defect with the Building Manager.

Please note: If you do not have access to The Queensbridge Building Residents' App, please contact the Building Manager or Concierge.

IMPORTANT NOTICE FOR TENANTS

If you are currently leasing the property, please forward any queries regarding the property directly to your managing agent or property manager. For all apartment defects reporting, Hickory will only correspond with the owner and/or managing agent of the property.

The defect liability period refers to the period of time at the completion of your apartment where the builder is required to rectify any outstanding issues identified during the pre-settlement inspection by you or your buyer's advocate.

Your property is subject to a 12-month Defect Liability Period after Practical Completion.

The issues are generally minor faults and do not stop the building from reaching completion such as loose tiles for example. During the defect liability period you are required to check that any issues raised in the final inspection, or any new items found during the 12-month period have been rectified.

Normal wear and tear or damage incurred during the apartment's occupation is not covered under the DLP. Also, items and appliances covered by a manufacturers' warranty are not items the builder is responsible for.

WHY IS THE "PRE-SETTLEMENT INSPECTION LIST" SO IMPORTANT?

The Pre-Settlement Inspection List is important because it is compiled by you, or your authorised representative prior to settlement and sets out a list of the potential construction defects that are not within acceptable standards and tolerances within your property prior to occupation. The construction defects identified in this list can include defects such as scratches, minor imperfections, dents, chips, stains and the like. However, unless these items are identified in the Pre-Settlement Inspection list, items such as these will not be rectified by Hickory before you have commenced occupying the property. It is therefore imperative that you have undertaken your pre-settlement inspection with care.

COMPLAINTS – ALLEGED DEFECTIVE BUILDING WORKS

If you have encountered a construction defect after the Defects Liability Period and you are an owner or managing agent of the property, please ensure you have undertaken your own inspection of the alleged defect prior to lodging it as a defect. It is incumbent on all owners and occupants to make preliminary inquiries that the issue relates to Hickory's original building works before lodging a complaint.

Complaints regarding defective building works performed by Hickory can be lodged via The Queensbridge Building residents' app. To assist our team in assessing the validity of your claim, please ensure you include the following information / documents when lodging your complaint:

- 1 Confirmation that you are the owner and/or authorised agent for the property
- 2 Contact details for the occupants residing at the property (if any)
- 3 A detailed description of the alleged defect
- 4 Photographs of the alleged defect
- 5 Report/s and/or other documents in support of your claim (if any)

DISCLAIMER - NOTICE TO OWNERS & MANAGING AGENTS

Please be aware that if you lodge a complaint to Hickory+ and it's found that the cause does not relate to our original building works and you have not made reasonable preliminary inquiries to ascertain the cause, you are deemed to have agreed to paying a service fee (minimum 1 hour) to investigate your complaint.

If, on the other hand, the complaint relates to our original building works, we will immediately waive the service fee and tend to all necessary remedial works to overcome the issue at our cost.

It is therefore imperative that:

- (a) prior to lodging your complaint, you ensure that you have adhered to the general maintenance recommendations set out in the General Maintenance & Care section of this manual as Hickory is not responsible for damage caused by the maintenance regimes adopted (or lack thereof) by owners and/or occupiers
- (b) you provide Hickory with an opportunity to inspect, investigate and rectify (if determined to be caused by our original building works) at our cost as Hickory will not be responsible for costs associated with the engagement of third parties to carry out works at the property, (unless otherwise agreed in writing between Hickory and the respective owner or agent).

Some preventative measures must be undertaken by owners / occupiers on a regular basis to avoid damage. Some of these are as follows.

- All downpipes, floor drains on balconies and all other drains must be kept completely free of debris, cigarette butts, leaves and other obstructions at all times.
- Where possible check roof gutters and downpipes for blockages or ask the Building Manager to ensure it is done regularly. Hickory is not responsible for leaks caused by blocked wastes and gutters.
- Report any leaks in your bathroom sink or under the kitchen sink immediately to Hickory.
- Report leaking windows immediately to Hickory during the Defects Liability Period.
- If your power trips, please try to reset your circuit breaker prior to contacting the Hickory+ team; the online FAQ section of our website offers some good advice on rectifying power trips.
- Ensure that your bathroom and balcony floor waste is not blocked at any time; shower drains must be kept clean and clear from hair and other debris at all time. Hickory is not responsible for leaks caused by blocked bathroom wastes. A call out fee will be charged if the cause of your complaint relates to a blocked drain or waste.

- Wash the cover of your bathroom ventilation fan, air conditioning unit and range hood fan on a regular basis for better airflow. Ensure the exhaust fans are used regularly when showering to minimise condensation and damage caused by condensation.
- Balcony caulking and grout must be well maintained and re-caulked or re-grouted when required.
- If you should encounter a problem with your appliances, please contact the appliance manufacturer or supplier directly. Supplier details are included in this owner's manual or on the appliance manuals. Hickory's Team cannot assist with product malfunctions – this is a product warranty issue for which the respective manufacturer or supplier is responsible.
- An F connector is needed to connect to TV points.
- Regularly check your washing machine and trough connections to ensure they are not leaking.
- Ensure that showers are re-sealed every 12 months with silicone to prevent leakage.
- Ensure all other caulking in the apartment is well maintained and replaced as and when required.
- Clean the drain under the paver on your balcony every 3 months to prevent blockages.

WATER LEAKS

Please be aware that damage caused by the late notification of water leaks and lack of preventative maintenance cannot be rectified by Hickory. It is the owner's / agent's responsibility to mitigate their loss with respect to damage to property and to ensure that defects such as water leaks are reported immediately and rectified promptly to prevent the manifestation of consequential damage.

WORKS PERFORMED BY THIRD PARTIES

Any alterations, building works or works performed by third parties subsequent to completion of Hickory's original building works are not the responsibility of Hickory and will void any warranty applicable to our building works.

For further information regarding your obligations as a property owner and how to properly maintain your property, please refer to the General Care & Maintenance section of this manual



CONSULTANT & CONTRACTOR LIST

The table below sets out the contact details of the contractors and consultants engaged to perform works or services at the property and their respective disciplines. If you have any queries regarding any of the works performed by the contractor or consultants listed below, please feel free to contact them directly via the details provided.

TRADE	COMPANY	PHONE
A/C Units	Auscool	(03) 9408 5083
Appliances - Fridges	Harvey Norman Commercial Project Division	0432 510 077
Appliances	Miele Australia Pty Ltd	1300 464 353
Car Stacker	Wohr Parking Systems Australia	1300 964 728
Carpentry	Matadoors Pty Ltd	0424 937 361
Caulking	Mates United	0413 477 097
Door Hardware - General	Matadoors Pty Ltd	0424 937 361
Doors & Frames	Matadoors Pty Ltd	0424 937 361
Electrical Services	Vast Electrical Services Pty Ltd	(03) 9968 5380
External Windows & Sliding Doors	Hickory Façade	+61 3 9429 7411
Floor Finishes - Apartments & Common Areas	CTA Commercial Flooring Installations Pty Ltd	(03) 9334 2620

TRADE	COMPANY	PHONE
Garbage Chute	Ozchutes	(03) 9761 7557
Hydraulic Services	United Plumbing Group (Commercial)	0425 367 853
Joinery	Tivoli International (Aust) Pt Ltd	0423 885 557
Light Fittings & Accessories	Vast Electrical	(03) 9968 5380
Mailboxes	Sunlight Letterbox Group	(03) 9793 5711
Mechanical Services	Auscool Airconditioning & Mechanical	(03) 9408 5083
Painting	Portelli Painting Pty Ltd	(03) 9310 5093
Plaster	Empire Commercial Buildings Solutions Pty Ltd	(03) 9873 5833
Sanitaryware	EES Trading Co (Discounts) Pty Ltd	(03) 9811 5397
Shower Screens	Vetraio	1300 088 225
Stone & Tile	Baron Forge	(03) 9315 3225
Waterproofing - Internal	Baron Forge	(03) 9315 3225
Architect	Fraser & Partners	(03) 9600 2260
Interior Designer	Flack Studio	(03) 9489 0610

INTERCOM, PROXIMITY CARD ACCESS & SECURITY SYSTEM

Please refer to the documentation provided within your handover pack Appendix 2 – L.Security & Building Access for information on how to use the Intercom and Access Control functions for The Queensbridge Building.

