ALT & SIENNA

ON-SITE PROPERTY MANAGEMENT & CARETAKING



RESIDENT GUIDE

Alexander Lombard Tower

18 Mt. Alexander Road
TRAVANCORE VIC 3032

Last Reviewed: Wednesday, 7 October 2026*

**Our commitment is to maintain the Resident Guide with the latest building-related information. We kindly urge our residents to keep their personal copies of the guide regularly updated by downloading the most recent version from our official website.*

OFFICE
18 Mt. Alexander Rd, Travancore, VIC 3032

PHONE
(03) 9376 7555

ABN
32 082 316 500

LICENCE NO.
077086L

altsienna.com.au

Table of Contents

Building Information **4**
Details 4
Website 4
Address 4
Orientation 4
Contacts **5**
Emergency Services 5
Site Contacts 5
Reception Hours 6
After-Hours 6
Framework **7**
Private & Common Property 7
The Owners Corporation & Strata Manager 7
Management Rights 8
Facilities **9**
Sky Garden 9
Conference Room 9
Gymnasium 10
Sauna, Toilets, Shower & Changing Rooms 10
Travancore Piazza 10
Moving & Deliveries **11**
Moving & Delivery Procedure 11
Removalist 12
Lift Operation & Damages to Common Property 12
Loading Bay 12
Garbage & Cardboard from Moving & Deliveries 13
How to Access the Service Lane via Mt Alexander Rd 14
Mail & Parcels **15**
The Mail Room 15
Return to Sender Mail & Disposed Mail 15
Departing Residents 15
Mailbox Locks & Keys 15
Parcels 16
Resident Services **17**
Reception 17
Security 17
Utilities **18**
..... 18
Hot Water 18

Electricity 18
Water 19
Gas 19
Internet & Telephone 20
Internet 20
Telephone 20
Free-To-Air & Cable Television (Foxtel) 20
Owners Corporation Rules 21
The Rules 21
FAQ# 1 – Animals & Pets 21
FAQ# 2 – Behaviour by Occupiers (I.e. Noise Complaints) 21
FAQ# 3 – Disposing Rubbish & Cigarette from Windows/Balconies 22
FAQ# 4 – External Appearance of Lots 22
FAQ# 5 – Storage in Parking Spaces 22
FAQ# 6 – Washing on Balconies & Terraces 22
FAQ# 7 – Smoking on Common Property 23
Security Access 24
Entry to Building 24
Intercom System - Visitor Access 24
Building Power Failure 24
Fire Safety & Building Evacuations 25
Fire Detectors (Common v Private) 25
Evacuation Speakers (Emergency Warning & Intercommunication System) 25
Evacuation Procedure 25
Evacuation Procedure for Persons with a Disability 26
Garbage & Recycling 27
Types of Bins 27
Refuse Room Location 28
Garbage Chute 28
Commingle Bins 28
Cardboard Bins 28
38BHard Waste Disposal 29
Parking & Storage 30
Parking Allocation 30
Theft of Personal Belongings & Vehicle Break-Ins 30
Washing Vehicles 30
Visitor Parking 31
Cleaning & Maintenance of Parking Space 31
Towing 31
Car Park Clearance Heights 31
Bicycles 32

Storage Not Permitted in Parking Space 32
Storage Cages 32
Keys & Access Cards 33
Purchase New Keys & Access cards 33
Lost or Misplaced Access Cards 33
Intercom System 33
Lock Outs 34
Apartment Information 35
Insurance 35
Renovations 35
Window Furnishings 36
Cleaning & Maintenance 36
Water Leaks 36
Air Conditioning Units 36
Micro Bath Traps 38
Schedule of Finishes 39
Laundry & Fridge Dimensions 41
Washing Machine Drain Hose Installation 41
Green Travel Plan 42
Location & Land Use 42
Road Network 42
Pedestrian Network 42
Bicycle Access & Storage Locations 42
Public Transport 42
Taxi Services 43
Car Pooling 43
Share Car Facilities 43

Guide Indicators

	**Important Message - Rules & Guidelines**
	**Document or Policy – Copy Available from Reception**
	**Task – Owner or Occupier to complete whilst residing at the premises**
	**Note - Repairs and Maintenance**
	**Location of Facility**

Building Information

Details

Building Name	Alexander Lombard Tower
Height: Architectural	78m / 256 ft
Floors Above Ground	26
Number of Apartments	396
Completion Year	2012
Developer	Bensons Property Group
Architect	Fender Katsalidis Architects
Design	O'Neil Group
Main Contractor	Hickory Group



Website

Our website:
www.altsienna.com.au

Address

Building Address

[Your apartment number] /18 Mt Alexander Road,
Travancore, VIC, 3032, AUSTRALIA

Apartment Location & Type

Your apartments number is referenced by level and type, for example:

Apartment#2522 – Level 25, Apartment Type 22.

Orientation

When moving in, we encourage new residents to undertake a short orientation with one of our building staff. The following orientation will include:

Item	✔
• Show the location of the fire stairs and explain correct use	
• Show the location of the building evacuation diagram to follow in the case of an emergency and/or building evacuation	
• If applicable, show the building facilities and use of security access pads	
• If applicable, show the location of your car park and storage cage, if any.	

The Resident Guide contains all essential information regarding the building. If there are any details in the guide that need clarification, please feel free to get in touch with us or visit our Reception, where we will gladly assist you with any enquiries you might have.

Contacts

Emergency Services

Emergency Service	Number
Medical	000
Police	000
Fire	000
Victoria Emergency Hotline	1800 226 226
Flood, Storm, Tsunami and Earthquake Emergency	132 500

For life-threatening emergencies call Triple Zero (000).

If you are deaf, hard of hearing or have a speech impairment, contact emergency numbers using the National Relay Service:

- TTY users phone 106 then ask for either 000 or 132 500 or 1800 226 226
- Speak and Listen users phone 1800 555 727 then ask for either 000 or 132 500 or 1800 226 226
- Internet relay users connect to the NRS then ask for either 000 or 132 500 or 1800 226 226

Site Contacts

Contact	Company	Number	Email
Reception	MH Management (VIC) PTY LTD	**Business Hours:** (03) 9376 7555 **After Hours:** 1300 891 210	foflemington@theoaksgroup.com.au
Property Management (Property Rentals)	MINT Residential	**Business Hours:** 0418 901 746 **After Hours:** 1300 412 427	Rental Enquiries: melbournepr3@theoaksgroup.com.au
Owners Corporation (Strata Management)	MICM Property Owners Corporation	(03) 9697 8888	ownerscorp@micm.com.au
Building Security	MS Protective Services	0488 416 062, if not reachable, the Control Room number is 1300 341 341. **between the hours of 10PM to 5AM, Monday to Sunday**.	Not Applicable

Reception Hours

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9AM to 5PM	9AM to 5PM	9AM to 5PM	9AM to 5PM	9AM to 5PM	9AM to 12PM	Closed

Closed all Public Holidays.

After-Hours

Please be aware of the following: emails and website enquiries are not monitored outside of business hours. For after-hours support, please contact the resident after-hours service desk on **1300 891 210**. In the event of a fire, police, or medical emergency, please call triple zero (**000**). If your enquiry relates to a matter (i.e. repairs or maintenance) within your Lot (Apartment), it is incumbent on all Lot Owners to arrange and facilitate repairs with a Licensed Service Contractor. For Residents renting, contact your Agent/Rental Provider. For all urgent maintenance or security matters relating to Common Property, please contact the resident after-hours helpdesk to speak with Building Security or the Caretaker.

Framework

Private & Common Property

The Alexander Lombard Tower is a community titles scheme, also known as a strata titled building. As an Owner of an apartment, you are the Owner of a Lot within the strata scheme.

All areas within the building which do not form part of an individual apartment Lot are Common Property, such as the entry lobby, lifts, car park, courtyard, building structure and services. The Common Property is owned by the Owners Corporation, and all Owners contribute financially to the maintenance of these areas.

The Owners Corporation is the body which represents all the apartment Owners collectively. As an apartment Owner, you are automatically part of the Owners Corporation and are responsible for how the building is managed and for financial contributions to maintenance of the Common Property.

Lot Owners are responsible for the repairs and maintenance inside their Lot. If you are renting, please contact your Rental Provider/Agent for all matters relating to your apartment.

The Owners Corporation & Strata Manager

The Owners Corporation & Strata Manager

The Owners Corporation appoints a Strata Manager to deal with all matters associated with the management and administration of the Common Property. The Owners Corporation deals with all matters associated with the management and administration of the Common Property including:

- maintenance, cleaning and repairs;
- Insurances (such as building, public liability, workers compensation etc.);
- Management of administration and sinking fund;
- Owners Corporation Rules;
- Disputes and grievances;
- Convene the General Meeting and the Annual General Meeting and
- Administration of the Committee of Management.

Committee of Management

The Committee of Management is a body of volunteer Owners within the scheme who are elected to represent the Owners Corporation in the day to day running of the strata scheme. The Committee of Management work closely with the Strata Manager and the Caretaker with matters associated with the management, operations, and administration of the Common Property.

Levies

Levies are the financial contributions paid by all Owners to the Owners Corporation to cover the running costs incurred in the management of the building and for allocation for capital expenditure. Each Owner pays a share of the cost which is apportioned according to the unit liabilities (ULs), outlined in the Plan of Subdivision. At each Annual General Meeting a budget is set for the anticipated expenditure for the year. Levies are then determined and resolved for the administrative and sinking funds.

Owners Corporation Rules

Owners Corporation Rules are a set of “rules” that the Owners and tenants in a strata scheme must follow. They set out the rights and obligations of all parties involved within the building and have been created to govern a cohesive living environment. They can be amended, and new rules can be introduced, by the Owners Corporation.

Management Rights

What are Management Right’s?

Management Rights business model is a unique opportunity that involves a partnership with the Owners Corporation. By assuming the role of Caretaker and operating a Letting Business on behalf of non-resident Owners/investors, the Management Rights Operator become an integral part of your community titles scheme.

