



Helpful Information for Residents

**Welcome to Your
Residential Apartment**

at

**Southport Central
Towers 1, 2 And 3**

Centre Management Office – Level 2 Tower 1, 56 Scarborough Street, Southport
Office Hours 9am – 12pm, 1pm – 5pm Monday to Friday
Closed Weekends and Public Holidays
Phone – 5555 0270, Email – facilities@southporttowers.com.au

24 Hour Security Phone – 1300 075 098

Residential Management Office – Ground Floor Tower 2, Lawson Street, Southport
Office Hours 8.30am – 5pm Monday to Friday. Saturday 9 – 12pm
Closed Sunday and Public Holidays
Phone (including after hours) – 5555 0200, Email – rentals@spctowers.com.au

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MOVING IN & OUT

To avoid any inconvenience to yourself or the Residents when moving into Southport Central Residential or vacating we ask for your co-operation in advance.

Moving In or Out

When you intend to move your furniture into (or out of) your apartment, please contact FACILITIES MANAGEMENT on 07 5555 0270. **BOOKINGS ARE ESSENTIAL.** Should Facilities not be available, please email facilities@southporttowers.com.au . As you can understand this office gets very busy so please keep trying until you have secured your time.

For your convenience, please ensure you book with Facilities a minimum of (3) days prior to your moving date.

FOR SAFETY REASONS:

- A utility vehicle **MUST** be used for delivery from loading/unloading ramp to Tower 1 elevators.
- **STRICTLY NO FURNITURE** is to be delivered or removed via ground floor lobby.

Any damage caused to walls/doors/elevators/exit lights/wall lights by removalists or the moving in/removal of furniture may be charged to the resident.

Lift Dimensions

Length 1.9m (1900mm)
Width 1.4m (1400mm)
Height 2.3M (2300mm)

Any residents found to be misusing the elevators i.e. holding lift doors open and not using the specified priority keys causing breakdowns, will be held responsible for the expense of the repairs and callout fees of KONE service people.

Height Restrictions

Please be aware of height restrictions which apply to the loading dock car park ramps (2.1m). All furniture deliveries to all residential units must be via the nominated B1, B2 and B3 car parks – (this will be determined by your unit number).

Vehicles which can not clear the 2.1m height restriction are to use the Lawson Street entrance loading dock and use a small ute or similar to convey furniture to the lift on the nominated level.

Safety

As a courtesy to all the Residents and as a safety issue we must enforce that ALL traffic other than pedestrians refrain from using the Entrance Foyer at anytime.

GENERAL INFORMATION

Telephone/Internet Service

Please be aware that the connection of a phone / internet service will be the responsibility of the occupant of the apartment. The building is setup for telephone access and broadband (wireless) connection. Please make your own enquiries regarding the costs involved by your preferred provider. When speaking to your service provider about connections, refer to the address as 56 Scarborough Street, Southport QLD 4215 and then your unit number. See further details below.

Car Parking

Access to Residential parking is via 5-9 Lawson Street entrance – a car park device reader will be required to access the car park. Please be advised that you will be issued with one device only per car space and **parking is only permitted in your allocated car space**. If you are unsure where your appointed car space is then please contact our office to confirm.

Visitors

There is an audio intercom system to each apartment. Visitors enter the unit number required, this allows the Resident to activate the entry door and lift access via intercom handset in the apartment. Both buttons must be pressed for correct operation.

Tower 2 & 3 visitors need to drop the zero (0) from the unit number when keying number into intercom e.g. 211**0**5 is 2115. For units ending in (10), visitors need to drop the one (1) when keying the number into the intercom e.g. 212**1**0 is 2120.

Intercom System

The apartment intercom can be called from the intercom panel located at the front door, basement 1 lift lobby, level 3 door and pool entry/exit.

Intercom Panel – To call the required apartment from the panel, enter the desired apartment number on the digital keypad then push the button marked with a bell symbol (🔔). This will buzz the occupants of the apartment.