If you have any further queries with regard to the intercom and security system, please contact the Building Manager.

Entry to the building is gained by valid proximity card.

To enter at a point controlled by proximity reader, present the proximity card to the proximity reader at a distance nominally less than 500mm.

The proximity reader at rest has a constantly illuminated red LED, when presented with a valid card the LED colour will change to green alerting the user that access has been authorised. The latching mechanism will be open for a pre-set time allowing entry.

There is an exit button at each controlled point to allow egress from the complex.

CAR PARK ENTRANCES

The residential car stacker entrance into The Queensbridge Building can be accessed via Queensbridge Street.

An Owner or Occupier must book their car stacker induction with the Building Manager prior to use.

Please refer to Appendix 2 – L. Security & Building Access documentation provided within this manual for information of how the general entrance functions for The Queensbridge Building.

Residents can gain access through the carpark roller door by pressing 'Button 1' on the handheld remote transmitter. Once the vehicle has entered the car park the roller door will close automatically.

Once you have entered the car park via the garage roller doors, you will see a traffic light that corresponds to the below:

TRAFFIC LIGHT COLOUR:

DESCRIPTION:

Green Steady

System Ready

Green Flashing 3 Times

Request for inparking confirmed

Red Steady

Inparking in progress
Outparking in progress

Red Flashing

Parking not allowed
Car is ready to be parked out
Maintenance mode
System error
Interruption of operation

A control panel is used for the car stacker system that is activated through a scanning of a verified security access card. Process is outlined below:

OPENING OF THE INTERNAL GATE:

A control panel and RFID access chip are used to operate the car stacker. Follow the steps below:

TO PARK YOUR CAR (PARK-IN):

- 1 Press the left button on your remote or scan your RFID chip at the panel to request parking.
- 2 The sliding gate opens. Drive slowly into the transfer cabin.
- 3 The system checks your car with laser scanners and light barriers.
- 4 Exit the cabin via the side door.
- 5 Confirm storage by scanning your RFID chip at the side door panel.
- 6 The system automatically stores your car, closes the internal gate, and sliding door.

TO RETRIEVE YOUR CAR (PARK-OUT):

- 1 Scan your RFID chip at either the front or side panel.
- 2 The system delivers your car to the cabin and opens the sliding door.
- 3 Enter the cabin, disconnect EV charger (if used), and drive out slowly.
- 4 Once clear, the sliding and internal gates will close automatically.
- 5 Proceed to your apartment via the lift or stairs.
- 6 When exiting the car park, the garage door will automatically close after approximately 30 seconds, once the door has been cleared.

Please refer to Appendix 2 – J. Carpark & Loading Bay Roller Doors documentation provided within this manual for further information.

If you have any further queries regarding the car park garage doors, please phone ARCO on (03) 0587 3616.

APARTMENT KEYS & ENTRANCES

Keys and Remotes

Included in your handover pack are the following keys and remotes:

- Apartment Front Door Key
 - Qty 2 provided per apartment
- Remote entry car park control
 - 1 per car park
- Letter Box Key
 - Qty 2 keys provided per mailbox
- Security Access Fob
 - Qty 2 provided per apartment

Spare apartment keys cannot be cut from regular locksmiths. Please contact the Building Manager for information and procedures on how to obtain a replacement key for your apartment.

Spare remote entry controllers to gain access to the car stacker cannot be sourced without first contacting the Building Manager. Please contact the Building Manager for information and procedures relating to obtaining a remote controller to access the basement.

Replacement Letterbox Keys can be ordered by calling Sunlight Letterbox Group on (03) 9793 5711. You will need to quote the code engraved on the front of the mailbox lock.

BATHROOM DOOR LOCKS

The lock on the bathroom doors in the apartments can be externally opened by aligning the hole in the escutcheon and using a long ridged object to press the release.

If the door has lift off hinges, you can lift off the door from the locked side by putting your hands under the door and lifting in a vertical direction.

KEYS & COMMON AREAS

The Building Manager is responsible for the management and care of all common areas, including restricting access to these areas if required. If you require a spare key to access the common areas, please contact the Building Manager for information and procedures relating to obtaining access to common areas.

SERVICES KEYS – AUTHORITIES ONLY

Services authorities such as CitiPower, Southeast Water, Origin Gas, NBN and Lift Services will have restricted access to those areas of the building in which they require access, such as service cupboards, water meters and switch rooms. Access to authorised services will be afforded to authorities via the fire stairs on Queensbridge Street or through access organised with the building manager.

The substation and Gas meter can be accessed via service doors on Queensbridge street and do not require entry to the building to access.



VISITOR INSTRUCTIONS

There are no visitor car spaces available within the basement car park areas. Please have all visitors use street parking on street along Queensbridge Street.

**INTERCOM PHONE SYSTEM
& INSTRUCTIONS**

In-Apartment Intercom

Each apartment is fitted with a wall-mounted intercom (typically located near the living room), featuring:

- Touch screen interface
- Two-way communication
- Door release function

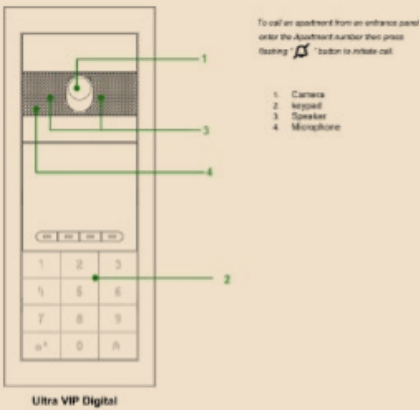


RESIDENT ACCESS

- Residents can enter the building by holding their security card over the reader at the pedestrian door.

VISITOR ACCESS

- Visitors call an apartment by entering the apartment number on the entry station keypad and pressing the flashing bell button to initiate the call.
- The intercom will ring for approximately 5 seconds in the apartment.
- Residents can answer the call by pressing the phone symbol on their in-apartment intercom unit.
- To grant access, press the key symbol (lift & lock release button) on the touch screen.
- To end the call, press the red hang-up button.



PASSENGER LIFT

There are 4 passenger lifts located at The Queensbridge Building.
2 Mid-Rise Lifts (LG – L34), and 2 High-Rise Lifts (LG – L63).

LIFT DIMENSIONS

The below table sets out the internal building lift dimensions. Please coordinate moving in and out of the building with the Building Manager.

LIFTS	LIFT 1 (HIGH-RISE):	LIFT 2 (HIGH-RISE)	LIFT 3 (MID-RISE)	LIFT 4 (MID-RISE)
Door Width	1000mm	1000mm	1000mm	1000mm
Car Internal Height	2600mm	2600mm	2600mm	2600mm
Car Internal Width	1450mm	1450mm	1450mm	1450mm
Car Internal Depth	2010mm	2000mm	2010mm	2010mm

IMPORTANT NOTICE: PLEASE DO NOT USE LIFTS
IN THE EVENT OF AN EMERGENCY OR FIRE



LIFT OPERATION

Lifts can be operated by pressing the call button located on the lift landing. Once the call has been registered, a light will illuminate to confirm your request. The lift panel will display the direction of travel and the current floor location.

Once inside the lift car, press the button for your desired floor on the operation panel. The panel is also equipped with an emergency alarm button, a door open button, and a door close button for your convenience.

LIFT EMERGENCY PROCEDURE

Please use the lift telephone call panel in cases of emergency.

Buttons on the operation panel include alarm push button which sounds an audible alarm to notify the intervention service that passengers in the lift need assistance.

LIFT INTERCOM

If the alarm button is activated there is a vocal connection between the lift car and the intervention service. The receiver will assist in notifying the intervention service the installation and address.

