



ALTO ON THE BOULEVARD

Resident Information



LOVE WHERE YOU LIVE

594 St Kilda Road, Melbourne

Dear Resident,

Alto on the Boulevard is a large building consisting of 181 Apartments. These are made up of one, two and three bedroom apartments. Alto was opened in March 2009 and over 280 people currently call Alto home.

This information pack will provide you with important policies and procedures for the building, assisting in making you and other residents' time at Alto, a smooth, comfortable and enjoyable one.

These requirements are in place so that building integrity and resident safety is maintained. Please familiarise yourself with all building policies, emergency procedures and evacuation points.

All residents are encouraged to be considerate and respectful of other residents and the building, so that we can all enjoy a pleasant living environment and "Love Where You Live".

Thank you.

PLEASE NOTE:

ALL NEW RESIDENTS MUST COMPLETE THE "NEW RESIDENT REGISTRATION" FORM IN FULL AND SUBMIT TO THE BUILDING MANAGER PRIOR TO MOVING IN

Building Manager

- The Building Manager is on site at the Alto on the Boulevard, Monday to Friday, 8:00am to 5:00pm.
- If the desk is unattended during business hours and you require the Building Manager please call 0467 641 659.
- The Building Manager can be contacted after regular hours on the above number for building related emergencies that require immediate attention.
- Enquiries and requests can also be emailed to alto.manager@capstonecorp.com.au.

Owners Corporation Details

Owners Corporation # PS501539H

Postal Address: PO Box 6308, Melbourne, Vic 3004

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BUILDING POLICIES AND PROCEDURES

The following are a list of some important policy rules for Alto on the Boulevard as per the Owners Corporation (O.C.) standards. A full schedule of the O.C. policies and procedures can be obtained from the Owners Corporation.

POLICIES

- MOVING IN / OUT / DELIVERIES
- UTILITIES
- WASTE MANAGEMENT
- NOISE CONTROL / MUSIC AFTER HOURS
- PETS
- CAR PARK
- VISITOR CAR PARK
- CLOTHES HANGING OFF BALCONIES
- POOL AND GYMNASIUM
- BICYCLE STORAGE
- STORAGE CAGE
- INTERNET
- NOTICEBOARD
- SMOKING
- SMOKE DETECTORS
- EMERGENCY EVACUATION PROCEDURES
- FIRE EQUIPMENT / EXTINGUISHERS / HOSES
- SECURITY
- ORDERING NEW KEYS AND FOBS

FORMS

- NEW RESIDENT REGISTRATION FORM
- KEY & FOB ORDER FORM

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MOVING IN / MOVING OUT / DELIVERIES

BUILDING POLICIES & PROCEDURES

The Owners Corporation has strict building policies and procedures for the moving of furniture and goods to minimise inconvenience and delays to residents especially during peak periods.

Booking:

- All Move-In/Move-Out and large deliveries must be pre-booked with the Building Manager, providing a minimum 48 hours' notice (excluding weekends).
- Approval is subject to meeting building rules and availability (first come first serve basis).

Permitted times:

- **MONDAY - FRIDAY only (No weekends or public holidays)**
 - **9:30am - 12:00pm**
 - **1:30pm - 4:00 pm**
- It is the resident's responsibility to ensure the removalists are on time and moves are completed within the allocated period.

Unauthorised Moves/Deliveries:

- Unauthorised moves or deliveries, or approved moves and deliveries occurring outside the allocated times, is a breach of building policies and procedures.
- The Owners Corporation may impose appropriate penalties against the resident when a breach occurs.

Notes:

- Moves/large deliveries must be made from Queens Lane only - NOT via front lobby.
- Moves and deliveries can only be made via B1 lift no.2 (middle lift).
- The resident will be responsible for any damage caused to building property and common areas
 - Accidents must be reported to the Building Manager immediately.
- The resident will be responsible for all cleaning expenses and costs when:
 - Items are left in the basement parking bay and cage when moving out;
 - Inappropriate rubbish is thrown down the waste chute;
 - Rubbish, dirt and water leaks are left on the floor and all common areas.
 - Please drain water from fridges/washing machines, and pipes are taped upright against the machine to prevent leaks onto the floor.
- Complete **New Resident Registration & Induction Training** on or before your Move-In day.

