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| **RESIDENT HANDBOOK** |
| **CENTURY TOWER**  **SP 55792** |
| **January 2019** |



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| --- |
| Primary Contact: |
| **Andrew Croucher**  Building Manager  T: 92837778  centurytower@bgisbm.com |

# Century Tower

Welcome to Century Tower, a deluxe boutique 52-storey residential development prominently located in the heart of Sydney’s CBD.

Century Tower offers panoramic views of Sydney, providing breathtaking views of the Harbour, Central Business District and distant surrounding suburbs.

Designed by Brewster & Murray and developed by Sunlord, construction began in 1994 and launched in 1997, Century Tower held the title of ***“Tallest residential building in Australia”*** from 1997 to 2002, and remains one of the tallest in the southern hemisphere.

This is one of few residential buildings with a solid concrete construction throughout the building, and within apartments offering a higher quality build, acoustic dampening and additional privacy.

The podium (Level 1-5), which includes retail areas and parking, incorporates two heritage listed facades dating from the early 1900s. The foyer reflects the luxury ambiance of the building and provides a secure but welcoming link from street level to all suites.

The private facilities include a gymnasium, multi purpose jogging track/putting green and picnic area, spa, sauna and indoor swimming pool with an illuminated ‘night sky’ ceiling.

Whether you are a resident, investor or perhaps a prospective purchaser or tenant – Century Tower Resident Handbook can be an indispensible aid, providing helpful information and contacts for your stay here at the tower.

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# Building

## Executive Committee

The Executive Committee is elected at each Annual General Meeting of the Owner’s Corporation to supervise the affairs of the Strata Plan for the following 12-month period. Following each Annual General Meeting, the Executive Committee at its first meeting elects a Chairperson, Secretary and Treasurer.

The Executive Committee makes decisions and gives directions to the Building Manager and the Strata Manager.

The Executive Committee is responsible for the acceptance of all service contracts, controls expenditure and provides at the Annual General Meeting the financial results for the past year and the Administration and Sinking Fund Budget for the following year.

## Building Management

Brookfield Global Integrated Solutions Building Management (BrookfieldGISBM) is the appointed Building Management company for Century Tower.

Brookfield GISBM is a specialty facilities management company providing extensive experience and quality service to Owners Corporations in Sydney.

The Building Manager, is onsite Monday to Friday from 8.00am to 4.00pm and can be contacted on

http://www.bcssm.com.au/_images/bcs_fone.jpg

+61 2 9283 7778



[centurytower@bgisbm.com](mailto:centurytower@bjcibm.com)

Website Symbol [www.centurytower.com.au](http://www.centurytower.com.au)

## Strata Management

The Strata Manager is responsible for the administrative compliance of the Owners Corporation and provides assistance and advice to the Executive Committee when required.

Strata Management services are provided by Body Corporate Services.

Office hours are from 9.00am to 5.00pm, Monday to Friday and are contactable on the following.The strata number is 55792

http://www.bcssm.com.au/_images/bcs_fone.jpg

 +61 2 8216 0398

http://www.bcssm.com.au/_images/bcs_fax.jpg

  +61 2 9235 0907

Website Symbol

[www.bcssm.com.au](http://www.bcssm.com.au)

## Security

Century Tower utilises a comprehensive variety of security systems maintaining the highest level of security for residents and their guests while maintaining strict privacy safeguards.

Additional Security By-Laws can be found in By-Laws 9, 12, 13, Special By-Law 4 and Special By-Law 8.

Security initiatives include:

* 24 hour Concierge Service
* Access Control - ensures access to the building is only available to authorised persons
* Camera surveillance and recording
* Video intercom functionality in all apartments and at all building entries

## Concierge

Concierge Desk (24hrs)

Phone: (02) 9283 7173

Fax: (02) 9283 7779

Mobile: 0411 298 791

Email: [concierge@centurytower.com.au](mailto:concierge@centurytower.com.au)

The Concierge is the first point of contact for both residents and visitors promoting a warm, welcoming and professional environment in the building. The Concierge provides a readily accessible contact person on behalf of the Owners Corporation while providing an important administrative function in relation to the day-to-day operational requirements of the building. The Concierge typically maintains a constant presence in the one location except for short periods when performing other duties.