The Queensbridge Building –
90 Queensbridge St Southbank
Lift No. 1

The Queensbridge Building –
90 Queensbridge St Southbank
Lift No. 2

The Queensbridge Building –
90 Queensbridge St Southbank
Lift No. 3

The Queensbridge Building –
90 Queensbridge St Southbank
Lift No. 4

LIFT FAULT

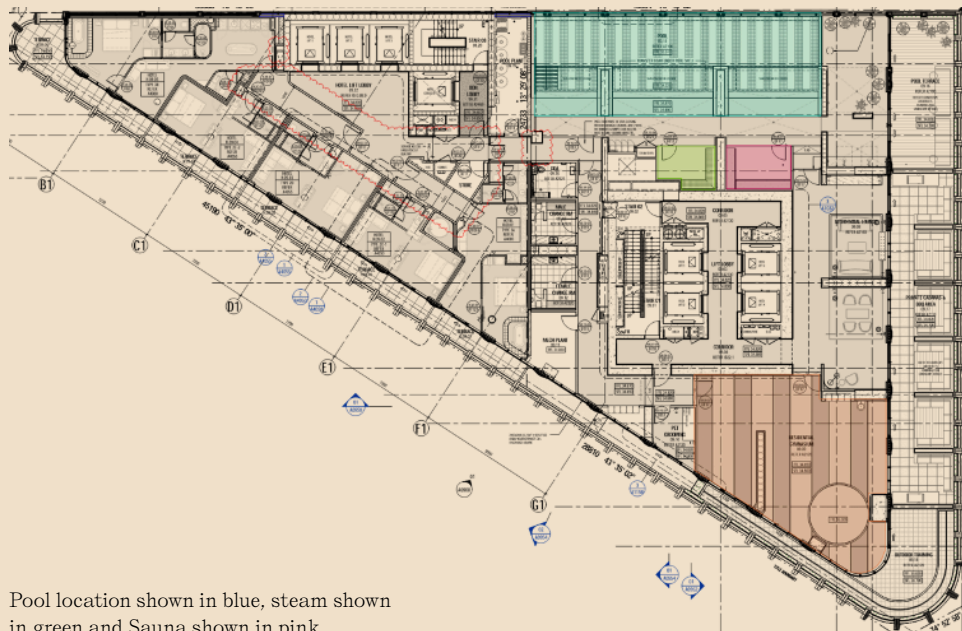
Please contact the Building Manager if a lift fault occurs.

BUILDING FACILITIES / AMENITIES

90 Queensbridge is designed and constructed with the following facilities / amenities for use by occupants:

POOL, STEAM & SAUNA ROOM

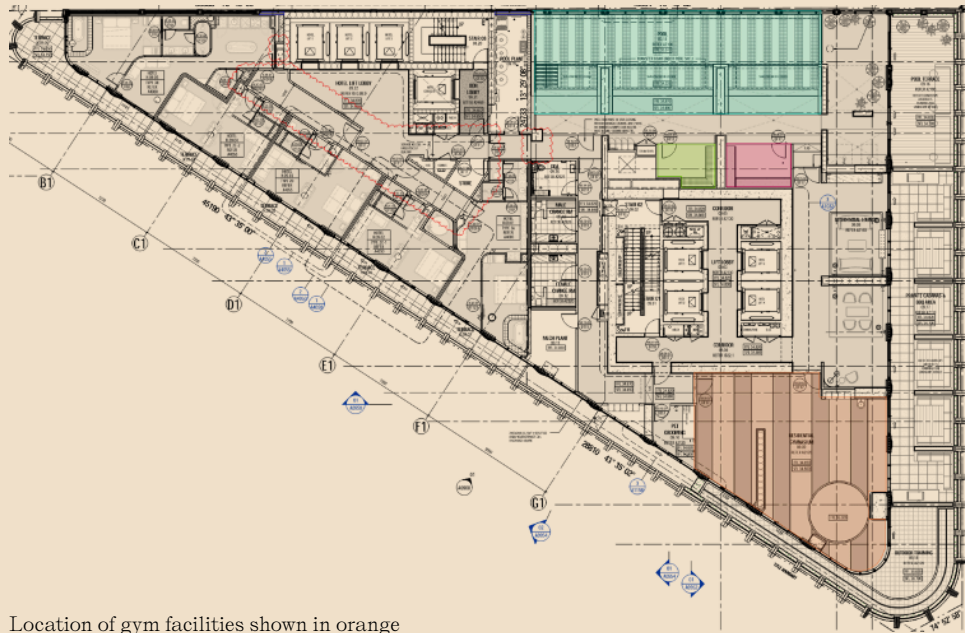
The pool, steam, sauna and associated facilities are located are location on Level 9 of the property. In order to access the pool facilities and amenities, occupants must have a valid access card.



Pool location shown in blue, steam shown in green and Sauna shown in pink

GYMNASIUM

90 Queensbridge has a fully equipped gymnasium for use by all occupants. It is located on Level 9 of the property. In order to access the gym facilities, occupants must have a valid access card.

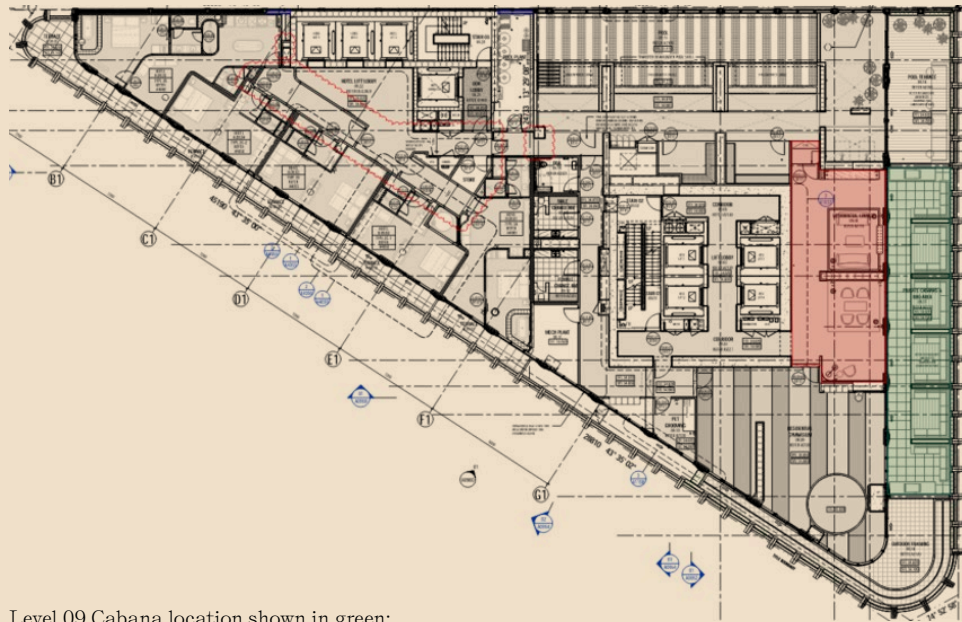


Location of gym facilities shown in orange

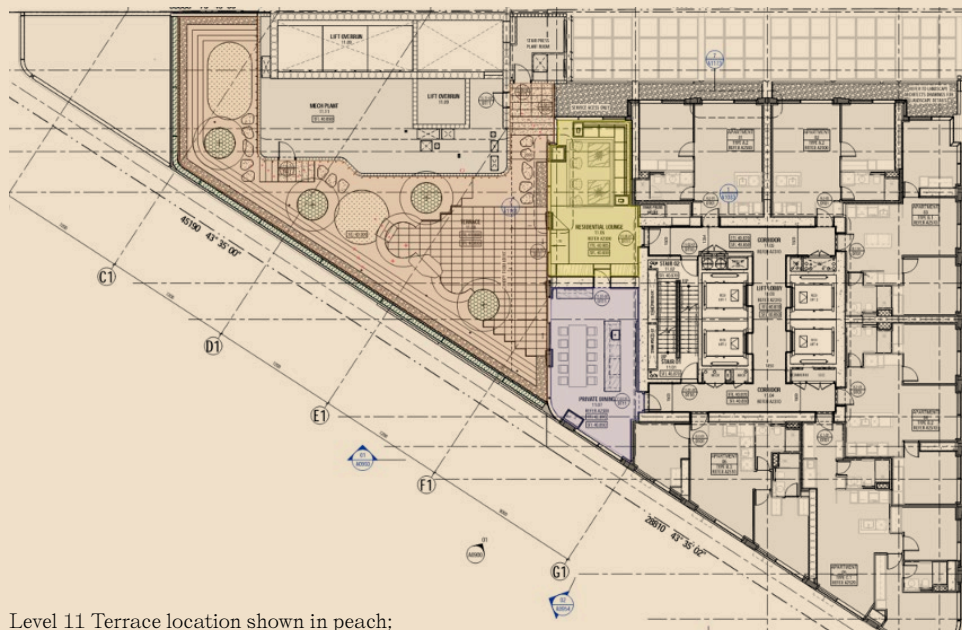
GARDEN TERRACE

There is two outdoor garden terrace's located at 90 Queensbridge, one located on Level 09 near the pool and a second larger garden is location on Level 11.