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MOVING IN/OUT - RUBBISH

- No hard waste (i.e. furniture, whitegoods, IKEA type products, electrical equipment etc) is to be disposed in the garbage room or on building common property. Please contact the City of Port Phillip Council on 03 9209 6434 or 1800 GOT JUNK to dispose your hard waste items.
- Persons found to be disposing rubbish incorrectly will be responsible for all associated costs.
- Please do not place items other than those permitted into the garbage chute. Any expenses associated with blockages will be the responsibility of the resident.

MOVING IN/OUT - CARDBOARD BOXES

- All cardboard boxes must be broken down/ flattened or if required cut into smaller pieces to fit inside the yellow lid recycle bins. Please arrange own external disposal if you have excessive cardboard boxes.

MOVING IN/OUT - CLEANING

- Should you have a cleaner coming in to steam clean carpets, please ensure they use the Queens Lane access from B1. They cannot use the main lobby entrance to transport equipment / machinery into the building. Any water spillages in the common area must be cleaned immediately otherwise steam cleaning costs will be charged to the resident.

“3.9 An owner or occupier of a lot or a guest of an owner or occupier must not

(c) use or permit any lift in the Building to be used to carry goods or furniture unless:

- (i) reasonable prior notice of intention to do so has been given to the Owners Corporation and any Building Manager appointed by the Owners Corporation; and
- (ii) the lift is fitted with proper protective covers when being so used.”

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UTILITIES

- **Electricity** - You are responsible for organising your own electricity connection with your preferred provider.
- **Water** – You are responsible for contacting South East Water to advise your new tenancy.
- **Gas** - Gas is already connected by the Owners' Corporation.

WASTE MANAGEMENT

The garbage room is located on the lobby level, opposite the bicycle storage room. A waste chute room is located on each level adjacent to the lifts.

Please abide by the following waste disposal procedures to ensure we all enjoy a clean and healthy place to live:

1. Rubbish that fits into a supermarket plastic shopping bag
 - Can be disposed using the waste chute on your level. Your rubbish must be packed in double layer (x 2) plastic shopping bags, and secured properly before dropping it into the waste chute.
2. Rubbish that **DO NOT** fit completely into a supermarket plastic shopping bag
 - Cannot be disposed using the waste chute. Attempts to drop it down the waste chute can clog the entire system, causing a back-up of rubbish and odour spilling into your corridors. This will require contractors to unclog and repair the system and all associated cost will be charged back to you. These larger rubbish must be taken down to the garbage room on the lobby level yourself, and disposed into the **GREEN** lid bins only (do not throw into the Red Bins).
3. All Recycle waste
 - Such as empty bottles, paper, cardboard boxes (broken down into smaller pieces, and flattened), must be taken down to the garbage room on the lobby level yourself, and disposed into the **YELLOW** lid bins only.

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Please ensure all waste are disposed in the correct manner, and consideration given to other residents in the building.

- The **Green lid bins** are for your use – your larger general rubbish
- The **Yellow lid bins** are for your use – your recycle waste only
- The **Red bins** are NOT for your use – building's waste chute rubbish only.

Dumping of hard waste in the garbage room or within the building boundaries will incur a fee, based on the collection cost charged by the council. Please see notices in the garbage room for further information. Penalties may apply for incorrect disposal.

HARD RUBBISH COLLECTION

- Building Management will arrange for a hard waste collection free of charge through the Port Phillip Council. Notices will be placed in lifts when upcoming collections have been organised.

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NOISE CONTROL

- Residents are reminded that any music or noise that can be heard from outside your apartment, is considered to be unreasonable, regardless of the time. Please be considerate to your neighbours.