As the business operator, you hold a significant stake in the scheme, which naturally aligns your interests with the presentation and functioning of the buildings. Their investment and proactive approach directly impact the marketability and success of the facility, making them a vested and dynamic operator.

The Caretaker

ALT & Sienna On-Site Management is responsible for the day-to-day operations within the complex. Our Team take care in maintaining the cleanliness of your complex to reach the highest possible standard. Our caretaking services ensure your buildings Common areas and facilities are visibly immaculate and aesthetically pleasing to residents and visitors. Our goal is to professionally service your buildings to protect and maintain your home or investment. Our reception provides personal assistance to residents, whether it is details on the complex, or on the local services and activities, we are here to assist. Our Team closely supervises the contractors appointed by the Owners Corporation to verify the prescribed maintenance works are completed. The verification of routine programmed maintenance and essential services duties is a vital role to warrant the building is fit for purpose. We carry out regular travel paths of the complex and report any damages or repairs required to the Owners Corporation for attention. In the event of an emergency repair, Our Team are on-site which means we are usually the first to be aware of any disruption, damage or security concerns occurring on site – effectively putting the Manager in the best position to act efficiently.

On-Site Property Management (Letting) Service

ALT & Sienna On-Site Management, as licensed estate agents, are conveniently situated on-site, providing investors with the assurance that their investments are under constant supervision. With our property managers operating within your scheme, there are numerous advantages for both landlords and tenants.

Facilities

Sky Garden



A spectacular Kandinsky-inspired sky garden located eight levels above ground is an intricately designed garden which boasts spectacular views of the city and surrounding parkland. Designed by one of Australia's noted landscape designers, Steve Calhoun, and endorsed by the award-winning designer Jamie Durie, it is a truly exceptional and inspirational setting to relax in or entertain family and friends. The garden is equipped with a sundeck, seating and BBQs for residents to take some fresh air from inside their Apartment and enjoy the green surroundings. Residents can find access to the Sky Garden via Level 8.

There is no booking system for the use of the Sky Garden and BBQ facilities – it is operated on a first in first serve basis.

Please clean up any rubbish and clean BBQs after use.

Permitted Hours of Use: Monday to Sunday 8:00AM to 10:00PM

Level 8

Conference Room



The ALT Conference Room can seat 12 boardroom style or 25 theatre style. Our Conference Room offers the following equipment and facilities:

- Projector
- JBL Surround Sound System
- Fully Equipped Kitchen
- Meeting Table

The Conference Room is not for the use of private functions, gatherings, or birthday parties etc.

To make a booking, please complete the Conference Room Booking Form (Click Here) and submit it to the Owners Corporation using the contact details provided in the form. Please note that all bookings must be made a minimum of 3 business days in advance.

Contact reception for further details.

Ground Floor Foyer

Gymnasium



ALT's Gymnasium is equipped with Life Fitness equipment that provides our Residents with suitable cardio and weight exercises for day-to-day use such as:

- Treadmill
- Cross Trainer
- Lifecycle Bike
- Fit 3 Multi-Gym
- Weight rack

There are specific Terms & Conditions for the use of Gymnasium. If you do not agree to the Terms & Conditions, do not use this facility.

Permitted Hours of Use: No time restrictions

Ground Floor Foyer

Sauna, Toilets, Shower & Changing Rooms



Residents can utilise the sauna and changing rooms facilities after a long day of work. All ALT Residents have granted access to use these facilities. The Sauna is located on Ground Floor next to the Resident Toilet Amenities. Disabled toilet and shower facility is also available.

Permitted Hours of Use: No time restrictions

Instructions for operation are displayed outside the Sauna.

Ground Floor Foyer

Travancore Piazza



All Residents in the Travancore complex are welcome to use the Travancore Piazza located next to Sienna Apartments. The Piazza has an elegant private garden located between the buildings within the Travancore complex to give our Residents more privacy outside of their Apartments. BBQ and seating facilities are available for use.

The Piazza is located between Sienna Apartments, Phoenix Apartments, and Travancore on the Park. ALT Residents can access this area via the gated access points using your GATE key.

Level 2 – Piazza – access via Mt Alexander Rd & Creek Trail

Moving & Deliveries

Moving & Delivery Procedure

1. MAKE A BOOKING

The Caretaker will schedule, supervise, and coordinate all people moving in and out of the building to minimise damage and inconvenience to its occupants, including the correct key operation of the goods lift. Under no circumstances shall the goods lift be used for moving purposes without the consent of the Caretaker.

Step 1: Booking the Service Elevator & Loading Bay: to book the Loading Bay and Service Lift for moving, please pre-book online. We encourage a 48-hour minimum notice period to ensure the loading facilities are available and adequate protection measures are installed in the lift and on Common Property. Bookings must be within the permitted time frames noted below. For deliveries, please call Reception and provide an indicative time range of the delivery and we will endeavour to make availability.

Step 2: Service Lift Induction: Please see Reception to check-in and obtain the key to operate the service lift. Residents are to undertake an induction to operate the service lift in 'priority mode'. Building Staff must be satisfied the Resident is competent in operating the Elevator.

PERMITTED MOVING & DELIVERY HOURS

Monday to Friday	Saturday	Sunday & Public Holidays
9:00 AM to 4:00 PM	9:00AM to 11:30AM	Prohibited

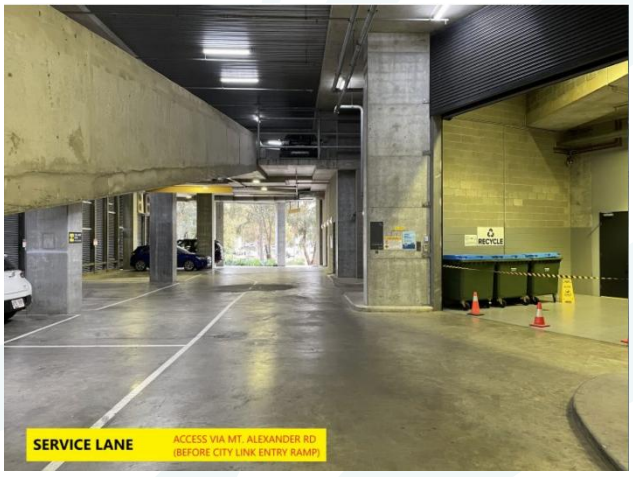
Moving or furniture/appliance deliveries are not permitted on Sundays & Public Holidays.

Under no circumstance are household items, furniture or appliances permitted to be moved outside of these hours. Offending Residents will be reported to the Owners Corporation and will result in Securities intervention on-site.

2. LOADING BAY & GOODS LIFT

All Residents and delivery personnel must use the Loading Bay on Ground Floor for unloading furniture and appliances. Access to the Loading Bay is accessible via the Service Lane entrance on Mt Alexander Road, before the City Link entry ramp. Please see map below for directions to enter Service Lane. The padded goods lift (Lift No.2) is to be used for moving all furniture and appliances. Non-padded elevators are NOT to be used for moving in. Your cooperation with this would be appreciated.

Goods Lift dimensions:
1.99m (L) x 2.16m (H) x 1.58m (W)



No Loading/Moving from Car Parks

Residents are prohibited from moving in/out from the car park levels – do not load vehicles and trailers from the car park. If your vehicle or trailer exceeds the indicated height clearance, there is likely risk of your vehicle damaging a fire sprinkler or other essential service infrastructure. Use the Loading Bay for moving and deliveries, when permitted.

Removalist

Residents are to make sure your removalist company has suitable insurance to cover damage and/or accidents that occur on Common Property. Residents are responsible for ensuring removalist follow all rules, guidelines, and Owners Corporation rules.

Lift Operation & Damages to Common Property

Scuff marks are caused in the corridors and Common Areas during moving and deliveries. Care must be taken when moving not to damage the interior or exterior of the lift and Common Property corridor surfaces. The following are recommended measures for protecting the building and your apartment while moving-in:

- Ceilings, Walls, and Doors: Use Common sense as to avoid scuffing or chipping ceilings, walls, and door frames. Pay particular attention to avoid damage to sprinkler heads, exit lights and fire detectors on the ceiling.
- Flooring: Do not drag heavy objects across carpets/flooring – use appropriate moving equipment (i.e. trolley or dolly) and/or carry all objects.
- make sure your removalist company has suitable insurance to cover damage and/or accidents that occur on Common Property. Damage to Common Property will be recovered from the Resident/Owner.

Where a visitor or lot occupier is found to be interfering with the Lift operation, causing fault and breakdown, and cause malicious damage to the lift or operating components and to any common area, will be liable for any costs associated with call-out, repair or rectification of the damage that is incurred by the Owners Corporation.

