



**Welcome Pack**

**O H A N A**

**civium**



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# Contents

<b>WELCOME TO CIVIUM COMMUNITIES</b>	<b>4</b>
<b>INTRODUCTION TO CIVIUM</b>	<b>5</b>
<b>WHO TO CONTACT</b>	<b>6</b>
<b>WE WILL WORK BETTER TOGETHER</b>	<b>11</b>
<b>WHAT HAPPENS NEXT</b>	<b>12</b>
<b>HOW TO CONTACT US</b>	<b>13</b>
<b>MOVING IN PROCESS</b>	<b>14</b>
<b>FREQUENTLY ASKED QUESTIONS</b>	<b>16</b>
<b>LIVING IN STRATA</b>	<b>21</b>



# Welcome to Civium Communities

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

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.

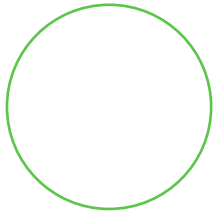
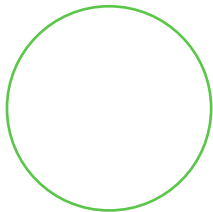
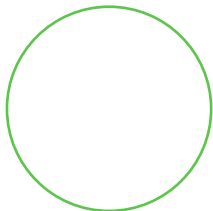
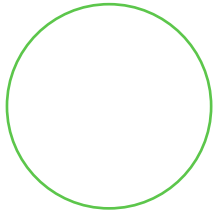
If there is anything we can do for you please do not hesitate to contact our team.

We are here to help.

Kind regards,

**Monique Bosma**  
Ohana Strata Manager

# Introduction to Civium



## We are local

We believe in local communities. 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.

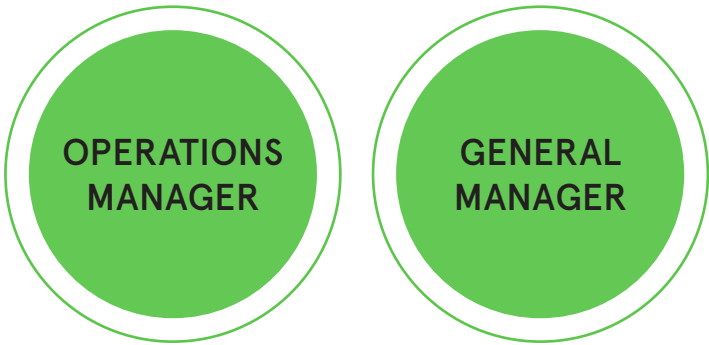
This means we can give you the best advice with the fastest response times when you need us most.

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

## Your Core Team



## Additional Resources



# 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.
- Short Term Rental Rules

Contact your **Strata Manager**.

**Monique Bosma**

E: [monique.bosma@civium.com.au](mailto: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**

Finance Manager

E: [clair.yeung@civium.com.au](mailto:clair.yeung@civium.com.au)

P: 1300 724 256

Your dedicated Levy Management Team can be reached at:

E: [levies@civium.com.au](mailto: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**.

**Cheryl Wilson**

E: [insurance@civium.com.au](mailto:insurance@civium.com.au)

P: 1300 724 256



# Maintenance 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 Ohana Maintenance Manager:

Your Maintenance 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 **Maintenance Manager**.

Taylah Borduik  
E: [actmaintenance@civium.com.au](mailto:actmaintenance@civium.com.au)  
P: 1300 724 256

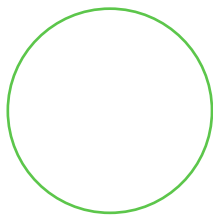
# We will work better together

## 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.

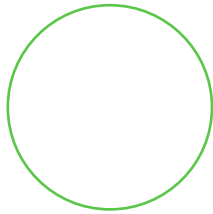
FEATURE	BENEFIT
Pay accounts	Through C-Hub you can not only pay your levies but also get a view of the financial position of your Strata Community.
A Discussion Thread for EC members	Assign tasks by merely notifying the appropriate Civium staff member on the discussion thread. Raise an idea for discussion 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 (including all builder warranties and manuals) directly into C-Hub for review by anyone. It is all about your community.