Level 09 features two BBQ's and Cabana lounges, Level 11 feature green scape area and seating. Both areas can be access by using the residential lifts.



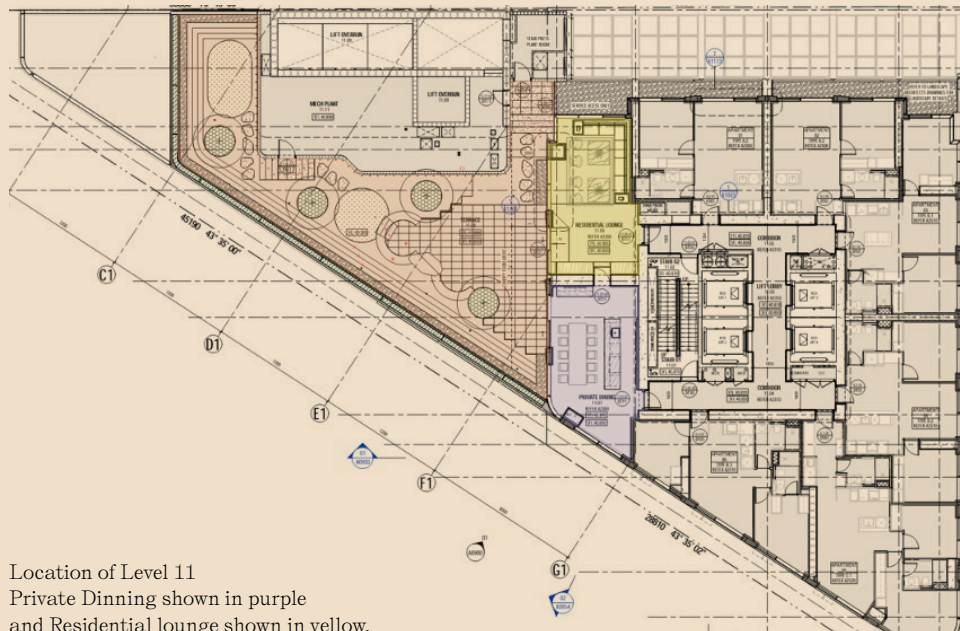
Level 09 Cabana location shown in green;



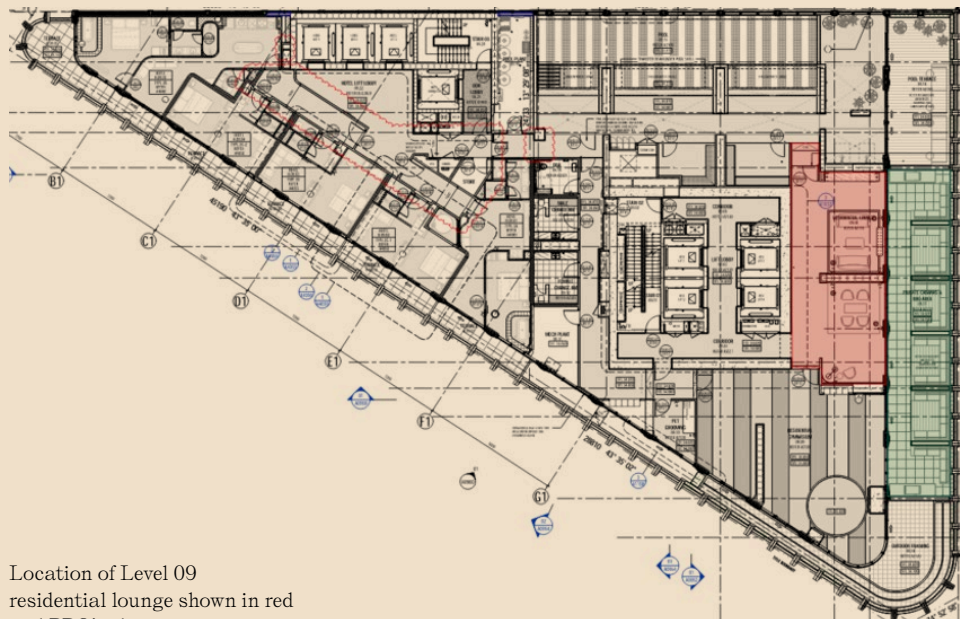
Level 11 Terrace location shown in peach;

LOUNGE / DINING FACILITIES

90QB has a fully equipped dining area and lounge area for use by all occupants. It is located Level 11 of the property. Residents also have access to a second residential lounge and BBQ facilities located on Level 09. In order to access the lounge and dining facilities, occupants must have a valid access card.



Location of Level 11
Private Dining shown in purple
and Residential lounge shown in yellow.

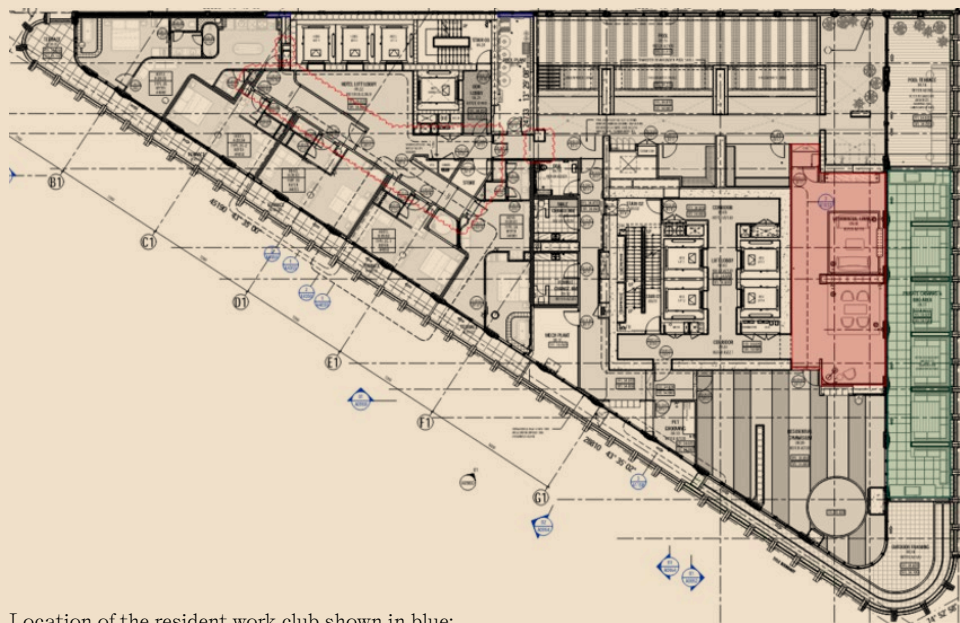


Location of Level 09
residential lounge shown in red
and BBQ's shown in green;

WORKCLUB & MEETING ROOMS

90QB has several meeting rooms and co-working spaces available for residential guests location on upper ground.