Duties of the Concierge include:

* To ensure access to the building is restricted to only authorised persons
* To administer all onsite service personnel working on behalf of the Owners Corporation
* Perform routine inspections of the common areas in consideration of OH&S and general housekeeping obligations
* To administer the receipt and distribution of parcels and keys on behalf of residents
* Management and supervision of residents moving in and out of the building ensuring minimum disruption and ensuring that no damage occurs to the common property

## Lobby Area

Century Tower features an elegant and sophisticated lobby with elegant tones promoting a warm and classical entrance further highlighted by the beautiful high ceiling.

## Waste Disposal

It is essential that all residents, their guests and contractors respect and comply with the building’s waste disposal, recycling policies and adhere to the Garbage By-Laws. When employing private cleaners please ensure that they are instructed on the correct use of the waste services in the building.

No waste items, newspapers or bottles etc. are to be left on the floor or in any of the common areas except in the garbage chute room located on each residential level.

Please note that additional information relating to waste and recycling procedures is available at the nominated waste disposal areas in the building.

When using the garbage chute please ensure the garbage is securely contained in a regular size plastic bag. All plastic bags must fit readily into the tray of the chute and therefore not pose any threat of blocking the facility. Please be considerate of other residents by not using the garbage chute after hours.

Additional Garbage By-Laws can be found in By-Law 14.

The following items must **not** be disposed of via the chute:

* Cardboard boxes including pizza cartons
* Newspapers and magazines
* Bottles or broken glass
* Liquid of any description
* Sharp objects

## Car Park

Century Tower has thirteen (13) levels of restricted residential parking from Level B5 to Level 8. No Visitor Parking is available in the Car Park. Any parking infringements relating to non compliance of the By-Laws will be strenuously enforced, including the suspension or cancellation of car park access.

All vehicles are required to use headlights when moving in the Car Park, and adhere to the 5 kilometer per hour speed limit when driving at all times.

Most apartments are provided with at least one car space on Title.

The leasing of private car spaces in the building by non-residents is currently not permitted by the local government authority and/or the Owners Corporation. Private car spaces may only be sub-let to other residents within the building. Although it may be permitted to lease your car space to another resident, the owner or primary tenant is entirely responsible for the actions and behavior of the third party. Additional insurance cover (Public Liability etc.) may be required to be obtained by the resident when leasing a car space. Additional Car Park By-Laws can be found in Special By-Law 5.

## Mail Room

Each residential apartment has a mail box located in a separate Mail Room accessible from the Main Lobby adjacent to the Concierge Desk.

To ensure all mail arrives to the correct recipient it is encouraged that all mail be addressed as:

[Name]

Century Tower

Apartment # / 343 - 357 Pitt Street

Sydney NSW 2000

## Pool and Spa

The Pool and Spa are located on the 9th Floor and are available for the use by residents and their guests from 5:00am to 12:00am.

Although general instructions are provided for the facility it is recommended that residents seek independent medical advice before use and we recommend being accompanied by another person when using the facility. Guests must only use the facility in the company of the resident.

No person under the ages of twelve (12) is permitted to use the Pool and Spa unless supervised by an adult exercising effective control.

The facility is provided for the convenience and enjoyment of all residents. However regard should be held of other users.

* Please familiarise yourself with the resuscitation and safety instructions provided
* Running in the area or diving in the Pool and Spa is extremely hazardous and is not permitted
* Undue noise should be avoided at all time to ensure the comfort of others
* For safety reason glass containers and the consumption of food and drinks (including alcohol) is not permitted within the area
* All users of the Pool and Spa must be toweled dry, wearing shoes and suitably dressed (shirt and pants) when travelling to and from the facility
* Please leave the facility in a clean and tidy condition at the conclusion of your activity