Apartment Handsets - If vision of the visitor is required, it can be found on VHF channel 1 of the television system (if applicable). When satisfied with the identity of the visitor, lift the intercom handset, pressing the button at the top of the handset marked with a key symbol to release the (intercom panels associated) door. The '1' button at the bottom must be pressed to allow lift access to the relevant floor only. This is on a time delay of ninety (90) seconds, after which time the above process must be repeated.

Refuse

There is a refuse chute on each level. Please ensure all waste is securely wrapped and placed in the chute, by firmly pushing it down the chute and not leaving it in the door. Bulky garbage can be placed in the bins located at the loading dock in Tower 3, Garden Street. Large hard rubbish items are to be taken to tip. Small recyclable items such as newspapers, bottles, boxes, cartons etc are to be broken down (boxes only) may be left in refuse cupboard on the floor in front of the chute. Larger recyclable items are to be placed in the skips located at the loading dock area in Tower 3, Garden Street. Any rubbish or furniture items left in the basement will be removed at residents' expense.

Safety

For your safety and convenience please observe all signage on display, in particular the pool and gym areas. You must have a towel to work out in the gym. No glass or alcohol is permitted in the pool area, gym or BBQ area.

Shopping Trolleys

Shopping Trolleys are prohibited from Southport Central Residential Towers. Removing Shopping Trolleys from Australia Fair Shopping Centre and its car parks is considered a **stealing offence** and may incur heavy fines.

Due to safety of residents and upkeep of the towers, under no circumstances are Shopping Trolleys to be brought to Southport Central, including lobbies, elevators, corridors and retail precinct.

Smoke Alarms

Smoke detectors are inside all units (local only) and all lobby areas (site alarm). If you have smoke in your unit from cooking **DO NOT** open the fire door to allow it into the lobby area as this will automatically send an alert to the Fire Brigade and you will be charged for the callout costs of the brigade which is approximately \$1,200. If you have been cooking and have smoke in the unit, open your balcony doors and use your range-hood.

Repairs and Maintenance

All site related repairs and maintenance issues are to be reported to the residential management office

Insinkerator

Operating Instructions

1. Remove Disposer Plug
2. Turn on cold water . . . a minimum flow ensures best results
3. Turn disposer on
4. Feed waste into disposer
5. Let water continue to run for a few seconds after grinding is complete to be sure all waste is flushed away.

Some “DO’s” and DON’Ts to keep in mind

Do’s

1. **DO** grind natural food waste with a minimum flow of cold water
2. **DO** dispose of coffee grounds in your disposer
3. **DO** flush the disposer for self cleaning. Allow the disposer and cold water to run for a few seconds after grinding or draining the sink

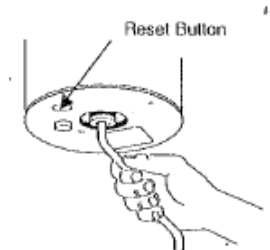
Don’ts

1. **DO NOT** put anything but natural food waste into the disposer, ie no shells, glass, string, teabags, packaging, cutlery.
2. **DO NOT** use hot water when grinding. Always use cold water as it keeps fats and grease solids from building up. Do not put fat, grease or oils down the disposer.
3. **DO NOT** turn the disposer or the water off until grinding is completed and only the sound of the motor and running water is heard.
4. **DO NOT** use solvents or chemicals in the disposer.

Clearing Disposer Jams

If your disposer stops, it may be due to overloading or a jammed condition. To correct either, use following steps:

1. Turn off water
2. Turn the disposer off at the power point and allow a couple of minutes for the motor to cool
3. Insert the self service wrench into the centre hole on the base of the disposer (see diagram) and work back and forth until it can be turned one full turn in both directions. Remove wrench
4. Push the red reset button, which is also located on the base of the disposer
5. Check inside the disposer and remove any foreign material with long tongs
6. Turn on at power point, turn on water and turn on disposer. If the disposer is still not operating repeat steps 1-6



Do not put any items in the insinkerator that you cannot crush by hand.

Repairs will be charged to the tenant if the insinkerator is blocked due to misuse

Metered Energy

Metered Energy Holdings is the electricity retailer for Southport Central Towers. When you move in, you will sign a form to connect the services into your name. You can expect accounts from Metered Energy Holdings with the following logo:-



Definitions of the fees and charges that appear on the account are as follows:-

Service Fee:

Is an agreement set up with the body corporate for the servicing of the meter eg: time spent reading the meters, completing the bills and any faults that may occur. If there is ever a problem with the meter then Metered Energy fixes any problems free of charge. If Hot Water and Electricity are both supplied then there are separate service fees for each.

