

α Alpha Apartments α

Guide for residents

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Last updated February 2020

Community
Corporation 22806
Alpha Apartments

Alpha Apartment Management Committee members:

Presiding Officer- David Simmons

Phone: 0412662211

Email: david@803capital.com.au

Secretary- Peter Morton

Committee members: Clifford & Patricia Glover, Pompey Donato, Malcolm Longhorn and Peter Welch

Manager Alpha Apartments:

Steve Geyer

Whittles Management Services P/L

178 Fullarton Rd

Dulwich SA 5065

Phone (During office hours): 8291 2325

Email: steve.geyer@whittles.com.au

Caretaker Alpha Apartments:

Greg Powell

Site Services SA

Phone: 0402 214 109

Email: contact@siteservicessa.com.au

Emergency Maintenance:

Automated service provided by Whittles. 24 hours, 7 days a week.

Contact in case of an emergency.

Phone: 1300 888 275

By-Laws

Please note that owners and residents should be fully aware of the by-laws that apply to the Alpha apartments. These are available on the Whittles SA website (www.whittles.com.au), in the owner portal section. Many issues are covered in detail in the by-laws, a few of which we detail here.

There are specific references in the by-laws to the installation of curtains (approved colours) and blinds (approval required and only approved colours). The by-laws also state that that an owner / resident must not lease or rent an apartment for a period less than 2 months. Importantly, the by-laws make it

clear that no resident is allowed to ride, lead or drive any horse or horse drawn vehicle!!

What follows should be read in conjunction with or knowledge of the by-laws.

Alterations to Structure/Unit:

Any apartment owner wishing to modify their unit and/or associated balcony, car parking or storage facility, which results in a change of the external appearance, a change in the structure or a change in use, must seek the approval of the Corporation prior to proceeding with the work. Approval can be applied for by submitting a letter to the Corporation via the Corporation Manager, Whittles Management Services.

Annual General Meeting:

An AGM is held for the Corporation once a year, usually in July.

Ambulance access:

In case of an emergency telephone 000.

Stretcher access can be obtained to the building by opening the panel at the rear of the Frome Street residents lift (clearly signed on the outside of the lift).

Balconies:

No clothing, portable clothes airers, towels, laundry, bedding or decorations are to be displayed on any balcony. Residents must not cause in any way whatsoever water, dust, dirt or rubbish of any kind to blow off or fall onto adjoining or lower balconies.

Caretaker:

Greg Powell of Site Services SA is the caretaker for the building. He can be contacted 0402 214 109, email: contact@siteservicessa.com.au. Greg maintains all Common Areas of the building.

Car park access cards:

Replacement cards are available through ACC / UPark. Contact UPark on 8203 7203. A replacement card will cost approximately \$30 and is on an exchange

basis (you must either have your damaged card, or if lost, your card number). Keep a note of the four-digit number on your access card/s.

CCTV & Duress alarm

CCTV is installed in the resident foyer, above the entrance on Vaughan place, throughout the resident's car park and on the 5th floor. A Digital Video Recorder is installed. In case of an emergency, there are two duress alarms installed in the resident's foyer (eastern foyer). Break the glass of the small box marked "Duress Alarm". The Police will attend. For use in emergency situations only.

Fire:

In case of fire, an alarm will sound within the building. Follow the automated spoken commands of the alarm. Exit the building through the stairwells, located at each end of the corridors. Do not use the lifts.

Keys/fobs:

Replacement keys/fobs can be organised through Whittles. There will be a charge for these. Please note that we run a master key system at Alpha with different levels of access rights from individual apartments only, through to common areas and up to all areas. For this reason, you must get Whittles to send a work order to the lock company (ARA Locksmiths) effectively authorising them to issue a key to you. The lock company will then charge Whittles, who will in turn charge you. For safety and emergency access purposes, it is a requirement that you remain on the Alpha master key system.

Lifts:

If one of the lifts is not operating correctly, please contact the caretaker, Greg Powell. If Greg is unavailable, contact Whittles.

Management Committee:

If you have any suggestions or problems you wish the Committee to consider please direct your enquiries to the Presiding Officer.

