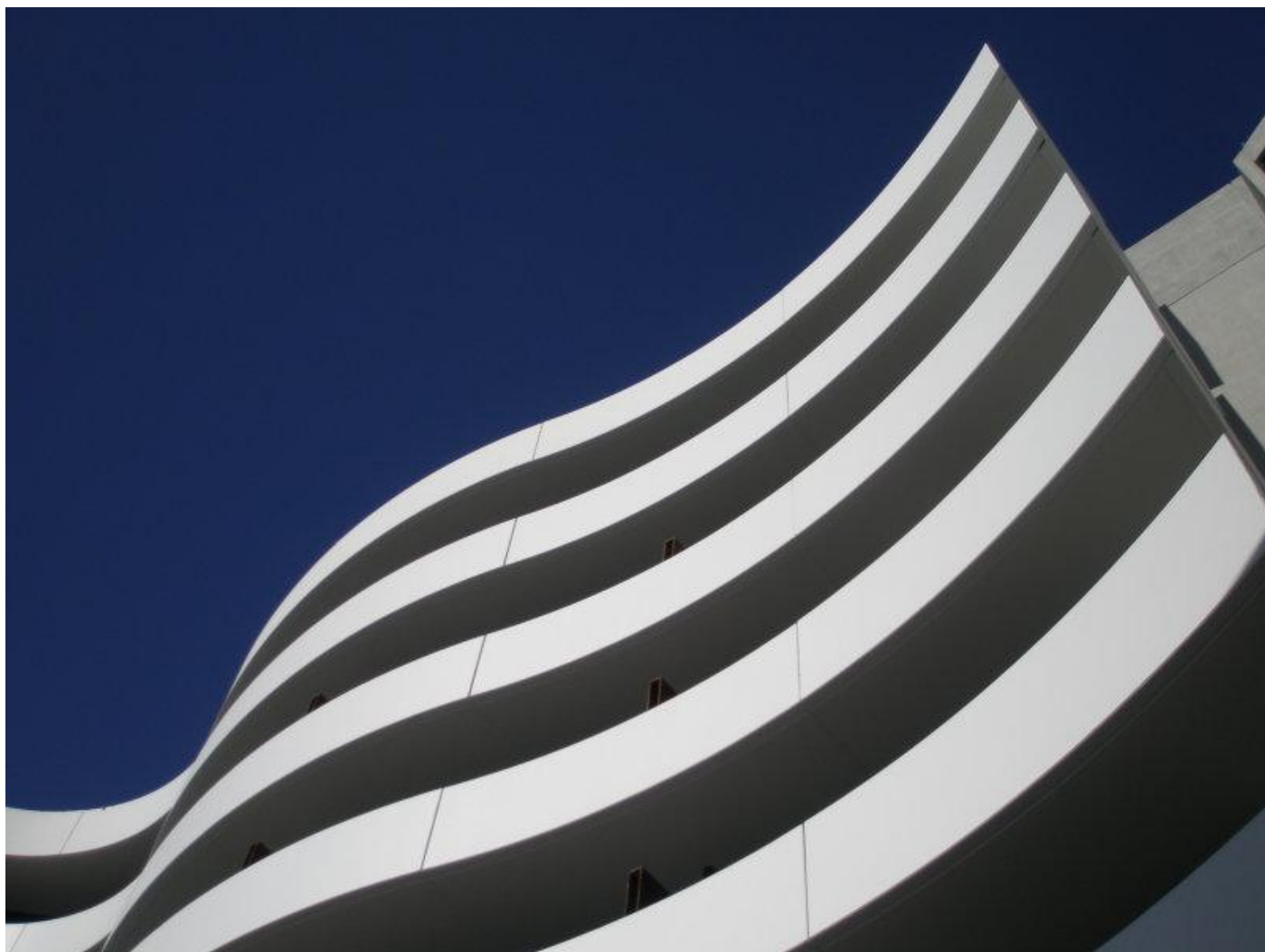




RESIDENT GUIDE

Sienna Apartments

38 Mt. Alexander Road
TRAVANCORE VIC 3032

Last Reviewed: Thursday, 2 October 2025*

**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

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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	Sienna Apartments
Floors Above Ground	8
Number of Apartments	261
Completion Year	2010
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] /38 Mt Alexander Road,
Travancore, VIC, 3032, AUSTRALIA