UMA:

Stands for Un-Metered Appliance charge. This is for the gas cook top and any other gas appliances that are in the unit.. If there was to be a meter installed then it would raise the cost considerably with the minimum charge coming into effect.

Ambulance Levy:

The community ambulance cover is collected by electricity retailers and suppliers on behalf of the Queensland governments to supply a secure funding base for the Queensland ambulance service. This is charged to all residences in Queensland and covers everyone who is listed there.

Hot Water:

The Hot Water charge is for the heating of the water. The hot water systems that we provide for the building are gas powered. So therefore the hot water charge is for the heating of the water that you use and each unit is individually metered

Electricity:

Electricity charge is for any electricity that is used in the unit. Each unit is individually metered. Using air conditioner constantly below 24 degrees will use high amounts of electricity. For further information on electricity or any enquiries in relation to your account, Metered Energy can be contacted directly on 07 3891 3733.

Unit Telephone Connection

IMPORTANT NOTE: Installation of telephone lines for connection to telephone and ADSL internet services and **ALL** associated costs will be the sole responsibility of the tenant. Tenant acknowledges that line connection is subject to the availability by the service provider and no responsibility for same will be accepted by Southport Central Residential Management Pty Ltd.

Connecting your home phone

To connect a home phone at your new apartment, Contact Telstra on 1800 283 407

Ask the consultant to first check if there is an existing phone line:

YES – The apartment has an existing phone line

If a previous resident has had a telephone service connected and the line is still active and available then you will need to:

1. Choose a service provider
2. Have the telephone service connected in your name

NO – The apartment has never had a telephone line installed

(e.g. if the unit is new, has never been lived in and subject to availability)

If there has never been a land line connected to your apartment:

1. Contact Service Provider and arrange for a “First Phone Line Installation”
2. Service provider will need send a technician to the site

Important Information for Phone and Internet Companies

Please make sure that Consultants and Technicians know the following:

* The address for service is:

Your **apartment number** followed by “**56 Scarborough St, Southport Qld 4215**”

** Your billing address is:

Tower 1: unit number / 56 Scarborough Street, SOUTHPORT QLD 4211

Tower 2: unit number / 5 Lawson Street, SOUTHPORT QLD 4211

Tower 3: unit number / 9 Lawson Street, SOUTHPORT QLD 4211

*** Your mobile contact number and your apartment intercom number so that the technician can contact you when on-site.

Tower 1: Full unit number

Tower 2 & 3: Take out the 2nd to last digit from the unit number. Eg: Unit 22101 = 2211, Unit 22110 = 22100

Internet Service Options

IMPORTANT NOTE: Installation of telephone lines for connection to telephone and ADSL internet services and **ALL** associated costs will be the sole responsibility of the tenant. Tenant acknowledges that line connection is subject to the availability by the service provider and no responsibility for same will be accepted by Southport Central Residential Management Pty Ltd.

ADSL

- Internet via a standard phone line, optionally with or without (“naked”) a phone number
- Speeds of around 6 to 8 Mbps download and 1Mbps upload are typical
- Current providers in Southport: Telstra, Internode, TPG, IINet, Optus, OnTheNet, Primus, and, EFTel
- The provider will confirm the connection to the site entry point and our local phone/data technician will connect it through to your unit. This is at your cost – refer the Centre Management Office for details.
- Refer to the previous pages for further instructions

NBN

- Slotted for arrival in Southport in second half of 2017 – further details will be posted when they become available
- The maximum speed is about 100 Mbps but practically it will probably be around 50 Mbps to the length and number of site wiring connections required
- Will replace traditional phone lines

Ethernet - Internet Network

- The high rise towers have been wired for internet access by two providers:
 - Freedom Internet www.freedominternet.org
 - Spirit Internet www.spirit.com.au/spc-apartments
- Each provider has different plan offerings and service levels
- Both providers will be installing public Wi-Fi access to retail and common areas

ENTRY ACCESS TIMES

The Main Entry doors of the Residential Towers are locked at all times and residents will require a fob for access.