The Workclub area for residents features a meeting room, training room, 2 x phone booths, 4 garden/meeting rooms and open plan seating. The workclub is located on Upper Ground and can be accessed via the residential lift of through the Lower Ground residential lounge via the work club stairs.



Location of the resident work club shown in blue;

ELECTRICAL SERVICES

Individual apartment electrical meters are located in the service cupboard in each building on each level.

The apartment electrical switchboard is located on the wall adjacent to the kitchen in your apartment and there are circuit breakers at the switchboard for power outlets, lights, air conditioning, appliances and exhaust fans. All lighting circuits have a safety switch.

The safety switch is located in the switchboard.

Circuit breakers and safety switches are fitted in your meter box. If a breaker or safety switch trips, we recommend that you:

- 1 Switch off all power outlets (GPOs), lights and unplug all appliances.
- 2 Reset the safety switches in the switchboard.
- 3 Switch on each GPOs one at a time to determine the faulty outlet.
- 4 Turn on each appliance to ascertain which one is causing the safety switch to trip. If the electrical trip is found to be caused by an appliance, do not plug the suspected appliance in again. Make sure it is serviced immediately by a qualified electrician or the manufacturer.

If the breaker or safety switch continues to trip after following the above steps within the Defects Liability Period, please contact our team to arrange for a licensed electrician to locate and rectify the cause. Please be advised that if the cause of the trip is not a building defect caused by Hickory's original building works, a service fee will be charged.

Note: 90QB is not responsible for electrical faults caused by storm damage and/or other natural disasters.

PLEASE DO NOT ATTEMPT TO PERFORM ANY ELECTRICAL REPAIR UNLESS YOU ARE A REGISTERED AND LICENCED ELECTRICIAN.

WATER SERVICE

There is a stop valve located in the water meter cupboard to turn off the water supply to the apartment. The water meter cupboard is located in the hallway of the corresponding floor that you live on.

There is a water stop valve located underneath each of the kitchen, basin and laundry sinks. Use these stop valves if there is a leak in the pipe.

HOT WATER

The hot water system is installed in the hydraulic cupboard in the hallway of the corresponding floor that you live on.

If you experience any hot water faults, immediately call a service person.

TV POINTS

Each apartment has a TV point to receive free to air television, which is connected to a master antenna located on the roof of the building.

TELEPHONE & DATA POINT & NBN

There is a telephone and data connection point in each apartment. The NBN panel is located in a bedroom wardrobe. Please contact your preferred telephone or internet provider for connection services and line faults.

AIR CONDITIONING

There is an air conditioning unit for heating/cooling to the apartment. The temperature controller is installed next to the intercom for the apartment. All adjustments can be made using this controller. The air conditioning compressor unit is located in the hallway cupboard.

The remote control is used to select the desired operation to suit individual preferences.

There is 5 years warranty provided by the manufacturer of the A/C unit on the condition that the maintenance and servicing of the unit is carried out by a recognised tradesperson during this period. It is recommended that the A/C unit is serviced every 12 months. Please ensure that this is performed so as not to void your warranty.

For further details regarding operation and care of your A/C unit, including the conditions of warranty, please refer to the Appendix 2 – H. Mechanical Services – Auscool of your handover documentation provided.

Subject to the recommendations and advice set out in the manufacturer's manual, please observe some basic Do's and Don'ts with respect to your A/C unit below:

DO'S

- Set temperature range between 20 degrees to 25 degrees with all the internal doors open to achieve efficiency of the system
- Perform regular service of the unit at least every 6 months to ensure that the condensate pipe is not blocked, and your unit is working as intended or as set out in the manufacturer's warranty conditions for the unit.
- Clean, replace and maintain the air filter when required. Yearly filter cleaning and/or replacement will provide cleaner air, improve air flow and help reduce utility costs. If you would like Hickory to perform this task for you, please contact our team for further information about how we can assist you.
- When the heating is on, we recommend that a window be opened slightly in the apartment to allow natural ventilation and reduce the likelihood of condensation. Condensation may be visible on the internal face of the windows and can look like a water leak. If condensation is not wiped or cleaned, it could cause damage to plaster, carpet and other building elements. It is the occupants' responsibility to minimise the occurrence of condensation by opening a window and using the ventilation systems installed at the property. Damage to property caused by condensation is not a construction defect for which Hickory is responsible.

DON'TS

- Do not set minimum temperature on the thermostat and leave the apartment closed for more than four (4) hours as it may freeze the condensate pipe and cause damage.
- Do not short circuit your compressor by moving the thermostat up and down too rapidly. Set your temperature slowly and leave it for at least five minutes before resetting.

MAILBOXES

Mailboxes are in the Mailbox Corridor and Void Seating Area on the Upper Ground Level.

Tenant letterboxes are opened with the small silver key.

A master key is kept with the Building Manager and is included in this Handover Pack.

BIKE STORAGE

Residential bike storage areas have been provided in the basement and external areas to the apartments.



Every aspect of your property has been carefully constructed. To ensure your property retains its value, it is imperative that your property is well maintained and looked after. This manual has been prepared to assist you with this task by providing you with some useful information about how to care for and maintain your home. It is important to note that repairs performed by an owner, occupant or third party may void the manufacturer's and/or builder's warranty on the item being repaired. It is therefore imperative that you read this manual in conjunction with the all manufacturer's and supplier's manuals provided to understand your obligations as a home owner.

We understand that life is busy, and you may have limited time to perform maintenance related works at your property. 90QB team is here to help you with all your maintenance requirements. We can provide one-off services or develop an ongoing maintenance plan to suit your property, needs and budget with the added benefit of our team already knowing the ins and outs of your property.

WHITE GOODS / STAINLESS STEEL APPLIANCES

Your home is equipped with a variety of appliances such as an oven, rangehood, dishwasher, cook top and air conditioner. Please familiarise yourself with the respective product manuals and test all appliances as soon as possible to ensure that they are working as intended. Where applicable, complete and mail out the warranty card for each of the appliances, (usually found in the product manual) as the failure to do so may void the manufacturer's warranty. Please note that some manufacturers may only allow you to register on-line.

The buildings air makeup system has been designed to use natural ventilation. If an apartment owner operates their rangehood at full capacity and experiences whistling noises, leaving a window slightly open will eliminate the noise.

WHAT DO I DO IF MY APPLIANCE IS NOT WORKING?

If an electrical appliance does not turn on or is not working, prior to contacting the manufacturer and/or Hickory's team, please ensure you follow the steps below to avoid being charged a call out fee:

- 1 Check that the appliance is plugged in.
- 2 If the appliance is plugged into a wall-switched electrical outlet, make sure the switch is on.
- 3 Check that the circuit breaker on the panel box control is in the "ON" position.
- 4 Review the manufacturer's service manual, in particular the troubleshooting section, and follow any recommendations set out in the manual.
- 5 Contact the manufacturer directly for assistance and book in a representative to inspect the unit.

Note: 90QB team cannot assist with appliance malfunctions. These complaints must be directed to the respective manufacturer for inspection and/or investigation.

CLEANING & MAINTAINING YOUR APPLIANCES

To maintain the appearance of your appliances, remove stains with hot soapy water and a clean cloth prior to the stains drying out. Please ensure you review the manufacturer's warranty booklet for details on how to clean and maintain your appliances.

COOK TOPS / STOVES / OVENS

Do not allow dirt and grime to accumulate. Clean with recommended cleaning agents suitable for the appliance. Avoid using harsh, abrasive chemicals and cleaning agents unless specified in the manufacturer's manual. Clean all filters regularly.

Important Notice: Please ensure your cook top is clean prior to lodging a complaint with 90QB team. Failure to clean your cook top will result in our operators re-scheduling the appointment and charging a call out fee.

RANGE HOOD FAN

The range hood fan filters collect grease and grime and should be cleaned regularly by soaking the filters or lightly brushing them in warm soapy water. Ensure all filters are dry before re-instating them.

Please ensure you refer to the manufacturer's manual for further details regarding your appliances. You can find these under Appendix 1 – Appliances

STAINLESS STEEL KITCHEN SINK

The brand of the sink in the residential apartment kitchens is Catano and is made from SS304 brushed stainless steel (1mm thick).

