

Welcome.

ESSENTIA

SURFERS PARADISE



Welcome to Essentia Surfers Paradise.

Congratulations on your purchase at Essentia. There are a couple of things you will need to do to ensure that the occupancy of your property is as hassle-free as possible.

Building Management

The property is serviced by a Building Manager, whose remuneration forms part of your Body Corporate contributions which have been calculated and disclosed in your Contract for Sale.

The Building Manager's role is to ensure the public areas as well as the overall presentation and operation of the property is kept to a standard acceptable to residents and the Body Corporate.

If you have any queries or requests relating to the common areas of Essentia, please contact the Building Manager.

Keys

Essentia uses a master keying system which has allowed construction access prior to settlement, but individualises the key barrel after settlement for maximum security.

Upon first use of your apartment key, the barrel is configured to your apartment key only and no other. After the first use of your apartment key, there are no other keys that will access your apartment.

Should you find yourself locked out of your apartment after you have used the apartment keys issued at settlement, please contact your Building Manager to arrange an emergency locksmith.

Please contact your Building Manager for additional keys or swipes.

Your Address

Essentia is located at 18 Remembrance Drive Surfers Paradise. For example: 1/18 Remembrance Drive Surfers Paradise.

Handover Package

The pack handed over to you at settlement includes the following items:

- 2 x apartment keys
- 2 x letterbox keys
- 1 x car park remote per car park
- 2 x access fobs per unit for access to foyer, carpark, lifts.



Body Corporate

Upon settlement, your apartment will form part of the Body Corporate, which is managed by SSKB. Contact details can be found in the ‘Important Contacts’ section near the rear of this document.

Please note that your body corporate levies will be billed directly to you following settlement. Your prompt attention to this invoice will ensure that you do not accrue interest on overdue levies and that the Body Corporate has sufficient funds to effectively manage the building.

Moving In

Please contact the Building Manager to book in your move. The Building Manager will provide instructions on the moving in procedure and will reserve a lift and arrange for the building’s lift protection when moving in and out.

Residents are requested to take care to avoid damage to common areas and lifts when moving in and out, as damage of this nature is not covered under the Defects Liability Period.

The Building Manager can also assist you should you have any other questions regarding your move, such as access to the building or disposal of boxes. Contact details can be found further into this manual.

Utilities and Services

Your property is fully serviced with electricity, water and the ability to connect to Pay-TV, telephone and the internet. Information regarding connecting to these services is provided below.

Electricity

Your apartment is connected to the electricity grid and is separately metered via an energy meter provided by Origin Energy.

You will need to create an account after settlement to ensure your electricity stays connected. The Builder has closed their account at practical completion and all usage post-settlement is the responsibility of the apartment owner.

You can create an account with Origin Energy either online at www.originenergy.com.au or by phoning 13 24 61.

Please have your address and information handy when you contact Origin Energy.

Water

Water has already been connected to your property and will be charged directly by Gold Coast City Council.

For more information, please contact the Building Manager.

Free-to-air and Foxtel TV

Free-to-Air TV has been connected to each apartment in the complex and only requires a final tune by your television. Some televisions have this as an automatic process whilst some will be manual. If you have any issues, there are an abundance of local businesses that can assist with these installations and tunings.

Foxtel provision wiring has been connected to each apartment in the complex and the Foxtel infrastructure installed within the building backbone. To have this fully connected and operational you just need to contact Foxtel to arrange the transfer of your existing subscription (if you are bringing your own Foxtel box) or arrange a new subscription (in which case Foxtel will provide you with a new Foxtel box).

Foxtel will guide you on the installation of their service.

Telephone and Internet

Each apartment is connected to the Opticomm Fibre-to-the-Premises (FTTP) network, which allows connection to high speed broadband and voice services.

Information on how to set up your internet and voice services is provided in the ‘Opticomm Manual’ for download from our website. Alternatively you can connect to an ISP of your choice.

Car Parking

Essentia is fully serviced with basement car parking facilities for all apartments. Entry and Exit to the car park is available via Markwell Avenue only.



Refuse Collection and Recycling

The property has been installed with a Refuse Chute which can be accessed from each lobby level and terminates in the residential waste room on ground level.

Please use common sense when disposing of items in the Refuse Chute, and take care not to place in the Chute items that are too large or that may expand when not under pressure.

The following are examples of items that must not be placed in the Refuse Chute:

- Removalist boxes
- Pizza boxes
- Doonas and pillows
- Furniture
- Large amounts of plastic wrap or foam packaging

The chute is to be used for general refuse only and not recyclable items. Recyclable items are to be taken directly to the recycling bins located on Ground Level.

Bin collection days will be confirmed by the Building Manager, who will manage bin collection and general maintenance of this process.

Plumbing

We urge you to use care and common sense when disposing of items in your toilet.

