



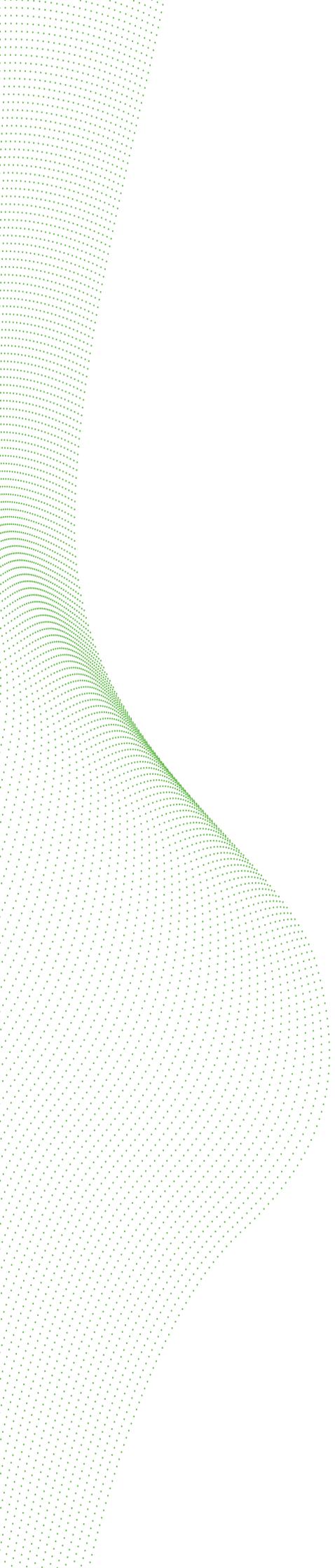
Welcome Pack

Kiara

civium

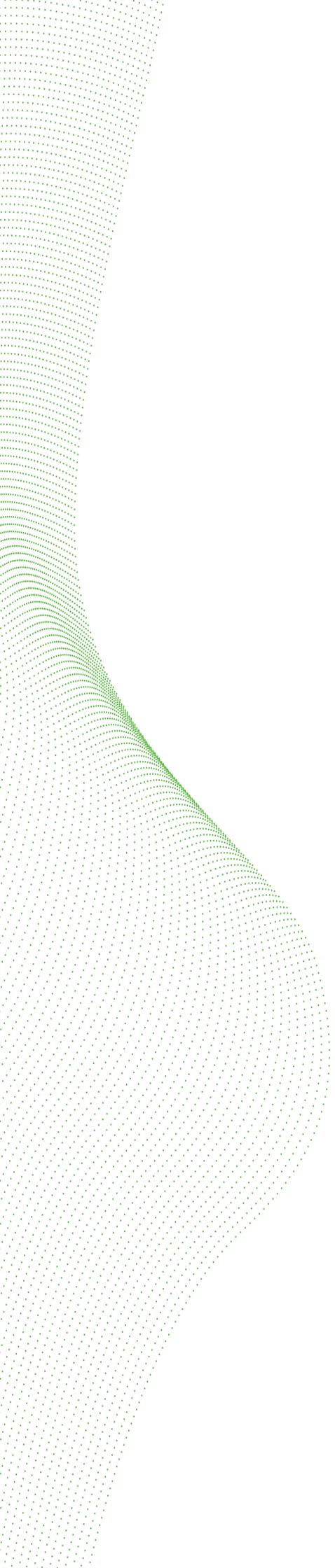


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Welcome to Civium Communities

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

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

Within the pages of this Welcome Pack you 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,

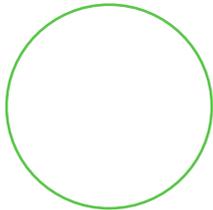
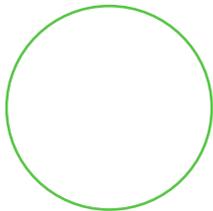
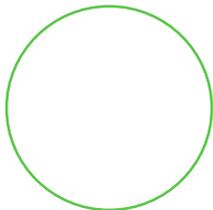
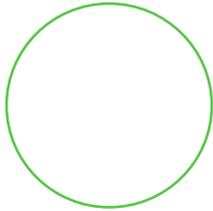
Tristan Veurink

Kiara Community Manager

Civium Communities ACT Operations Manager

Please note: Any reference to the term 'unit' throughout this document relates to both apartments and townhouses within the Kiara Residences.

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.