“BEHAVIOUR OF PERSONS”

“2.5.1 - An owner or occupier of a lot must take all reasonable steps to ensure that guests of the owner or occupier do not behave in a manner likely to unreasonably interfere with the peaceful enjoyment of any other persons entitled to use the common property.”

“2.5.2 - An owner or occupier of a lot, or a guest of an owner or occupier, must not unreasonably create any noise likely to interfere with the peaceful enjoyment of any other person entitled to use the common property.”

Please note there are also government EPA guidelines that relate to acceptable noise and times. Refer below.

Prescribed Items	Prohibited Times
A musical instrument and any electrical amplified sound reproducing equipment including a stereo, radio, television or public address system.	<u>Monday to Thursday:</u> before 7am and after 10pm <u>Friday:</u> before 7am and after 11pm <u>Saturday and Public Holidays:</u> Before 9am and after 11pm <u>Sunday:</u> before 9am and after 10pm

Note: The prohibited times apply when the noise can be heard from inside a habitable room of another residential premises.

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PETS

- As many residents do have pets we ask that all residents ensure that their pets litter be disposed thoughtfully.
- Pets are not to be exercised in common areas e.g. car parks, corridors, lobby and gym areas.
- Any damage and associated costs of pets fouling building areas will be the responsibility of the pet owner.
- Should a pet be considered causing nuisance to other residents, you may be asked to remove the pet from the building.
- Pets must be on a lead at all times when in the common area of the building.
- Please register your pet with Building Management.

CAR PARK

- Any person found parking in another person's bay will have their car registration details recorded and may be liable for a breach of the building rules.
- Parking is not permitted at any time in front of the main lobby area.
- All violations may result in restricted access or cancellation of car park access.
- Residents are responsible for keeping their allocated car space clean and free from rubbish and oil leaks at all times. If your car is leaking oil please place a mat beneath your car to avoid staining. You must clean all oil leakage to avoid any potential safety issues. Failure to keep your spot clean will result in cleaning costs forwarded to you by the O.C.
- Speed restriction on all car park levels is 10km/hr.
- Car headlights must be turned on when in the car park to ensure other drivers and pedestrians can see you.

SUB-LEASING OF CAR PARK BAYS

- Anyone wishing to sub-lease their car bays may do so providing that the person lives in the building to ensure security is maintained.
- If found sub-leasing their car bays to non-residents, their car park access will be cancelled immediately.
- Please see the Building Manager to advertise.

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VISITOR CAR PARK

- Please be aware this parking area is for short term authorized and genuine visitor parking only.
- The visitor's car park is monitored day and night, and all cars recorded through CCTV and swipe activity, as well as daily checks with all registrations recorded.
- Residents who continually park in the visitor's car park will be issued a warning notice, with further breaches resulting in restricted or cancelled car park access.
- If you require a further space, there are a number of spaces listed on the noticeboard or you can check with the Building Manager for other options.
- A visitor car park permit can be obtained from the Building Manager in advance.

CLOTHES HANGING OFF BALCONIES

- In order to maintain an aesthetically pleasing environment it is against Owners' Corporation rules and regulations to have anything hanging off your balcony.

POOL AND GYMNASIUM

- A full listing of gymnasium and pool rules (as set by the Owners Corporation) is on the doors of the gym and pool respectively.

Hours of Use

- Weekdays: 7:00am – 9:30pm
- Weekends and Public Holidays: 8:00am – 9:30pm

“3.2 (a) an owner or occupier of a lot or a guest of an owner or occupier must not breach any rules pertaining to the pool or gymnasium area.”

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BICYCLE STORAGE

- A bicycle storage room is available on the lobby level.
- As spaces are limited, usage will be on a first come - first served basis.
 - Bicycle racks cannot be “reserved”.
- Due to the high demand of bicycle storage space, any bicycle found to be hogging storage space but “inactive” (seldom being used), will need to be removed. The room is for storage of “active” bicycles only.

STORAGE CAGE

- Some apartment units have basement storage cages. Please confirm with your estate agent. If you would like to rent / lease a storage cage please contact the Building Manager to place an advertisement on the resident notice board, located in the mail room.