CLEANING AND CARE

After using the sink, ensure the surface is rinsed with clean water. Wipe the surface gently with a clean, soft cloth and dry after use.

- Avoid using abrasive cleaners, steel wool scourers, brushes, citric based cleaners.
- To remove any spots left from contaminants, such as surface rust spots, we recommend cleaning the surface with Hillmark Steel Power cream. (<https://pental.com.au/product/hillmark-steel-power-cookware-metal-surfaces-heavy-duty-cleaner/>) Rub on the surface with a soft cloth and use circular motion to remove any spots.

Please ensure you refer to the manufacturer's manual for further details regarding your kitchen sink. Please refer to the manufacturer's manual Appendix 1 – Sanitaryware for further details.

STONE & PORCELAIN BENCH TOPS

There is a mix of stone and porcelain benchtops across the building depending on the level. Hickory uses high quality laminate and/or stone bench tops. To ensure they maintain their appearance, they must be properly cared for.

It is imperative that kitchen and bathroom bench tops are cleaned regularly. Clean with a damp cloth or sponge and lukewarm water, then wipe dry with a clean low-lint cloth. Failure to wipe a stone surface dry will leave watermarks on the surface which will dull the shine and create a spotty appearance.

Avoid using harsh cleaning agents and only use cleaning agents in extreme circumstances.

Spills should be immediately removed and cleaned with warm water to prevent staining, in particular near joints in the stone (if any).

Care should be taken not to use appliances such as kettles and toasters directly over joints (if any) in the bench tops and protection should be used prior to placing hot plates or cookware directly onto the stone.

Do not use vinegar, lemon juice, or other cleaners containing acids, or abrasive cleaners such as dry cleansers or soft cleansers. Opt for mild detergent or stone soap (PH Neutral).

DO'S:

- DO Dust & mop floors frequently
- DO Clean surfaces with mild detergent or stone soap (PH Neutral)
- DO Thoroughly rinse and dry the surface after washing
- DO Blot up spills immediately
- DO Protect floor surfaces with non-slip mats or area rugs.

DON'TS:

- DON'T Use vinegar, lemon juice or other cleaners containing acids.
- DON'T Use cleaners that contain acid such as bathroom cleaners, grout cleaners or tub & tile cleaners
- DON'T Use abrasive cleaners such as dry cleansers or soft cleanser

Please refer to Appendix 2 – I. Stone & Tiles - Care & Maintenance Manuals for Stone & Porcelain Benchtops for care instructions.

Natural stone bench tops need to be maintained and sealed as Baron Forge's operation manual. If natural stone bench tops are not correctly sealed, warranty may be void.

KITCHEN JOINERY

Joinery should be cleaned using an all-purpose, non-abrasive cleaner with a damp sponge or cloth. Do not use a saturated cloth, harsh chemicals or thinner-based cleaners. Avoid cleaning products that may scratch the surface such as steel wool or wire brushes. Cabinets are water resistant but not waterproof, so any spills should be attended to as soon as possible. Avoid sharp objects that may cut, scratch or gouge the melamine which will expose any internal surfaces.

EXTERNAL LAMINATE DOORS & PANELS

- Use mild soapy water with a microfiber cloth to clean surfaces.
- Avoid harsh cleansers, blades, scrapers, or abrasives.
- If using commercial solvents (e.g. spray & wipe), test a small hidden area first—damage caused is not covered under warranty.
- Do not use cleaners with alkali, acid, metallic salts, butylene, or thinners, as these can fade or damage surfaces.
- Dry thoroughly using a chamois or lint-free cloth.
- Do not attempt to adjust doors or drawers—only a qualified tradesperson should do this.
- Keep out of direct sunlight to prevent fading.

INTERNAL CABINET SURFACES

- Clean with mild soap or detergent using a soft cloth or sponge.
- If using commercial solvents, follow manufacturer's instructions.
- Always rinse with clean water and dry immediately with a lint-free cloth.
- Avoid abrasive tools or harsh cleaners.
- Joinery Hardware (Hinges & Runners)
- Require only occasional dusting.
- Wipe spills immediately with a dry or slightly damp cloth.
- Do not use solvent-based cleaning agents.

GLASS & MIRROR SURFACES

- Use a microfiber or lint-free cloth with distilled water or ammonia-free glass cleaner.
- Do not use ammonia-based cleaners on mirrors (may damage backing).
- For a streak-free clean:
 - Lightly mist cleaner
 - Wipe in a circular or vertical motion
 - Buff dry with a clean cloth
- Avoid abrasive materials (e.g. steel wool).
- In humid areas, seal mirror edges to prevent moisture damage.
- Apply UV-protective film to prevent fading from sun exposure.

Warning: Avoid excess water or cleaner on melamine surfaces—this may cause swelling or peeling.

Please refer to Appendix 2 – E. Joinery – Tivoli Joinery Operation and Maintenance Manual for care instructions.

TILED FLOORS & WALLS

Tiles, particularly in damp areas such as bathrooms, should be cleaned regularly, (especially in and around shower and bath) and the room ventilated to reduce the likelihood of mould growth. Avoid using harsh cleaning agents. Only water-based mould removal cleaning agents should be used on tiled surfaces to prevent staining and damage to the tiles, grout and surrounding building elements.

To clean tiled floors and walls, use a damp cloth or sponge and lukewarm water and wipe dry with a clean low lint cloth. Neglecting to wipe a tiled surface dry is prone to leaving watermarks on a surface which will dull the shine and create a spotty appearance.

Do not use vinegar, lemon juice, or other cleaners containing acids, or abrasive cleaners such as dry cleansers or soft cleansers. Opt for mild detergent or stone soap (PH Neutral).

DO'S:

- DO Dust & mop floors frequently
- DO Clean surfaces with mild detergent or stone soap (PH Neutral)
- DO Thoroughly rinse and dry the surface after washing
- DO Blot up spills immediately
- DO Protect floor surfaces with non-slip mats or area rugs.

DON'TS:

- DON'T Use vinegar, lemon juice or other cleaners containing acids.
- DON'T Use cleaners that contain acid such as bathroom cleaners, grout cleaners or tub & tile cleaners
- DON'T Use abrasive cleaners such as dry cleansers or soft cleanser

Terrazzo floors need to be maintained and sealed as Baron Forge's operation manual. If terrazzo floors are not correctly sealed, warranty may be void.

GROUT

Grout should be checked regularly and re-instated if found to be deteriorated or loose, particularly in wet areas such as the shower. We recommend that deteriorated or loose grout is re-instated by a qualified professional. Our team can assist you with this task.

Ask our Hickory+ Team about how we can assist you to maintain Silicon and Caulking at your property.

SILICON / CAULKING WORKS

Silicon or caulking must be maintained by property owners, in particular with respect to caulking to joints between tiles and the bath or shower and caulking or silicon works in all wet areas.

Deteriorated caulking and silicon must be addressed promptly to avoid consequential damage.

DAMAGED TILES

Unless stated in the Pre-Settlement Inspection List, cracked, pitted, chipped or loose tiles will not be rectified by Hickory unless proven to be caused by Hickory's defective workmanship during the Defects Liability Period.

Please refer to Appendix 2 – I. Stone & Tiles - Care & Maintenance Manual for tiling for care instructions.



**TIMBER HARDWOOD /
FLOATING FLOORS**

Tips to maintain timber flooring:

1 Stop dirt at the door

Use doormats and avoid wearing dirty shoes or boots inside. Ensure rugs and mats are made of a breathable material, without a rubber backing as this may trap moisture and discolour your floor.

2 Avoid scratches and scrapes

Scratches are unsightly, will dull the surface and can be difficult to repair. Lift furniture if moving, use felt gliders on chair legs and keep pets' nails trimmed to help prevent scratches.

3 Keep the floor clean

Sweep regularly with a dry anti-static mop and vacuum up dust using a soft brush head. Any moisture or spills should be wiped up immediately to prevent absorption into the wood.

