

Welcome & Information Guide



NOVA Apartments - Strata Plan No. 69174

Incorporating: 4 Grandstand Parade, 3 Victoria Park Parade, 3 Wolseley Grove,
18 Morris Grove, Zetland NSW 2017





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Welcome to Nova

The quality of our lifestyle at Nova is underpinned by the consideration of others, and a shared sense of local community. This guide is designed to assist you to settle smoothly into your new home with information that you may require. We hope you enjoy all that Nova has to offer.

Your address

Blocks, entrances and street numbers

The Nova building is divided into 4 addresses, each block has its own separate main entrance, and a rear courtyard entrance.

Your delivery and postal addresses comprise your apartment number, then the street number of your block.

Postcode

The postcode for Zetland is 2017.

Getting oriented

We're looking forward to meeting you as you settle in to Nova. Please make sure to read this **Welcome Pack**. We recommend downloading it to your desktop and/or printing it out in hard copy as a handy reference guide.

There is also other information available on the [Nova website](#) including appliance warranty information, by-law information, and FAQ's. We also suggest that you **turn the website into a shortcut button on your phone home screen** – see the Home page for more information. You can direct-dial and/or email the Building Manager and Strata Manager via the website Home page.

Consider joining our **Facebook group** (search for 'The Nova Apartments') to keep up to date with what's happening in the building.

If you have any questions, please don't hesitate to get in touch with the **Building Manager** or **Strata Manager** (contact details below), they're here to help.

Key contacts

Building Manager

Our building manager helps keep Nova looking and feeling like home. He is your first port of call for issues concerning day-to-day running of the building, any common property areas, and observation of the building's strata by-laws.

Mr. Fernando Abiraad

CI Services

Office: (02) 8332 6109

Website: www.ciservices.com.au

Email: support@ciservices.com.au



Strata Manager

Our strata manager acts under the direction of the Strata Committee, a group of volunteer owners.

Our **Strata Plan Number is 69174**.

The Strata Committee meets quarterly, and owners can attend and ask questions. In addition, there is an Annual General Meeting. Information about meetings is communicated directly to owners via the Strata Manager.

Ms. Julie Heanes

Harvie Strata

Office: (02) 9211 3700

Website: www.harviestrata.com.au

Email: j.heanes@harviestrata.com.au

An updated list of Strata Committee members is available after every Annual General Meeting via Harvie Strata for owners.

Note that the activities of the Strata Committee and Manager are governed by state legislation.

Access

The following information applies to apartments owners. Tenants should contact their property manager to request security keys, fobs and remotes.

Security keys

Nova has apartment-specific security keys and common area security keys that allow you access to some doors (such as fire escapes).

Owners can request security keys from the building manager:

Tel: 02 8332 6109

Website: www.novaapartments.com.au

Email: support@ciservices.net.au

Cost: \$25.00

The keys will be delivered to the building manager's office, and then picked up at your convenience.

Fobs and Garage Remote Controls

Swipe fobs and remote controls can be requested from the Strata Manager (see contact details above). The Strata Manager can add any charges to your next due levy and have your fob/garage remote control posted out to you.

Please provide the following information to the Strata Manager:

- Confirm the charge to your next due levy
- Your full postal address including names.

Please note the following costs:

- Swipe fob \$ 100.00
- Garage remote control \$100.00
- Postage \$5.00 if required

Moving in (and out)

What you need to do

- Contact the Building Manager for access information and notify him with at least **one weeks' notice** of your move in/out date.

- Ensure that your removalist holds insurance that covers any damage to common property
- Contact the building manager immediately if lift curtains are not installed, and do not use the lift for large items until the curtains have been installed.
- Dispose of any rubbish correctly. Rubbish rooms are located in the basement. They are next to lifts 4 (corner Victoria park parade and Morris Grove). Please fold all the cardboard boxes neatly.

Two options for moving in (and out)

One of the easiest ways to move in is to trolley everything up the ramp at the back of the building, from Grandstand Parade where your movers can load everything into the lift. Alternatively, your movers can shift household items onto a smaller truck and take that into the basement car park to access the lift for your block.

Loading dock

There is **no** loading dock, but movers can park on the left of the drive way.

Carpark clearance

The maximum clearance for the car park is 2.1 meters.

