



THE
GRIFFIN
CONSTITUTION AVENUE

civium



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Min EER 5.3



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Welcome to Civium Communities

We would like to take this opportunity to extend a warm welcome to you, the fortunate owners of The Griffin.

Civium Communities will be your Strata Managing Agents and look forward to enhancing the living experience of your community.

Within the pages of this Residents Guide you will find information on:

- Who to contact at Civium.
- How to contact us.
- Frequently Asked Questions.
- Key information about living in a Strata community.

We hope that your move into your new home is smooth and seamless.

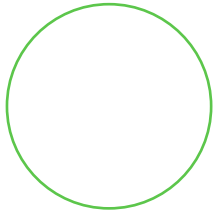
If there is anything we can do for you please do not hesitate to contact our team.

We are here to help.

Kind regards,

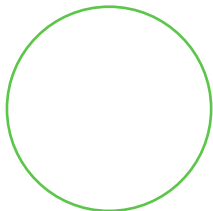
Monique Bosma
The Griffin's Strata Manager

Introduction to Civium



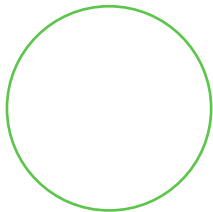
We are local

We believe in the Canberra community. From grass-root initiatives to strategic partnerships, Civium is committed to supporting our local communities and helping bring about genuine and positive change.



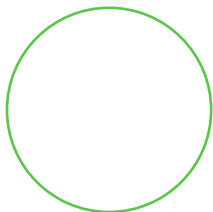
Family Owned

Civium is a family owned and operated business. We believe this is the key to our stability, continuity and preservation of the Civium vision and values.



Full Service Property Company

We not only offer Strata Management Services. Since 2003 we also offer Commercial Real Estate Agency, Residential Real Estate Agency, Residential Property Management and Commercial Property Management services as well.



Innovate, Collaborate, Enhance

Leading with **Innovation**.
Serving through **Collaboration**.
Enhancing your Experience.

Who to contact

We have structured your team so you have access to an expert in every field at Civium.

This means we can give you the best advice with the fastest response times when you need us most.

Below is an outline of how we have structured the team for The Griffin.

Your Core Team

**STRATA
MANAGER**

**FINANCE &
LEVIES MANAGER**

CONCIERGE

**BUILDING
MANAGER**

Additional Resources

**FACILITIES
MANAGER**

**GENERAL
MANAGER**

Strata Manager

If you have a question regarding:

- Meetings (Annual General Meetings or any other meeting format).
- Improvement and expansion approvals.
- Noise & Complaints Register.
- Policy Enquiries.
- Pet Requests.
- By-laws / rules.
- Recycling & Waste Collection.
- Certificate of Sale Requests.
- Changes to Property Management (Rental) Partners within the building.
- Mediation.

Contact your **Strata Manager**.

Monique Bosma

Team Leader | Senior Strata Manager

E: monique.bosma@civium.com.au

P: 1300 724 256



Finance & Levies Manager

If you have a question regarding:

- Levy payments.
- Levy arrears.
- Sinking or Capital Works Funds.
- Contractor payments.
- Tax registration for your building.

Contact your **Finance Manager**.

Clair Yeung

National Finance Manager

E: clair.yeung@civium.com.au

P: 1300 724 256

Your dedicated Levy Management Team can be reached at:

E: levies@civium.com.au

P: 1300 724 256

Concierge

If you have a question regarding:

- Parcel / Mail Management
- Levy enquiries
- Insurance enquiries
- Common Property maintenance updates
- Key Management
- Assistance with move-in and move-out processes
- Access Control Management
- Monitoring of surveillance cameras and security related questions
- Managing Common Property Areas
- Administrative duties
- Deliveries assistance
- Cold storage assistance

Contact your **Concierge**.

Rahul Chamlagain

The Griffin Concierge

E: griffin@civium.com.au



Building Manager

If you have a question regarding:

- Urgent repairs and maintenance that occur within your building.
- Any maintenance within the common property, such as hallways and carparks.
- Regular ongoing maintenance.
- Areas of concern or general updates.

You have a dedicated Building Manager:

Your Building Manager will be responsible for:

- Maintaining the overall health of your building.
- Ensuring there is a structured plan for maintenance and improvements.
- Proactive capital works and maintenance.
- Prompt repairs when required.

Contact your **Building Manager**.

Barry Taylor

Senior Building Manager

E: griffinbm@civium.com.au

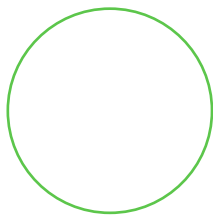
We will work better together

Introducing C-Hub - Our Online Owner's Portal

Built in consultation with our clients, we have developed C-Hub from the ground up, designed specifically to serve the needs of our Executive Committees and Owner's Corporations. The idea behind C-Hub is to make communication fast and efficient for all users from Committee Members, Owners and the Managing Agent to get results fast.