## Pool and Spa Rules

* No smoking or eating is permitted
* No glass or alcohol is to be brought into this area
* No persons under the influence of alcohol or drugs may use this area
* No running, ball games or hazardous activated are permitted in this area
* No diving or bombing
* No children under the age of twelve (12) are to be left unsupervised
* You must not use these facilities whilst suffering from any infectious aliment
* All persons must shower before entering the Pool or Spa
* All persons must be completely dry before leaving this area
* All persons must be dressed appropriately when leaving this area
* Only two (2) visitors per apartment are permitted in this area at any one time
* Be considerate of other people also using the Pool and Spa facilities
* Anyone not obeying these rules may be asked to leave
* Repeat offenders of the above rules or any related By-Laws may have their access rescinded

## Sauna

The Sauna is located on the 9th Floor and is available for the use by residents and their guests from 5:00am to 12:00am.

Although general instructions are provided for the facility it is recommended that residents seek independent medical advice before use and we recommend being accompanied by another person when using the facility. Guests must only use the facility in the company of the resident.

No person under the ages of twelve (12) is permitted to use the Pool and Spa unless supervised by an adult exercising effective control.

The facility is provided for the convenience and enjoyment of all residents. However regard should be held of other users.

* Please familiarise yourself with the resuscitation and safety instructions provided
* Running in the area is extremely hazardous and is not permitted
* Undue noise should be avoided at all time to ensure the comfort of others
* For safety reason glass containers and the consumption of food and drinks (including alcohol) is not permitted within the area
* All users of the Sauna must be toweled dry, wearing shoes and suitably dressed (shirt and pants) when travelling to and from the facility
* Please leave the facility in a clean and tidy condition at the conclusion of your activity

## Sauna Rules

* No smoking or eating is permitted
* No glass or alcohol is to be brought into this area
* No persons under the influence of alcohol or drugs may use this area
* No running or hazardous activated are permitted in this area
* No children under the age of twelve (12) are to be left unsupervised
* You must not use these facilities whilst suffering from any infectious aliment
* A towel must be placed between yourself and the bench
* All persons must shower before entering the Sauna
* All persons must shower after using the sauna 7 before using the pool
* All persons must be completely dry before leaving this area
* All persons must be dressed appropriately when leaving this area
* Only two (2) visitors per apartment are permitted in this area at any one time
* Be considerate of other people also using the Sauna facilities
* Anyone not obeying these rules may be asked to leave
* Repeat offenders of the above rules or any related By-Law may have their access rescinded

## Gymnasium

A fully equipped Gymnasium is located on the 9th Floor, featuring a variety of weight training and cardiovascular equipment. It is available for the use by residents and their guests from 5:00am to 12:00am.

Although general instructions are provided for the facility it is recommended that residents seek independent medical advice before use and we recommend being accompanied by another person when using the facility. Guests must only use the facility in the company of the resident.

No person under the ages of twelve (12) are permitted to use the Gymnasium unless supervised by an adult exercising effective control.

The facility is provided for the convenience and enjoyment of all residents. However regard should be held of other users.

* Please familiarise yourself with the resuscitation and safety instructions provided
* All users of the Gymnasium must wear enclosed shoes and be suitably dressed (shirt and pants) when using the facility
* Undue noise should be avoided at all time to ensure the comfort of others
* For safety reason glass containers and the consumption of food and drinks (including alcohol) is not permitted within the area
* Please leave the facility in a clean and tidy condition at the conclusion of your activity

## Gymnasium Rules

* No smoking or eating is permitted
* No glass or alcohol is to be brought into this area
* No persons under the influence of alcohol or drugs may use this area
* No children under the age of twelve (12) are to be left unsupervised
* You must not use these facilities whilst suffering from any infectious aliment
* Sweat towels must be used at all times and equipment must be wiped down after use. NO TOWEL – NO WORKOUT
* All users of the Gym must wear enclosed shoes and be suitably dressed (shirt and pants) when using the facility
* Gym equipment is not permitted to be moved
* Dumbbells must be returned to the rack after use
* During peak periods users may only use each piece of equipment for a maximum of thirty minutes
* Only two (2) visitors per apartment are permitted in this area at any one time
* Be considerate of other people also using the Gym facilities
* Anyone not obeying these rules may be asked to leave
* Repeat offenders of the above rules or any related By-Laws may have their access rescinded