Lift curtains

Please make sure that lifts have coverings in place before your movers start to shift household items, otherwise you risk a claim for damage to common property.

Ground floor apartments

For ground floor residents, you may offload directly from the street if that suits.

Parking

Basement car parks

Either you will have a car park with the apartment you buy or rent, or you will have to find a carpark in this or other buildings to sub-let.

Car spaces should be kept clean from leaks/spills such as oil and grease, and not used as areas for storage.

Visitor parking

Anyone intending to use a visitor car space beyond a **maximum of 4 hours per day** must seek approval from the owners corporation via the means below. Parking in these spaces without approval is strictly prohibited under our by-laws.

We have included an [easy-to-use form on the Nova website](#) to do this. It only takes a few moments to enter these details and hit the send button!

Otherwise, please [send a quick email](#) with the subject heading 'Nova visitor parking request' to the Building Manager and include the following information:

1. Your name
2. Apartment number
3. Vehicle licence plate number (or photograph with legible licence plate is fine)
4. Intended duration of stay.

The visitor spaces are monitored and the strata committee is made aware when a vehicle hasn't been booked in. We like to ensure that there is fair and equitable use of visitor parking.

And in case you are wondering, the relevant by-law reads:

An owner or occupier of a lot must not park or stand any motor or other vehicle on common property or permit any invitees of the owner or occupier to park or stand any motor or other vehicle on common property except with the prior written approval of the owners corporation.

Car wash bay

There is an allocated car wash bay in the southern end of the basement near the bin room. Please clean up any rubbish left behind and retract the hose. You cannot park in the wash bay between 8am and 8pm.

Car share

Quite a few residents don't have cars and instead join the local car share schemes, [GoGet](#) and [Car Next Door](#). The car share is located outside 4 Grandstand parade units 1-19.

Bicycles

All residents have storage cages in which to store bikes.

In addition, there are some spaces available in the bike shed in the large courtyard of the building, nearest to the door of 4 grandstand units 20-32.

Please be courteous when parking your bike next to others so as not to cause damage.

Share bikes

If you or a visitor use a share bike, please park it in a public designated bike park spot – there are newly installed hoops around the precinct.

Street parking

There is timed street parking in the area. Nova residents are not eligible for local parking permits.

Utilities

Valves and meters

Gas and water supplies can be turned on and off from within your apartment. Check with the building manager to locate your valves and meters.

Electricity

Electricity is provided by any supplier you choose. In the future we may be able to install solar panels to help supply common property areas, as part of developing a more sustainable building. Simply quote your unit number to your retailer.

Gas & hot water

The gas valve and meter is located within your unit.

For gas, new residents will need to open a gas account with Energy Australia or any other retailer.

Contact **EnergyAustralia** with your unit number and street address:

Phone: 133 466

Website: <http://www.energyaustralia.com.au>

Internet

The building is NBN, Open networks, TPG and ADSL2+ enabled.

TV and Foxtel

For best picture results, please ensure you use a good quality RG6 coaxial cable. To connect Foxtel, simply call them or subscribe via their website.

Issues & faults

If there is an issue with any utility, check first to see whether it's only your own residence that is affected, or whether it's the entire floor or street.

The following distribution companies are used by utilities service providers for our building:

SYDNEY WATER Supply interruption, storm water, broken pipes 132 090

AUSGRID (ELECTRICITY) Faults, Emergencies 13 13 88 Enquiries 13 13 65*

JEMENA GAS Faults, Emergencies 13 1909 Enquiries 13 1909*

Apartment living

Neighbours

Nova is our home and we aim to sustain a harmonious and neighbourly community. We're a friendly bunch and no doubt your neighbours will say hello in the lift, or admire your cute dog! We are all responsible for ensuring that we enjoy our homes and the common areas to their fullest. Please be mindful that your neighbours might work different hours to you, or not share your taste in music! Noise carries differently in this environment, and some spaces seem to amplify sound, particularly upwards and across the courtyard area. Take care too with smoke, cigarette ash, BBQs, and cleaning your balconies or rugs, etc.

If you are going to host a party there are a few things you can do to make sure that you don't disturb your Nova neighbours:

- **Notify your neighbours in advance.** Tell your floor neighbours about your party plans. Give them your contact details so that they can contact you directly (rather than the police) with any concerns. Having advance warning may reduce concerns on the night of your party.
- **Ask guests to be quiet when they leave.**
- **Move indoors.** As the evening gets later, move music and guests inside.