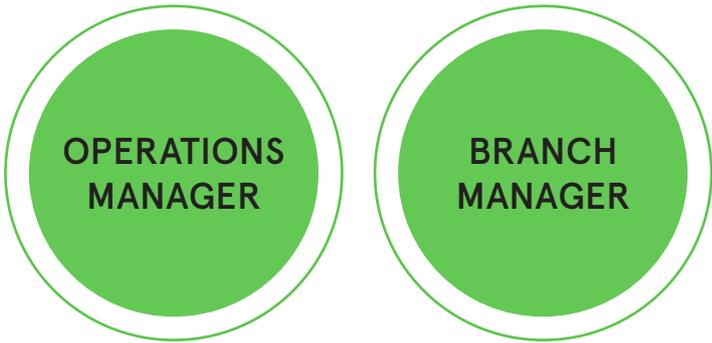
This means we can give you the best advice with the fastest response times when you need us most.

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

Your Core Team



Additional Resources



Community Manager

If you have a question regarding:

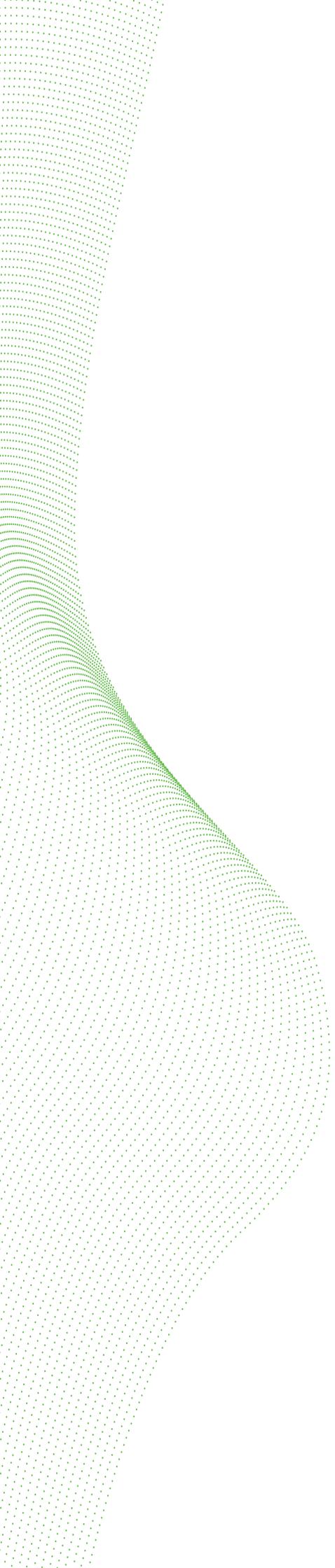
- Meetings (Annual General Meetings or any other meeting format).
- Improvement and expansion approvals.
- Noise & Complaints Register.
- Policy Enquiries.
- Pet Requests.
- By-laws / rules.
- Recycling & Waste Collection.
- Certificate of Sale Requests.
- Changes to Property Management (Rental) Partners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

Contact your **Community Manager**.

Tristan Veurink

E: tristan.veurink@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**.

Paul Chen

(supported by our National Finance Manager, Clair Yeung)

E: paul.chen@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

Insurance Manager

If you have a question regarding:

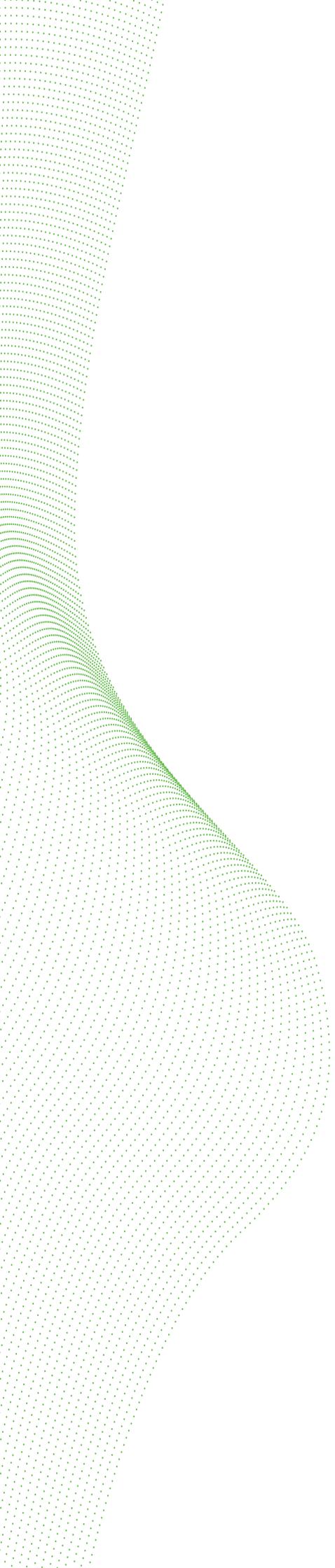
- An insurance claim relating to your apartment.
- An insurance claim relating to common property in the building.
- Coverage for your apartment or common property.
- Sourcing quotes and dealing with insurance companies.
- Loss of rent coverage.
- Flood, fire or catastrophe insurance coverage.
- Public Liability.
- Machinery breakdown (if required).