INTERNET

- You can choose any internet provider for your apartment.
- Please provide the Building Manager a minimum of 24 hour notice to arrange access for your technician into the building’s communication (MDF) room.

NOTICEBOARD

- There are two noticeboards on the doors in the mail room that will provide information to residents and to help keep you updated on the happenings at Alto.
- All residents are welcome to place a notice free of charge for anything they wish to buy, sell, rent, give away, need or general notice. All notices are to be approved by the Building Manager first.

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SMOKING

- All common property areas are no-smoking areas. Be also mindful if you smoke on your balcony, that the smoke does not interfere the apartments around you. Please use the correct manner when disposing of your butts.
- **DO NOT DISPOSE YOUR CIGARETTE BUTTS OVER THE BALCONY.** They either fall onto the balconies on the levels below you, or onto the common area courtyards. Any persons or apartments found disposing cigarette butts over the balcony will be responsible for any damages caused by the wrongful disposal, and responsible for all associated cleaning up cost. Your estate agent will be notified of this breach.

SMOKE DETECTORS

- Each apartment is fitted with at least one smoke detector. Common causes of false activations are from cooking. If you cook and there is smoke in the kitchen **DO NOT OPEN YOUR FRONT DOOR,** but open your window instead. If a smoke detector in the hallway is activated, it will alert the Fire Brigade. Costs incurred which can be up to \$5000 will be issued to the resident responsible for the alarm.
- If your detector starts beeping, replace the battery, after 30 minutes if it is still beeping, you will need to organize for a technician to resolve the issue.

EMERGENCY EVACUATION PROCEDURE

- For the benefit of all residents we have engaged First Five Minutes to provide fire and emergency procedures and training. Please make yourself aware of the closest exits and evacuation assembly points from your apartment. Signs are located on all floors next to the elevators.
- All residents who can assist in the event of an emergency, are encouraged to be involved and volunteer to be Fire Wardens throughout the building.

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FIRE EQUIPMENT/ EXTINGUISHERS/ HOSES

- Extinguishers should only be used for real fire emergencies. Residents or guests found misusing fire extinguishers or any fire equipment will be responsible for all associated costs including cleaning, refilling, call out, labour and fines.
- Do not use fire hose reels for personal use such as cleaning cars, bikes etc. Should the water pressure in the main fire pump hub decrease, an alarm may be activated and all associated costs of the fire brigade call out will be the responsibility of the resident.
- Any resident or guest who misuses any fire equipment is liable for a fine of up to \$20,000.

SECURITY

- Alto is under 24hr surveillance and has CCTV cameras active throughout the building.
- Access into the building and the relevant level is only available to residents issued with a swipe card / fob key.
- There is an onsite Building Manager during office hours between 8:00am and 5:00pm, Monday to Friday.
- All after hours contact should be for security and building related emergencies only, on Tel: 0467 641 659.
- Be careful when leaving the building that you have your swipe and key with you.
 - Call Out fees may apply for assistance with Lock Outs / Re-Entry.

“3.1 USE OF COMMON PROPERTY AND LOTS

An owner or occupier of a lot or a guest of an owner or occupier must not:

- (a) damage, deface or obstruct any entrances, passages, stairways, landings, pathways or any part of the common property or use them for any purpose other than the purpose for which they are provided or properly available for; and

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- (b) use the common property or permit the common property to be used in such a manner as to unreasonably interfere with or prevent its use by other owners or occupants of lots or their families or guests; and
- (c) use or permit a lot affected by the Owners Corporation to be used for any purpose which may be illegal or injurious to the Alto Apartments or may cause a nuisance or hazard to any other owner or occupier of a lot or the families or guests of any such owner or occupier; and
- (d) enter, or facilitate any person to enter, any plant room, machinery room, equipment area or other similar area without the prior written consent of the Owners Corporation; and
- (e) use any part of the building, lots or common property for a purpose other than the purpose for which it has been provided or for which it is properly available; and
- (f) use or permit any person under his or her control to use roller blades, roller skates or a skateboard on the common property; and
- (g) use or permit a lot to be used other than for private residential or accommodation purposes; save and except only that this rule shall not apply to Lot 101; and
- (h) dispose of any cigarette butts or ash on the common property; and
- (i) use or permit to be used in a manner that would contravene any planning regulations, requirements or restrictions contained in or otherwise applicable to the Plan of Subdivision.”