Loading Bay

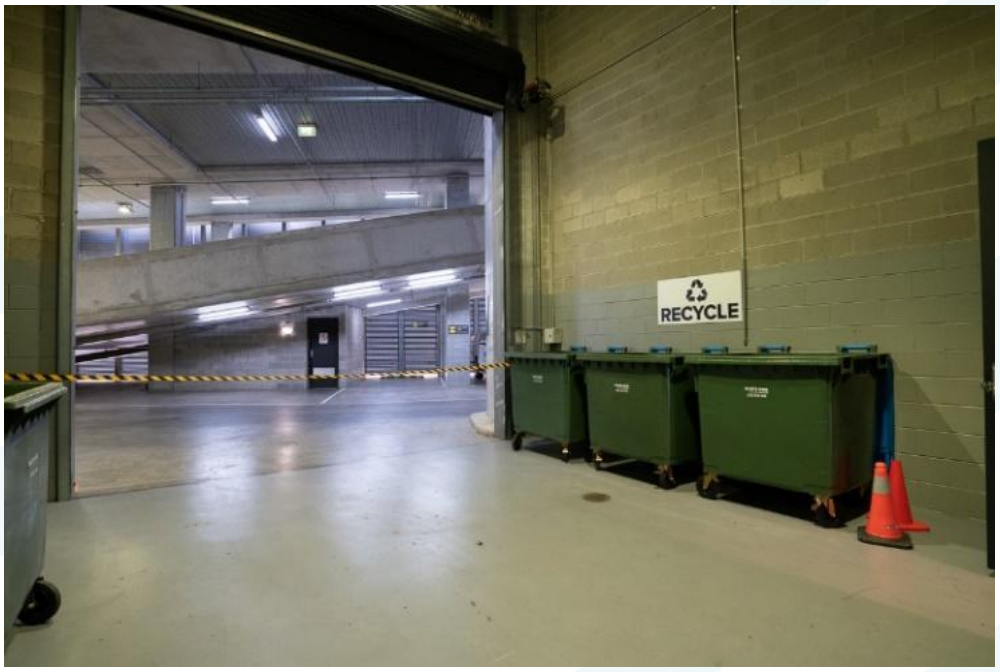
Loading Bay - Ground Floor

Service Entry & Loading Bay Height Clearance

- Height Clearance - 4.3 Meters
- Maximum vehicle length – 8.8 Meters
- Maximum vehicle weight – 22 tonnes

Open hours:

Monday to Friday	Saturday	Sunday & Public Holidays
9:00 AM to 4:00 PM	9:00AM to 11:30AM	Prohibited



Garbage & Cardboard from Moving & Deliveries

Please use the oversized bins provided in the ground floor Loading Bay for all your waste and recyclable material from your move in.

Do not use the Refuse Room recycle bins or rubbish chute on your level to dispose your move in waste. The Refuse Room is for residents to dispose their day-to-day household waste, only.



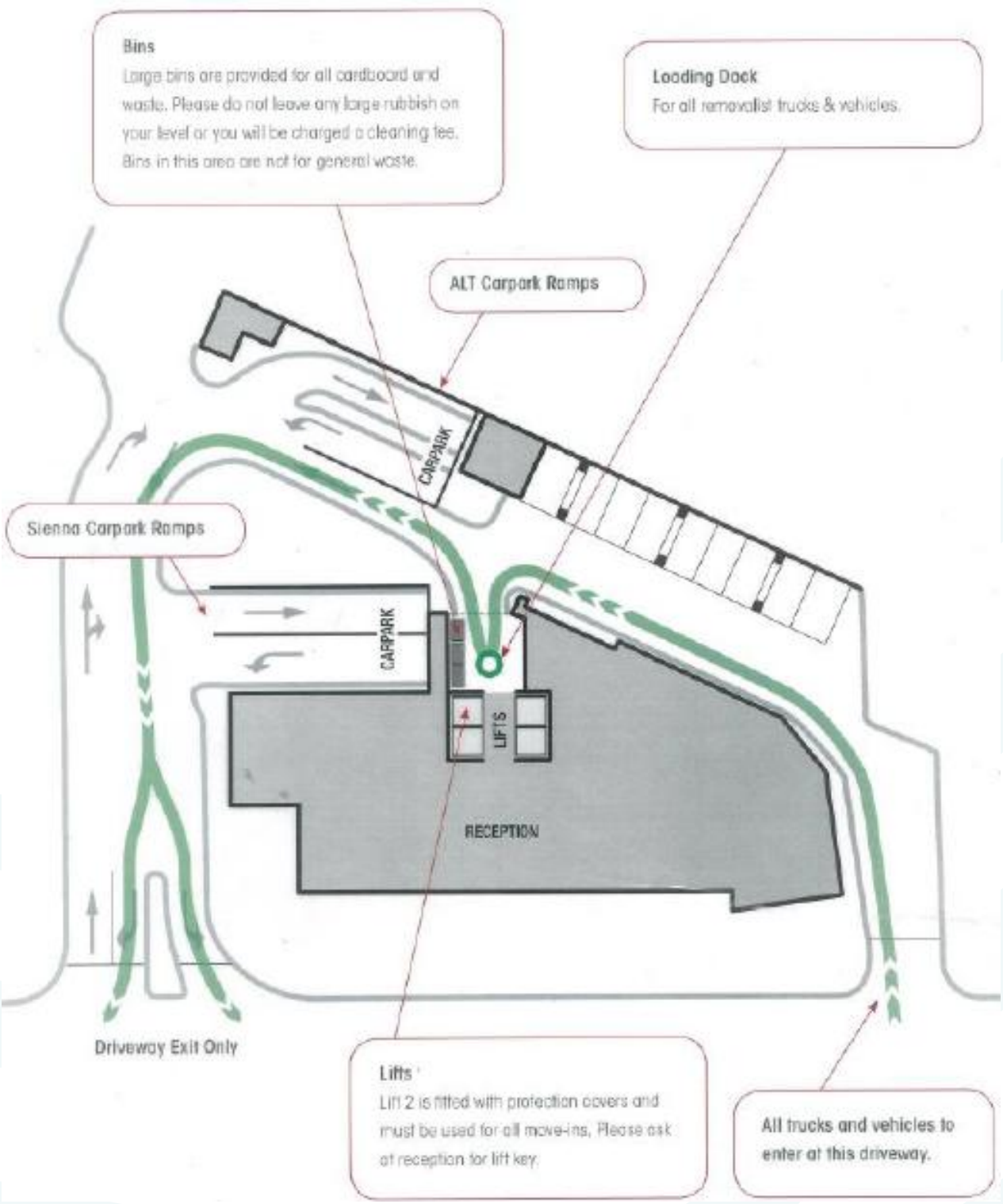
Loading Bay – Ground Floor – Open 24/7

How to Access the Service Lane via Mt Alexander Rd

Service Entry & Loading Bay

- Height Clearance - 4.3 Meters
- Maximum vehicle length – 8.8 Meters
- Maximum vehicle weight – 22 Tonnes

If the loading bay door is closed, please call the intercom and one of our staff members will open the door for you.



Mail & Parcels

The Mail Room

The mailroom is accessible to residents 24 hours, 7 days a week and entry/exit points are secure with security access points. The mailboxes are located on the ground floor foyer and accessible by using your building security access card.



Ground Floor

Australia Post
The building has been registered with Australia Post for delivery of mail. If you require mail to be diverted from your existing address to your new home apply for mail re-direction (a form can be obtained at any Australia Post branch).

Do not provide access to persons without a building access card and close the door after use to avoid unwanted access via tailgating.

Return to Sender Mail & Disposed Mail

A 'return to sender' mail folder is provided in the mail room for any mail addressed to a previous resident. Return mail is collected by Australia Post daily and returned to sender. Rubbish bins are provided in the mail room, please ensure no confidential and sensitive mail is disposed of using this bin. Please dispose confidential and sensitive mail privately.

Please discard all junk mail in the bin provided. Do not place on top of mailboxes.

Departing Residents

If you are moving from the premises, please divert your mail to your new address. Non-redirected mail will be delivered to the mailboxes and returned to sender. Reception will not open mailboxes for departed residents. It is the departing resident's responsibility to divert any mail to their new residential address. If you require mail to be diverted from your existing address to your new home apply for mail re-direction. A form can be obtained at any Australia Post branch.

Mailbox Locks & Keys

Every mailbox is individually keyed to each apartment.

Replacement mailbox keys can be ordered at reception, at a fee.

Parcels

To protect you from having your parcel stolen, the building Caretaking Team will be actively preventing Australia Post and all couriers from leaving parcels in the mail room or in the foyer. Even if the courier claims to have authority to leave in a safe place, the mail room or foyer is not a safe place, as we have had several reports of the theft of parcels.

Please do not give authority to leave for any deliveries – if you are not at home to physically receive the parcel the couriers are not permitted to leave parcels in the mailroom and foyer and will be refused entry.

Reception do not accept, sign, or hold packages for or on behalf of residents. The Owners Corporation or the Caretaker do not accept responsibility for lost or stolen packages left unattended on Common Property.

DO NOT PROVIDE COURIERS AND NON-RESIDENTS ACCESS TO THE MAILROOM. PREVENT MAIL THEFT; CLOSE THE DOOR BEHIND YOU. UNATTENDED PARCELS ARE NOT PERMITTED.

Resident Services

Reception

Residents have access to our reception located in the Alexander Lombard Tower building. If you have any problems or inquiries, please do not hesitate to visit us. Alternatively, please call 03 9376 7555 or email foflemington@theoaksgroup.com.au.



Security

The Owners Corporation have engaged MS Protective Services to provide a static security guard at the Travancore Complex. The static guard is available to all residents requiring assistance with matters such as enforcing the Owners Corporation rules, disturbances, and suspicious activity. Security is available between the hours of 10PM to 5AM, Monday to Sunday and can be contactable on 0488 416 062, if not reachable, the Control Room number is 1300 341 341.

The Caretaker/Reception is the best point of contact to respond to any security matters occurring on the Common Property from 8:00AM to 5:00PM Monday to Friday, and 9:00AM to 12:00PM Saturday. Please call (03) 9376 7555 for assistance. The Caretaker is contactable 24/7, in the event Security are not available, please call 1300 891 210.

Utilities

The apartment Occupant is responsible for ensuring that service accounts are connected in your name upon occupation of your new home.

The following contact details of Common service providers have been listed for your convenience. The list does not include all potential service providers and is not intended to represent recommendation.

Hot Water

Active Utilities provides embedded bulk hot water via a shared, solar-boosted gas hot water system, to all apartments. The hot water is individually metered to each apartment. Registering is simple, just head to www.activeutilities.com.au to sign up using the below unique code.

UNIQUE SITE CODE: AUPR92841

Please set up your account with Active Utilities prior to moving in. Hot water services will be terminated if you fail to set up an account. When moving out, please request Active Utilities to cancel your hot water connection.

If you have any questions regarding your hot water service, please contact Active Utilities at their Melbourne based Customer Service & Support Centre on 1300 587 623 or via email service@activeutilities.com.au.