Contact your **Insurance Manager**.

Zoe Swift

E: actinsurance@civium.com.au

P: 1300 724 256



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 Kiara 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.

E: kiarabm@civium.com.au

We will work better together

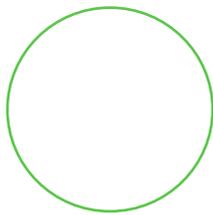
Introducing C-Hub - Our Online Owner's Portal

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. |
| Defect Management | The capability to manage the defect process. This will manage the logging, reporting, and closing out of defects from the client and/or builder/developer. |
| 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. |

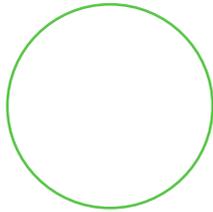
**Owners should notify Milin, using the Milin's defect email address, for their specific Apartment / Townhouse defects during the DLP.*

What happens next



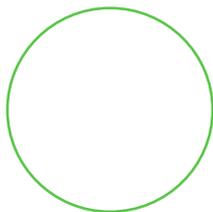
Portal Registration

Once we receive your details from settlement, 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



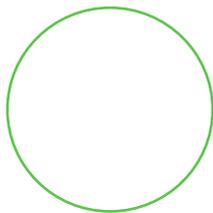
First AGM

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 Kiara.



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



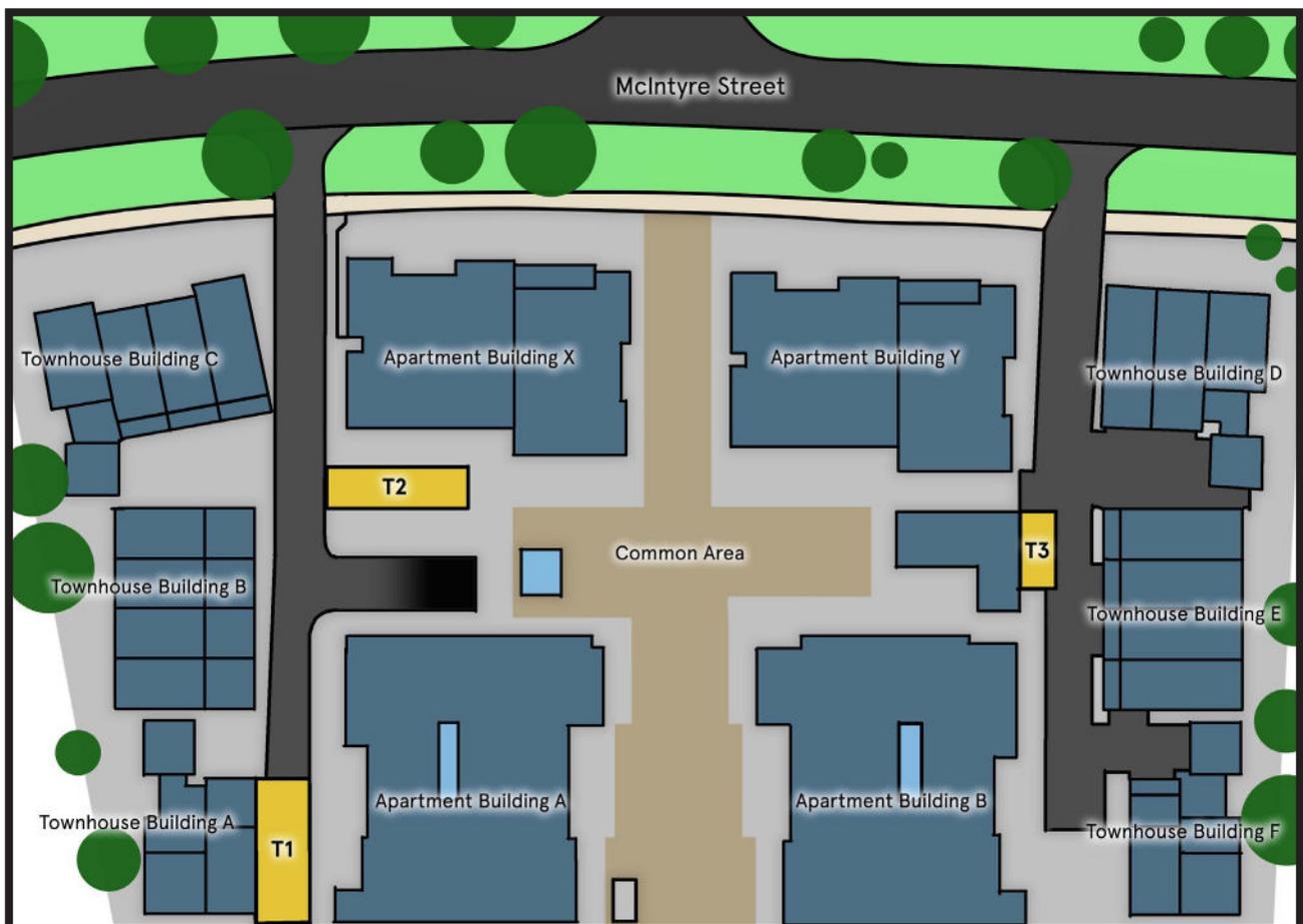
[@civium_property_group](https://www.instagram.com/civium_property_group)

