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Handbook for Residents

La Verde Apartments 56-60 King William Street, KENT TOWN SA 5067

Community Corporation Nos. 41146 Inc.

Last updated: June 24

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Welcome

Introduction

Welcome to La Verde, a vibrant residential community near the centre of all the inner-city action, with shops, bars and restaurants, museums, art galleries and entertainment venues and the Botanic Garden all right at your doorstep.

This is a guide to ensure continued harmony within the community title and to provide a friendly, respectful, and welcoming environment for all residents.

Compliance with this information booklet will ensure that living at this residential complex is a pleasant experience.

The information in the handbook is based on policies made by the management committee and members, as well as extracts from the Corporation's bylaws.

Persons bound by the bylaws include all owners, residents, their invitees or guests, employees, contractors, agents, and employees.

If any person should breach the bylaws, a fine of up to $500 may be imposed on and payable by the lot (apartment) owner. Should you require a copy of the bylaws, please contact the body corporate manager (see 'Contacts').

History of La Verde

In the Adelaide city fringe suburb of Kent Town, La Verde became the state's first apartment project using an innovative timber construction technique built by local building company Morgan and Hansen.

La Verde has 54 apartments, 7 SOHO apartments, ground-floor retail and commercial offices.

The building is unique not only in the materials used but also because of the harmonious common areas for residents such as a central piazza.

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Contact

Body Corporate Manager
Munro Property
P: 08 8132 2000
E: corporations@munroproperty.com.au

SAPOL
Emergency: 000
Non-Emergency: 131 444

Clean All Services
Larissa: 0431 520 060 (Mon, Wed, Fri 7 AM - 3 PM)

Emergencies

In the event of a medical emergency, fire, or urgent police attendance, please call **000** in the first instance.

Emergency Repairs / Maintenance

Please be advised that repairs and maintenance that are not the Corporation's responsibility are the responsibility of the owner (i.e. leaking tap, broken window, etc.).

In the event of an urgent repair, please call Munro Property on 08 8132 2000. If the call is made afterhours, it will be diverted to HPG Insurance & Maintenance Works who have been have information and instructions specific to La Verde.

Note on Locking Oneself Out

Please note that locking yourself out is not considered an emergency and any fees incurred for this service will be payable by the resident.

Policies & Procedures

Moving In or Out

There are a few simple rules to follow when moving in or out. These rules are intended to minimise disruption to fellow residents and to prevent damage to the building.

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Rules & Procedures

Moving is restricted to between 7:00 AM and 2:00 PM on Mondays, Wednesdays and Fridays. This is because these are the days the caretaker is on the premises and they are required to put the protective lift coverings up, lock an elevator out for you and reserve the loading area.

Should you need their services outside of these hours, you will incur a cost of $88 inc GST as the caretaker will need to attend outside their contracted hours.

No moves are permitted on Sundays or Public Holidays. Moving must be arranged with Munro Property at least 48 hours before the move.

The following information is required to be provided to Munro Property:

- Apartment number
- Occupant/s' name and contact details
- Property manager's name and contact number (if applicable)
- Proposed day and time of moving in/out
- Name, address and contact number of the removalist or contractor
- Specify if the use of the lift is required and if so, the proposed times of use
- Forwarding details for the outgoing occupant/s

You will be responsible for any damage to common areas that occurs during your move. Management will inspect the areas prior to and following the move and, in the event of identified damage, inform you of any costs of the repairs undertaken.

On the Day

The removalist may enter the driveway and park to one side. It is imperative that the truck does not block access, particularly on Mondays, Wednesdays and Fridays when the bins are emptied.

Items can be transported through the carpark, through the access door, into the foyer and then to the lift.

During your moving times, one lift will be "locked", and will only travel from the ground floor to your floor for your convenience and the other residents' safety.

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Friendly Reminders

- Do not leave boxes near doorways or stairwells as this is a safety hazard.
- Debris or boxes must not be left on common property.
- Please retain this information sheet for future use, and forward to your property manager (if applicable).

Noise

Whether you're an experienced member of community living or a relatively new convert to the apartment lifestyle, enjoying your own home also means living happily alongside others.

It is important to remember that in a community-titled property, you live in close proximity to your neighbours. Please keep volumes of stereos, televisions, and musical instruments to an acceptable level and avoid loud conversations on balconies and in public area. Sound also travels down through the floor levels.

In the first instance of a problem with noise, try talking with your neighbour. More often than not your neighbour may be completely unaware that they are even disturbing anyone around them. If you are unable to meet with them directly, a polite handwritten note is an alternate approach.

If communicating with your neighbour doesn't work out favourably, you'll need to consider talking to the body corporate manager. Under the guidance of the management committee, Munro can contact the owner of the neighbouring apartment and seek to remedy the issue.

As a general rule, no excessive noise should occur after 10 PM on weeknights and after 12 PM on Fridays and Saturdays.

If you are undertaking work at your property, or have engaged a tradesperson to do so, please ensure that construction noise ceases between the hours of 7 PM and 7 AM Monday to Saturday. It is also common courtesy to notify your neighbours of any expected disturbance.

Care should also be taken when using the fire escape doors. If not closed carefully, the slamming of the door can be disruptive to adjacent apartment residents.

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Balconies

Your balcony is an extension of your home and also aesthetically adds to the look of the La Verde building that everyone enjoys.