Moving in/out:

Please use the Frome Street western lift when moving in or out of the building. The lift is bigger and has a removable panel to accommodate larger items of furniture. Please be aware that any damage caused by

owners/tenants/removalists must be reported to the Caretaker. Rectification of any damage will be at the cost of the owner/tenant.

Permit parking area:

The permit parking areas, at the south eastern corner of the building (Vaughan Place), is available for contractors, cleaners etc to use when working in the building. The areas are available on a daily “first in” basis. Your apartment key operates the bollards. Insert the key, turn and then lift the bollard up before you lay it down. Do the reverse to put the bollard back up. As a courtesy, if a contractor parks in the laneway immediately adjacent to the rear of the Exeter Hotel, please ask them to leave their mobile on their dash in case others need to exit.

Pets:

Please refer any pet requests to the Presiding Officer.

Recycling Bins are available on level four (resident’s car park) for recycling. Clothing can be placed in the black tub. Clothing items are donated to charity.

Hard Rubbish:

The council collects hard rubbish on nominated days throughout the year. Please see dates / instructions on the notice boards on the 4th floor. Please do not dump hard rubbish / non-recyclable items on the 4th floor. You will be charged the cost of removal of any items so dumped.

Resident Car park roller door remote control:

4 button remote controls are available for the roller doors of the resident’s car park. Button 1 for the entry gate, button 2 for the exit gate. Please phone the Presiding Officer to obtain one. Remote controls are issued according to the number of car parks attached to each apartment. The initial cost is \$100 each. If a remote is damaged, a replacement will cost \$100. If a remote is lost, a replacement will cost \$250, as the old remote needs to be programmed out of the system to maintain our security and to guard against abuse.

Please note the batteries in the 4 button remotes will need to be replaced periodically. They take 2 X Varta (or other brand) CR2032 batteries available from The Battery Bar, Jaycar or online at www.batteriesdirect.com.au

When you have replaced the batteries, hold the black button on the printed circuit board down for 3 seconds to reset the unit.

Second/Resident's Car Park Entrance:

A second entrance is in operation to allow access by residents in the event that entry through the UPark boom gate is not possible for some reason. The gate is operated using the 4-button remote referred to above (button 3). Please use your council issued car park access card to enter / exit on all other occasions. If abuse of the 4 button remote is detected, you risk forfeiture / cancellation of it. From time to time, the second entrance will be out of service for maintenance. Signs will be posted accordingly.

Public Car Park

Please be aware that the ACC/UPark have issued fines in the past to residents who have parked in the public car park floors rather than in the dedicated resident's car parks on the 4th floor.

Smoke Alarms:

In the event of accidental activation of a smoke detector within your apartment, open all doors/windows (excluding the door to the corridor) and fan with a towel/sheet of paper under the detector to disperse the smoke. A substantial cost will be incurred (around \$800) if the Metropolitan Fire Service (MFS) attends a false alarm. Any MFS charges for false alarms will be charged to the resident who caused the alarm, no exceptions. You will only have a few minutes to try and disperse the smoke. If you are not successful and the system goes into full alarm (with audible advice to evacuate the building) the MFS **will** attend. There is no point ringing the MFS as they are obliged to attend once the system goes into full alarm.

By opening the door to the corridor, the smoke may activate the smoke detectors in the corridor, which will automatically result in the MFS being called.

Television Reception (Free to Air and Satellite)

There is a master antenna (for FTA) and a master satellite dish (for **Foxtel**) installed on the roof. These service all apartments. Schematics showing how signals are distributed throughout the complex (including the location of amplifiers and splitters) are attached to the rear wall of each garbage chute on each level. Each apartment is fitted with a multiswitch, which is used as part of

the Foxtel set up. We have ongoing problems with technicians who claim our building is not suitable for the installation of Foxtel IQ boxes, or who claim inadequate Foxtel signal levels. Many Foxtel IQ boxes are installed in our building. If you have any issues with your FTA TV, our recommended service agent is Craig Matters from Total Antenna (see Recommended Trades People). If you have any issues that Foxtel claim are building related, please call the Presiding Officer. In February 2020 Craig Matters did a complete review of the MATV system and found that some incorrect components were installed on level 5. This meant that some apartments had no Foxtel signal on the vertical polarity. He also found a large number of loose connections throughout the building. All these issues have been fixed, so there is no reason why Foxtel IQ boxes cannot be installed.