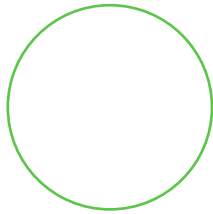
FEATURE	BENEFIT
Pay accounts	Through C-Hub you can not only pay your levies but also get a view of the financial position of your Strata Community.
A Discussion Thread for EC members	Assign tasks by merely notifying the appropriate Civium staff member on the discussion thread. Raise an idea for discussion on the thread for fellow Committee members to review.
A Video Library of Educational Content	Not sure about a certain Strata related matter? – We are here to help. We have created a video library that will walk you through everything you'll need to know about living or managing a Strata complex.
Contact Details of your Strata Management Team	We have got your Strata team loaded into this portal so if you have forgotten a phone number or email address you can easily retrieve from here.
Your Content Library	Save all documents or quotes directly into C-Hub for review by anyone. It is all about your community.

What happens next



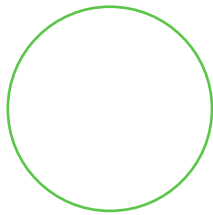
Portal Registration

Once we receive your details after settlement has formally occurred, we will send you an email with all the detail you need to set up an account for the Civium Owner's Portal, called C-Hub



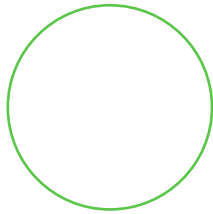
First AGM

We will hold your first Annual General Meeting (AGM) within 3 months of building registration. We will send all owners an invite prior to the event.



Executive Committee

An Executive Committee will be formed of up to 7 members to represent The Griffin.



Ongoing Relationship

Welcome to Civium Communities!
From here we can support you through any of our channels whatever your query may be.

How to Contact Us

We are available 24/7 so please do not hesitate to contact us through any of the below channels.



civium.com.au



1300 724 256



clientservices@civium.com.au



17-23 Townshend Street
Phillip
ACT 2606



[@civiumpropertygroup](https://www.facebook.com/civiumpropertygroup)



Civium Property Group



[@civium_property_group](https://www.instagram.com/civium_property_group)

Moving In Process

To book your move into your apartment within The Griffin, please use the below process:

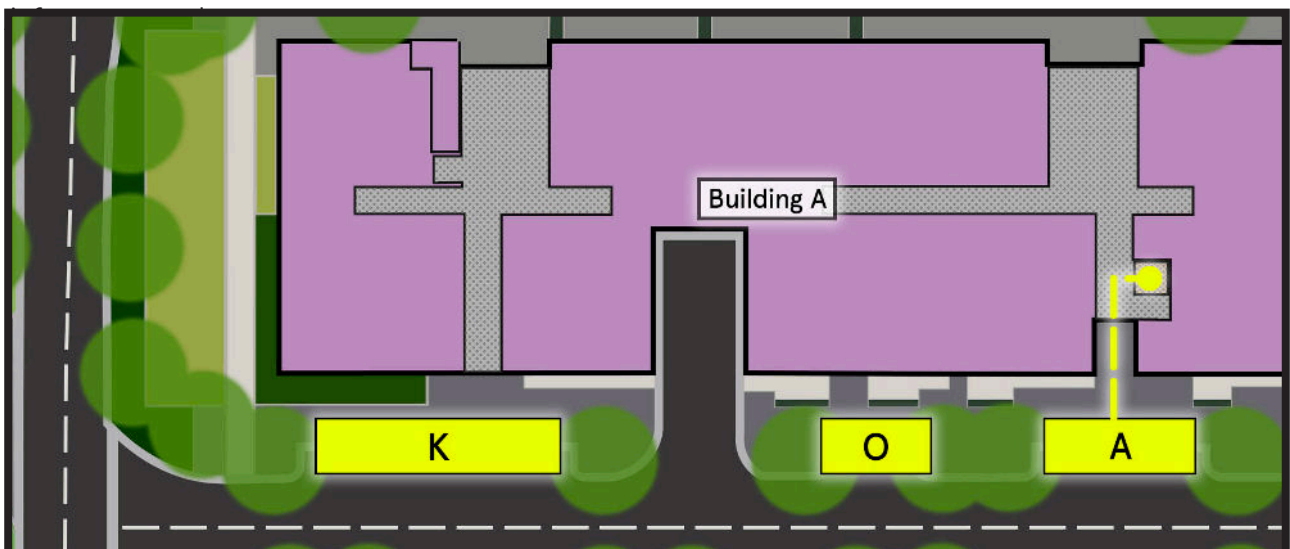
1. Head to civium.com.au/thegriffin and look for the Booking Calendar. Please note there will be one calendar per building so please ensure to select the correct calendar according to your building.
2. Select the time and date that best suits you and make a request. We suggest you confirm the day/time is available with your removalist prior to making the booking request.
3. The Civium team will be in touch via phone and/or email to confirm your booking. Civium will also allocate one of the parking bays (Building A, Building O, Building K) for your exclusive use and assist with appropriate lift access.

If you need to make any changes to your booking time or date please contact the Civium team on 1300 724 256.