We all have different likes and tastes, so to keep a uniform look and feel to the façade of the building we have the following rules:

- No items are to be thrown from an apartment window or balcony. This is illegal and dangerous.
- No one is permitted to hang washing, clothing or any other article from or on a balcony.
- Care must be taken when watering plants to prevent water running from your balcony onto the balconies of apartments below.
- You must not place any article other than outdoor settings, chairs, barbeques, or plants on the balcony.
- Barbeques must be connected to the mains gas. No charcoal or gas bottles are permitted.
- Any blinds or awnings fixed to the balcony that is visible from the streetscape must be in a neutral colour.

The bylaws should be consulted prior to erecting or fixing any fittings to the external walls or ceiling and written consent gained from the Body Corporate.

Pets

La Verde is a pet-friendly building but not everyone may like your furry friend jumping all over them as much as you do. To ensure all residents and pets live in harmony there are some rules regarding your pet that need to be followed.

All pets at the building must be approved by the Body Corporate Committee and you must abide by the rules pertaining to pets, including:

- Your pet must be less than 12 kilograms in weight.
- All dogs must be registered
- Cats and dogs must be desexed and microchipped
- Pets must be able to be carried at all times when in any community areas of the building. This includes the piazza, corridors and the carpark (everywhere except your apartment).
- Pets must not disturb other residents with ongoing noise.

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- If your pet causes any mess on common property it is your responsibility to clean up after them.
- No pet-associated odours should be allowed to impact any community area or another resident's lot.
- Any pet that attacks a resident, guest, employee or other pet will immediately be banned from the building.
- Certified guide/assistance animals are automatically approved for residence with their owner at La Verde.
- An *Approval of Pet Application* form is available from the Strata Manager.

Tenants note: The above is also subject to approval from your property manager / landlord.

Carparks

All apartments have an allocated car park and residents should park their cars in their allocated space.

Cars must not be parked on main access driveways or in any position where they may cause an obstruction to others. Car bays are not to be used for any purpose other than the parking of a motor vehicle or motorcycle.

In the interests of safety, children are not permitted to ride cycles or play games in the car parking areas or driveways.

Each residence has one allocated parking space in the undercroft carpark. As per the Corporation bylaws, a person must take reasonable steps to ensure that their vehicle does not unreasonably obstruct other parking bays.

The parking spaces should not be used for non-vehicle storage purposes unless otherwise agreed to by the Corporation.

Maintenance & Services

Maintenance Requests

Maintenance requests can be submitted via email to the body corporate manager (See Contacts). Please include photographs to expedite the resolution process. Requests will be addressed based on priority.

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Cleaning & Caretaking

Clean All Services have been engaged by the Corporation to clean and maintain the common areas, as well as attend to minor repairs. They are onsite Mondays, Wednesdays & Fridays from 7 AM to 3 PM.

Waste Disposal

Residents must properly dispose of all refuse. Each level (excluding the SOHO apartments) has two bin chutes: one for general waste and one for recyclable materials. Recyclable materials include:

- Glass bottles and jars
- Plastic containers (lids off)
- Milk and juice cartons
- Steel and aluminium cans
- Paper and cardboard

Please note: No plastic bags

To prevent blockage, all waste must be bagged, tied, or sealed shut and be of a size that will freely fall down the chutes into the garbage bins. This includes breaking down all boxes, including food boxes such as pizza boxes, to a size that fits down the chute.

For safety, place all glass bottles in bags and tie them securely to prevent breakage. Do not dispose of flammable materials or objects down the chute.

To avoid disturbing nearby residents, do not use the chutes between 9:00 PM and 7:00 AM.

Any spillages of food or liquids along the walkways (common areas) from transporting garbage must be cleaned up immediately.

Residents are responsible for disposing of larger items, such as boxes from moving, discarded household appliances, or furniture. These items must not be left or stored in any common areas.

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Bin Collection Days

Bin collection days are on a Monday, Wednesday and Friday.

Safety & Security

Please ensure that all security doors / gates are closed and locked behind you. Security should take precedence over courtesy or convenience.

Entry Fobs

You should have received entry fob(s) upon the sale of the property or entering into a tenancy agreement. If you are a tenant and you require additional fobs, please contact your property manager. If you are an owner, please contact the body corporate manager (see Contacts).

For the security of the building, all fobs issued are recorded and must be accounted for whenever occupancy changes. All apartments may have a maximum of five (5) fobs. Should a fob be lost, stolen or damaged, it will require deactivation. You should always keep a record of the fob numbers in your possession to ensure a smooth transition should a fob require replacement.

Gate Remotes

You should have received gate remote(s) upon the sale of the property or entering into a tenancy agreement. If you are a tenant and you require additional remotes, please contact your property manager. If you are an owner, please contact the body corporate manager (see Contacts).

Apartment Keys

You should have received apartment door key(s) upon the sale of the property or entering into a tenancy agreement. If you are a tenant and you require additional keys, please contact your property manager. If you are an owner, please contact the body corporate manager for authority (see Contacts).

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Service Infrastructure

Fire Safety

Fire safety equipment and smoke alarms are checked and serviced by Performance Fire Services. Access may be required sporadically to test smoke alarms.

If you notice repairs required to any of the fire service equipment, please notify the body corporation manager immediately (see Contacts).

Lift Maintenance & Repairs

Schindler Lifts attends the property periodically to attend to repairs and carry out maintenance to the lifts.

If you notice repairs required to either of the lifts, please notify the body corporation manager immediately (see Contacts).