If your hot water is not adequate, please contact a licensed plumber or your Landlord/Managing Agent. In the event there is a hot water disruption or temporary disconnection for maintenance, you will be notified by the Caretaker and/or Active Utilities.

Electricity

Active Utilities provides an embedded electricity network to all apartments and Common Property.

The electricity usage in your apartment is individually metered. Connection is simple, connect your electricity to Active Utilities at www.activeutilities.com.au to create an account using the below unique site code:

UNIQUE SITE CODE: AUPR92841

It can take up to three days for this request to be actioned and power to be available to your apartment. Please allow enough time for connection prior to moving in. If the connection time exceeds this period, please contact Active Utilities. When moving out, please request Active Utilities to cancel your electricity connection. If you have any questions regarding your electrical service, please contact Active Utilities at their Melbourne based Customer Service & Support Centre on 1300 587 623 or via email service@activeutilities.com.au.

Should your apartments safety switch trip for any reason, please note that a licensed electrician must be engaged to locate and fix any fault with the power supply or the switchboard. Contact a licensed electrician or your Landlord/Managing Agent. If the safety trip has tripped the central switchboard. Please contact Reception.

Water

Domestic water is supplied by Greater Western Water ('GWW'). Water usage is individually metered and billed to each apartment. To open or close an account, please visit https://www.gww.com.au.



Go to https://www.gww.com.au and follow the instructions for opening and closing an account . If you have any questions regarding your billing or account, please call Greater Western Water directly on 131 691.



For matters or queries relating to your account and connection status, please contact Greater Western Water.



To turn off the water supply to your apartment, use the levers located in the water meter services cupboard on your floor. Contact reception for access to these cupboards.

Gas

Gas is provided to your apartments stove top at no cost to the resident and is bulk billed to the respective Owners Corporation. No setup is required by the resident or Owner.



Your apartment has a separate gas supply for its private use. In the event of an emergency or maintenance event, the (yellow) gas isolation valve is inside the kitchen cupboards or at the rear of the microwave cavity, adjacent to the cook top.

Internet & Telephone

You are responsible for ensuring that service accounts are connected in your name upon occupation of your new home. ***The following contact details of Common service providers have been listed for your convenience. The list does not include all potential service providers and is not intended to represent recommendation.***

Internet

The building is enabled for NBN, and residents are welcome to choose any internet provider on the market.

NBN FTTB connections (from 193 different retail service providers), TPG FTTB connections (from TPG, AAPT, iiNet and Internode) are available. Please contact the Telecommunication Provider for more information. Optical Fibre Network infrastructure is also installed and provided by Pineapple Net; high speed internet plans are available. Visit https://pineapple.net.au for more information.

For new connections, please request your technician to attend reception during office hours for access to the Communications (MDF) Room.

After you have signed up to an internet plan and your connection has been established. Your living room will have two RJ45 outlets in your study or living room – one of two ports will connect to the Main Distribution Frame within the building to provide your modem/router your internet connection. Please note, this connection will only be active after the Telecommunications Technician has attended site to establish the connection to the MDF.

Example of an RJ45 outlet:



The Owners Corporation and Caretaker are not responsible for arranging the connection/disconnection or repairs on behalf of the resident or telecommunications provider. In the event your internet connection has stopped working please contact your telecommunications provider.

Telephone

Your apartment has been wired for telephone lines. You will need to contact a telecommunications provider to arrange your telephone account and the details of your service.

Free-To-Air & Cable Television (Foxtel)

A community master antenna is located on the roof of the building and is tuned to receive a quality signal for free-to-air commercial television. The signal is reticulated throughout the building to each apartment. 1 x F-Type free-to-air television port and 1 x F-Type cable television connection port is available in each apartment for pay TV and free to air TV connectivity. Please contact Foxtel directly for all customer enquiries on 1300 130 799.

Example of F-Type antenna port outlet located within your living room (1 x Cable, 1 x Free-to-air):



Owners Corporation Rules

The Rules

Owners Corporation Rules are a set of "rules" that the Owners and tenants in a strata scheme must follow. They set out the rights and obligations of all parties involved within the building and have been created to ensure a cohesive living environment. They can be amended, and new rules can be introduced, by the Owners Corporation.

Each resident is entitled to a copy of the building rules upon moving in. Printed or electronic copies are available from the reception upon request.

Owners Corporation Rules

FAQ# 1 – Animals & Pets

The Lot Owner Must have Owners Corporation approval prior to keeping any pet on a lot, Lot Owners must complete and submit the Pet Registration Form to the Owners Corporation.

Residents' pets are only permitted to be kept inside an apartment. Residents must ensure their pets are controlled at all times whilst on or in Common areas. If any animal creates any mess in any of the Common areas (including the car parks, driveways, corridors, stairways, lifts, or entry areas) it must be cleaned up thoroughly and the area deodorized or washed down immediately by the pet's Owner or supervisor. Any mess created by pets on surrounding nature strips or park land should also be picked up and disposed of in the rubbish.

Owners and supervisors are to leash their pet and animal and hold them at all times when on Common Property/areas. Cat and dog litter must be double bagged and, tied securely before being placed in the rubbish bins. Do not dispose loose litter down the garbage chute.

Pet Registration Form

FAQ# 2 – Behaviour by Occupiers (I.e. Noise Complaints)

Please be mindful of your neighbours and do not create unreasonable noise or behave in a manner likely to annoy them. As a guide no noise should be heard from outside your apartment door. In consideration of the right to peaceful enjoyment by all residents, the Owners Corporation Rules and the Environmental Protection Authority contain certain requirements in relation to residential noise.

Security (MS Protective Services):
Security is contactable on 0488 416 062, if not reachable, the Control Room number is 1300 341 341. They are reachable between the hours of 10PM to 5AM, Monday to Sunday. Security will be able to ascertain the cause of the disturbance and provide the Occupant a verbal warning. All reports are recorded, and a copy issued to the Owners Corporation.

Reception:
During business hours only, if you can identify the Lot which is causing the disturbance, we can provide a courtesy call (via intercom) to the Occupant on your behalf - we will also make a record of the disturbance. We are available on (03) 9376 7555 between the hours of 9AM to 5PM, Monday to Friday, and Saturday from 9AM to 12PM. Noise complaints during after-hours will need to be directed to Security or Victorian Police.

Victorian Police:
If Security are not available or you have called outside of their business hours, the police are the best avenue to having any unruly noise reduced. An 'on the spot' fine can be imposed on anyone who continues to make noise after being directed to stop by an Environmental Protection Authority Officer, the police, or a local council official.

The Owners Corporation (MICM):
The Strata Managers may raise your complaint with your neighbour or if they consider that your neighbour has breached the Owners Corporation Rules, they may issue a Notice to Comply with a Rule. Please make sure you provide a detailed report and ensure you record the dates, times, and nature of the disturbance/s. If you would like the direct contact for the Owners Corporation, please advise by return email. Furthermore, please note all accounts reported to Security are reported to the Owners Corporation – these reports will assist in corroborating with your records.

If you are renting your premises, please make your Agent or Rental Provider aware of this disturbance as they can assist with liaising with the Strata Manager on your behalf should you opt to take the matter further.

Important: if the persons behaviour continues out into the corridors or common areas, please immediately call Building Security, or the Caretaker.

FAQ# 3 – Disposing Rubbish & Cigarette from Windows/Balconies

Do not throw or allow any cigarette butts or litter out of windows or from balconies. Please ensure that cigarette butts are extinguished and disposed of lawfully.

If an affected Lot can identify the Lot/s discarding material, the Owners Corporation can issue an enforceable breach notice. If you aware of the Lot/s discarding material out of their window/balcony, please advise the Lot number and log the time/s and date/s this occurred and notify the Caretaker via email.

FAQ# 4 – External Appearance of Lots

A proprietor or occupier of a lot must not construct or erect any shed, enclosure or structure of any nature or description on a balcony, terrace or garden area forming part of the lot without the prior written consent of the Owners Corporation. (The Owners Corporation shall not in any case consent to the erection of any structure if such structure detracts from the general appearance of the development or if it interferes with the views or use and enjoyment of another development lot).

A proprietor or occupier of a lot must not allow any balcony, terrace or garden area which forms part of any lot to become unkempt, overgrown, or unsightly and that when watering or cleaning to ensure that minimal disturbance to other members and occupiers occurs.

FAQ# 5 – Storage in Parking Spaces

Owners Corporation Rules prohibit the storage of any items other than a car or motorcycle within a car park space. Storage of personal items is only permitted within over bonnet storage enclosures and must be the type of enclosure that has been approved by the Owners Corporation.

FAQ# 6 – Washing on Balconies & Terraces

A proprietor or occupier of a lot must not hang or permit to be hung any clothes or other articles on any balconies, landing, stairway, or any other part of the common property or on any part of the exterior of the lot so as to be visible from outside the lot.

Balconies should be kept in a tidy manner and should only contain outdoor settings and/or plants.

FAQ# 7 – Smoking on Common Property

All Common Areas are designated a non-smoking area as per the Owners Corporation Rules. Do not smoke in the fire stair areas as this may trigger the smoke detector system and initiate a building evacuation, which will unnecessarily disturb other residents.

Please note that all Common Property areas has been designated a non-smoking area.

Security Access

Entry to Building

The building is electronically secure, which means residents are required to use their access card to gain access throughout the building. The access card will also provide access to all pedestrian and vehicle entrances.

Along with the access card, residents are required to use their standard apartment entry door key to gain access to their apartments.

The Caretaker does not possess spare apartment or mailbox keys. In the event of a lockout, please call a licensed locksmith or contact your Landlord/Managing Agent. Replacement access cards can be purchased from the reception during business hours.

To maintain the buildings security, contact our reception immediately to report misplaced access cards.

Intercom System - Visitor Access

To maintain security throughout the building, visitor access can only be authorised by a host resident, via the video intercom system.

