

civium

ILLUME

**Welcome Pack
& Resident's Guide**



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Congratulations!

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

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

We recommend you read this document to familiarise yourself with any processes or procedures for owning in Illume.

Within the pages of this Welcome Pack you will find information on:

- How to contact us
- About Civium
- Move-in Process
- Frequently Asked Questions

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,
Civium Strata

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.

Contact Us

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

Building Management Enquiries

William Curtis-Martin

william.curtismartin@civium.com.au

0437 777 213

Strata Management Enquiries

Maddy Tett

up15865@civium.com.au

1300 724 256

Our Office

1300 724 256

Monday – Friday: 8:30AM – 5:00PM

3 Lonsdale Street, Braddon ACT 2612

Emergency After Hours Contact

1300 724 256

Monday – Sunday: 5:00PM – 8:30AM

Inc. public holidays and weekends

General Enquiries

civium.com.au

clientservices@civium.com.au

my.civiumstrata.com.au

Social Channels

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

Linkedin: Civium Property Group

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

Empower Your Community With C-Hub

Discover a new level of convenience and efficiency with C-Hub, Civium's online resident's portal. C-Hub has been crafted by Civium and designed specifically to offer fast, online solutions for our owners needs.

Community Discussions

A page that gives owners the ability to post any community-related questions for the input of other owners.

Accounts

Ensure timely payment of your levies and gain valuable insights into the financial status of your Strata Community.

Content Library

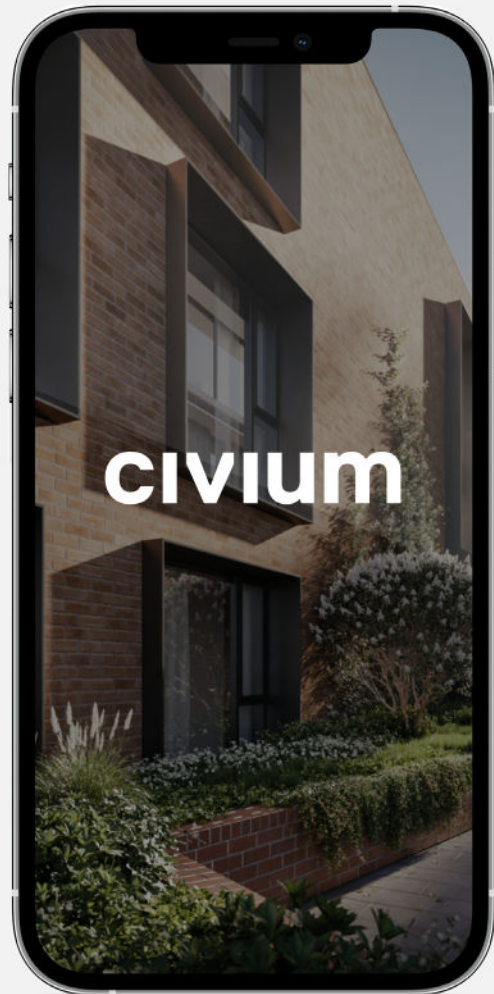
An area where all documents relating to your building and its policies can be viewed.

Make a Request

Residents can make efficient requests regarding any aspect of their property.

Contact Details

Contact details for your Strata team are loaded into this portal so you can easily retrieve phone numbers and email addresses.



Once settlement has occurred and we have received your official contact information from your solicitor, you will receive a link from our Client Services team allowing you to begin your C-Hub registration.

For any questions regarding C-Hub, please contact
up15865@civium.com.au

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Move-in Process

These procedures have been designed to ensure the most convenient and safe move-in process for all residents. Please ensure your removalists are aware of this process and their conditions.

Are you hiring a truck or removalist to help with your move?

If so, you're required to follow the below instructions to create a booking via **civium.com.au/illume**

Residents who are not using a truck or removalists are welcome to move in at your own time and discretion by using your carpark, with the understanding that those who have booked and have the lift key, will have priority over the lift during their booking times.