Visitors requiring access will need to be accompanied or use the intercom located at the entry.

The Podium (Level 3) T1 is accessible to all Residents during the following hours:

MONDAY – SUNDAY 6.00am – 10.00pm



HOUSE RULES

SPECIAL NOTE – NOISE RESIDENCES BY- LAW 28.1

Please Respect Residents Right To
“Peaceful Enjoyment”

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HOUSE RULES

The following rules have been established by the Southport Central Body Corporate (CTS35751) Committee. This Committee is authorised by the By-Laws to make the House Rules. These rules are to be enforced by the Residential Manager on behalf of the Body Corporate Committee. These rules do not replace the By-Laws, however, they are in ADDITION to the By-Laws.

House Rules

Owners, tenants, holiday makers and visitors (i.e. all residents) are expected to behave in a manner conducive to the safety of others and not interfere with the peaceful enjoyment of residents.

Please note: Residents are responsible for the behaviour of their invitees and it is their responsibility to make such visitors aware of our 'House Rules'.

Breach Of House Rules:

Any breach of these House Rules by the **Owner / Occupier / Tenant** is a contravention of our By-Laws and can therefore result in action being taken pursuant to Legislation, which may result in a penalty being issued through the Magistrates Court of up to \$30,000.00.

A serious or continuing breach of the Body Corporate By-Laws, including House Rules, by a Tenant may result in the Body Corporate instructing the Letting Agent of the apartment to take the appropriate action and commence proceedings to **evict** the Tenant.

Body Corporate Committee of Southport Central.

Pool / Spa / Barbeque and Enclosed Area:

- Hours: 6.00am to 10.00pm
- Children under the age of 13 years must be accompanied by an adult (owner or occupier).
- No glass allowed in the pool and spa
- Barbeque area to be kept clean and tidy.
- No jumping or diving in or around the pool and spa or off any fence or other structures.
- Time in spa is limited to 20mins (for a healthy adult) as per Queensland Health.
- No surf boards or boogie boards allowed in the pool / spa area.
- Always refer to signage in the pool and spa area.
- All persons must dry off before entering the building.

Car Park / Basement

- Visitors' car park is only to be used by visitors of residents.
- Parking in visitors' car park is for a maximum of 3 hours only. Should a visitor be staying longer than the maximum time, please advise security and request a car park pass.
- Residential visitors may not park in Commercial or retail at any time
- There is to be no parking in front of any exits or driveways.
- No riding of skate-boards / rollerblades in car park areas.
- Care to be taken at all times in car park area - no speeding.
- Car spaces are to be kept in clean and tidy condition.
- Storage of ANY items other than motor vehicle is not permitted.

Rubbish

- Dispose of rubbish down garbage chutes daily.
- Bin for recycling is located adjacent to the Garden Street Exit of Carpark. (Loading Dock & Australia Fair Staff Carpark Entry).
- All rubbish must be bagged / wrapped before disposal / seafood double wrapped.
- Rubbish is not to be left in lobby or corridor areas or outside refuse chute.

Noise

- Loud noise / music is not permitted on balconies, or in the pool and spa area.
- Music inside or outside the apartment must not disturb the peaceful enjoyment of others.
- Guests / residents arriving or departing the apartments, at any time, must be considerate of all residents.
- Offensive language will not be tolerated.
- Skate boards, bikes and roller blades are not to be used on any surface in the complex.

External Appearance (Balconies and Courtyards):

- Only outdoor furniture is acceptable.
- Fixing of screens, shutters, blinds / large umbrellas, or any other shade structure must be approved by the Body Corporate committee.
- No clothing or washing to be visible from the balconies unless on clothes rack that is no higher than the balustrades and is in the least visible position.
- No towels or any other object to be hung over the balcony.
- No storage of furniture, surfboards, bikes, boxes or any other objects on the balconies.
- No rubbish bins allowed on balconies. Any other items must be approved by the Body Corporate committee.
- No fuel or gas barbeques allowed on balconies.
- Balconies may be cleaned with a mop and bucket only. Water must not be discarded over balconies and hosing of balconies is not permitted.
- Loose objects that could be blown by the wind must not be kept on balconies.

