

Ceresia River Apartments



A great place to live

www.ceresia.com.au

A Brief Guide to Living at Ceresia

This guide is brief, not comprehensive. It provides as a summary of how to get the best out of living at Ceresia and respect the rights of fellow residents.

For more complete information, please consult www.ceresia.com.au and the sources mentioned under *Further information and help*.

Strata Council coo@ceresia.com.au

Peaceful enjoyment

Residents have a right to peaceful enjoyment of their home. By-laws and rules are developed and enforced to protect that right. Penalties may apply for breaches of by-laws or rules.

Behaviour

At all times, in all common areas, without exception:

- Smoking is not allowed. Do not allow smoke from your apartment to drift to common areas or neighbours.
- Loud noise and loud music are not acceptable.
- Dress, language, and demeanour must befit a family environment.
- Guests, and children under 12 years (14 years for pool, spa, gym, sauna), must be accompanied by an adult resident.

Safety and security

With so many people living in close proximity, your actions could place many other people and homes at risk. Please be careful in all you do.

- **If there is a fire in your apartment, call 000 immediately, before any attempt to extinguish it.**
- Keep smoke alarms in good working order.
- In the event of a fire alarm, stay calm and leave the building immediately by the fire exits.
- Fire doors should be closed except when in immediate use – keeping them open increases fire and security risks.
- Keep control of keys and electronic swipes. Report loss promptly.
- Never throw or drop anything from a balcony or window and be careful to ensure that nothing can be dislodged by the wind.
- Drive slowly (max. 10 km/h) and carefully everywhere within the complex. Watch for pedestrians, especially children.

Sounds from your apartment

- Sound transmits readily through the building structure; sound inside your apartment that disturbs neighbours is not acceptable.
- After 10 pm no sounds from your apartment should be audible in common areas or in other apartments.
- Book another venue for loud, large, or late parties.

Guests

- Residents are fully responsible for the behaviour and actions of any person they invite or admit to the complex.
- Visitors must be accompanied by an adult resident.

Keys

- All residents should have keys to their apartments and relevant common areas – tower front door, stairwell fire door, and gym.
- Download the order form. Owners should contact the Strata Manager, and tenants the property manager, to obtain keys.

Keep common areas clean and tidy

This is our home. Let's take good care of it together.

Common Areas include lobbies, lifts, pool and spa area, gym, residents' lounge, function room, sauna, games room, putting green, walkways, visitor parking, bike parking, driveways, and forecourts.

- Common Areas must be left clean and tidy after use.
- If you spill or drop anything, if your garbage bag leaks and drips on the floor, if your boots leave dirty marks, if you drop and break a glass, if you create any other mess in any common area, you must clean it up thoroughly right away – fetch a broom, mop, or vacuum cleaner from your apartment if you need them.
- If you use or move any furniture, return it to its proper position when you leave the area.
- Never leave excess rubbish next to the kitchen bin or piled up just anywhere. Take it to the bin room.
- Any article left or stored without permission in any Common Area is treated as lost property. It may be removed immediately, and is liable to be discarded if not claimed within 21 days.

Moving

You are responsible for any damage to common areas caused by moving items to or from your apartment. Protective lift curtains must be in place if you use the lifts to move. At least *one working day in advance*, arrange to have the lift curtains installed.

Always use the DOOR OPEN <> button to hold the doors open while loading and unloading the lift. Never hold or obstruct the doors. Large moving trucks do not fit in Ceresia's narrow driveways.

Parking within Ceresia

- You may only park in the two parking bays allocated to your apartment. If you have more than two vehicles, the others cannot be parked within Ceresia. Note that street parking is scarce.
- Many bays suit only smaller cars; check that your cars fit entirely within your bays. The height restriction is 2.1 m; over-height vehicles cannot be parked at Ceresia. Large vehicles may stop in the forecourt for loading and unloading but cannot be parked anywhere at Ceresia.
- Ensure that your vehicle is fully contained within your own car bay and does not encroach on other car bays or any common areas. Do not obstruct access to emergency exits and equipment.
- Car bays may be used only to park motor vehicles – no storage. The Building Manager can provide temporary storage space.
- Subject to the Rules, *visitors*, not residents, may use Visitor Parking while they are at Ceresia with their resident host. A Permit must be displayed. Study the permit rules before you park.
- Vehicles parked in contravention of the Rules are liable to be clamped without notice. Clamp release fees are *never* refunded.

Emergency Call 000

ask for Fire, Police, or Ambulance

For genuine building emergencies that demand immediate attention call the Strata Manager = 9472 1833, or After Hours call 9485 7698.

Balconies

Seen from outside your apartment, balconies should project a *luxury resort* image.

- Only outdoor furnishings and plants are allowed on your balcony.
- You may not leave or store fridges and other appliances, eskies, bikes, boxes, mops, buckets, brooms, or any other items on your balcony. Remove mops etc. and eskies promptly after use.
- Do not place the back of a BBQ facing the glass balustrade.
- Article 36 of the by-laws prohibits placing washing on the balcony so that it is visible from anywhere outside your unit. Try wall or ceiling-mounted retractable racks in the laundry or bathrooms, or hang washing on a portable fold-up rack inside your apartment at an open door, and remove it as soon as the washing is dry.
- Nothing may ever be attached to or hung over the balustrade.
- Balconies are excellent collectors and reflectors of sound. Take care not to allow sounds or noise from your balcony to disturb other residents, and go inside and close the doors if you are still socialising after 10 pm.