Bulkier items such as paper towels, baby wipes, feminine hygiene products and linens such as face washers should not be flushed in the interests of keeping the plumbing working at optimal performance.

This will protect your apartment, as well as those below and around you from flooding. Your diligence is much appreciated.

Blinds Installation

Should you have window treatments installed after completion, please be aware that the building has fire sprinklers, exhaust ducts and other services installed to the apartment ceiling cavity.

We have specified dark coloured blinds with dark backing as part of our blinds package available during the construction process.

Please ensure any blinds you elect to have installed after settlement have a dark backing (not white) to maintain the consistent appearance of the building facade.

Please advise your installer that there may be duct work and pipes located in the ceiling, including just inside your windows and balcony sliding doors, and to exercise caution during the installation so as not to damage these services.

Please advise your installer that we have also installed a timber support above the ceiling 80mm in and adjacent to all external windows and doors to assist in supporting blinds and other window treatments after settlement.

If you have any questions, please contact your Building Manager.

Condensation

People often experience the depositing of condensation on windows in new houses and apartments. This is caused by the minimisation of exchange of air between the outside and inside of the dwelling (ie, new apartments are airtight). It is a requirement of the Building Code of Australia (BCA) and Energy Efficiency Ratings, to reduce heat loss and increase energy efficiency of our homes. Essentia is fully compliant with the BCA and the Energy Efficiency Rating of each apartment.

Condensation is a known result of compliance with these energy efficiency requirements of BCA. As warm air is effectively “trapped” within the apartment, humidity that is naturally present will turn into water droplets when it hits a cold external surface, such as your windows on a cold night.

The amount of condensation may vary day-to-day or between apartments depending on the number of residents and their lifestyle. For example, more residents, different cooking styles and frequency, showering habits, drying of washing, etc will all affect how much humidity is present in the air of your apartment.

Condensation will also be worse when there is a greater temperature differential between inside and outside, such as in winter and summer months when the air conditioning is operating inside the apartment. It is important to be aware of and manage condensation in your apartment as it cannot be prevented altogether.

We recommend that residents observe the following:

- Install window coverings—this will allow air to cool before it reaches the glass.
- Use operable windows regularly—natural ventilation will allow some humidity to escape.
- During and just after showering, close the bathroom door and turn on the exhaust fan.
- Operate the air conditioning in ‘fan’ mode periodically—the air conditioner will change over the air in the apartment and take excess humidity out of the air and the condensate to waste.

All windows at Essentia are double-glazed which reduces the amount of condensation being deposited on those windows. Some sliding doors where required are fitted with sub-sill drainage which will adequately deal with condensation from these large glass sections.

It is important to carefully manage moisture from all sources in your apartment as failure to do so can, over time, lead to permanent water damage.

Some common symptoms of prolonged water damage include:

- Water staining of carpets adjacent to windows
- Peeling paint
- Swelling gyprock walls or joinery. This can occur anywhere but adjacent to windows, in bath rooms, the laundry, wardrobes and walk-through robes are particularly susceptible.
- Mold, mildew or rot to any of the apartment finishes, soft furnishings or residents clothes (early signals are a sweet, acrid odour).

Please be aware that it is the resident’s responsibility to manage moisture and its effects within the apartment. The rectification of any moisture damage arising from condensation is not covered under Defects Liability.

Defects Liability

If you have purchased at Essentia “off-the-plan” (i.e. before registration of the Units Plan), your apartment comes with a 90-day Defects Liability Period.

We have made every effort to rectify the items agreed at your pre-settlement inspection. You will be able to view a status list of these items, provided within your handover box. If you believe there are any errors in the defect rectification work or outstanding items, please email us at dlpqld@morrispropertygroup.com.au.

Under your contract, you are permitted to submit defects within the 90 Day Defect Liability Period. To ensure these are a complete and final list, please submit one list at the end of this 90 day period to dlpqld@morrispropertygroup.com.au.

The 90 Day period begins at settlement of your apartment. Following receipt of your list, we will contact you to arrange access to undertake any works required under the Contract for Sale. Please note that damage such as scratches, marks, stains or chips to the finishes or inclusions within your unit, that were not notified prior to settlement, will not be rectified as part of the 90-day defects liability period. Please refer to clause (21.11) under the Contract for Sale for more information.

Once the 90-Day Defect Liability Period has ended, items raised are considered maintenance issues. There is contact information in your online handover pack for the contractors of this project. They may be able to assist you with a maintenance request.

The Building Manager will circulate a list of contractors for your use and direct engagement.

Manufacturer Warranties on Appliances, Fixtures and Fittings

The air conditioning and each appliance and fitting that has been installed in your apartment includes a manufacturer’s warranty, which is assigned to you at settlement.