Pets

- Body Corporate approval must be given **before** any pet is allowed on the property.
- All “approved pets” must be carried when in transit on all common property including lifts.
- See clause in By-Laws regarding pets.

Security

- Doors must not be jammed open by bricks, mats, bins or any other device (as per State law).
- No excessive number of guests / visitors permitted in units or facilities.
- All guests must be accompanied by a resident when using facilities, pool and BBQ area.
- Maximum of **four guests** at any one time in the common area otherwise arrangements must be made with Southport Central Residential Management.
- Only residents can use the gym and must have a towel.
- Group functions in units or on common property must be approved by the Residential Manager or Facilities Manager
- Reporting all breaches of security to the Residential Manager or after hours phone number: 5555 0200

Damage To Property

- Damage to common property e.g. lifts, BBQ facilities and any other common area will be paid for by the perpetrator of the damage or the resident of the invitee.
- Residents / Tenants / holiday makers are responsible for compensating the owners or Body Corporate for any damage they may cause to units or common areas.
- Common area gardens, trees, pot plants must not be interfered with in any way.

Foyer Areas

- All foyer areas are to be kept clean and free from water, especially from the swimming pool / spa. Please dry off before entering foyer and lifts.
- No bikes, surf boards, boogie boards, skate boards, roller blades (must be carried) allowed either in the foyer or any other area of common property.
- No shopping trolleys permitted in the complex, including foyers and lifts.

Renovations

- No renovations and repairs including floor covering replacements are to be undertaken within an apartment without first obtaining written permission from the Body Corporate committee, and reported to the building manager.
- **All renovations must comply with the By-Laws.**

UNLAWFUL BEHAVIOUR

Occupants /or their guests found responsible for any objects being thrown from the balconies will be reported to the police and an eviction order sought, or appropriate action will be taken.

Occupants and/or their guests found in unauthorised areas will be reported to police for trespassing.

FIRE & EVACUATION PROCEDURES

In the event of a fire alarm and/or trial evacuation, all able bodied residents **must evacuate** the building using the fire stairs. (An announcement will be made, if the alarm is a “**Test Only**” which will be the **only** time that evacuation is not required).

There are fire exits on each level located behind elevators. There is a red W.I.P phone (Warden Intercommunication Phone) located in the Fire Hose Reel Cupboard on each floor.

Assembly point is the park on Lawson Street, opposite the entrance to Tower Two Residential. Residents **must** use the pedestrian crossing at the Scarborough Street end of Lawson Street adjacent to the RSL when crossing the road to avoid traffic accidents and so as not to interfere with access of Emergency Service vehicles.

If you have elderly or disabled tenants in your apartment, you must advise our office so that they may be added to a register kept in the Fire Control Room. In case of genuine emergency, these residents must remain at the registered location until Emergency Services arrives to assist. These residents are not expected to participate in a Trial Evacuation.

Residents will not be permitted back into the building following an evacuation until it is deemed safe by a Fire Officer.

Important Note: DO NOT CALL the office during an alarm. Multiple incoming calls to our office during an emergency ties up telephone lines which need to remain clear for Emergency Services.

WHAT TO DO IF THERE IS A FIRE

1. **R**ESPOND TO OR RAISE THE ALARM
You should always Respond to or Raise the Alarm
2. **E**XAMINE
Examine what type of emergency you may be facing
3. **A**SSESS
Assess the risks to your life safety and that of others
4. **C**ONTROL
Take control of the situation, act responsibly
5. **T**ALK
Always Talk (Communicate) with all parties concerned

- In case of fire – raise the alarm – call 000 and break glass on manual call points located on each level (small red box)
- DO NOT USE LIFTS, evacuate via the fire stairs
- Assist mobility impaired persons to the fire exits without compromising your own safety
- Report any injuries or persons unaccounted to Emergency Services
- DO NOT re-enter the building under until directed
- Cross the road via the pedestrian crossing and proceed to designated assembly area in Woodroffe park next to RSL