Path of Travel

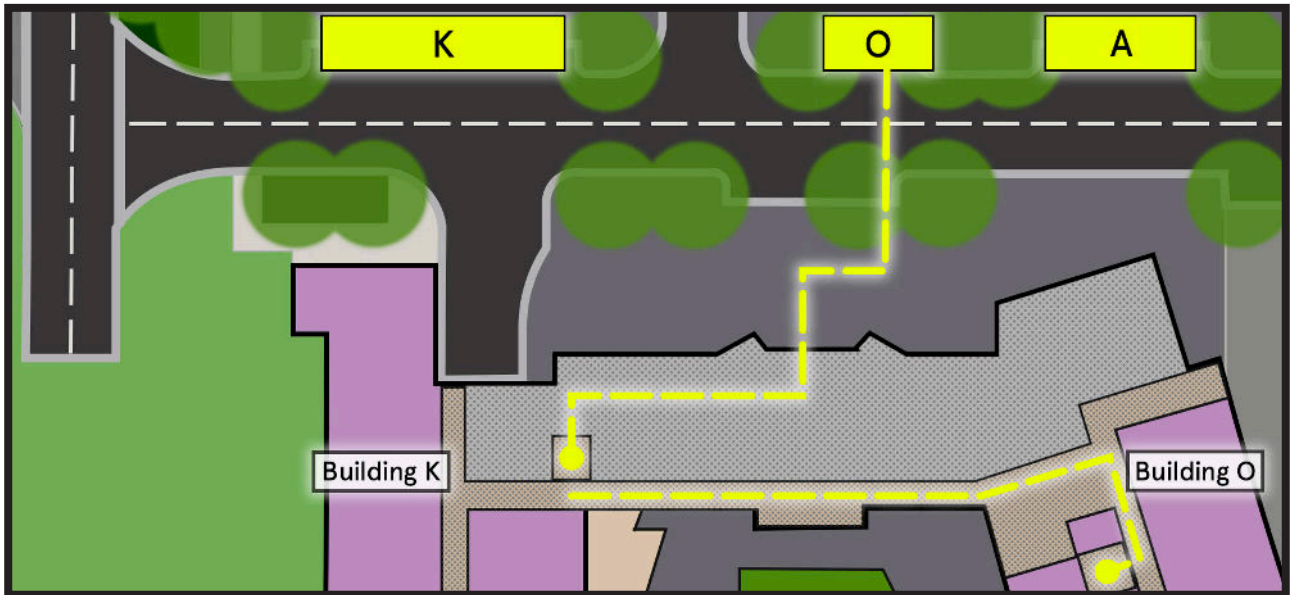
Building A:

Removalist trucks will park at the far end (Eastern end) of the central driveway. Removalists will then ONLY use the elevator at the Eastern end of Building A for moving in purposes. Residents will be able to freely use the elevator at the Western end of Building



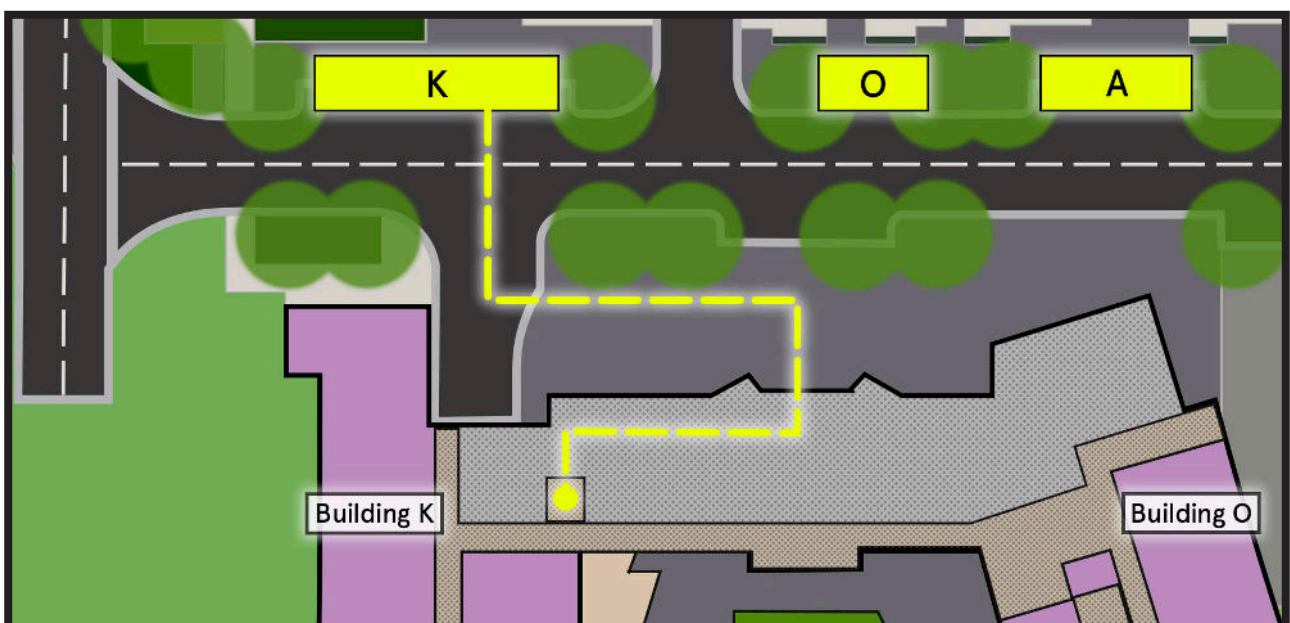
Building O:

Removalist trucks will park at the central parking location of the ramp to the main basement. Removalists will then ONLY use the far elevator in Building K to progress up one floor. Removalists will then walk down the hallway to the elevator in Building O to progress up further floors for moving in purposes. Residents will be able to freely use the alternate elevators in both buildings for personal use.