Window cleaning:

The building has professional window cleaners scheduled for September each year. Only the inaccessible glass is cleaned by these cleaners (the “skin” of the building). You are responsible for the cleaning of the windows facing your balcony and the balustrade glass on your balcony (both sides).

Embedded Electricity Network:

There is an embedded electricity network installed in Alpha. It is currently managed by b.energy who guarantee to beat any offer available from any electricity retailer (including all settlement and other discounts) by 15%. This system was installed in November 2019 and utilises digital electricity meters (smart meters). A full Q&A pack is available at www.alpha.unrelated.net.au

You will be invoiced by b.energy monthly for your network and usage charges. You can access your own account to check daily usage, usage history etc at www.b.energy.net.au. You will require your user name and password.

Please note that b.energy set all meter readings back to zero when remotely downloading the usage for each apartment for billing purposes each month.

MDF room

The MDF room (where all telephony and internet connections are housed) is on basement level B1, western end. The room is locked. Your apartment key will gain access. All movements in and out of this room are monitored.

Letter Box Keys

Available from Adelaide Letter Box, phone 8351 4511, 8 Albert Street, Clarence Gardens

Community Shed

The community shed/lock up is on the 4th floor eastern end just above the exit gate. The shed contains ladders, tools, hardware items (nails, screws etc), a battery charger, jumper leads and a lot more. Please help yourself. The shed can be accessed using your apartment key.

Locked out?

Try calling the Presiding Officer who may be able to help.

Do you know how to turn the water off in your apartment?

If you don't, you need to. Your shut off valve is located in your laundry cupboard, typically above your hot water service. There is an excess of \$10,000 on our building insurance for water related damage. If you cause damage because you did not know how to turn your water off, you will be responsible for any resultant damage up to \$10,000. We recommend that you turn the water off to your apartment if you are going to be away for an extended period (say longer than 2 weeks).

Watering Systems

The installation of watering systems on balconies is not permitted.

Breach of security on the 4th floor

Please be vigilant when entering and leaving the car park. There have been a number of occasions where undesirables have entered the secure car park by foot by following a vehicle in or out. If you detect someone doing this, please call the Presiding Officer.

Parcel Courtesy

Parcel theft has been an issue from the outer foyer. If you see a parcel in the outer foyer, please take the time to move it to the inner secure foyer. This area is under constant video surveillance.

Fire Indicator Panel (FIP) in the Frome Street Foyer

If this is making a constant alarm noise, please advise the Presiding Officer. Please **do not** contact the fire service maintenance company.

Recommended Trades People (these people know our building well)

Electrical: Everything Electrical. Call Nick Pink on 0408802481

Hot Water System replacement: D&R Electrical. Call on 83730691. These guys also carried out the modifications a few years back to many of the Hot Water Systems in our complex, so that water only heats at night on the off-peak tariff.

Small “handyman” jobs: Allen Ball 0427223390. Please also note that we get Allen to come to the apartments once per year to attend to accumulated small jobs in the common areas. At that time, we will contact residents to see if you have any small jobs you would like done when he is here.

Plumber: Bevan Plumbing 83761770. They also do Hot Water System replacement.

TV Reception including Foxtel issues: Craig Matters, Total Antenna 0417875151

Air Conditioner issues: Nelson Air Conditioning. Call Mark Nelson on 0418897316. Mark can also assist with any filter issues (see below)

Window cleaning (internal, external): Call David 0418841303

And some more useful bits to know!

Have you just moved in?

Please email the presiding officer so that you can be added to the residents mailing list which is used for all of complex communications. Name and apartment number is all that is required.

Electrical Wholesaler: We have a cash account at Rexel, 204 Sturt Street. You can get the card from the Presiding Officer or order online. We get wholesale prices.

Bunnings: We have a cash account at Bunnings. Normally 5% off trade items. You can get the card from the Presiding Officer.

Car Park Clean: This will be done once per year.