- **Be considerate with your sound system.** Make sure your speakers are not facing towards a neighbour. Also think about turning down the bass as this is often what bothers neighbours.

For other information including time restrictions, see the [City of Sydney Neighbourhood Noise](#) page.

Your visitors

We love having people over, whether to our own apartments or to share the wonderful rooftop spaces and gardens. Remember that you're responsible for the behavior of your guests while they're visiting or staying at Nova, and they also need to abide by the building's code of conduct and bylaws.

Keeping pets

We are a very pet-friendly building!

Please note that new and existing pet owners do have a responsibility to register their pets with the Owners Corporation through the Building Manager. Please include details of your animal's breed, colour, weight, and height.

Make sure to keep your fur (and other) 'children' under your control when on common property.

Pets should not be let to poo or urinate on common property (which includes the lawns), but should instead be taken out to public areas - please clean up as necessary.

The City of Sydney has some great [online and training resources](#) to help you look after your pets, and keep them happy and well-behaved.

Taking care of common areas

While the Building Manager and cleaners take great care of our building, we can all do our part to pick up rubbish in and outside of the building, and clean up any spills that we might accidentally cause. '[Plogging](#)' anyone? ;-)

Shopping trolleys

Shopping trolleys are not permitted inside or outside the building. Please refrain from bringing your shopping home in a trolley unless you're going to return it to where you got it from straight away.

Smoking

In common areas Nova remains a non-smoking building. Common areas include steps, foyers, lifts, garage and all gardens.

Please be mindful of your neighbours if you smoke on your balcony. Use an ashtray - don't flick ash over the balcony into your neighbours' properties or stub out your cigarettes outside the main doors.

By-laws

Each strata scheme has its own by-laws, which are a set of rules that govern such things as the behaviour of residents and the use of common property. The by-laws apply to all owners and residents of a strata scheme.

The by-laws regulate the day-to-day management and operation of the building. They are designed to maintain the quality of the building and enhance everyone's use and enjoyment of their apartments and common property.

Please see the by-laws PDF on the [Nova website](#). They're a long and detailed read, but it's important that you know about the rules governing living in this apartment block.

Security

24 hours on-call security

Nova is protected by 24 hour on call security. If you have a security concern, please contact the Building Manager, who will dispatch the security contractor to the building.

For **emergencies**, phone **000**.

Security tips

Like all densely populated areas, we suffer from theft and anti-social behavior, so it is up to us as a community to be vigilant in keeping our personal property, friends and loved ones safe.

What can you do? To protect your valuables please consider the following:

1. Ensure common courtyard gates are always closed
2. Lock all your windows and doors
3. Draw your blinds
4. Do not admit strangers via intercom, regardless of who they are

5. If you have items in your courtyard, such as bicycles, lock them up
6. If you see something or someone out of place report it immediately to the building manager and police.
7. Keep valuables out of sight in your car.

Security cameras

Security cameras have been installed in all of the common areas with a view to curbing theft, incidents of graffiti and anti-social behaviour. Any record of infringements will be forwarded to the Police without hesitation.

Fire prevention and evacuation

Prevention

All residents are required to provide access for regular fire inspections as these are a legal requirement.

When inspections are due you will be given a range of times to choose from for the inspector to come. If the inspector is unable to gain access to your apartment at the time you've booked you may incur an additional charge for them to come out again.

We all need to be fire safe and follow good fire prevention practices, including:

- Never leave cooking unattended
- Maintain an effective smoke alarm & regularly check and replace batteries on smoke detectors
- Don't leave cigarettes lying around near beds, clothing, sofas
- Keep doors and windows locked when apartments are unoccupied
- Keep matches, candles and lighters out of reach and sight of children & never leave candles unattended
- Ensure all electrical items are turned off when not in use (eg; electric blankets)
- Do NOT overload your outlet by plugging an excessive amount of plugs in your power boards
- Dispose of all flammable waste materials as quickly as possible & If storing flammable chemicals and liquids ensure they are separated from each other
- Keep garbage areas neat and tidy
- Ensure clothing and other types of material are NOT placed on or near heaters
- Develop and practice fire escape and evacuation plans with your family

For more information, see the [NSW Fire + Rescue Community Fire Safety page](#).