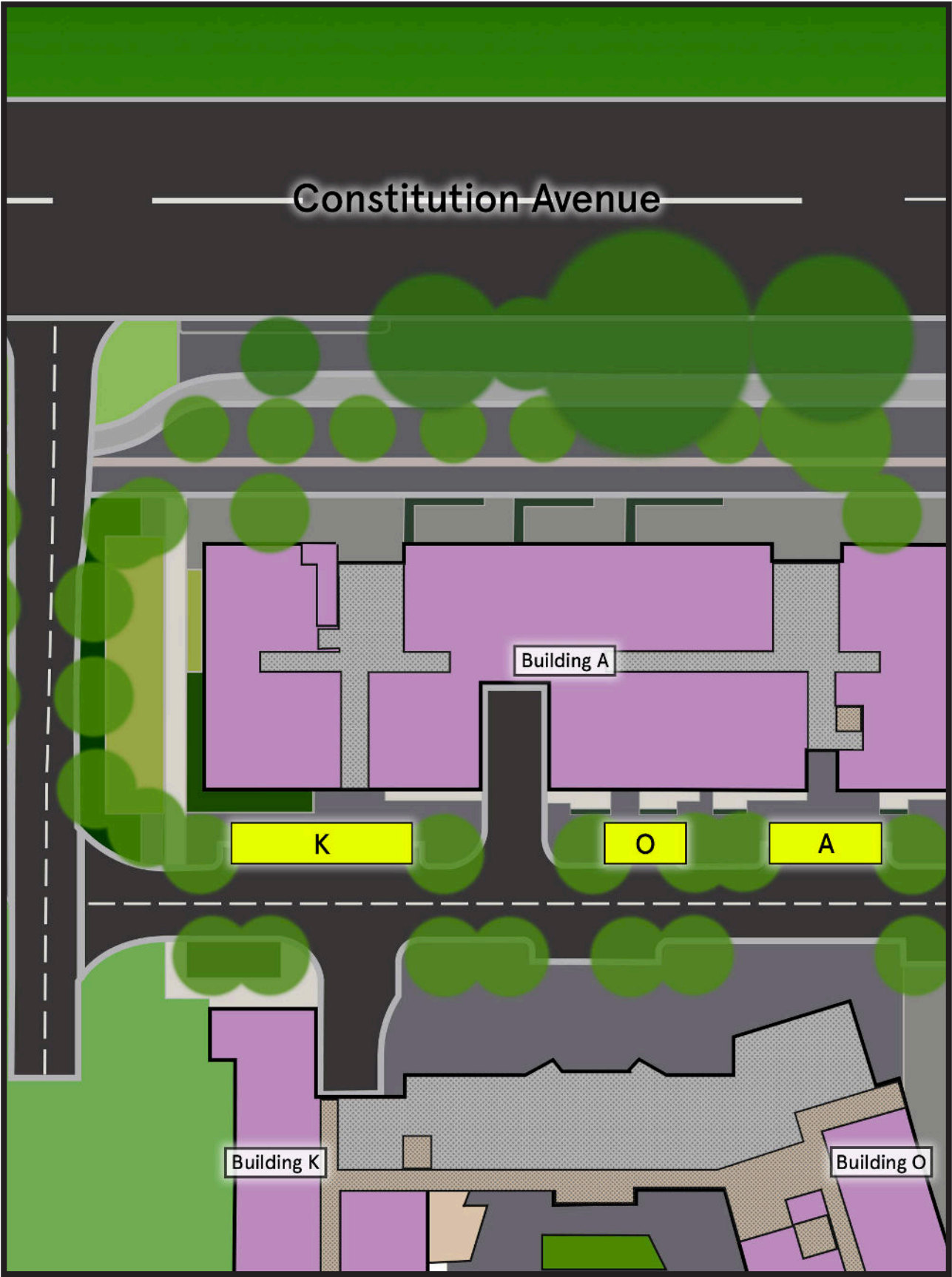


Building K:

Removalist trucks will park at the nearest end (Western end) parking location of the central driveway. Removalists will then ONLY use the far elevator in Building K for moving in purposes. Residents will be able to freely use the alternate elevator in Building K for personal use.



Removalist Parking Positions (per building)





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Frequently Asked Questions

Moving In Process

If I'm not using a removalist, do I still need to use the booking calendar?

Yes.

We want to be mindful of our fellow residents. The purpose of the Booking Calendar is to ensure your move-in as seamlessly as possible. If we were not to use the Booking Calendar we could have situations with numerous removalists/trucks waiting in the lobby for the elevator to return to the Ground floor. It will cost you money and cause frustration with your fellow residents.

By booking your move we can allocate an elevator for your use, as you must take note that the elevators cannot be blocked open. There will be a \$1500 call out fee if an alarm is triggered due to an elevator being propped open.

I'm getting a piece of furniture delivered, does this need to be booked in using the calendar?

No.

If it is just a singular item or small number of items you do not need to use the Booking Calendar. As above, just be mindful of whether or not your delivery is going to affect the use of the elevators for fellow residents.

How long do we need to use the Booking Calendar for?

Indefinitely.