# What happens next



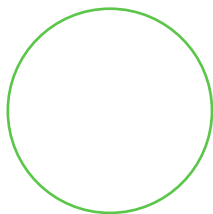
## Portal Registration

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



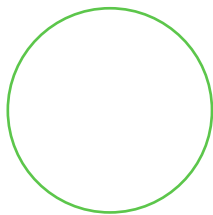
## First AGM

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 Ohana.



## 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](http://civium.com.au)



1300 724 256



[clientservices@civium.com.au](mailto: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 Ohana Residences please use the below process:

1. Head to [civium.com.au/ohana](https://civium.com.au/ohana) 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 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.

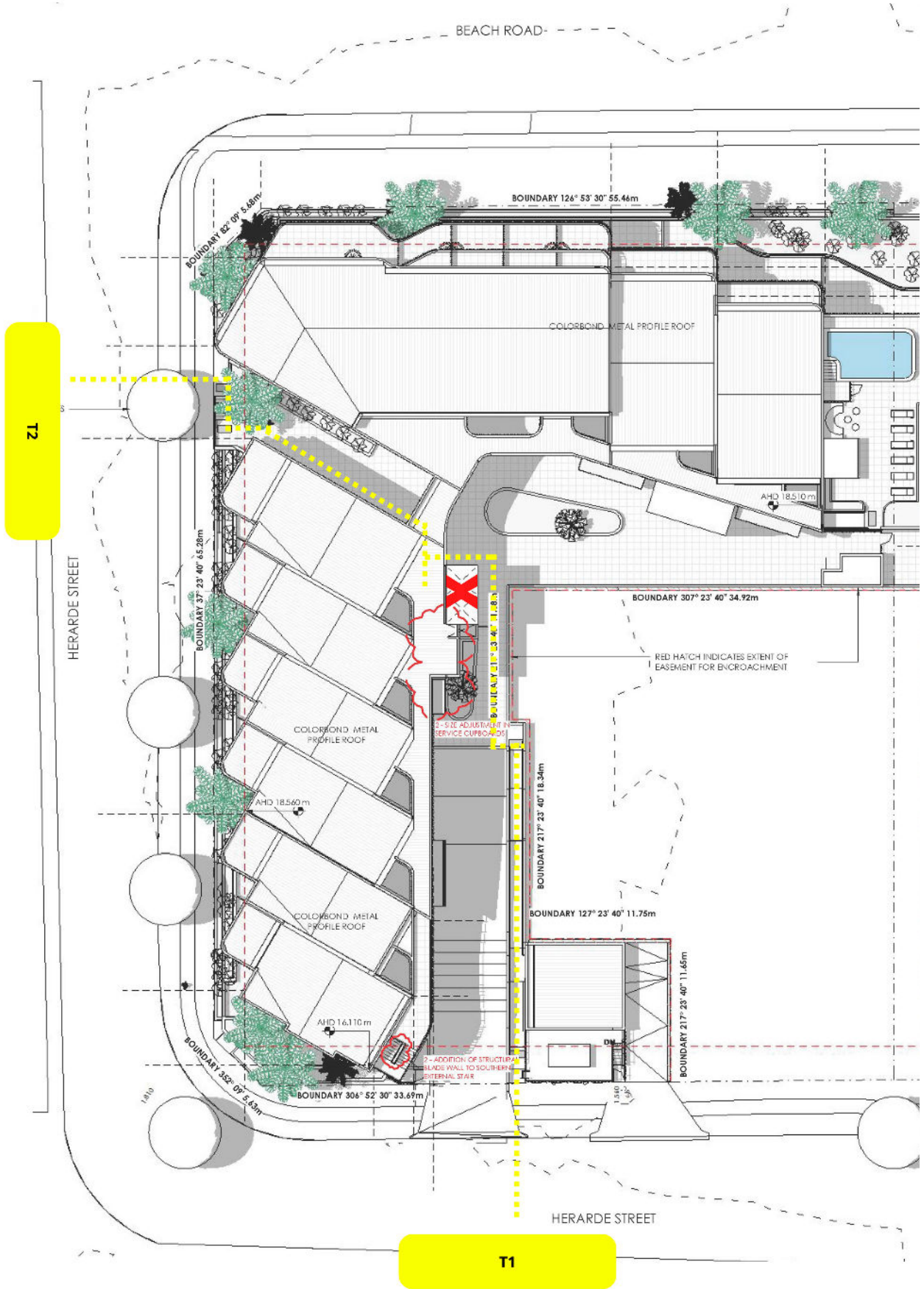
## T1 Move-In Process

The T1 moving zone includes a long narrow walkway leading up to an access gate that is a short walk away from the move-in elevator.