Evacuation

It's important with any fire alarm that you do evacuate – even if you think it's a false alarm, and it's 3:30am!

- In the event of the fire alarm activating under no circumstances use the lifts.
- Only re-enter the building until the Fire Department has given approval.

The **assembly area** for both blocks are Joynton Park or Tote Park. Do **not** gather inside the Nova garden courtyard.

Rubbish & recycling

Rubbish rooms

The garbage rooms are located in the basement. Please make sure to place your general waste in small sealed or tied bags and place them in the correct bins.

Recycling

It's appreciated by all if you can wash out cans, jars and other food storage prior to disposing of them.

Small cardboard boxes can be flattened and placed beside the recycling bins.

Please flatten items as much as possible. If large items are left in garbage rooms, security footage will be viewed and the persons responsible will be billed for clean-up and removal.

✓ What can you recycle?

- Glass: Empty bottles and jars. Remove lids which are disposed through general waste eg; down the chute - they are not recyclable.
- Plastic: All rigid plastics plus containers and bottles from the kitchen, bathroom and laundry
- Metals: Steel and aluminium cans, aluminium foil, and empty aerosols
- Cartons: Milk and juice cartons - please flatten to increase rubbish space
- Paper: Newspapers, magazines, and phone books (including window faced envelopes, coloured paper, documents with staples, glossy paper)
- Cardboard: Small flattened boxes, empty pizza boxes, egg cartons, coffee cups.

✗ What does **NOT** go in the recycling bins?

- Polystyrene foam (including packaging, cups, foam meat trays)
- Plastic bags or cling/plastic wrap
- Biodegradable plastic
- Needles, lancets and syringes
- Drinking glasses, crockery, ceramics, light globes, mirrors, picture frames and glass plates
- Waxed paper/cardboard boxes (including some fruit/veg boxes)
- Garden waste
- Nappies & tissues
- Food
- Electrical items.

For more details, please visit the [City of Sydney's Garbage Guru](#) page.

Garden waste

There are green waste bins located in the main courtyard. These bins should only be filled with organic matter, and not plastics, garbage or glass. Please ensure you breakdown your green waste, that is do not place a bush or tree in to the bins that clearly doesn't fit.

Large household waste

Bulky items can be placed in the **street bin room**. There is a designated pick up day, Wednesday, so once you do so, please make sure to **book their collection** through the building manager who will organise collection by City of Sydney council.

If large items are left in garbage rooms, security footage will be viewed and the persons responsible will be billed for clean-up and removal.

eWaste

City of Sydney organises e-waste collections which happen just up the road in Sydney Park. Make sure to keep an eye on the City of Sydney website or the Nova Facebook page to see when these are scheduled.

Clothing and shoes bin

For your convenience there is a clothing bin for unwanted clothing and shoes that are in good condition. Please don't put pillows, linen, blankets etc in this bin; for those kinds of donations, Vinnies or the Salvation Army provide a pick-up service.

They are located in each bin room.



Maintaining the Nova look

If you are considering making any renovations/alterations to your lot that may affect common property, such as awnings, fly screens, privacy/security screens, taps, security grills, installing/replacing floors, power/data points, pipes/duct work etc, you must [submit a proposal](#) in advance to the Strata Committee for consideration and approval **before proceeding**.

There are strict by-laws governing Renovations and Alterations to lots.

Gardens

We hope you enjoy the communal gardens around Nova which as they grow will continue to provide us with a pleasant and cooling micro-climate. If you notice any issues, please get in touch with the Building Manager.

Planter boxes

Your street scape planter boxes are a highly visible architectural feature of Nova. The boxes are designed to be a home for lush and wonderful plant varieties and contribute to the overall aesthetic appeal of the building. If you have a planter box then you are required to maintain the plants and soil with regular watering and fertilizing, pruning, weeding, etc.

If you have any further questions, please don't hesitate to ask. The Facebook page is a good place to get tips on what plant varieties work best with each building aspect. Happy gardening!

Other useful information

Strata living

Strata Living Guide

https://www.fairtrading.nsw.gov.au/_data/assets/pdf_file/0008/367946/FT-045-Strata_Living_Guide.pdf

NSW Fair Trading: Strata Schemes

<https://www.fairtrading.nsw.gov.au/housing-and-property/strata-and-community-living/strata-schemes>



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