The Booking Calendar will remain open indefinitely as we always want to ensure that any residents moving in or out of the complex are not affecting the use of the elevator for fellow residents without our knowledge. It also allows our Building Manager to work with those moving to set the elevator to remain on a certain floor for the purposes of moving in or out.

Can I move in on weekends?

Yes.

Still use the Booking Calendar to confirm your moving in time. Civium staff will be on site to assist you on weekends for the first month after settlement only – after this time, lifts will operate as per normal and staff will not be able to keep any common area doors open for you.

Is there somewhere I can dump cardboard recycling that I have used during the moving in process?

Yes.

We have organised additional cardboard recycling areas for the busy move-in periods. Look out for them within the waste rooms of Building A, Building O and Building K. Please respect the intention of these areas and do not dump any rubbish, non-recyclables or even recyclable items that are not paper or cardboard in these areas.

Please also collapse any boxes beforehand and be reminded that cardboard boxes must not be put down the waste chutes as it will cause a blockage.

Keys & Fobs

How many keys and fobs will I be issued?

Entry Door Keys

2 x Keys for each Apartment

Individual Garage Roller Door Remotes (for homes that have them allocated)

2 x remotes per garage door

Access Door Fobs

2 x Fobs for each Apartment

How do I arrange additional sets of keys or fobs?

C-Hub or The Griffin's Concierge.

This is arranged through the Civium Online Owners Portal called C-Hub. Once you have access to C-Hub arranging replacement garage fobs or additional or replacement apartment keys can be organised via the following process.

C-Hub Home Screen > Make a Request (Top Right of Screen) > Access Control

Additionally, your Concierge will be able to assist with any key requests. Please head to the main lobby to discuss further.

How much do additional keys and fobs cost?

Apartment Keys & Common Area Fobs	~\$30 each
Garage Remote Controls	~\$60 each

Note: Please be mindful that these prices are estimates and are subject to change at any time.

Pets

What is the process for Pet Approvals?

C-Hub or Email.

Owners need to notify Civium, either via the Civium Portal or in writing, within 14 days of a pet residing at their premises.

C-Hub Home Screen > Make a Request (Top Right of Screen) > Pet Request

Email: monique.bosma@civium.com.au

Portal Access (C-Hub)

When will I receive access to Civium's Online Owners Portal - C-Hub?

Once we receive your official information from your solicitor upon settlement (captured in a Section 115 document) we will send you an email invitation with login details.

The email address we use will be the address submitted by your lawyers on your Sales Contract. If you require any support in setting up your C-Hub account please just contact Civium on 1300 724 256.

Utilities

Do we get billed for electricity, gas and water immediately post settlement?

Electricity & Gas

Electricity

You will need to contact either Energy Trade (ph: 1800 684 993) or your preferred retail provider to setup your electricity account. If you need to obtain your individual meter number please contact your Concierge directly.

Gas (Hot Water)

You will need to contact Energy Trade (ph: 1800 684 993) to setup your hot water account. If you need to obtain your individual meter number please contact your Concierge directly.

Please refer to your Energy Fact sheet (provided at settlement) for full details on the electricity, gas and hot water arrangements at The Griffin.

Water

Not immediately.

Hot water will be billed quarterly based on individual consumption. As part of a strata scheme it is important to note that you will be charged a water supply charge from ICON Water.

Maintenance and Trades

Does Civium have preferred tradespeople I have to use for electricity/plumbing, etc?

No.

You are free to use whatever trade providers you choose for any repairs or maintenance to your unit. For any common property matters, Civium has a network of preferred trade partners that we will arrange if the need arises. If you would like to use one of our preferred trade partners please contact your Strata or Building Manager and they will be happy to make a recommendation for you.

How do I request alterations or changes to my unit if required?

C-Hub.

If you are ever considering any alterations or renovations to your apartment these must be approved and authorised by the Executive Committee. Please register your intended alterations through Civium's Online Owners Portal called C-Hub.

C-Hub Home Screen > Make a Request (Top Right of Screen) > Alterations

Billing

How often will I receive body corporate levies?

Quarterly.

The body corporate levies for The Griffin will be issued by our Levies team on a quarterly basis to the email address supplied on your sales certificate.

How do I pay my levies when they are issued?

C-Hub.

Levies can be paid directly through Civium's Online Owners Portal called C-Hub.

C-Hub Home Screen > My Accounts > Make a Payment (button).

Waste and Recycling

General Waste

Household waste is to be deposited by residents in the garbage chutes located on each floor. Please ensure that no large or bulky waste is thrown down the chutes as this can cause blockages which are expensive and time consuming to remove.

Additionally, please do not dump any large waste, such as unwanted furniture, in the Waste Rooms located in the basement. The Waste Rooms are accessible only via your fobs and if necessary we will be able to review fob access if waste rooms are used inappropriately.

Paper, Cardboard and Plastic Recycling

Paper, small format cardboard and plastic recycling can be disposed of via the recycling chutes on each floor. Please be conscious of the size of your cardboard recycling that you are disposing of down the recycling chutes as large format recycling can get lodged in the chutes and cause blockages which are expensive and time consuming to remove.

Glass Recycling

Please **DO NOT** use the recycling chutes for the purposes of disposing of your glass and bottle recycling. There is an offset at the bottom of the recycling chutes that will create a significant amount of noise disturbance should glass bottles be thrown down the chutes. Be mindful of your fellow residents by avoiding throwing glass down the recycling chutes.