The following are step by step instructions for granting entry to visitors:

1. Identify Visitor:
The visitor must press the host's apartment number into the video intercom, located adjacent to the entry doors. This calls the video handset within the host's apartment. The host resident must pick up the handset to communicate back to the entry intercom point.

2. Authorise Entry:
To grant access, the host must press the button with the key symbol on their handset to open the entry door. Providing access to your visitor will provide them entry to the main foyer and elevator access to your residential level. If accessing via the foyer auto doors, there is a set time to walk from the foyer doors to the elevators.

3. Exit:
Authorisation is not required for visitors to exit the building using the main entry auto doors. See the detailed operational instructions on the security system included in the handover manual.

A proprietor or occupier of a lot must take all reasonable steps to ensure the invitees of the proprietor or occupier comply with the Owners Corporation rules.

Building Power Failure

In the case of a power failure, all access card secured entry doors have uninterruptible (battery backup) power supplies. If the power failure lasts beyond the battery life of the UPS all card access secured doors will default to open. In the event of a power outage, please visit https://jemena.com.au/outages-and-faults/electricity for estimated connectivity time.

In the event of power failure, residents will be able to enter the building and take the fire stairs to their apartment level. The lifts, access card system & intercom will not work.

Fire Safety & Building Evacuations

Fire Detectors (Common v Private)

The Alexander Lombard Tower is installed with an automatic alarm system. The buildings fire detectors are located within the Common Property areas of the building. These detectors will detect smoke on the Common Property.

If smoke occurs from cooking activities within your apartment, open all external windows to dissipate the smoke (do not open the door to the public corridor/hallway as this may trigger the Common area fire detection system. For safety reasons the Common area smoke detectors are linked to the building's fire indicator panel (FIP) which is in turn connected to the Fire Rescue Victoria (FRV). In the event of a false alarm, the Owners Corporation reserves the right to pass on the costs of any false alarm to the resident who caused the false alarm. Consequently, any activation of a Common area smoke detector will result in the attendance of the FRV and issuance of a costly attendance.

The Smoke Alarms inside your apartment are not connected to the building automatic alarm system. These Smoke Alarms are the responsibility of the Occupier and/or Proprietor to maintain and repair to the required regulations.

Evacuation Speakers (Emergency Warning & Intercommunication System)

Each apartment is fitted with a fire/evacuation speaker all situated in the ceiling. The speaker is connected to the buildings Emergency Warning and Intercommunication System and the responsibility of the Owners Corporation to maintain and repair. These speakers are not to be tampered with, altered, or disconnected.

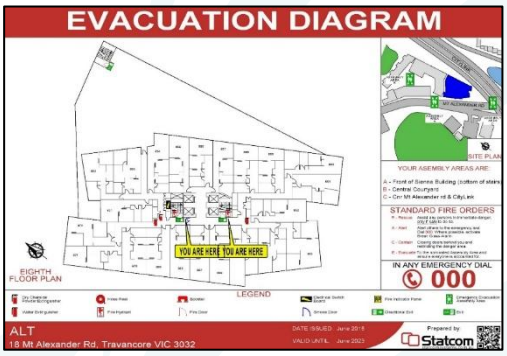
If your speaker is not functioning during an evacuation or routine testing, please bring this to the Caretakers attention.

Evacuation Procedure

In the event of a fire alarm, you will hear three recorded messages:

1. Wailing alarm at the beginning.
2. Prepare to evacuate.
3. Evacuate the building

In the event of an evacuation, please evacuate to the assembly area by following the illuminated exit signs and Evacuation Diagram/s located on the Common Property, these signs will guide you to your nearest fire stair and/or exit.



Example: Evacuation Diagram

DO NOT USE THE LIFTS
If you are in the lift when the alarm goes off, please exit, and take the nearest fire stair exit.

Residents and Visitors are required to use the fire stairs in the event of an evacuation. Please familiarise yourself with their location in case of an evacuation. Locations of the fire stairs can be found by reviewing the Evacuation Diagrams located on the Common Property. Residents and visitors are not to go up the stairs, as the door to the other areas is locked, all evacuees must go down the stairs. When descending the fire escape stairs remain calm, don't panic. Assist the elderly and injured as required. Do not block the residential foyer; leave a clear path for emergency services.

An Occupier of a lot must not obstruct any fire stairs or fire escape.

Evacuation Procedure for Persons with a Disability

In the event of a building evacuation, persons with a disability should sit in the fire escape and wait for Fire Rescue Victoria (FRV) or notification that it is safe to return to the apartment.

The building also has an A*ssistance Register*. This register is displayed at the Fire Control Panel to indicate to the FRV that you require assistance.

If you would like to be added to the *Assistance Register*, the person requiring assistance must give written authorisation to the Caretaker to have their personal contact details given to the local FRV, please provide the following details:

1. Apartment Number
2. Level
3. Full Name
4. Mobile
5. Emergency Contact Full Name
6. Emergency Contact Mobile

Garbage & Recycling

Types of Bins

Commingle



Permitted Items:
Hard plastic bottles and containers
Small Paper and cardboard
Glass bottles and jars
Steel cans
Aluminium cans and foil
(NO PLASTIC BAGS)
(NO CARDBOARD BOXES)

240L Commingle Bins for SMALL waste

Refuse Rooms – Each Residential Level

Cardboard



Permited Items:
Large paper and cardboard boxes, only.

(NO PLASTIC BAGS)
(PLEASE FLATTEN BOXES)

1100L Recycle Bin for OVERSIZE cardboard

Loading Bay – Ground Floor – Open 24/7

Garbage





Permitted Items:
General household rubbish
Nappies (wrapped or bagged)
Food waste - only if you do not have a food and garden waste service
Polystyrene and foam (including meat trays)
Plastic bags and soft plastics.
Window glass, glassware, mirrors, Pyrex and crockery.

Garbage Chute for SMALL (bagged) waste

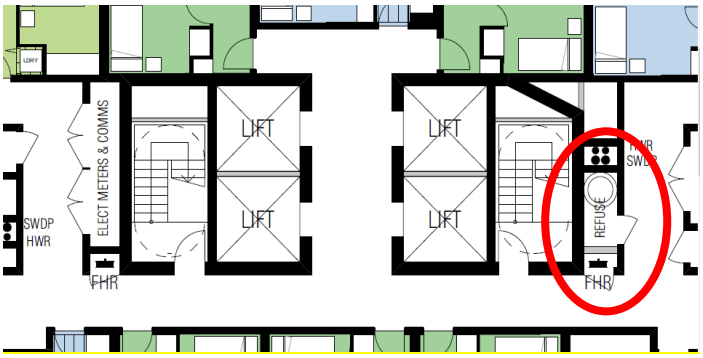
Refuse Rooms - Each Residential Level

1100L Garbage Bin for OVERSIZE waste

Loading Bay – Ground Floor – Open 24/7

Refuse Room Location

Refuse rooms are located on each residential floor, containing a rubbish chute for small, bagged garbage, and 240L blue & yellow bins for recycling of small items.



Garbage Chute

Please dispose garbage down the garbage chute. To operate the rubbish chute, pull the handle towards you, place the bag inside, and close the door. Please ensure rubbish is placed in a securely tied rubbish bag of less than 10kg, and do not force anything down the chute. Please note that any items mistakenly dropped down the chute cannot be retrieved. For oversize garbage, please dispose in the large 660L bins provided in the Loading Bay located on Ground Floor.

Please ensure that any waste deposited into the rubbish chutes is appropriately bagged. Do not deposit loose rubbish, especially cardboard, Polystyrene, or anything else that could block the chute. These items must be taken to the 660L bin on the Ground Floor Loading Bay.

No hard waste or household items are to be disposed down the garbage chutes.

DO NOT PLACE RUBBISH ON THE GROUND, PLEASE DISPOSE YOUR RUBBISH CORRECTLY DOWN THE CHUTE OR IN THE BINS PROVIDED.

Commingle Bins

Please dispose your recycling in the 240L recycle bins provided in your Refuse Room.

All boxes are to be flattened and placed into the recycle bins. No hard waste should be disposed of in the recycle bins. Oversize cardboard boxes are to be disposed of in the 1100L cardboard bins located in the Loading Bay on Ground Floor.

DO NOT PLACE RECYCLABLES ON THE GROUND, PLEASE DISPOSE YOUR RUBBISH CORRECTLY IN THE BINS PROVIDED.

Cardboard Bins

- General waste that will not fit down the chute can be disposed in the bins with a **red lid** in the loading bay.
- Collapsed cardboard boxes can be disposed in the bins with a **blue lid** in the loading bay.

Loading bay – ground floor

Hard Waste Disposal

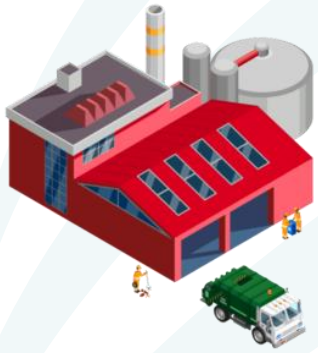
Council collections for hard waste disposal are not available for the complex. Each Lot Owner/Occupant is responsible for the disposal of their hard waste. The following options are available (but not limited to) are:

1. **1800 Got Junk**

A private collection can be arranged with 1800 Got Junk. Residents have a 10% discount. To arrange a quote and collection, please contact Jamie. Please ensure you make a booking for the Service Elevator & Loading Bay prior to moving any hard waste on Common Property.



2. **Local Council Transfer Station**



The Transfer Station is the drop-off facility for waste and recycling in Moonee Valley. Please note, the Transfer Station will close to the public when temperatures reach above 36°C in accordance with Occupational Health and Safety standards and signage will be placed on the front gate. Bin collection may start from 5am.

Please ensure you make a booking for the Service Elevator & Loading Bay prior to moving any hard waste on Common Property.

Address: 188 Holmes Road, Aberfeldie
Phone: (03) 8325 1730

The Transfer Station is open to **all residents and trade customers**.