Level 9 Recreational Area

* Large groups are limited to 15 people using the area at one time
* Security deposit of $300 will be required for groups between 6 to 15 people
* The area is available between 6-00am to 12-00am
* Appropiate attire must be worn at all times
* Users of this area must not create noise likely to interfere with other residents
* No sitting or standing on the tables
* Persons under the age of 16 must be accompanied by a responsible adult
* Non Residents must be accompanied by an approved resident at all times
* Tables and chairs are to wiped clean after use
* Residents are asked to place all rubbish into the provided bins
* All fold up chairs are to be returned after use, notify concierge once your finished
* The Owners Corporation is not responsible for any injury sustained within the area regardless of the nature of the injury
* Smoking is prohibited throughout the building, including level 9 area
* The area will be inspected by the concierge at the end of your gathering for any damage

Consequences for misbehaviour on level 9

* Anyone caught damaging and or not behaving in an appropriate manner will be asked to leave and maybe refused further access to the area
* Any loss or damage to the facilities is the users responsibility and any costs incurred for the replacement of furniture will be liable by the user
* Any one observed misbehaving will be asked to leave which may result in the police being asked to escort you from the premises

Please be aware the level 9 area is under 24 hour CCTV

surveillance

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# Procedures

## Moving Procedures

The moving procedures at Century Tower are strictly enforced by the Owners Corporation.

Moving of all household items must be between the hours listed below in Moving Times. Please note, moving of any furniture or household items is not permitted on Sundays or Public Holidays. Lift booking must be made at least twenty four (24) hours in advance. The Loading Dock is available for removalist’s vehicles, however a height restriction applies. Any vehicle higher than 3.2 meters will be required to park in the loading zone located on Pitt Street. Access for the Loading Dock may be requested via the Concierge. All safety, care and responsibility for the moving of any household item, white goods or electrical appliance is the duty of the resident and/or their removalist. Damage to common property will be the liability of the resident and/or their removalist and associated costs for repairs or additional cleaning as a consequence of the moving of items will be taken from the bond. Additional Moving By-Laws can be found in By-Law 8.

## Lift Bookings

Lift bookings with Concierge must be made at least forty eight (48) hours in advance. Each booking is confirmed when the Concierge receives a copy of the removal company’s insurance policy and a bond **($2000)** is paid to cover any damage or additional cleaning required as a result of the moving activities. A maximum of 4 hours is permitted per booking – $50 will be charged for every half an hour beyond agreed booking time. All bookings are subject to availability.

## Moving Times

Moving is only available during the designated times below. Only one (1) apartment is permitted to move per booking.

|  |  |  |  |
| --- | --- | --- | --- |
| Monday | 12:00 pm | to | 4:00 pm |
| Tuesday | 12:00 am | to | 4:00 pm |
| Wednesday | 12:00 pm | to | 4:00 pm |
| Thursday | 12:00 am | to | 4:00 pm |
| Friday | 12:00 pm | to | 4:00 pm |
| Saturday | 10:00 am | to | 4:00 pm |
| Sunday | No Bookings Allowed |  | No Bookings Allowed |
| Public Holidays | No Bookings Allowed |  | No Bookings Allowed |

## Loading Dock Height Restriction

The Loading Dock is available to vehicles under 3.2 meters in height. Access for a removal truck is provided by contacting the Concierge. Any truck higher than 3.2 meters will be required to park in the loading zone located on Pitt Street.

## Disposal of Rubbish

Household items, furniture and white good disposal relating to moving activities must, at all times, comply with the building’s waste disposal policies. All general waste must be disposed of by using the Garbage Chute available on each residential level. All rubbish must be wrapped in a small garbage bag. If the general waste is too large to fit in the Garbage Chute then it is to be deposited in the rubbish bins located on Level 1.

All cardboard boxes/cartons, bottles and other recyclables are to be deposited in the Recycling Room located adjacent to the Loading Dock on Level 1.

Household Items, furniture, white goods and other domestic electrical appliances may be disposed of by placing them within the Recycling Room located adjacent to the Loading Dock on Level 1. Please note: building materials, carpet, light fittings, awnings and blinds are not classified as “Household Items” and arrangements should be made for the removal of these items by the resident.