There will be glass recycling bins in the lift foyers on each basement level. Please carry glass recycling down with you in the lifts to dump in these recycling bins.

Common Facilities

Best Practices

Swimming Pool

- In consideration of the hygiene of all residents, please shower before entering the swimming pool.
- Consumption of food or drinks is not permitted in the pool area.
- Smoking is not permitted in the pool area.
- Diving is not permitted considering the depth of the pool.
- Children under 12 must be accompanied by guardians at all time while using the facility.
- Please be mindful that there are no lifeguards on duty.
- The swimming pool is a shared area, please be mindful of the cleanliness of the pool and the deck area.
- For any maintenance and cleaning issues, please contact the concierge or the building manager at the front desk.

Sauna and Steam

- Please consider saving energy by switching off the steam/sauna after every use.
- Patrons under the age of 18 are not permitted to use the facility.
- Please be mindful of others around you while using the facility in regards to the temperature, social distancing and cleanliness.
- Please use suitable costumes/attire while using the facility.
- It is recommended that the use of the facility to be limited to 15 minutes with a 5 minutes rest before re-entering.
- Electronic devices and reading materials are not permitted inside the facility.
- Patrons are required to shower before and after the use of the facility.
- Please use a towel in the sauna.
- If you have a heart condition, have had a recent surgery, are pregnant or have any other health conditions, please consult your GP before using the facility.

Gym

- Please wear appropriate attire including suitable closed toe footwear at all times.
- Please wipe down all the equipment after use.
- Please use a personal towel while working out.
- Please put away the weights and equipment to their dedicated area after use.
- Children under 12 are not permitted in the gym.
- Children between 12-15 years may use the cardio equipment under the supervision of a guardian.
- Please be mindful of others around you in regards to sharing the gym equipment at peak times.

Shower and Change Rooms

- Children over 7 years of age must use gender appropriate change rooms and shower.
- Please be mindful of others in regards to the cleanliness of the common shower, change rooms and toilets.

Living in Strata

Rules and why we need them

Under the Management Act, owners must abide by the rules of a units plan. In addition to the owner, an occupier of a unit is also bound by the rules.

It is important that if an owner rents a unit, that tenants are aware of, and abide by, the rules. Owners are liable, along with their occupiers, for any breach of the rules.

How rules are set

Default rules are contained in the Management Act. Owners Corporations can amend the default rules by special resolution (more than two thirds vote) and register the change on the common property title with Access Canberra. House Rules can be amended by ordinary/simple majority resolution.

It is important to note that amended rules have no effect if they:

- Are inconsistent with the Management Act or any other ACT law.
- Give a function to the corporation that is not incidental or secondary to the exercise of its functions under the Management Act.
- Prohibit or restrict any dealing with a unit, such as a transfer, sale, lease, or mortgage.
- Prohibit or restrict any dealing with the equitable estate of a unit owner in the common property.
- Prohibit or restrict the installation and operation of sustainability or utility infrastructure.

Rules are not made to be broken ... but what if they are?

If the Executive Committee reasonably believes an owner or occupier of a unit is breaching the rules and will continue to do so, it can issue a rule infringement notice.

The notice should explain the rule/s breached and action that the owner or occupier needs to take to stop it.

The Executive Committee may go to the ACT Civil and Administrative Tribunal (ACAT)

seeking an order that the person comply with the rules if the behaviour/action continues. Owners Corporations do not have the authority to issue “fines” or “fees” for breaking the rules. Enforcement of the rules must be sought through an ACAT order.

What are ‘house rules’?

‘House rules’ are more informal (‘courtesy’) guidelines for owners and tenants in the complex – such as whether posters or notices can be placed in common areas or ensuring junk mail doesn’t build up around mail boxes. They also contain useful information, for example how to apply for approval of a pet.

They are established by some Owners Corporations only and do not form part of the Owners Corporation rules. They are therefore not enforceable under the Management Act. Owners Corporations need to keep the house rules up to date and ensure new owners receive copies, preferably prior to purchase or rent.

Pets: what you need to know

Pets play an important role in our lives and often become key members of our family. For many people the question of what pets may be permitted is a critical one in determining if the purchasing of a unit or moving into a particular complex will work for them now and into the future.

It is important for prospective buyers or renters to check with the Owners Corporation if a pet can be kept and that occupiers have the necessary permissions to keep a pet. The Owners Corporation may give consent with or without condition but the Owners Corporation’s consent must not be unreasonably withheld.

When it comes to deciding if a pet can be kept in a complex Owners Corporations may like to adopt rules about how they and the Executive Committee will give or refuse consent for pets. Having clear rules will ensure understanding between members as well as a transparency in decision making.

For example, some Owners corporations may prefer to make decisions on pet requests on a case by case basis by ordinary resolution in general meetings. Alternatively, the Owners Corporation might make an ordinary resolution about how the Executive Committee is to give or refuse consent on behalf of the Owners Corporation. For instance, the Owners Corporation might make a resolution to require the Executive Committee to make decisions about the keeping of animals within a defined time frame by ordinary resolution and for the Executive Committee to give written notice about its decision to the unit owner or occupier.