Monday to Friday: 8am – 4pm
Saturday: 8am – 4pm
Sunday: 8am – 1pm

For more information, please visit https://mvcc.vic.gov.au/ or contact (03) 9243 8888.

The most dumped items on Common Property are household furniture, mattresses, computers, and televisions. Unlawfully dumping hard waste on Common Property is against the Owners Corporation Rules.

When moving out or carrying out a spring clean of your apartment, please ensure no household waste is dumped within the refuse rooms, car parks, loading bays or any Common Areas outside of your apartment. Storing hard waste on your parking space is also not permitted.

If the Owners Corporation can identify the person who unlawfully dumped the hard waste, removal fees and an enforceable Breach Notice may apply. Please take the rightful course of action and dispose your hard waste correctly.

Parking & Storage

Parking Allocation

At Alexander Lombard Tower, every apartment is allocated (1) one car space each. All car spaces are numbered accordingly to match your Apartment Number. Please always use your designated car space to avoid being towed by the Lot Owner. For assistance locating your car space, please see reception.

No vehicles or motorcycles are permitted to park on Common Property. All vehicles must be parked within their allocated parking space.

Owners Corporation Rules

Theft of Personal Belongings & Vehicle Break-Ins

Residents are encouraged to not leave building access passes and valuable items in their vehicles and secure and cover items in their storage cages. Vehicles and storage cages must always be locked and secure.

In the event of a theft of personal belongings or vehicle break-in, please follow these instructions so we can best assist you:

Step 1) File a Police Report
Please submit a statement with the Police for further investigation. Your nearest Police Station is:

Address: 30 Wellington St, Flemington VIC 3031
Hours: Open 24 Hours
Phone: (03) 9371 6100

Please provide our contact details to the Police so they can contact us for more information and to arrange a time to view and collect any CCTV footage, if any.

Step 2) Incident Report
Please complete the Incident Report Form on our website, detailing the area, relevant times, and dates; we will export a copy of the CCTV for the Police's investigation as per the information provided on the Incident Report.

The details and information you provide will also assist the Committee with the security, control management and administration of the building.

Step 3) Assistance with Police
After you have completed step 1 & 2, the assigned Officer/Constable from Victorian Police will contact us directly to arrange a time/date to view, inspect or obtain a copy of the CCTV footage.

Washing Vehicles

There are no car washing facilities on site and washing of cars inside the car park is prohibited.

Do NOT use the fire hose reels to wash a vehicle or personal property; using a fire hose reel will notify the buildings Fire Indicator Panel and engage Fire Rescue Victoria. Charges for the brigade's attendance will be billed to the Owner or Occupier.

Visitor Parking

Visitor car parking is located on Level 1 for visitors, only. Residents are not to use these car spaces for permanent parking.

The visitor parking is limited to 4 hours. Vehicles are monitored and repeat offenders' will be towed. Moving the vehicle to another car space every 4 hours will not be exempt.

Cleaning & Maintenance of Parking Space

Your car space is located on Title, which means the responsibility/maintenance of a car Lot remains with the Owner or Occupier of the Lot.

Residents of the Lot must maintain their car space in a clean and tidy condition and ensure their vehicle does not leak oil onto the car space or Common Property. Refer to Owners Corporation Rules for further information.

Towing

The Owners Corporation has engaged Anytime Towing to provide their services for the removal of illegally parked cards within the Complex. Any vehicle parked illegally on Common Property, or in private car spaces, has the potential of being towed without notice, and fees and charges will apply.

If your vehicle has been towed away:

Please phone Anytime Towing on (03) 97750332 to discuss the fees involved to have your vehicle returned.

Resident Towing FAQ Sheet

The Caretaker or Owners Corporation Manager are not responsible for any parking violations of illegally parked cars in Private Lots, as these are considered to be a civil matter that needs to be handled by the Lot Owner or Occupant of the car parking space.

Car Park Clearance Heights

Residential Carpark – Ground to Level 7

- 2.1 Meters

Service Entry & Loading Bay

- 4.3 Meters
- Maximum vehicle length – 8.8 Meters
- Maximum vehicle weight – 22 tonnes

Do not load vehicles and trailers from the car park. If your vehicle exceeds the indicated clearance heights, there is likely risk of your vehicle damaging a fire sprinkler – always use the loading bay on ground floor. Do not proceed past the clearance height bars if your vehicle makes contact.

Bicycles

Residents' bicycles are to be stored in the bicycles stands located on each secure car park level (i.e. level 2 to 7). Residents should be aware that the Owners Corporation Rules specifically prohibit the storage of bikes in any non-designated Common areas or balconies.

Bicycles are not permitted to enter the building and must not be transported across the Common Area carpet and the main foyer. Bicycle racks are located on each car park level next to the elevators. Please utilise these racks by accessing the elevators via the basement or level 1 lift lobby.

Storage Not Permitted in Parking Space

Owners Corporation Rules prohibit the storage of any items other than a car or motorcycle within a car park space. Storage of personal items is only permitted within over bonnet storage enclosures and must be the type of enclosure that has been approved by the Owners Corporation.

A occupier must not use or store on the lot or common property any flammable chemical, liquid, gas or other flammable material other than chemicals, liquids, gases or other material intended to be used for domestic purposes or in the fuel tank of a motor vehicle or do or permit anything, which may 'invalidate or suspend any insurance policy effected by the Owners Corporation or cause any premium to be increased without the prior written consent of the Owners Corporation.

Owners Corporation Rules

Storage Cages

Some apartment Owners purchased additional storage facilities within the complex. Residents must be aware that storage cages are on title (private Property) and are for the sole use of the respective apartment Owner or Occupant. If another resident utilises a storage cage which is not theirs, the Owner has a legal right to seize or dispose your personnel possessions.

As per the Owners Corporation rules, Occupants must ensure their storage cage is always secure and must not erect any signs, blinds or awnings without written consent of the Owners Corporation.

A occupier must not use or store on the lot or common property any flammable chemical, liquid, gas or other flammable material other than chemicals, liquids, gases or other material intended to be used for domestic purposes or in the fuel tank of a motor vehicle or do or permit anything, which may 'invalidate or suspend any insurance policy effected by the Owners Corporation or cause any premium to be increased without the prior written consent of the Owners Corporation.

Padlocks are not supplied. Owners and Occupiers must supply their own padlock to secure their storage cage.

Owners Corporation Rules

Keys & Access Cards

Purchase New Keys & Access cards

Mailbox keys, restricted keys, and building access cards can be ordered via the building's website (Key Order | ALT & Sienna On-Site Management). Please note that payment is required before access cards can be programmed or keys cut. All orders must be placed by the lot owner or managing agent by following the prompts on the online form.

If you have removed the registered key system from your locks and retain an ordinary apartment key, these keys can be cut by a locksmith/hardware store of your choosing.

If you misplace an access card, please notify reception immediately so we may deactivate the card. Written consent is required.

Lost or Misplaced Access Cards

If you have lost your access card, it is important to let reception know as soon as possible, so we can cancel the access and keep the building secure.

Caring for your access cards:

Access cards are magnetised, so they can be damaged by moisture, magnets, radiation, and force. To maximise the lifetime of your access card, we recommend keeping them dry, and storing them away from your electronic appliances and accessories. Protective card covers can be purchased from most office and school supply stores.

Intercom System

To maintain security throughout the building, visitor access can only be authorised by a host resident, via the video intercom system.

The following are step by step instructions for granting entry to visitors:

1. **Identify Visitor:**
   The visitor must press the host's apartment number into the video intercom, located adjacent to the entry doors. This calls the video handset within the host's apartment. The host resident must pick up the handset to communicate back to the entry intercom point.
2. **Authorise Entry:**
   To grant access, the host must press the button with the key symbol on their handset to open the entry door. Providing access to your visitor will provide them entry to the main foyer and elevator access to your residential level. If accessing via the foyer auto doors, there is a set time to walk from the foyer doors to the elevators.
3. **Exit:**
   Authorisation is not required for visitors to exit the building using the main entry auto doors. See the detailed operational instructions on the security system included in the handover manual. However, visitors utilising the Visitors Parking on Level 1 will be required to call the Resident on the intercom station located at the exit gate where the Resident can authorise the exit and open the gate.

Please ensure that visitors are identified prior to providing access to the building.

Intercom Handset Manual

Lock Outs

Management do not possess a Master or spare keys to apartments. In the event of a lockout of your apartment after-hours, or your access card has suddenly stopped working, please attempt to call your partner, roommate, or anyone you live with to see if they can come home and let you in. If you rent your place, try reaching out to your landlord or agent. Should you require the buildings authorised locksmith you may contact AAAA Back Open Locksmiths on 0412 301 796, fees will apply. Have proof of identity on-hand alongside evidence that you reside in the complex.

Reception may assist with providing access to your locksmith during business hours, only.



Residents may use any third-party locksmith; however, they may not have an access card to the building.

Apartment Information

Insurance

The Owners Corporation is responsible for insuring the Common Property, essential services, and its contents of the building. Each Owner and/or Occupant is responsible for insuring their property and the contents inside it (i.e. Landlord & Contents Insurance). We recommend each Owner and/or Occupants seek advice from a professional insurance broker and contact the Owners Corporation to verify what is not covered under the building's insurance.

Renovations

Prior to any building work being undertaken in your apartment, you may need to obtain the required consents from local council, Owners Corporation, and any other relevant authority. Proposed changes must comply with the Building Code of Australia must be submitted to the Owners Corporation for approval prior to any changes being effected and the changes cannot proceed without the prior written approval of the Owners Corporation.

Consistent with the Owners Corporation Rules, the following is a summary of the procedures which must be followed:

1. Contact the Owners Corporation and local council to confirm required approvals;
2. Ensure proposed modifications are consistent with Owners Corporation Rules and any relevant codes;
3. Submit details of proposed modifications to Owners Corporation for approval prior to undertaking any work. Include description of works, estimate of time for undertaking works, and all necessary supporting documentation and other approvals; and
4. During the works:
   a) Notify the Caretaker and/or reception;
   b) protect, keep clean and make good all Common Property area; and
   c) ensure consideration of all residents – works are not to produce excessive noise, work hours are to be as imposed by local council, use of lifts is to be reasonable, dust to be kept to a minimum and rubbish is to be disposed of accordingly.