We encourage all residents to use the booking system which will allocate you the lift key and have priority over the lift during your 3-hour booking period.

Booking System

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

1. Head to **civium.com.au/illume** and look for the Booking Calendar.
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. Please note that there is a 3 hour time limit per calendar booking.
3. The Civium team will be in touch via phone and/or email to confirm your booking. If you need to make any changes to your booking time or date please contact the Civium team on 1300 724 256.

Please note that there will only be one elevator available to use for all-move in bookings. The elevator with protective padding must be used to ensure that no damages are caused throughout the move-in process.

Lift Key Process

Have a booking and need a lift key?

A lift key allows you priority control over the lift. Reservation mode will allow you to have the door open on the ground floor until any level button is pressed. Once you select a level, the lift will go to that level and the doors will remain open there until Ground is selected again.

Obtaining the lift key:

The Building Manager will be available onsite to provide the lift key at the beginning of each booking. Weekend move-ins are not supported by Civium's on-site team and the lift key will not be available.

If residents select the 2:30pm booking, they must return the lift key to the Body Corporate letterbox when finished. Please remember, you are associated with the responsibility of the lift key for your booking time. If the key goes missing or is damaged during your booked period, charges to replace the key will be onforwarded

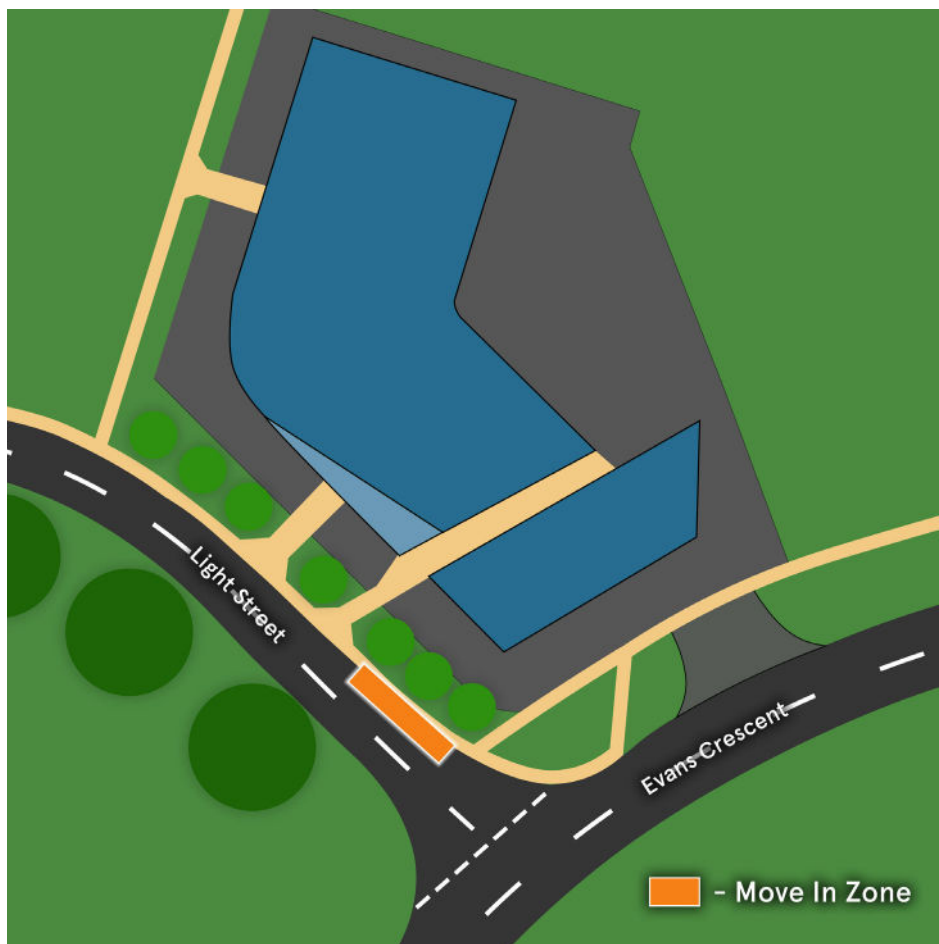
Please do not hold the lift doors open or leave items in the way of the doors. If the doors are held open, the lifts will lock, and you will be liable for the callout fee to fix the lifts.