Apartment Location

Your Lot's first digit is the location/level, for example:

If your apartment is Lot 162, your apartment is located on Level 1.

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: (03) 9376 7555 After Hours: 1300 891 210	Rental Enquiries: melbournepr2@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.

Our Office/Reception is located in the Alexander Lombard Tower, adjacent to Sienna Apartments.

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

Sienna Apartments 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

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.

Sienna Apartment Residents can access via level 2, or via the gated entrances on Mt Alexander Rd, Delhi Reserve, and the Creek Trail.

To gain access to the gated entrances, your registered apartment key will unlock the gate.



Level 2 – Piazza

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. MOVING OPTIONS

Option A (Yellow):

Our preferred 'move in route' is for trucks to unload furniture and take all items through ground floor car park and around to the foyer with two elevators. This allows residents to move in with minimum fuss for other residents. Enter Loading Zone via Mt Alexander Rd (adjacent to IGA) and reverse your truck into the Loading Area. The height clearance for the Loading Bay is 3.4 meters. Unload here and follow the marked arrows on the map to the elevators/lift lobby. Your access card will open the fire exit door in the Loading Area. Please ensure all doors are closed after use to maintain security.



The elevator at the front of the building should NOT be used for moving as it is a single elevator used by many residents. Your cooperation with this would be appreciated.

Option B (Blue):

Access the Sienna Car Park (via Mt Alexander Rd). If you have a trailer and are able to drive into the Sienna carpark, we recommend that you unload your items on your carpark level directly into lift foyers. Please follow the blue markings on the map for access to the Sienna Car Park. The height clearance for the residential carpark – Basement to Level 7 is 2.05 Meters.



Trucks are not permitted in the car park. If you enter the car park with your vehicle or trailer, please use precaution and take note of the indicated height clearances, if you exceed the height clearance there is likely risk of your vehicle damaging a fire sprinkler or other essential service infrastructure. Use the same precaution when moving out – loading up a vehicle or trailer within the carpark may exceed the indicated height clearances.



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.



Goods Lift dimensions: 2.10m (L) x 2.20m (H) x 1.10m (W)

Loading Bay



Loading Bay - Ground Floor – Access Via Mt Alexander Rd

Height Clearance
3.4 Meters

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 on the ground floor car park for all your waste, cardboard, and recyclable material from your move in. Directions and location of these bins can be found on the move and deliveries map (highlighted in green) in the Moving & Deliveries Procedure section of this Residential Guide.



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.



Ground Floor Car Park – Outside Ground Lift Lobby – Open 24/7

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 (Mt Alexander Rd Entrance) and accessible by using your building security access card.



Ground Floor Main Foyer

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 pigeonhole 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 reception@altsienna.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: AUPR92842



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

Electricity is supplied by Origin Energy (formerly WIN Energy/WinConnect). The electricity usage in your apartment is individually metered and billed directly to the Account Holder/Resident, while common property usage is separately metered and billed to the Owners Corporation.

Origin Energy is in the process of transferring all accounts from WinConnect. Depending on the timing, your account may still be with WinConnect or may already have been transferred to Origin. To set up your account, please contact WinConnect on **1300 791 970** and follow their instructions. For further information, refer to the [WinConnect FAQs](#).

Please allow up to **three business days** for your connection request to be processed and for power to become available in your apartment. Be sure to allow sufficient time prior to moving in. If your connection takes longer than expected, please follow up directly with WinConnect.