**4 Use only recommended
cleaning products**

Your floor should be cleaned regularly using a cleaning product designed specifically for your timber. Using the incorrect product can attack the surface finish leaving it permanently damaged with unsightly stains and can also void the manufacturer's warranty.

Never use bleach, oil soaps, liquid, paste wax products or other household cleaners that contain lemon oil, tongue oil, silicon or ammonia. Abrasive cleaners are not suitable.

Please refer to Appendix 2 – C. Flooring – CTA Operation & Maintenance Manual for care instructions.

CARPET FLOORS

There is different types of carpets used across the apartments. Please find your level below for exact matches:

- Levels 10-50 Dark / Light Scheme:
Modern Living Carpet 80% wool
20% Nylon
- Levels 51-62 Dark / Light Scheme:
Edel Tamino Carpet 100%
polyamide 6.6
- Levels 10-62 Green Scheme:
Edel Tamino Carpet 100%
polyamide 6.6

Ensure you vacuum the carpet regularly to maintain a high-quality appearance.

Minimise using cleaning agents to carpeted areas as in extreme cases, carpet may discolour or stain from using cleaning agents.

Always test the cleaning solutions on an inconspicuous part of the carpet before applying it to a large area. Use a white cloth rather than a coloured one to prevent any dyes transferring to the carpet. Do not rub. As you blot, keep turning the cloth so that you are using a clean, dry section to pick up liquid from the carpet, or use a water vacuum if available. If using a brush to help clean the stain, always brush from the outer edges of the spill inward to prevent the stain from spreading.

Refer to Appendix 2 – C. Flooring – CTA Operation & Maintenance Manual for care instructions.

If for whatever reason, the carpet is wet due to condensation or a water leak, ensure the carpet is dried immediately to prevent permanent damage. In the case of a water leak, please immediately contact Hickory's team.

Important Note: Please be aware that damage caused by the late notification of water leaks and lack of preventative maintenance will not be rectified by Hickory. It is the owner's / agent's

responsibility to mitigate their loss with respect to damage to the property and to ensure that defects such as water leaks are reported immediately and rectified promptly to prevent the consequential damage.

DOORS, SLIDING DOORS & WINDOWS

The door, sliding door and window hardware must be maintained to ensure its functionality. Keep sliding door tracks free from dust and dirt by cleaning with a damp cloth.

To maintain the window and sliding door hardware:

- Use a wet sponge to remove dust
- Use warm mild detergent to remove any marks
- Use a soft bristle brush to clean the tracks
- Rinse with clean warm water to remove cleaning residue

Bathroom Door Lock: The lock on the bathroom doors in the apartment can be externally opened with a flat head screwdriver OR a long rigid tool in case of an emergency.

Natural Ventilation: Your apartment uses natural ventilation. When exhaust fans or rangehoods are on, open the window to allow for sufficient airflow to stop a whistling sound from occurring.

IMPORTANT NOTICE: DO NOT SCREW FIXTURES, FITTINGS OR BLINDS INTO THE WINDOW FRAMES AS THIS MAY CAUSE WINDOW LEAKS AND STRUCTURAL DAMAGE

SHOWER SCREENS, SPLASH BACKS & MIRRORS

To clean shower screens, splashbacks and mirrors:

- Use a mild detergent or a glass cleaner on a soft lint-free cloth
- Do not use abrasive cleaning agents, scourers, or any item which will scratch the surface

Check bathtub stoppers and shower floor drains grates regularly and remove any hair accumulation and debris to prevent blockages and water leaks.

It is imperative that the caulking and silicon applied in all wet areas, in particular the shower and bathtub, is re-applied and maintained when required to prevent excessive moisture and damage.

It is recommended that showers are re-sealed every 12 months to prevent water leaks.

Ask our Hickory+ team about how we can assist you to maintain silicon and caulking at your property.

CONDENSATION

Condensation is moisture formation on a surface as a result of moist air coming into contact with a surface that is at a lower temperature. As cool air is unable to retain the same amount of water vapour as warm air, excess moisture is released as condensation.

The responsibility of controlling condensation rests with the property owner and/or occupants of the property. Condensation can be controlled by maintaining adequate ventilation via the use of exhaust fans or by simply opening a window for a few hours a day.

Condensation is a common problem in apartment buildings if occupants do not clean up excess moisture, (condensation) as the failure to do so may inevitably lead to damage or mould growth. Condensation on windows and frames must be immediately wiped up with a towel to prevent damage.

Important Notice: Please be aware that condensation is more prevalent in the winter months. Please ensure that if you lodge a complaint with Hickory's team it relates to a building defect and not condensation to avoid being charged a call out fee.

EXHAUST FANS

Exhaust fans in bathroom/laundry will be switched on when the main lights/laundry GPO switch are in use. Once lights/laundry GPO have been switched off, the exhaust in-built delayed times will allow further operations of the fan for 3 minutes before automatically switching off.

SANITARY FITTINGS & FIXTURES

To preserve the polished surface of the basin, use a clean damp cloth with warm soapy water to wash away any dirt.

It is important that you do not:

- Pour boiling water onto the basin as this may cause cracking
- Sit or stand on the toilet seat, even when the lid is down, as this may cause cracking
- Stand on the toilet, as uneven pressure applied to the toilet can break the wax seal at the base of the toilet and cause a water leak
- Use drain cleaners in the toilet. The harsh chemicals in drain claimers can damage the toilet seal and cause a water leak

TOILETS & TOILET CISTERNS

If the cistern overflows, turn off the water at the tap located behind the toilet and drain the cistern. There is an adjustment screw in the cistern that will lower the water level when refilled. Ensure the float valve arm is free.

Under no circumstance should foreign objects such as sanitary napkins, nappies and the like be flushed down the toilet. Foreign objects will restrict the free flow of water and may cause blockages, including blockages in the building's common stack, and consequential damage to property. Hickory is not responsible for damage caused by foreign objects being flushed down the toilet.

If your toilet overflows, immediately contact our Hickory+ team. Please be advised that a service fee will be charged by our Hickory+ team for attending to blockages caused by foreign objects.

TAPWARE

Follow the manufacturer's recommendations for cleaning and caring for tapware. Do not use abrasive, acidic, alkaline or harsh detergents.

Regularly clean tapware with warm dilute soapy water, rinse and dry with soft clean cloth. Clean tap filters at least every 2 months.

Please refer to Appendix 1 – Sanitaryware for more information regarding care instructions & warranties.

LIGHTING

Always ensure that the appropriate wattage light globes are used to prevent overheating of the fitting. There is a label inside each light fitting which states the maximum rating.

Light bulbs must be replaced by occupants; this is not Hickory's responsibility.

Please ensure globes are changed before lodging a complaint with the Hickory+ team as the owner will incur a service fee charge for complaints relating to replacing light bulbs.

PAINT WORK

To ensure your paint work looks clean and pristine:

- Use a clean damp cloth with warm water to remove marks
- Use a diluted sugar soap mix (if necessary)
- Do not use scourers and avoid excessive scrubbing as this may damage the paint work and leave shiny patches on the surface

All buildings are subject to expansion and contraction caused by changes in temperature and humidity. The effects can be seen as small cracks in drywall and paint, especially at corners and expansion joints. This is normal. It is important to note that caulking is not permanent and must be maintained by owners.

Fading due to fair sun or weather exposure is also normal. Periodic re-painting is required to be performed by owners.

FIRE SPRINKLER SYSTEM

Your apartment is provided with an automatic flush head type fire sprinkler. In the event of a fire near a sprinkler head, heat generated by the fire will cause the sprinkler to activate.

If the sprinkler is activated, a fire alarm will also be raised and the Fire Brigade will be called automatically. This will release water and flood the immediate area in the event of a fire or if the sprinkler head is accidentally hit.

Fire Brigade attendance to a false alarm is charged in full, at the current rate.

Please alert the Fire Brigade immediately if a sprinkler is accidentally set off by calling 000. This may help reduce the cost of the false alarm. If you have caused a false alarm, then you will be charged for the call out cost.