If a dispute arises about the keeping of an animal, the Owners Corporation or a unit owner/ occupier can apply to ACAT to resolve the matter.

What if there are issues?

Often issues, particularly if raised early and respectfully, can be addressed quickly. For example another owner may not realise the impact a behaviour or action is having on their neighbour but once brought to their attention, they can alter their behaviour.

Disputes can however arise between an owner and an Owners Corporation, the Owners Corporation and the Owners Corporation manager, or the Owners Corporation and a service contractor.

An independent mediator can be engaged to help work through issues and find solutions or you can consider as a final step, formal application for dispute resolution to ACAT.

Communicating with the Owners Corporation

Owners must know how to contact the Executive Committee and the Manager (if any). It is the responsibility of all unit owners to provide written notice to the Owners Corporation, within 14 days, if any of the following events happen:

- Transfer of a unit lease
- Instrument lodged which identifies a change in ownership
- A change in the owner's name or address for correspondence
- A change in the occupancy of the unit
- A vacancy in occupancy of a unit longer than 30 consecutive days

What's mine and what's ours? (Common property)

What is common property? Common examples of common property include:

- Outside lighting
- Letterboxes
- Steps and paths
- Swimming pools, saunas and gymnasiums
- Tennis courts and playgrounds
- Gardens and barbecue areas
- Garbage areas
- Elevators, stairwells and hallways
- Driveways and visitor parking.

Common property is not always just land – for example it may include a roof over units, or be pipes or utilities.

Who manages and maintains it?

The Owners Corporation manages the common property on behalf of all unit owners and is responsible for the control, maintenance, management and administration of the common property.

Unit owners support common property maintenance by providing contributions to the administrative, sinking and special purpose funds. The levies are determined at the Owners Corporation's annual general meetings.

Levies reflect the range of facilities within the common property (ie. common properties including a swimming pool, barbeque area and tennis court will attract a higher contribution than if the common property only includes shared garbage bin facilities).

The executive committee can approve minor use of the common property upon application by an owner, for example installation of an air-conditioning unit or awning, where it would extend over the common property.

The Owners Corporation may change aspects of easements on the common property by special resolution. It may also, by ordinary resolution, grant an easement or any other right over the common property for the purpose of the installation, operation or maintenance of sustainability or utility infrastructure.

Something is broken – who calls a tradesperson?

The Owners Corporation must repair common property and owners must maintain and repair anything within their unit. If an owner has a problem and a tradesperson finds the fault is on common property, the owner will need to contact the Owners Corporation or manager prior to engaging the tradesperson to fix the problem.

If the matter is urgent, the Owners Corporation may authorise the tradesperson to go ahead with the work to avoid further damage. If it is not, the matter may be referred to the Owners Corporation insurer who will determine the work required to rectify the problem.

If an owner engages their own tradesperson to work on common property, without the permission of the Owners Corporation, they could be responsible for payment of those services. The Owners Corporation may have prior arrangements with specific tradespersons and engaging another tradesperson may compromise arrangements with their tradesperson and insurers.

Information on who you should contact in the event of a problem should be available to you in the house rules, if not, contact the manager or the executive committee.

Meetings and why you should go

Executive Committee meetings

Executive Committee meetings are held to progress the decisions of the annual general meeting and general meetings, manage common property, oversee the Owners Corporation's financial affairs, commission routine repairs and maintenance, task the Owners Corporation manager, agree to actions on the infringement of rules or the late payment of contributions.

An Executive Committee can hold meetings as often as necessary and can be called by any committee member with no less than seven days notice. A quorum (the minimum number of members present) is needed before a decision can become valid.

What is a quorum – how does it work?

A quorum is determined by how many members there are on the Executive Committee and whether the Executive Committee has an odd or even number of members. If the Executive Committee has an odd number of members the number of members plus one divided by two must be present to form a quorum. As an example, where the Executive Committee comprises seven members the required number of members to form a quorum would be seven plus one divided by two, so four members would need to be present.

Where the Executive Committee has an even number of members, the number of members divided by two plus one must be present to form a quorum. As an example, where the Executive Committee has eight members the required number of members to form a quorum would be eight divided by two plus one, so five members would need to be present.

Matters raised at an Executive Committee meeting must be decided by the majority present. If the votes on a matter are equal, the chairperson has a casting vote unless the Executive Committee comprises only two Executive Committee members, in which case all matters must be decided by unanimous vote. Matters that require a resolution by the Owners Corporation, cannot be decided at an Executive Committee meeting. If the chairperson is not present or leaves during the Executive Committee meeting for any reason, the Executive Committee members present must elect another Executive Committee member to chair the meeting.

Annual General Meetings (AGM)

The annual general meeting (AGM) agrees on the budget and the contribution amounts for each financial year, approves the sinking fund plan, elects an Executive Committee, accepts the financial statements and approves, among other things, general policy for the management of the Owners Corporation, alterations or additions to units, maintenance plans for the common property, amendments to rules and the appointment of a manager.