What is the button in the laundry with a little red light?

If you press the button, you will boost the heating of your hot water system

Library/DVD Collection

Magazines, Books, DVD's etc can be left and then borrowed by other residents. There are shelves on the 4th floor (eastern end) for these items.

Air conditioner filters: You should remove the air intake grills (attached with 2 finger tightened screws) every year and clean the filters.

Where are the electricity meters?

These are on the 4th floor, either the western end or the eastern end depending on your apartment number. Each apartment has 2 meters (one for off peak) and a master safety switch (in the lower cabinet).

Notice Board: Located on the 4th floor east. You can read and leave notes.

Battery recycling: There is a box on the 4th floor east. We periodically dispose of these.

Toilet System: Parts for the Geberit systems that are installed throughout are available from Reece outlets.

Access Code – Front Door: 2468 during working hours, 1515 after hours.

Tiles: There is a selection of spare tiles in a room on the 3rd floor eastern end. Your apartment key will open the door.

Electric Vehicles

Currently we do not have any facilities to charge electric vehicles. If you are contemplating purchasing an electric vehicle, please contact the Presiding Officer.

Car sharing / Car Pool

A number of residents have asked about the possibility of car sharing. By definition, this would be a private arrangement whereby a vehicle or vehicles would be owned by a group of residents who would share their usage. If you have any interest, please let the Presiding Officer know.

Renting out you dedicated parking space(s)

For security reasons, this is currently not allowed.

Insurance

The Community Corporation insures the building, fixtures and the common areas. It does not insure the contents of each apartment. Insurance is a complex area. For example, are floating floor boards a fixture or something that would be covered by contents insurance? It is not intended to cover all the complexities and vagaries here. Ultimately the insurer will rule on what is covered by the building insurance via our broker. All potential insurance claims need to be notified to Whittles in the first instance who will then seek instructions from the insurer via our broker. It is our clear recommendation that all residents should have contents insurance in place and that what is covered is clearly understood.

Maintenance and painting

All maintenance and painting internal to your apartment plus your balcony are your responsibility. The Corporation will paint and maintain common areas. Our policy is that your front door and your door frame (facing the corridor) are your responsibility to maintain and paint. There are no restrictions re gloss level or colour. The paint for your balcony ceiling is Solver Polyvinyl flat, Parchment (colour). The balcony walls are Solver Duraguard matt, Lilium (colour).

Who pays for what?

As a general rule, you are responsible for the maintenance and repair of everything within your apartment, plus your subsidiaries. Alpha is established as a Community Strata Scheme. The Strata lots (that is, what you own) include subsidiaries. In our case, subsidiaries consist of balconies, air conditioners, car

parking spaces and private lock ups. A simple example is that if the lock on your balcony door has failed, you need to fix it, not the corporation. For the same reason, painting and maintaining balconies is the responsibility of owners, not the corporation. By policy, the corporation will fund the replacement of any fire related equipment in apartments (detectors, sounders and sprinkler heads) unless wilful damage is the cause of the problem. The repair / replacement of intercom handsets is the responsibility of owners.

Your Notes:

I have just been informed by our FOXTEL QA that this building is ready for IQ. Apparently the paperwork that was submitted was not correct and did not indicate IQ ready. Once I check out this one unit and the backbone I will get the whole address changed to IQ ready.

Which unit should I go to. Are you available to let me in to the risers?

Thanks,

Ashraz Khan

Strata Account Executive - NSW, ACT & SA

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FOXTEL

Feel for the environment.
Think before you print

From: Simmons, David [mailto:david@803capital.com.au]
Sent: Tuesday, 1 June 2010 9:24 AM
To: Ashraz Khan (SYD)
Subject: RE: My Details

Hi Ashraz

I can get you access to the apartment that wants Foxtel IQ plus one other apartment. The "other" apartment needs to leave by 10am, so would 9.30am work for that one and then you can go to the apartment that wants IQ.

Thanks

David

From: Ashraz Khan (SYD) [mailto:Ashraz.Khan@foxtel.com.au]
Sent: Monday, 31 May 2010 5:10 PM
To: Simmons, David
Subject: My Details

Hi David,