Apartment owners and occupants are not required to carry out any maintenance or servicing of sprinkler equipment. Maintenance and servicing are the responsibility of the Building Manager.

Please note: Occupants are required to maintain their smoke alarms.

SPRINKLER HEADS

It is important to remember the following with respect to the sprinkler heads located in your apartment:

- Utmost care should be taken not to hit a sprinkler head, particularly when moving furniture or other equipment into or around your apartment
- Do not paint the sprinkler heads under any circumstances
- Do not hang items from the sprinkler head under any circumstances, (e.g. Christmas decorations)
- Do not remove sprinkler heads under any circumstances. Only qualified personnel with permission from the Owner's Corporation are to carry out work on the fire sprinkler system
- Do not store materials within 500mm of any sprinkler head
- If a leak occurs to a sprinkler head, immediately contact the Building Manager.

SMOKE ALARMS / DETECTORS

Your apartment is fitted with a smoke detector and if activated will not cause a general smoke alarm.

There is a smoke detector with a backup battery fixed on the ceiling outside the bedroom(s).

If there is a beeping sound in the smoke detector, replace the batteries. Batteries should be replaced every 6 months.

Hose Reels / Fire Extinguishers

Please refer to the Emergency Evacuation Plans for location of hose reels and fire extinguishers.

Hose Reels must only be used in the case of an emergency.

Fire Escape Doors are clearly marked and must not be held open or obstructed in any way.

WASTE CHUTES

A waste and recycling chute is located on each apartment level. Please dispose of waste via the hopper doors.

Please note:

Waste is to be contained in tied plastic bags, (dimensions of bag should not exceed a cube with 350mm sides and weight should not exceed 3kg).

For items that can be recycled, please ensure all items are un-bagged. Glass bottles should be contained in a small box.

Chute operating procedure:

- 1 Open the door to its maximum.
- 2 Place the garbage bag into the Bin Hopper.
- 3 Gently close the door – this will allow the waste to drop down the chute. Do not force the chute door shut.

PLEASE DO NOT:

- Force the chute door shut – each door is fitted with a self-closing device which allows the door to automatically shut in a gentle motion.
- Dispose of bottles, glass, cartons, cigarette butts, flammable liquids or fluids via the waste chutes.
- Dispose of large objects in the chute as they may cause damage and/or blockages.
- Do not place hands or arms into the chute (beyond the door frames). Falling waste/items may cause injury.

Please refer to Appendix 2 – D. Garbage Chute – Oz Chute Operation & Maintenance Manual for care instructions.



OWNER’S MAINTENANCE
CHECKLIST

To assist you with the upkeep of your property and ongoing maintenance, we have developed a maintenance checklist specifically for your building.

The following maintenance works are required at the recommended intervals to ensure building compliance standards and warranties are met, and to prevent damage to your property.

It is imperative that you notify us immediately of any water leaks in your bathroom, kitchen sink or windows for further investigation. However, prior to contacting Hickory, please ensure you have fulfilled your obligation to maintain your property by performing the required maintenance works set out in the checklist below, in particular the re-application of caulking, silicon and grout, as a service fee will apply to investigate alleged building defects which are determined to be caused by the lack of proper care and maintenance.

HICKORY COMPLETING THE BELOW: ONGOING

FREQUENCY: EVERY WEEK		
ITEM	DETAILS	COMPLETE
Air Conditioning	Ensure natural ventilation when heating is on to reduce the likelihood of condensation. You can do so by opening the window.	
	Ensure temperature is not being changed drastically in a short period of time, please wait 5 mins after changing temper	
Bathroom and Laundry ventilation fans	Ensure ventilation fan is turned on while using bathroom and appliances to prevent indoor condensation – the main source of moisture for the growth of mould.	
	Wash the cover regularly for better airflow	
Benchtops	Clean regularly using a damp cloth or sponge and lukewarm water, then wipe dry with a clean low-lint cloth	
	Only use PH neutral detergents for general clean ups. Avoid using harsh cleaning agents.	
	Ensure natural stone is sealed as required	
Carpet Floors	Vacuum regularly Minimise the use of cleaning agents	

ITEM	DETAILS	COMPLETE
Doors, Sliding Doors & Windows	Keep sliding door tracks free from dust and dirt Clean with a damp cloth	
Sanitary Fittings & Fixtures	Clean with damp cloth and warm soapy water Avoid use of harsh chemicals in drains that may damage the toilet seal and cause a water leak	
Shower Screens, Splash Backs & Mirrors	Clean regularly and re-apply any caulking or silicon that has deteriorated, in particular to the shower screens, which may cause water leaks if caulking is not maintained.	
Stainless Steel Kitchen Sink	We recommend cleaning the surface with Hillmark Steel Power cream. (https://pental.com.au/product/hillmark-steel-power-cookware-metal-surfaces-heavy-duty-cleaner/) Rub on the surface with a soft cloth and use circular motion to remove any spots. Refer to the manufacturer's manual for further details regarding your kitchen sink	
Toilets & Toilet Cisterns	Do not flush foreign objects, such as sanitary napkins and nappies down the toilet	
Windows and Frames	Clean excess moisture (condensation) to avoid damage or mould growth. Maintain adequate ventilation via the use of exhaust fans or opening a window for a few hours a day to prevent condensation. Ensure that all caulking is maintained and re-applied if deteriorated to prevent water ingress.	

FREQUENCY: EVERY MONTH

ITEM	DETAILS	COMPLETE
Rangehood	Clean regularly of grease and grime Soak filters in warm soapy water. Dry before use.	

OWNER'S MAINTENANCE CHECKLIST

FREQUENCY: EVERY 2 MONTHS

ITEM	DETAILS	COMPLETE
Lighting	Use appropriate wattage light globes to prevent overheating of the fitting and replace as required	
Tapware	Clean tap filters at least every 2 months Do not use abrasive, acidic, alkaline or harsh detergents	

FREQUENCY: EVERY QUATER

ITEM	DETAILS	COMPLETE
Shower drains and floor wastes	Remove any hair accumulation and debris to prevent blockages and water leaks Ensure any cleaning agent used does NOT use acid. Do not use stainless steel scourers or steel wool as this will create iron contamination. If tea staining occurs, domestic stainless steel cleaners are sufficient to remove marks or tea staining	

FREQUENCY: EVERY 6 MONTHS

ITEM	DETAILS	COMPLETE
Air Conditioning	Ensure condensate pipe is not blocked	
Drains	Inspect and clear blockages regularly	
Garbage Chute	Inspect, clean and clear to prevent blockages and damage. Follow any recommendations provided by the Building Manager and your owner's manual with respect to the disposal of rubbish via the garbage chute.	
Hot Water System	Service by professional service person.	
Smoke Alarms / Detectors	Replace batteries every 6 months or when detector begins beeping	

FREQUENCY: EVERY 12 MONTHS

ITEM	DETAILS	COMPLETE
Air conditioning units	Professional service required. Refer to manufacturer's manual for further information. Clean, replace and maintain the air filter and coil as required and as set out in the manufacturer's manual.	Recognised tradesperson
Appliances	Refer to manufacturers' manual and warranty for further details about caring and maintaining your appliances.	
Exhaust fans	Clean and service.	
Paintwork	Use a clean damp cloth to remove marks Maintain caulking and repaint when required Do not use scourers and avoid excessive scrubbing or harsh cleaning agents. We recommend diluting sugar soap with water for an effective clean	
Shower Screen and Shower	Re-seal floor junctions and wall junctions with silicone every 12 months to prevent leakage	
Wet Areas: Bathroom, showers, laundry	Inspect and reseal with silicone to prevent leaks Re-apply deteriorated grout to tiles as required to prevent water leaks. Clean regularly to prevent mould and the breakdown of building elements.	
Windows	Inspect and reseal grout, caulking or silicone as required.	
Tiled floors and walls	Check for loose grouting and mould Re-apply silicon, grout and caulking as required to prevent water leaks.	

THE
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MELBOURNE