Parking for Trucks and Removalists

There will be one allocated parking area on Light Street for Removalists and Trucks to park during your booking session as shown in the below map.

Please ensure your removalists are aware of this delegating parking area.

Move-in Path



What's 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 Annual General Meeting (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

At the AGM an Executive Committee will be formed of up to 7 members to represent Illume.

Ongoing Relationship

Welcome to Civium Communities!

From here we can support you through any of our channels whatever your query may be.



Frequently Asked Questions

General

What is an Owners Corporation?

Where there are multiple units and multiple owners in one development, you will see that development being a registered strata title (or Unit Plan). An Owners Corporation is the term used to describe the corporation of all owners within that development.

What is Illume's street address?

Units 1 to 59
9 Light Street, Griffith ACT 2603

Units 60 to 62
11 Light Street, Griffith ACT 2603

Am I part of Illume's Owners Corporation?

Yes. If you are a registered owner, you are part of the owner's corporation.

What is Illume's Unit Plan Number?

As Illume's Units Plan number is 15865

Illume is an A class Complex. What does that mean?

A Unit Titling Assessor is appointed during the construction process of a shared living development. Part of that process is determining if a complex is classified as "A" or "B", based on the design and construction of the complex. Illume is registered as an A Class.

This means the owners corporation are responsible for slightly more than they would be if it were a 'B' class. This is mainly associated to the maintenance of the roof, which being an A Class, is the owner's corporation's responsibility. The cost of roof maintenance is reflected in your levies.

What Insurance do I need?

The Body Corporate holds insurance against the building. You are responsible to ensure coverage is held at all times for your Contents or Landlord insurance.

How do I book the BBQ Area?

BBQ Bookings can be made via civium.com.au/illume

Utilities

Do I need to set up my own electricity, water and gas accounts?

Yes, it is the responsibility of each resident to connect and setup their own accounts.

Electricity: When moving in you will need to arrange the set up of your own electricity account for your unit.

Gas: Any units with gas connection will be required to setup and connect their own accounts.

Water: The consumption of all water at Illume will be paid for by the Owner's Corporation. Each individual unit will receive a supply charge from Icon Water, it is important you contact Icon to arrange your individual account.

When should these accounts be set up?

As soon as you receive the information on the settlement of your unit you will be able to set up these accounts.

Requests and Approvals

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: up15865@civium.com.au

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

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 your

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

Access

What keys will I receive on settlement?

- Unit Keys
- Sliding Door Keys
- Basement Garage Entry Remote
- Garage Door Entry Remote (if applicable)
- Letterbox Keys

What if I lock myself out of my unit?

Should you find yourself locked out of your apartment, please contact your Building Manager to arrange an emergency locksmith at your expense.

Billing

What is a levy and what does it cover?

As an owner you will receive a levy notice from us each quarter. This levy is calculated from the budget approved at each Annual General Meeting. This budget encompasses all costs to ensure Illume is appropriately maintained and serviced, as well as future capital works.

Your levies cover the cost of:

- Roof maintenance
- Maintenance of the common area gardens and government verge lawns
- Water consumption
- Strata Insurance
- Consumption of common area electricity (lights, garage roller door, lifts)
- Servicing and cleaning of the bin room
- Repairs and maintenance of anything common property
- As well as building a fund for future capital works

How often will I receive body corporate levies?

Quarterly.

The body corporate levies for Illume 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).



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