Key points:

- An Owners Corporation must hold an AGM each financial year.
- The first AGM must be held within three months of registration of the units plan.
- Each subsequent AGM must be held within 15 months of the last one.
- In most cases, the quorum for an AGM for a units plan with three or more members is not less than half the total number of members present at the meeting (note, proxy votes count towards a quorum but absentee votes do not).
- The Executive Committee must give notice of the AGM to each member of the Owners Corporation and each mortgagee's representative (if any).
- 14 days notice of a meeting should be provided for an AGM where ordinary and/or special resolution decisions are to be made.
- If a motion is to be moved that requires an unopposed or unanimous resolution, notice should be received by the owner 21 days prior to the meeting.

The notice must include:

- Time, date and place the meeting is to be held.
- Copies of the annual financial statements and general fund budget.
- If the person being notified is entitled to vote on all (or any) of the motions and, if not, why not.
- Where a member is not entitled to vote because a mortgagee notice has been given, details of the notice including the name and address for correspondence of the mortgagee's representative.
- Text of the motion if it requires an unopposed resolution or unanimous resolution.
- A proxy form and absentee voting paper approved by the Executive Committee.

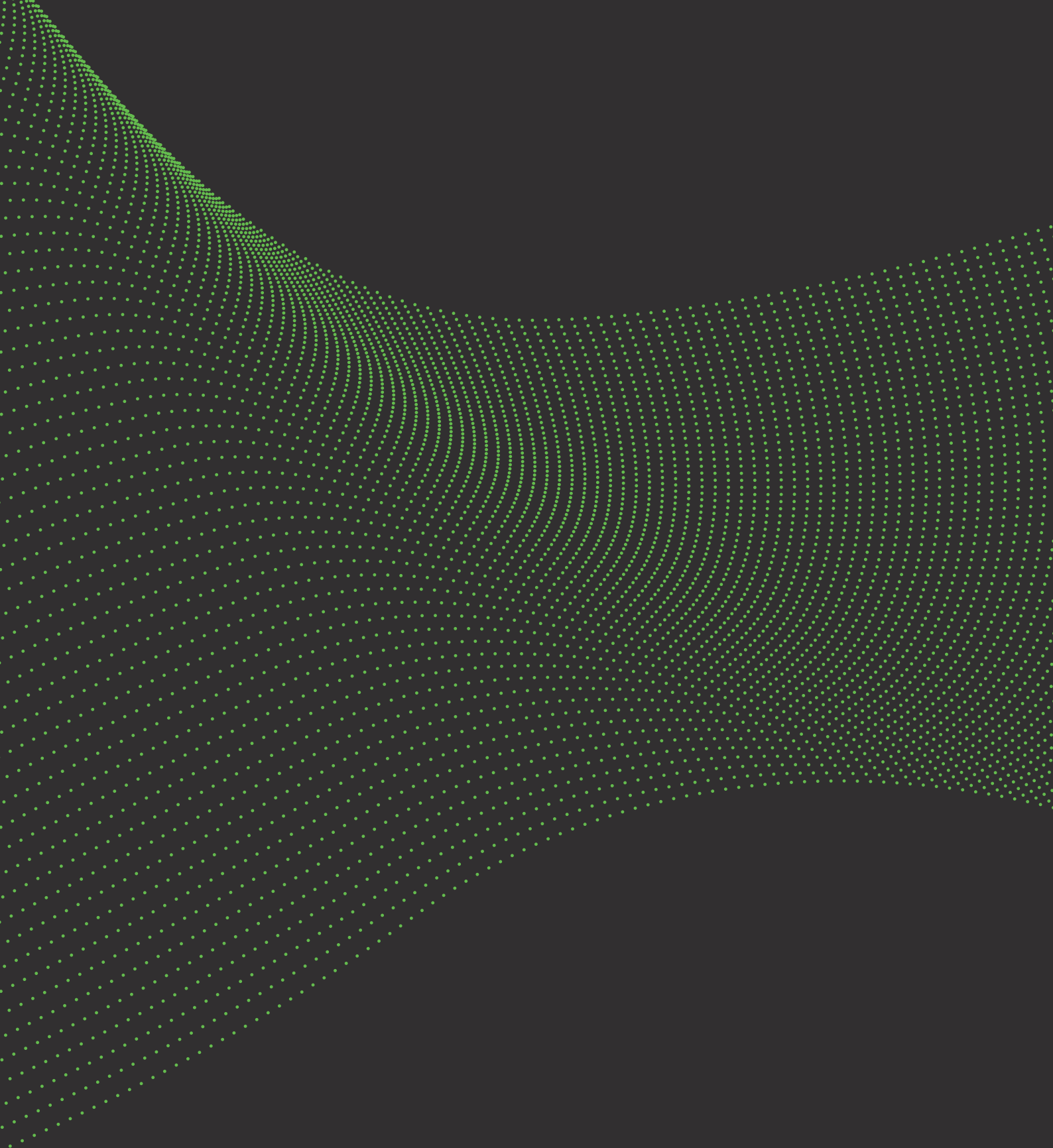
General meetings, sometimes referred to as special general meetings must also be notified showing the time, date and place of the meeting 14 or 21 days before and include the text of unopposed or unanimous resolutions and whether the owner is entitled to vote.

Want to put a motion forward as an owner?

Owners can ask for a motion to be put on the agenda for an annual general meeting for the Executive Committee to consider. The motion should be accepted if permitted by the Act, sufficient notice is given, it is relevant and is not vexatious.



Artist's impression only.
Min EER 5.3



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