Should you be experiencing any issues with these items in your apartment, please first consult the manuals included on the Morris Property Group website:

www.morrispropertygroup.com.au/owner-manuals

The password for Essentia is **Surfers18**

If you cannot resolve your issue by consulting the manual, please contact the manufacturer or service provider for the relevant product directly for a service call.

The Builder is not able to action any defects relating to these items after settlement.

Important Contacts

Body Corporate and Building Management Matters

Morris Property Group Real Estate
Ashlee Aupa’au
Phone: 07 5690 1270
Email: manager@essentiasurfersparadise.com.au

Origin Energy:
Phone: 13 24 61
Website: www.originenergy.com.au

Air Conditioning Warranty Matters

Cold Front Air Conditioning QLD/NSW Pty Ltd
Email: service@coldfrontac.com.au
Phone: 07 5524 4439

All Appliances and Tapware

Harvey Norman Commercial
Email: stapylton.service@au.harveynorman.com
Phone: 07 3297 3751

Emergencies

For urgent matters that affect the security of your apartment, or pose a threat to persons or property within your apartment please call the Queensland Police Service.



Frequently Asked Questions

How do I notify the Builder of any defects in my apartment?

All defects must be reported to the Builder via dlpqld@morrispropertygroup.com.au.

What should I do if the power goes off?

Locate the flush wall mounted switchboard. It is situated in the overhead cupboard above the fridge recess. Open the door to the electrical cabinet and check if the contact breaker is on or off. If it is off, reset it to on. If the breaker is on and there is still no power, contact your local power supplier.

How do I get more keys cut for my apartment?

To arrange for more keys to be cut or swipe access cards to be supplied please contact your Building Manager.

What if the toilet will not flush?

First get a bucket of water and pour it into the toilet, this will clear away any waste. Next check that the tap to the cistern is turned on. If it is on. If all of the above does not fix the problem, contact the Builder within the defects liability period (contact number is on the emergency list).

What if the oven or cook top does not turn on?

Check to see if the cooktop’s isolation switch is off, this will be located on the splash back near the power points. If it is off, switch it to on. If this does not fix the problem, locate the flush wall mounted switchboard. It is situated either above the fridge recess, in the linen cupboard or in a bedroom wardrobe. Open the door to the electrical cabinet and check if the contact breaker is on or off. If it is off, reset it to on. If this does not fix the problem, contact the Builder within the defects liability period (contact number is on the emergency list).

My dishwasher doesn’t work?

Open the cupboard door under the kitchen sink, check that the lead is connected into the GPO and that it is turned on. Next check that the water connections to the dishwasher, also located under the kitchen sink, are turned on. Make sure there are no obstructions (fork, knife or spoon) in the waste pipe in the bottom of the unit. Close the door securely and reset the dishwasher. If this does not fix the problem or if there is a flood caused by your dishwasher, contact the Builder within the defects liability period (contact number is on the emergency list).

Every time I use the shower the floor floods or doesn’t drain away?

Place towels around the floor outside the shower area to stop the water entering another room or the hall area and cause more damage. Immediately contact the Builder within the defects liability period (contact number is on the emergency list).

How do I shut off the water in an emergency?

The shut off valves for the main water supply to the unit are located in the apartment’s laundry. For major water issues contact the Builder within the defects liability period prior to turning back on.

I have moisture collecting on the windows, walls and ceilings of my apartment. Sometimes it’s so bad there is water running off these surfaces and in some locations the paint is starting to peel.

You are experiencing condensation, which is an expected condition in new apartments which fully comply with the energy efficiency requirements of the Building Code of Australia. The amount of condensation you experience will depend on a number of factors specific to your apartment, and effective management of condensation will avoid water-related damage to the finishes of your apartment. Please review the section regarding Condensation in this manual.

What happens if I’m receiving utilities bills that do not belong to me?

First, contact your utilities provider and ensure that the correct contact and billing information has been recorded in their system for you or and this property. Secondly, advise the utilities provider that you are receiving invoices that do not belong to you and that a fault would appear present in their system. If the problem persists contact the Building Manager.

I’ve locked myself out of my apartment. Can you come and let me in?

To gain access to your apartment, please contact the Building Manager. Charges will be incurred if lockouts do occur.

Product Manuals and Operating Instructions

Your apartment has been fitted out with products from a number of reputable manufacturers and suppliers.

Included on the Morris Property Group website are the manuals for the products supplied to your apartment, which includes care instructions for the inclusions and finishes in your apartment.

To access these handover manuals, visit the following website:

www.morrispropertygroup.com.au/owner-manuals

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What are the dimensions of...?

Internal lift (approx.)
1400 mm wide x 1940 mm deep x 2450 mm high

Lift doorway (approx.)
1000 mm x 2100 mm

Apartment entry door (approx.)
920 mm x 2040 mm

Fridge (approx.)
850 mm wide x 700 mm deep x 1820 mm tall

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