Renovation Request Application & Requirements (Owners Corporation)

Apartment Renovations – Owner Information (Caretaker)

No access passes or building keys can be issued to the contractor from reception. This is the responsibility of the Owner or Occupier to facilitate their own access pass to the contractors. If your contractor is required to access a utility meter or valve, please see reception.

All necessary measures must be taken to prevent the spread of airborne dirt, dust and other materials associated with the removal and installation works. Such works can create airborne dirt and dust particles to a level that may affect fire detection systems possibly resulting in false alarms. Where necessary consult with reception to arrange isolation of the detection system at agreed times.

In the event of a false alarm and attendance of the fire brigade, if it is the determination of the attending fire brigade that the false alarm was the result works associated with your project, any costs associated with attendance for the false alarm will be charged to the nominated Lot(s).

Window Furnishings

Pursuant to Owners Corporation resolutions, window furnishings must be according to the following specifications outlined by the Owners Corporation or Committee of Management. Contact the Owners Corporation to confirm required design approval.

Renovation Request Application & Requirements

Apartment Renovations – Owner Information

Cleaning & Maintenance

As the Lot Owner of an apartment, you are responsible for the cleaning and maintenance of your apartment and all areas within your Lot, including your balcony, courtyard, terrace, car park, bicycle rack and storage area, if relevant.

The Owner's Manual provided by the builder aims to provide a helpful guide on the cleaning and maintenance of your apartment.

If you are renting, please raise your Maintenance Request with your Landlord/Rental Provider.

Where appropriate, the use of professional cleaners and licensed tradespeople with necessary safety equipment is recommended (i.e. electricians and plumbers). Lot Owners are responsible for the repairs and maintenance of all fixtures, chattels, and services on Private Property. The Strata Manager, Owners Corporation or the Caretaker are not accountable for arranging or facilitating repairs on Private Property or any expenses incurred by the Lot Owner/Occupier.

Water Leaks

The Lot Owner is responsible for the repair and maintenance of their unit to prevent any escape of water from the unit into any other unit within the plan of subdivision at the Lot Owners expense. Please call a Licensed Plumber or your Property Manager/Agent in the event of a water leak.

If the Lot Owners/Agents Licensed Plumber determines the cause of the water leak to be from Common services, please immediately bring this to the Caretakers attention.

Air Conditioning Units

Each apartment is installed with a ducted Temperzone air conditioning unit and is located within your apartment's plenum. The AC unit exclusively services your apartment only. To operate, your Temperzone unit needs heated or cooled water from the building's condenser water loop, which is connected to the buildings centralised heating and cooling plant via a flow and return supply line. Each apartment is attached to the building's condenser water loop via a branch line. The buildings centralised heating and cooling plant is operational 24/7 to attain the optimal temperature and pressure for your AC unit to operate.

Repairs and maintenance

The Owners Corporation is responsible for the repairs and maintenance of the buildings centralised heating and cooling plant and the main line that serves all Lots, but the Lot Owner must maintain the branch line and air conditioning unit that serves that Lot exclusively, irrespective of whether the branch line is located on Common Property.

Error Codes

If your controller displays an error code, please follow the troubleshooting steps in your Users Operating Instructions Manual. If the error persists, please contact a Licensed Technician or your Landlord/Agent.

Frequently, the centralised heating and cooling plant will be shut down for routine maintenance which will cause your AC to not function and display an error code. Residents will be notified accordingly of scheduled shutdowns or unforeseen maintenance events. Please check notices or contact reception before engaging a technician.

Temperzone Users Operating & Instructions Manual

Fault	Error code	Remarks
Room sensor #1 failure	1	Main board AD3
Room sensor #2 failure	2	Main board AD4
Room sensor #3 failure	3	Main board AD5
Room sensor #4 failure	4	Main board AD6
#1 indoor coil sensor failure	5	Main board AD1
#1 outdoor coil sensor failure	6	Main board AD2
#1 insufficient of refrigerant	7	
#1 compressor overload	8	
#1 low pressure failure	9	
#1 high pressure failure	10	
Room sensor #5 failure	11	At wallpad B
Room sensor #6 failure	12	At wallpad A
All room sensor failure	13	
Water pump/float switch failure	14	
Low safety thermostat failure	15	
Communication failure	16	
Hydronic pump switch failure	17	

Micro Bath Traps

Important warning:
The bath trap in your bathtub is not designed to be removed or unscrewed. If there is a blockage in your bathtub or the water is draining slowly, you must engage a licenced plumber to carry out maintenance to your bathtub so that it can operate as intended. Your licenced plumber will use their specialist hydraulic equipment to remove unwanted matter that has caused the blockage after which time your bathtub should function satisfactorily.

It is imperative that you do not attempt to remove, what appears to be, a screw (or anti-tamper screw) in the middle of your trap. That screw is not designed to be removed using a regular or specialist screwdriver and any attempt at its removal will most likely result in permanent damage to your bath trap. If this occurs, it will cause water from your bathtub to travel under your apartment's concrete slab and eventually, into the ceiling cavity of the apartment directly below your apartment or onto Common Property.

If water from your apartment leaks into another apartment, the Owner is legally liable to remedy any damage caused by that water, including any consequential damage caused to Common Property or another Property, including their own.

If your bath/shower is leaking – DO NOT USE YOUR SHOWER/BATH UNTIL A LICENSED PLUMBER HAS REPAIRED



Schedule of Finishes

Please note: this extract is from the Operational, Maintenance & Handover Manual provided by the builder, Hickory, for generic apartment finishes. Each apartment may have different specifications if alterations have been made or were requested before settlement. For supplier and appliance details please refer to your Operational, Maintenance & Handover Manual provided to you by the builder and/or developer.

Apartment Fixtures

Item	Description	Supplier	Contact
Bath	Arc 1500 hob bath. Acrylic finish with built in metal frame support. 1500 x 750mm (Code: Arc-1500)	Infinite Supplies / First Choice	9555 5144
Bath Spout	Stella series bath outlet. Chrome finish. 150mm (Code: IN-8353)	Infinite Supplies / First Choice	9555 5144
Wall Mixer	Bermuda wall mixer / diverter solid back plate. Chrome finish. (Code: IN-9196.47S)	Infinite Supplies / First Choice	9555 5144
Shower Rail	Polar series shower rail with 5 function shower head. WELS 3 star rating incl. shower elbow. (Code: IN-S1828)	Infinite Supplies / First Choice	9555 5144
Toilet	Impiana close coupled toilet suite. S-trap 140mm set out. WELS 3 star rating. (Code: CT-12775)	Infinite Supplies / First Choice	9555 5144
Basin	Ceramic counter basin. 1 tap hole and overflow. 460 x 460mm (Code: IN-7063)	Infinite Supplies / First Choice	9555 5144
Basin Mixer	Bermuda basin mixer. WELS 3 star rating. (Code: IN-1015.47S)	Infinite Supplies / First Choice	9555 5144
Tower Rail	Single towel rail. Chrome finish. 600mm (Code: XH-4524)	Infinite Supplies / First Choice	9555 5144
Toilet Roll Holder	Chrome finish (Code: XH-4551)	Infinite Supplies / First Choice	9555 5144
Robe Hook	Chrome finish (Code: XH-4554)	Infinite Supplies / First Choice	9555 5144
Kitchen Mixer	Niagra kitchen sink mixer. WELS 4 star rating. Chrome finish (Code: IN-CD56001C)	Infinite Supplies / First Choice	9555 5144
Kitchen Sink	Sheffield kitchen sink top mount 304 grade with basket waste. 420 x 335 x 180mm (Code: IST 450)	Infinite Supplies / First Choice	9555 5144

Apartment Paint

Area	Product	Colour	Supplier
Ceilings and walls to bedrooms, living rooms and kitchen	Taubmans Tradex Flat Acrylic	Dulux White on White	Taubmans Trade Centres / Bristol Paint Shops
Ceilings and walls to bathrooms and laundries	Wattyl Wash Velvet Low Sheen	Dulux White on White	Wattyl Paint Centres / Paint Spot Stores
Timber trims and doors	Dulux Premium Semi Gloss Enamel	Dulux White on White	Dulux Trade Centres / 3D Paint Stores
Entry door and frame	Haymes Ultra Trim Acrylic	Dulux Luck	Haymes Paint Centres / Paint Spot Stores

Tiles

Product Used	Area	Grout	Supplier
300mm x 300mm Grey Porcelaim Tile PM5730	Floors to kitchen, bathrooms, ensuites, powder rooms and laundries	Mapei 112GG	National Tiles 9464 7377
200mm x 400mm Satin White Ceramic Tile PM5728	Walls to bathrooms, ensuites, powder rooms and laundries	Mapei 100SF	National Tiles 9464 7377
20mm x 20mm Glass Mosiac Tile PM5731	Feature walls to bathrooms, ensuites and powder rooms	Mapei 114FF	National Tiles 9464 7377
300mm x 600mm Porcelain Grey	Floors to common areas	Mapei 112GG	National Tiles 9464 7377
100mm x 300mm Satin Black MB08080	Walls to public bathroom and change room	Mapei 114FF	National Tiles 9464 7377
300mm x 600mm Black Porcelain Tile	Lift lobby walls	Mapei 114FF	National Tiles 9464 7377
1200mm x 596mm Cemento Silver Tile	Lobby floor	Mapei 112GG	Earp Brothers Pty Ltd 9328 8598
435mm x 656mm Cemento Silver Tile	Ground Floor bathroom areas	Mapei 112GG	Earp Brothers Pty Ltd 9328 8598

Carpet

Product Used	Area	Supplier
Victoria Carpets 36 ounce 80% wool / 20% synthetic Twist Cut Pile colour 'Blast'	Apartments	Omnifloor 9687 6688
Victoria Carpets 48 ounce 80% wool / 20% synthetic Twist Cut Pile colour 'Blast'	Common corridors, manager's office, theatre room	Omnifloor 9687 6688
Neoflex 6mm Rubber Flooring	Gym	Omnifloor 9687 6688



Schedule of Finishes

Laundry & Fridge Dimensions

Your floorplan will not provide the measurements for the laundry and fridge cavity. As a guide only, the average dimensions for these areas are as follow:

Laundry Cavity
Width: 75cm
Depth: 70cm

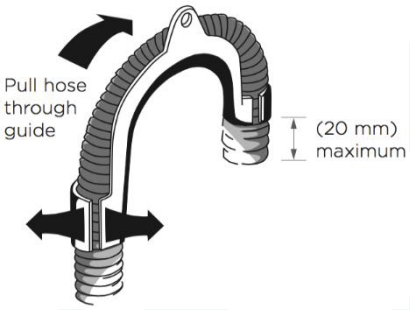
Fridge Cavity
Height: 175cm
Width: 70cm
Depth: 70cm

Owners and Occupiers are responsible for assessing and measuring their properties prior to acquiring furniture or white goods. Apartment area, dimensions and layouts may vary from floor plan.