Moving In Process

To book your move into your apartment within Kiara Residences please use the below process:

1. Head to civium.com.au/kiara and look for the Booking Calendar
2. Select the time and date that best suits you and make a 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 (T1, T2, T3) for your exclusive use.

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





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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 Booking Calendar is to ensure we can give you access to 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.

Note: Townhouse residents are exempt from this process as they will not require use of a shared elevator or common property for the purposes of their move in or out. Please be mindful to park in front of your residence to ensure you do not block access for other residents on internal roads.

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 or small number of smaller 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. Be aware there will not be Civium staff onsite over weekends, meaning 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 bins for the busy move-in periods. Look out for them near the common bin rooms. Please respect the intention of these bins and do not dump any rubbish, non-recyclables or even recyclable items that are not paper or cardboard in these bins.

Keys & Fobs

How many keys and fobs will I be issued?

Entry Door Keys

2 x Keys for each Apartment & Townhouse

Apartment Basement Garage roller shutter remote control

1 x Remote per Apartment carspace

Townhouse Garage roller shutter remote controls

2 x Remotes per Townhouse Garage (ie. 2 x carspaces)

Access Door Fobs

2 x Fobs for each Apartment & Townhouse

How do I arrange additional sets of keys or fobs?

C-Hub.

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

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.

To arrange a pet approval for your precious pet please process through Civium's Online Owners Portal called C-Hub.

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

Portal Access (C-Hub)

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

14 Days post Unit Plans Registration.

14 days after the Kiara complex registers we will send you an email invite to register for the Civium portal. 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

For Apartments and Townhouses, you will need to contact either Origin (ph: 1800 684 993) or your preferred retail provider to setup your electricity account.

Apartments will need to contact Origin on the above number to setup their centralised hot water accounts.

Gas

For Townhouses, you will need to contact either Origin (ph: 132 461) or your preferred retail provider.

Please refer to your Energy Factsheet (provided at settlement) for full details on the electricity, gas and hot water arrangements at Kiara.

Water

Not immediately.

Water will be billed quarterly. As part of a strata scheme it is important to note that you will be charged a water supply charge from ICON Water but any water consumption charges are included in your body corporate levies.

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 apartment or townhouse. 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 Maintenance 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 Kiara 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

Apartments Block A and B

Household waste is to be deposited by residents in the garbage and recycling chutes in the refuse rooms located on each floor.

Apartments Block X and Y

Household waste is to be deposited by residents in the garbage and recycling refuse rooms located:

Building X Refuse room - outside of the car park entry ramp.

Building Y Refuse room # 3 - across from Townhouse 161.

Townhouses 158 to 166:

Refuse room # 3 - across from Townhouse 161.

Townhouses 148 to 157:

Refuse room # 2 - outside of the car park entry ramp.

Please adhere to the recycling rules and use the bins provided.

Non-household waste items such as furniture, electrical items, and the like, are not allowed to be deposited. The buildings' Body Corporate will be responsible for managing waste removal.

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 timeframe 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?

