

MALO

BROADBEACH

Owner's Handover Manual



Welcome Home To Malo

We know there is a lot to get used to in a new apartment and we hope the following information will help you settle in.

Moving in & Out

Please contact the caretaker to book in your move. The caretaker 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 caretaker 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.

User Manuals

Detailed user manuals for your apartment, appliances and finishes are available for download from:

<https://morrispropertygroup.com.au/owners-manuals/>

Password: Jubilee25

Please download the apartment manual as soon as possible following settlement as it contains vital information to assist you settling in. We strongly recommend that you refer to these manuals to avoid unnecessary damage or wear to your apartment, its appliances, inclusions and finishes.

Please review these manuals, including the FAQ, prior to contacting us under your Defects Liability Period.

Your Address

Malo Broadbeach has a postal address of:

8 Jubilee Avenue,
Broadbeach QLD
4218

Your unit number is your lot number.
(Unit 1 – Unit 16)

Handover Package

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

- 2 x Apartment keys
- 2 x Letterbox keys
- 1 x Roller door Wireless remote per car space (doubles as a Security Access Fob)
- 2 x Security Access fobs per unit for access to Common Areas including Lobby, Basement levels, Lifts, and Ground and Level 2 Facilities Level.

Building Management

The property is not serviced by a Building Manager and the ongoing maintenance of the Building is the responsibility of the Body Corporate. The original owner has budgeted for a caretaker to be the facilities manager for the building in the first years budget. It would be the future body corporates decision as to whether they wish to retain the services of a caretaker or not.

The caretakers role is to ensure the public areas as well as the overall presentation 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 Malo, please contact the Body Corporate Manager, SSKB.

Facilities Management

The Body Corporate for Malo Broadbeach has engaged the services of a facilities manager to ensure common property areas are maintained. The Facilities Manager should be made aware of any and all issues that may occur on the property.

Keys & Security Access

The property uses a restricted and registered Master Keying System which provides optimum security for your apartment. The register is managed by Able Keys & Locksmiths. who will administer the registered key system with the body corporates nominated key authority. Should you find yourself locked out of your apartment, or require additional keys or fobs, please contact the Facilities Manager. The Facilities Manager will have details on what to do if you lock yourself out of your apartment after hours.

Note: Facilities Manager costs apply for keys, fobs, or lockout attendances.



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.

It is recommended you seek confirmation from your conveyancing solicitor that they have issued the Form 8 to SSKB to update the roll details accordingly.

Electricity

Common Property Power is connected to the electricity network and is managed by the Body Corporate.

Your apartment is connected to the electricity network via a separately metered supply provided by Origin and connected by the individual lot owner.

You will need to create an account after settlement with your preferred supplier to ensure your electricity stays connected.

The Builder has closed their account at settlement and all usage post-settlement is the responsibility of the apartment owner.

If you wish to connect via Origin, please refer to the Important Contacts section of this document.

Phone /Internet

Each apartment at Sandbar Burleigh is connected to High Speed Internet through Opticomm. The Network Termination Device's (NTD's) are usually located within the linen cupboard at the hallway of the apartment. The NTD's code is written on the box itself. If for some reason you lose this, the Building Manager has a list of all NTD unique identifiers. More information on Opticomm can be found at this link:

<https://www.opticomm.com.au/service-providers/>

Utilities & Services

You are responsible for ensuring that service accounts are connected in your name upon occupation for your new home. Your property is fully serviced with electricity, water and the ability to connect to Pay-TV, telephone and the internet.

Please be aware that the utilities provider will not disconnect the power or water to your property once the builder has terminated their account however bills will be sent to the property address if you do not establish a new account.

Water (Hot & Cold)

Water has been connected to your property and will be metered and charged to you by the Gold Coast City Council.

For more information, please refer to the Important Contacts section of this document.

Hot Water is provided via individual instantaneous electric hot water units in each apartment.



Recreation & Facilities

Recreational facilities at Malo are located on ground level. Malo is equipped with a pool, outdoor BBQ and dining terrace. These facilities are designed for residents to enjoy.