## Providing information to the Concierge

All new residents must provide their contact information to the Concierge including proof of identity and a copy of their residential tenancy lease agreement. Any resident or occupier that is in possession of an Access Card MUST be listed on a current tenancy lease. Any card holder found NOT to be on a current lease will have their card cancelled permanently, meaning a new Access Card will need to be purchased if and when the lease is updated to reflect the tenant’s status. Please see Overcrowding for more information.

## Emergency

The building is equipped with numerous **Fire Safety** systems throughout the building.

In the event of a fire, audible tones are transmitted throughout the building and an automatic alarm signal sent to the Fire Brigade. Occupants must walk to the closest **Fire Exit** of the building ensuring to meet at the designated Assembly Area in Hyde Park.

Please Note:

* Never use the elevators in the event of a fire.
* When the fire brigade is called to investigate a false alarm that is caused by an apartment, that apartment will be liable for the brigade call out fee (approx. $1776.00).
* Under no circumstances must you impede or tamper with any fire safety equipment in apartments or in the common areas. Do not store boxes or position furniture so that they may hamper the correct operation of any fire safety device.
* All residents must familiarise themselves with all emergency exits and the location of all fire equipment in the building.
* Where possible and providing it is safe to do so, all doors and windows should be closed, and any fans or air conditioning units turned off, to slow the spread of heat, fire, and smoke.

## **Fire Extinguishers**

* A Carbon Dioxide (CO2) fire extinguisher, break glass alarm and WIP (fire phone) are located in the Fire Hose Reel Cupboard in the west corridor on each residential floor

## Smoke Detectors

From 1 May 2006, the Environmental Planning and Assessment Amendment (Smoke Alarms) Regulation 2006 states that individual property owners are responsible for ensuring smoke alarms are installed in all private dwellings.

Most building fire fatalities occur while people are asleep. A smoke alarm is an effective early warning device designed to detect smoke and alert building occupants to the presence of a fire. Installed in the correct location, it increases the time available for safe escape.

* If the internal smoke alarm is activated while cooking, do not open the front door to ventilate apartment as the central alarm system may activate calling the Fire Brigade.
* When the fire brigade is called to investigate a false alarm that is caused by an apartment, that apartment will be liable for the brigade call out fee (approx. $1776.00).
* The Owners Corporation provides annual inspections of smoke alarms and doors and 5 yearly inspections of internal apartment fire dampers.

# Apartment

## Smoking

Smoking of tobacco or any other substance is strictly prohibited on common property, within an apartment, the balcony of an apartment or within 4 meters of any street entry or exit to the building.

Additional Smoking By-Laws can be found in Special By-Law 17.

## Air Conditioning

Each apartment contains a reverse cycle packaged air conditioning unit which is connected to the buildings main condenser system. Each unit allows the occupant to control the temperature of the apartment by adjusting the wall mounted controller.

The Owners Corporation organizes for the filters in each unit to be cleaned regularly, if it is suspected the equipment is not operating correctly then the Concierge is to be informed in order to have the equipment checked by a licensed contractor.

## Television

Century Tower provides high definition Digital Television reception to all apartments.

## Satellite Television

The building provides, in addition to the standard “free-to-air” channels with a further five (5) satellite channels.

## Foxtel (Pay TV)

The building is equipped to allow for Foxtel services to be connected (at the occupants cost) in each apartment. Foxtel are responsible to convert the antenna plug back to its original state once Foxtel is removed.

## Window Cleaning

All non-accessible glass will be cleaned annually by the Owners Corporation. All external accessible cleaning of windows and glass is considered the responsibility of the lot owner. There are anchor points installed on the building from which contractors can be organised to abseil from in order to access the external windows. A directory of contractors familiar with the building is available from the concierge.

## 

## Overcrowding

Century Tower takes a zero tolerance stance on overcrowding or illegally tenanted apartments. As guided by the City of Sydney Council we require all apartments to have a maximum of two adults per bedroom. The lounge room, studies and dining rooms are not considered as bedrooms. In accordance with Special By-law 7 and Local Government Regulations, a maximum of two (2) adults per bedroom may occupy an apartment at Century Tower.