“4.1 ACCIDENTS AND DEFECTS

An owner or occupier of a lot must ensure that they, their families and visitors:

- (a) promptly notify the Owners Corporation and the Building Manager in writing of any accident occurring in the building or on the lots or common property or any defect in or damage to the building, lots or common property of which they become aware;

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(b) promptly notify the Owners Corporation and the Building Manager in writing of any breakage or defect in water pipes, air conditioning ducts or equipment, electrical and light fittings, fixtures and services, and fire equipment of which they become aware.”

“5.1 CONTROL OF COMMON PROPERTY

- The Owners Corporation and the Building Manager may close, lock or otherwise control the common property from time to time and may take all actions as they deem necessary or appropriate to prevent and prohibit persons that it considers in its absolute discretion undesirable from entering the common property.”

ORDERING NEW KEYS AND FOBs

- If you have lost your key or swipe/FOB, please advise the Building Manager immediately to delete the card for security reasons.
- If you require extra keys or FOBs, the request form can be collected from the Building Manager.
- Please note that if you are a tenant, this request form are to be completed by your estate agent.
- For security reasons there is a limit to the number of FOBs that can be issued for any apartment:
 - One Bedroom Apt- maximum 3 swipes/FOBs and 3 keys
 - Two Bedroom Apt- maximum 5 swipes/FOBs and 5 keys
 - Three Bedroom Apt- maximum 6 swipes/FOBs and 6 keys
 - FOB reader = \$55 each
 - Apartment Key = \$45.00 each
- Each swipe card / FOB reader have a serial number. Please keep a record of this number for identification and security purposes.

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NEW RESIDENT REGISTRATION

In the interest of maintaining security, Building Management requires your details to update our resident register. Kindly complete this form and return to the front desk or place it in the Owners Corporation mail box in the mail room.

Please provide contact details for each resident in your apartment.

APARTMENT NO: _____ **OWNER OCCUPIER** **TENANT** *(Please tick one)*
LEASE START DATE: _____ **LEASE END DATE:** _____
REAL ESTATE AGENT: _____
AGENT CONTACT: _____

NAME	ACCESS FOB SERIAL NOS.	CONTACT PHONE	EMAIL

VEHICLE DETAILS:

MAKE	MODEL	COLOUR	REGISTRATION

PETS:

DETAILS	
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Thank you,

KarYin Chan, Building Manager

Phone: 0467 641 659 / Email: alto.manager@capstonecorp.com.au

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KEY & FOB ORDER FORM

STEP 1 - Your details

Agent Owner (Please tick) Date.....

Property Address: Apartment /594 St Kilda Rd, Melbourne Vic 3004

Full Name:

Company Name (Agent):

Address:

Telephone: Email:.....

Signature:

Invoice to: Tenant / Agent / Owner **Deliver to:** Tenant / Agent / Owner (Please circle)

Tenant's Full Name:

Tenant's Email Address:

Comments:

STEP 2 - Number of key(s) / FOB(s) required

..... x Apartment key(s) @ \$44.00 each:	\$
..... x Mail Box key(s) @ \$187.00 each:	\$
Postage & Handling:	\$ <u>11.00</u>
Sub Total:	\$
..... x Apartment FOB(s) @ \$55.00 each:	\$ _____
<u>Grand Total:</u>	\$ _____

STEP 3 - Payment

Please submit completed form to:

- Capstone Corporation Pty Ltd, PO Box 6308, Melbourne VIC 3004, (or)
- alto.manager@capstonecorp.com.au

Upon approval, an invoice will be issued to you with payment options.

Step 4- Delivery

Once payment has been received, keys/FOBs will be ordered and delivered, normally within 10 business days.

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