Please ensure when using the BBQ facilities, they are clean afterwards and turned off properly.

A beach shower has been installed for your convenience on ground level, adjoining the pool.

Refuse Collection & Recycling

The property has been installed with a Refuse Chute accessed from each apartment and terminates 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. Please take such oversized items straight to the refuse room on ground level, where the Refuse Chute terminates.

The chute is to be used for general refuse only and not recyclable items. Recyclable items are to be taken down to the bin room for disposal. The recycling bin is located opposite the bin room access. Bin collection days will be confirmed by the Body Corporate manager who will manage bin collection and general maintenance of this process.

Please remember to flatten all boxes prior to putting them all in the bin.

Bike Storage

Bike storage is located on basement levels 1-3.



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.

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.

Smoke Alarms

There are hard-wired, interconnected smoke alarms with battery backup fixed on the ceiling throughout your unit. This smoke alarm if activated, will not cause a general fire alarm.

If the alarm goes off by accident, simply open your apartment window and balcony doors. Do not open your apartment entry door as this may activate the general smoke alarm and trigger building fire alarm.

Condensation

People often experience the depositing of condensation on windows in new houses and apartments. This is caused by the minimisation of exchanged 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) to reduce heat loss and increase energy efficiency of our homes. Malo is fully compliant with the BCA.

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 & 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 & outside, such as in winter months or 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.
- When the laundry is in use, close the door and turn on the exhaust fan (if possible): warm moist air will be taken from the apartment to outside the building.
- 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.
- Service your AC system regularly i.e. every 6 months

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 bathrooms, the laundry, wardrobes and walk-through robes are particularly susceptible.
- Mould, 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.



Important Contacts

Body Corporate Manager
SSKB Strata Managers
07 5504 2000
sskb@sskb.com.au

Origin Energy
General Enquiries: 13 24 61 or/
www.originenergy.com.au

All Appliances and Tapware
Harvey Norman Commercial
stapulton.service@au.harveynorman.com
07 32973751

Air Conditioning Warranty Matters
Cold Front Air Conditioning QLD/NSW Pty Ltd
service@coldfrontac.com.au
07 5524 4439

Locksmith
Able Security Group
(07) 3188 6085

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.

Defects Liability

If you have purchased at Malo, 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.

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.

A list of contractors used through construction can be found on the owners portal.

Manufacturer Warranties on Appliances, Fixtures & Fittings

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:

<https://morrispropertygroup.com.au/owners-manuals/>
Password: Jubilee25

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.

Frequently Asked Questions

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

If you believe there are any errors or incomplete works, feel free to email us at:

dlpqld@morrispropertygroup.com.au

What should I do if the power goes off?

Locate the distribution board within your apartment, which is generally in the hallway cupboard. Open the door to the board 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 or electrician.

How do I get more keys cut for my apartment?

To arrange for more keys to be cut or swipe cards to be supplied, please contact your Body Corporate 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, remove the cistern lid and check if the system is filling or if there is an obstruction under the mechanism. If all of the above does not fix the problem, contact the Builder within the defects liability period.

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.

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

The Building Manager is in possession of a Grand Master Key, in case of emergencies and for the security of the building. Charges will be incurred if lock-outs do occur.

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 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

How do I shut off the water in an emergency?

The 'shut-off valves' for the main water supply to the unit are generally located in the apartments laundry. For major water issues contact a licensed plumber.

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 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 Body Corporate Manager.

What are the lift dimensions?

Internal Dimensions:

Lift: 1400mm wide x 1970mm deep x 2500mm high*

Lift Doors:

1000mm wide x 2100mm high*

What is the width of my front door?

920 mm x 2040mm*

What are the fridge dimensions?

950mm wide x 1820mm high x 700mm deep*

*Approximately



Product Manuals, Operating Instructions & Warranties

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 and includes care instructions for the inclusions and finishes in your apartment.

To access these handover documents, visit the following website:

<https://morrispropertygroup.com.au/owners-manuals/>

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