Each adult person must be either an owner (or related to the owner) or a tenant registered on a lease.

For a 1 Bedroom Apartment, a maximum of two (2) adults are permitted.

For a 2 Bedroom Apartment, a maximum of four (4) adults are permitted.

For a 3 Bedroom Apartment, a maximum of six (6) adults are permitted.

Residents are not permitted to use any other room in an apartment as an additional bedroom.

Residents must not use the apartment as a serviced apartment, or for hostel or backpacker accommodation.

Any person found to be in breach of these conditions will be subject to appropriate enforcement proceedings which may include a fine being imposed in the NCAT or the termination of the respective tenancy agreement.

Additional Overcrowding By-Laws can be found in Special By-Law 1 and Special By-Law 7.

## 

## Renovations

All renovations, for flooring or otherwise, must be formally approved by the Executive Committee. Applications must be made in writing (addressed to the Executive Committee) via the Building Manager and a Special By-Law may be required in some instances. The letter must be from the Owner of the property or the Managing Agent and if regarding new flooring, it must comply with the conditions of Special By-Law 2 and all other relevant By-Laws.

The Executive Committee are not obligated to approve any application immediately and may decide to formally consider the application at the next Executive Committee Meeting. If and when approved, the Strata Manager will formally reply. This written approval may stipulate additional conditions such as a security deposit of $2,000.00, days and times of work etc. Work is not to commence until the Owner or Managing Agent receives the letter from the Strata Manager.

Additional Flooring Installation By-Laws can be found in Special By-Law 2.

# 

# Utilities

## Telephone & Electricity

Every apartment is cabled for telephony services. You will need to contact a telecommunication provider directly for connection and additional extensions. You need to apply to an energy supplier to arrange for electrical services to be connected to your apartment.

## Water

Water to your apartment is centrally metered with the cost being apportioned and distributed as part of the strata levies and in accordance with the appropriate unit entitlement. Individual water connection to the apartments is not required, although water rates are still charged to each unit directly.

Century Towers respectfully request all residents to be Water Wise, with their water consumption. Any leaking or dripping taps should be reported to the Building Manager for further direction.

## Plumbing equipment

Please be advised that due to the age of the building, Building Management and the Strata Committee are urgently recommending owners to have their apartment flexi-hoses and hot water systems replaced if they have not been changed within the past

10 years.

An aged flexi hose or hot water tank may cause extensive flooding in your unit and damage floor coverings, furniture and common areas. It is essential to check your flexi hoses or hot water tank for any signs of rust/leaks.

Please fill out the Plumbing Equipment form (available at concierge) advising Building management when your hoses and/or hot water heater has been changed or checked and email the invoice/service documents from your contractor outlining the works completed to [**centurytower@bjcibm.com**](mailto:centurytower@bjcibm.com)or return back to concierge

## Balconies

Cleaning or watering of plants on balconies must not result in water running down the outside of the building or onto other balconies. All residents are responsible to instruct their cleaners that this practice stains the outside of the building, creates unnecessary nuisance to residents below and can create a serious safety issue.

Under no circumstance is laundry or any other items are be present on the balcony that diminishes or is in not keeping with the external appearance of the building.

Blinds are only allowed inside the apartment and must not be of a colour and style that does not maintain the exterior character of the building.

No items including plants are to be attached to the outside walls on balconies without the written approval of the Executive Committee. All external glass accessible from each apartment is to be kept clean.

Additional Balcony By-Laws can be found in By-Law 26 and Special By-Law 12.

## Intercom

Each apartment has installed an intercom handset that allows communication with the Concierge and Front Door. The intercom allows the operator to provide access for authorised guests to their own residential level.



* The Concierge can be contacted by pressing the bottom left button marked with the “circle”.
* Access through the entrance doors on Pitt Street and to the relevant residential level via the elevators is achieved by pressing the button marked with the “key” symbol
* Note – The top left button on the intercom handset marked with a “sun” serves no function.