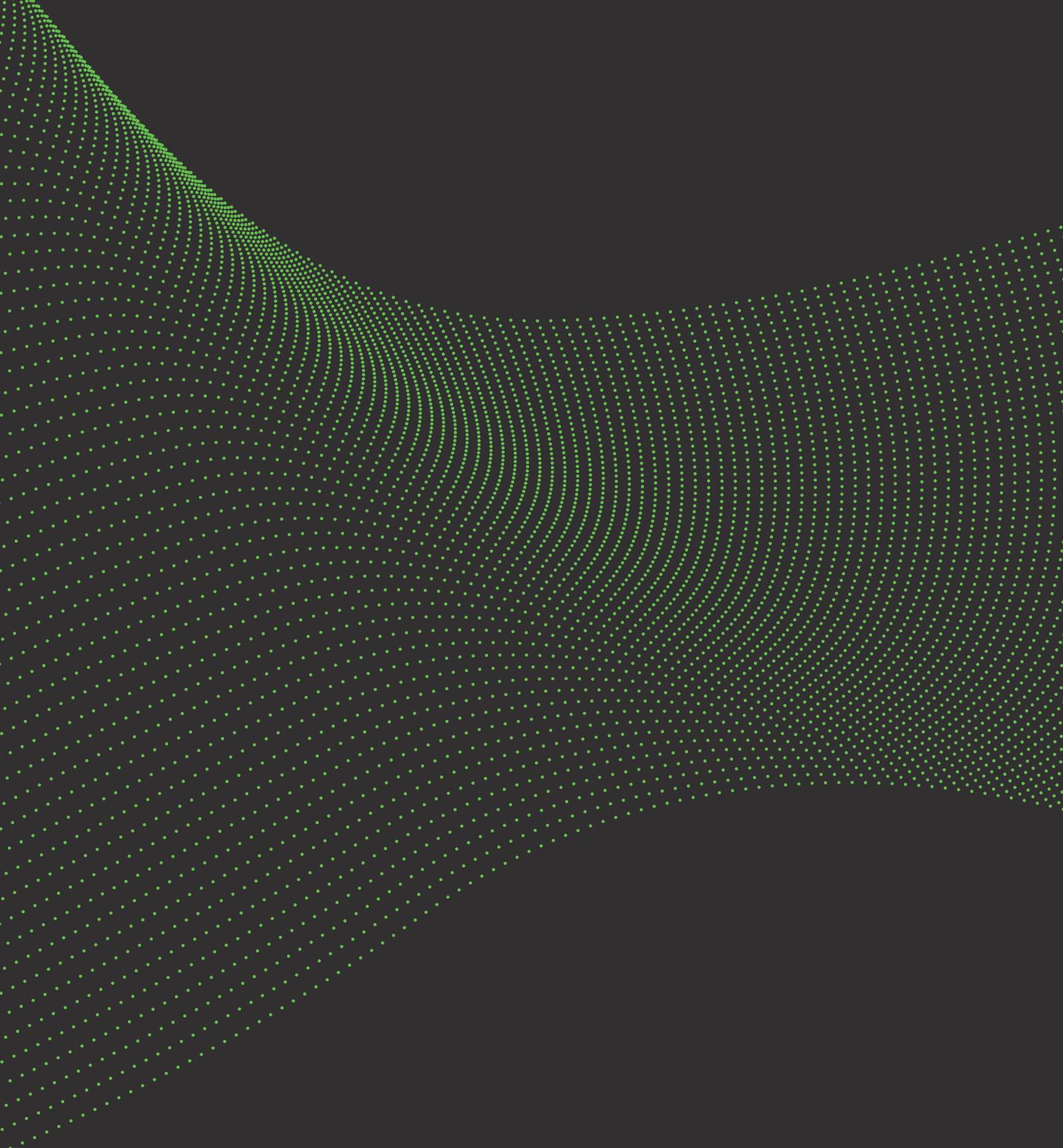
Owners can ask for a motion to be put on the agenda for an annual general meeting for the Executive Committee to consider. The motion should be accepted if permitted by the Act, sufficient notice is given, it is relevant and is not vexatious.

General meetings

Executive Committees can call a meeting of the Owners Corporation in addition to an AGM if the owners corporation needs to decide significant policy issues, agree on urgently needed action or significantly revise previous decisions.

Notice is provided to each member and the meetings provide an opportunity for owners to meet face-to-face and to discuss issues affecting the Owners Corporation.

While it is not compulsory for owners to attend general meetings, it is a great way for owners to get involved and have their say. A general meeting must also be called where the Executive Committee receives a written request from at least one quarter of owners.



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