Rubbish and recycling

- Bin rooms for rubbish and recycling are located on the ground floor of each tower. Access is from the foyer.
- Place rubbish and recycling correctly in the appropriate bin.
- Make sure that your rubbish does not drip when you carry it through common areas.
- Food and degradable waste *must* be suitably wrapped before being placed in a *green-top* bin.
- Close the bin lid securely - look for another bin if one bin does not have enough space for your rubbish.
- Materials for recycling *must* be taken out of any bag or container before being placed in a *yellow-top* bin.
- Familiarize yourself with what can and cannot be recycled.
- Flatten and, if necessary, cut up cartons and cardboard boxes to ensure that the bin lid can fully close.
- Hazardous waste including paints, oils, and solvents must be disposed of in accordance with city by-laws, and may not be placed in the Ceresa bins or poured into drains.
- Potential toxic waste like batteries, light bulbs, and printer cartridges should be taken to an approved disposal facility.
- E-waste (computers, phones, electrical goods) should be taken to an approved disposal facility (or, sadly, put in a *green-top* bin).
- Clothes and household items that are still in good condition should be cleaned and donated to a charity – there are several shops on Abernethy Road. Otherwise place in the *green-top* bin.
- If you need to dispose of household appliances, furniture, moving boxes, or any item too big to fit entirely within the bin, *do not* take them to the bin room or leave them in a common area – ask the Building Manager for advice or assistance

Swimming pool and spa

The swimming pool and spa are licensed by the state Health Department for daytime use only. The permitted hours are:

from the later of 7 am or sunrise, *to* the earlier of 8 pm or sunset.

- Use of the pool and spa is at your own risk.
- Detailed regulations are displayed near doors that lead to the pool area. For your own safety, read and observe all signs.
- Children under 14 years must be supervised by an adult resident.
- Please shower before you enter the swimming pool or spa.
- Glass, food, and smoking are not permitted within the enclosure.
- No animals or pets are allowed in the pool and spa enclosure.
- You may not adjust the spa temperature.

Residents' lounge and games room

Central Tower. Permitted hours: 7 am to 10 pm every day.

- Your group of residents plus guests should not exceed 12 persons, including children.
- Observe all rules that pertain to common areas.
- Protect the pool table, balls, and cues. Do not sit or lie or place drink containers or other foreign items on any part of the table.
- Turn off lights and air-conditioners if you are the last to leave.

Sauna

Permitted hours: 7 am to 10 pm every day.

- Use of the sauna is at your own risk.
- Saunas are not recommended for children.
- The sauna is for *dry use only* – *no water or liquids* may be poured on the rocks, heater, floor, benches, or walls.
- Do not take food or other substances into the sauna.
- Use your towel to protect benches and walls from perspiration.
- Turn off the sauna heater and lights when you have finished.

Gym

Permitted hours: 5 am to 10 pm every day. Be conscious of noise.

- Use of gym equipment is at your own risk. Think safety.
- *Do not use* faulty or damaged equipment. Report it promptly.
- Use your towel to wipe down equipment immediately after use.
- Gym equipment may not be removed from the gym.
- Gym equipment may only be used for its intended purpose.
- After use, replace weights in the rack provided.
- Turn off the air conditioning if you are the last to leave.

BBQ

The BBQ must be booked in advance. A \$100 refundable bond is required. Full details are given on the booking form (download it or request a copy by email). The BBQ may be used without booking on Public Holidays. Please clean it after use.

Function room

The Function Room in West Tower must be booked in advance. A \$400 refundable bond is required. Full details are given on the booking form (download it or request a copy by email).

Pets

Some types of pet are permitted, subject to written approval, which must be obtained *before* you bring your pet to Ceresa. Details of what is acceptable or prohibited are given in the application form. It is required that you abide by all the terms and regulations.

Something wrong? Please report it promptly

- Report any damage or defect in the common areas to the Building Manager and Strata Council promptly in writing (email is ideal) so that repairs can be arranged. Management *relies* on your reports.
- Report any noise, anti-social or suspicious behaviour, or infringements of the rules and by-laws to the Strata Council.
- Simple, factual email reports are best (date, time, location, what happened). If you need a guide, download the reporting form.
- Violent, threatening, or illegal behaviour is not tolerated and should be reported to the police without delay – 13 14 44.

Further information and help

For more details, please visit www.ceresa.com.au.

Useful forms and documents are available to download.

Also consult:

- Ceresa by-laws.
- Notice boards and local signs.
- City of Belmont website and publications.
- FESA website and publications (Fire Safety).
- EMRC website (recycling and hazardous waste disposal).

Contact:

Strata Council coo@ceresa.com.au
Building Manager BuildingManager@ceresa.com.au
Monday – Friday 9 am to 1 pm: 0488 220 999
Strata Manager StrataManager@ceresa.com.au
Monday – Friday 9 am to 4 pm: 9472 1833
After Hours building emergency: 9485 7698.

The Apartment Manual gives information about original appliances and equipment in your apartment. Tenants should contact the property manager if there are problems *inside* the apartment.