The electricity usage in your apartment is individually metered. Connection is simple, connect your electricity before moving in, don't forget to terminate your connection when departing.



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 contain certain requirements in relation to noise.

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.

Building 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. There are four (5) Intercom stations installed at each main access point to the building.

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://jemen.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.



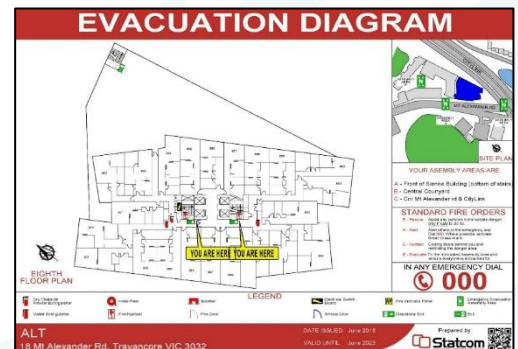
If your speaker is not functioning during an evacuation or routine testing, please bring this to the Caretakers attention.

Evacuation Procedure

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

1. Warning 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 *Assistance 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 Recycling Bins for SMALL waste



Refuse Rooms – Each Residential Level (L1 to L8)

Cardboard



Permitted Items:

Large paper and cardboard boxes, only.
(NO PLASTIC BAGS)
(PLEASE FLATTEN BOXES)

1100L Recycle Bin for OVERSIZE cardboard



Car Park – 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 (L1 to L8)



1100L Garbage Bin for OVERSIZE waste



Car Park – 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. The Refuse Room is located at the most centralised point in the building, adjacent to the dual elevators/Lift Lobby. Refuse Rooms are located on Levels 1 to 8. Ground Floor Residents are to use the bins provided on Ground Floor Car Park for their household waste.



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 car park 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 1100L bin on the Ground Floor car park.



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.

Recycling 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.

Oversize Garbage & Recyclables

- General waste that will not fit down the chute can be disposed in the bins with a **red lid** in the car park (on Ground Floor).
- Collapsed cardboard boxes can be disposed in the bins with a **blue lid** in the car park (on Ground Floor). Please do not place large cardboard boxes in Refuse Room recycle bins.



Ground Floor Car Park – adjacent to Car Park Lift Lobby



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.

We make rubbish disappear.



Book today and
save 10%*

Jamie Bourne

Mobile: 03 9109 6222

jamie.bourne@1800gotjunk.com

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](tel:(03)83251730)

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 Sienna Apartments, 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 & 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 in the Basement (before the main car park gate). Visitors are to use the numbered car spaces, only. Do not park in the IGA customer parking. Residents are not to use these car spaces for permanent parking.

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 cars 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 – Basement to Level 7

- 2.05 Meters

Sienna Loading Bay

- 3.4 Meters



Do not proceed past the clearance height bars if your vehicle makes contact.

Bicycles

Residents' bicycles are to be stored in the bicycle storage racks installed in their parking space. 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. Please access the car park via the pedestrian or car park entrances on Ground Level or Basement.

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.



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 building key 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 split system air conditioning unit. The condenser unit is located on your balcony. The AC unit exclusively services your apartment only.

Repairs and maintenance

The repairs and maintenance of your AC unit is the Lot Owner/Agents responsibility.



Fire Safety Warning! Do not cover or place items over your condenser unit. Your condenser unit should always have sufficient airflow. Covering your unit may result in your unit to overheat.

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.

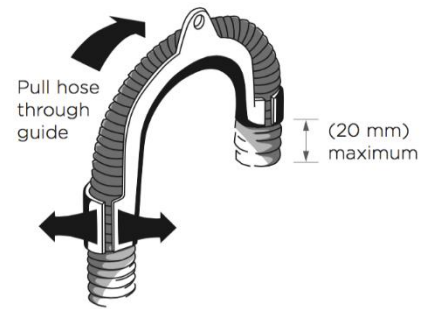
If your bath/shower is leaking – DO NOT USE YOUR SHOWER/BATH UNTIL A LICENSED PLUMBER HAS REPAIRED



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.