Washing Machine Drain Hose Installation

When installing your washing machine make sure you install your discharge/ drain hose correctly in the dedicated drain outlet in your laundry. It's critical that you use the correct u-shape drain hose guide and hook to prevent the hose from falling out of the drain outlet. If the drain hose is not correctly installed, the drain hose will release itself from the drain outlet after a load of washing resulting in a water leak.

Please follow your washing machines Operation & Maintenance Manual for correct installation instructions of your drain hose and hot/cold water feeds.



In the event your drain hose fails and floods your property and affects the Common Property, please notify the Caretaker. The Lot Owner/Occupant is responsible for remedial works to both the Private and Common Property. If no remedial works are undertaken on the Common Property, the Caretaker will arrange remedial works to the affected Common Property and the costs forwards to the Lot Owner.

Green Travel Plan

Location & Land Use

Alexander Lombard Tower is located at 18 Mt Alexander Road in the suburb, Travancore. Our location is perfectly balance for inner city -suburban living and it offers a wide range of transportation options for the Residents.

Road Network

Mt Alexander Road is a Declared Main Road extending north-west from Flemington Road, just south of ALT & Sienna Apartments, to Bulla Road Essendon.

In the vicinity of the Travancore, Mt Alexander Road typically consists of a single carriageway of two traffic lanes and a bicycle lane in each direction, with the central traffic lanes shared with trams.

To the south, towards City Link and Flemington Road, the Mt Alexander Road reserve widens to introduce a central median on approach to the City Link interchange.

Pedestrian Network

Pedestrian traffic in the area of the site is primarily accommodated by standard concrete or asphalt footpaths within the reserves of the road network. Crossing points are provided at all intersections surrounding the site. Travancore on the Park encourages all Residents to utilise the pedestrian network.

Bicycle Access & Storage Locations

Alexander Lombard Tower has excellent access to an extensive on and off-road bicycle network, with direct access to the Moonee Ponds Creek Trail and the Capital City Trail. The Moonee Ponds Creek off road trail extends along the rear of the complex adjacent to Citylink and connects to the Capital City Trail to the south, which continues along the creek to the south to the Docklands and through Royal Park to the north.

In addition, exclusive bicycle lanes are provided along Mt Alexander Road along the site frontage, continuing as shared bicycle/parking lanes along Flemington Road and Peel Street to the southeast, allowing convenient access to the CBD.

Connect with Melbourne's Bicycle Network – see bicyclenetwork.com.au for more information!

Travancore on the Park aims to encourage the use of bicycles as a mode of transport to reduce the dependency on private motor vehicles. The provision of bicycle facilities on-site is anticipated to increase the number of trips made by bicycle. Please see the allocated bicycle storage areas below applicable to your building.

Public Transport

Bus

Bus Line 402
Location: Mt Alexander Rd
Route: Moonee Ponds to City via Airport West, Shoppingtown, Melbourne Airport and Sunbury Station (weekends only)

Tram

Tram 59 Stop 23
Location: Mt Alexander Rd – 30m Outside ALT
Route: Airport West to City via Niddrie, Essendon, Moonee Ponds, Flemington Road, Victoria Market and Elizabeth St.

Tram 57 Stop 22
Location: Racecourse Rd – 400m south
Route: West Maribyong to City via Maribymong, Ascot Vale, Newmarket, Nth Melbourne, Victoria Market and Elizabeth St.

Train

Upfield Line – 350m south of Travancore on the Park
Location: Flemington Bridge Station City Loop to Upfield via Nth Melbourne, Coburg, Line and Gowrie

Please note that transport timetables may change from week to week.

Taxi Services

Taxis can be hired off the street, or by phoning one of the taxi depots listed below 24 hours a day seven days a week.

Metropolitan Taxis:

Silver Top Taxis 13 10 08
Yellow Cabs 13 CABS
Arrow 13 22 11
Embassy Taxis 13 17 55
Wheelchair Accessible Taxi Services:

Maxi Taxis 9277 3877
Silver Top Taxi Services 8413 7207

Car Pooling

Travancore on the Park encourages all Residents to utilise Car Pooling or Shared transportation methods in effort to promote the environmental benefits of commuting using shared vehicles.

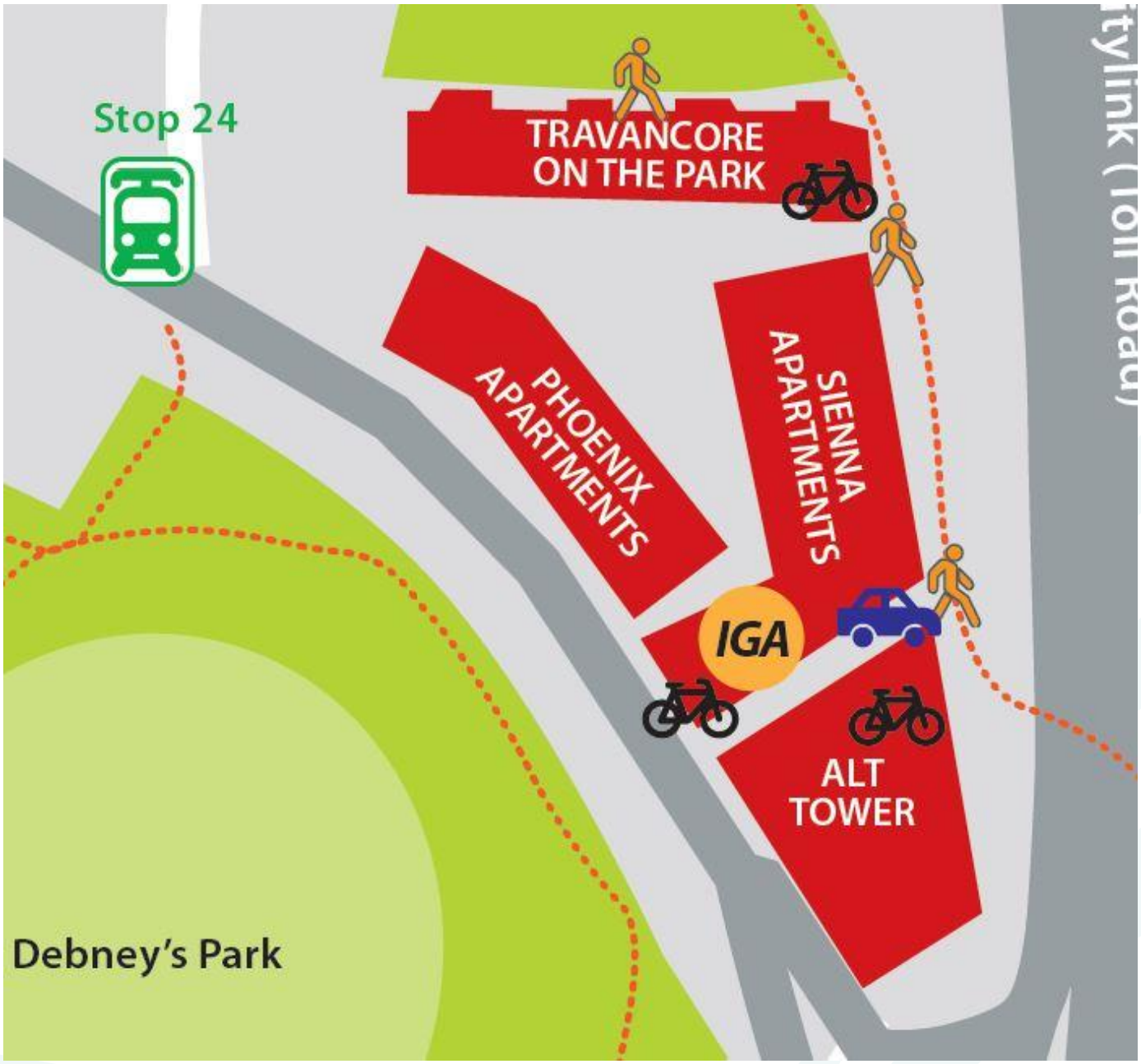
Example of carpooling website connecting nearby rideshares:

Co Seats - https://www.coseats.com
Share Ur Ride - http://www.shareurride.com.au
Carpool World - https://www.carpoolworld.com

Share Car Facilities

Travancore on the Park has dedicated to providing GoGet share car facilities on the Travancore site, for primary use of the Residents.

The location of the share car is situated in the main driveway between the Alexander Lombard Tower and Sienna Apartment as shown below:



OFFICE
18 Mt. Alexander Rd, Travancore, VIC 3032
PHONE
(03) 9376 7555
ABN
32 082 316 500
LICENCE NO.
077086L