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.

FENDER KATSALIDIS ARCHITECTS

Job No: 0412B

INTERIOR FINISHES & FITTINGS SCHEDULE: FSA

Revision B

BENSONS Sienna Apartments

							REVISION	
Item/Element	Location	Code	Make/ Manufacturer	Model/Type	Finish/Colour	Notes	No.	Date
SANITARYWARE								
Toilet suite	Bathroom	WC2	Paco Jaanson	Kalevit IDA toilet suite	White	Ensure WC and cistern have no gap to wall behind.		
Vanity basin	Bathroom	VB2	Paco Jaanson	Mini Fic Italian Wall basin (1 hole, 420x420mm)	White	45cm Wall Hung Basin. Includes pop-up plug&waste		
Bath	Bathroom	Ba	Paco Jaanson	Torrida acrylic drop in tub	White acrylic	1525mm long		
Sink	All Kitchens	KS2	Paco Jaanson	450x395mm Single bowl	Stainless steel	Includes stainless steel drain tray w/ accessories including plug&waste		
Trough	Laundry	TR	Everhard	NU/Gleam	laundry tub and cabinet			
Basin bottle trap	Bathroom		Capitol Building Products	Gilbert bottle trap	Chrome			
TAPWARE								
Basin set	Bathroom	VB/M	Paco Jaanson	Wash Basin Single Lever Italian Mixer	Chrome	10yr warranty		
Bath outlet	Bathroom	BS	Paco Jaanson	Uno Bath Spout	Chrome	150mm		
Bath/Shower diverter/mixer	Bathroom	BS/M	Paco Jaanson	Ilda Shower diverter Mixer	Chrome	10 year warranty		
Shower rose set	Bathroom	SR	Paco Jaanson	Olympic 3000 1 Function shower rail & slider.	Chrome	soap holder incl		
Sink mixer	Kitchen	K/M	Paco Jaanson	Ilda-Sink single lever mixer	Chrome			
Laundry Mixer	Laundry	LM	Paco Jaanson	Cosmopolitan Olympic-Sink single lever mixer	Chrome			
Laundry stop cocks	Laundry		Paco Jaanson	Quarter turn washing machine stops	Chrome			
APPLIANCES								
Cook top	Kitchen	CK2	Maxfaro	MK2GC/V660	Stainless steel	4 gas burner		
Oven	Kitchen	OV2	Maxfaro	MKFFS60-01	Stainless steel			
Range hood	Kitchen	RH-2	Maxfaro	SL-601	Stainless Steel	Slideout exhaust		
Dishwasher	Kitchen	DW2	Maxfaro	TBC	Stainless Steel			
JOINERY								
Carcase	Kitchen/Bathroom		TBA	16mm HMR MDF	White melamine finish			
Shaving Cabinet Doors	Bathroom		Pikington	6mm opt-mirror	Mirror finish			
Kitchen joinery	Kitchen	LM1	Laminex	Plastic Laminate 18mm min. HMR MDF	Natural Zebrano	with matching ABS edge strip.		
Kickboard	Kitchen	LM2	Laminex	Plastic Laminate 18mm min. HMR MDF	Zinc Lustre			
HARDWARE								
Drawer runners	Kitchen		Hafele	Soft roller fully extending, 30 KTS				
Shelf supports	Kitchen		TBA	Pins & sockets	Solid brass			
Robe doors	Robes		TBA	110 diag. cabinet hinges (or similar)		No. 7 size to suit door weight		
Hanging rail	Robes		TBA	25mm dia.	Polished chrome			



Schedule of Finishes

Green Travel Plan

Location & Land Use

Sienna Apartments is located at 38 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

Sienna Apartments 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 Maribyrnong to City via Maribyrnong, 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