## T2 Move-In Process

The T2 moving zone is situated to the side of the building and includes a set of 5 stairs up to a gate and then a walk down a corridor to the elevator.

**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.**



# 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.

**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.

**Can I move in on weekends?**

Yes.

Still use the Booking Calendar to confirm your moving in time.



## Keys & Fobs

### 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 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

Alternatively there is the option to get in touch with your strata manager Monquie, who will have a pet application form available for residents to complete.

## 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 Ohana 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***

You will need to contact either Origin (ph: 1800 684 993) or your preferred retail provider to setup your account.

### ***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 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

Alternatively you also have the option to get in touch with your strata manager Monquie, who will have an alterations form available for residents to complete.

## Billing

### How often will I receive body corporate levies?

Quarterly.

The body corporate levies for Ohana 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

A shared waste enclosure us is located at the ground floor.

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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

## Key Concepts in Strata

### Strata scheme

A strata scheme is a building, or collection of buildings, where:

- the property that each individual owns is called a 'lot' (for example, an apartment, villa or townhouse)
- all the owners share ownership of and responsibility for the 'common property', such as external walls, foyers and driveways.

Some strata schemes sit within the 'umbrella' of a community scheme. As the name suggests, a community scheme is essentially a community containing a number of individual strata schemes. Each scheme is managed individually, and also has representation on the community scheme committee, which manages shared spaces such as community halls and parks.

Community schemes can also contain neighbourhood schemes and precinct schemes.

Visit the Fair Trading website for more information on community schemes regulated under the Community Land Management Act 1989.

### Common property

The owners corporation, which all owners automatically belong to, is responsible for managing the strata scheme.

The basic rule is that everything inside a lot is the owner's property. This generally includes all internal walls, fixtures, carpet and paint on the walls.

Common property boundaries of each lot are generally formed by:

- the upper surface of the floor (but not including carpet)
- the under surface of the ceiling

- all external or boundary walls (including doors and windows).

Common property can include such things as:

- pipes in the common property or servicing more than one lot
- electrical wiring in the common property or servicing more than one lot
- originally installed parquet floors, ceramic tiles, floor boards, vermiculate ceilings, plaster ceilings and cornices
- most balcony walls and doors.

It is crucial to know where the common property boundaries are, as lot owners cannot make alterations to common property in their townhouse or apartment without first getting approval from the owners corporation (see our information on 'Renovations' in this guide).

### **Being sure of the common property boundaries**

To know exactly what is common property and what is an individual's lot, you will need to look at the strata plan for your strata scheme.

The boundaries are usually marked by thick black lines.

If you don't have a copy, you can obtain one from NSW Land Registry Services. (See: [nswlrs.com.au](http://nswlrs.com.au) or call 1300 052 637)

### **Unit entitlement**

The strata plan for your strata scheme, which is registered with NSW Land Registry Services, shows the unit entitlement for each lot. The unit entitlement represents lot owners' share of ownership in the strata scheme. It is used to calculate the contributions (levies) each owner pays and how much their vote is worth.

### **Contributions**

Contributions are the fees paid by all lot owners in a scheme to cover the projected costs and expenses of the strata scheme. They are paid into funds administered by the owners corporation, which include the **administrative fund** and the **capital works fund** (see: 'The administrative fund and the capital works fund' in this guide).

### **General meeting**

Any meeting of the owners corporation that is not an annual general meeting (AGM) is referred to as a general meeting. In this guide, 'a meeting of the owners' refers to a general meeting of the owners corporation.

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.

## How a Strata Scheme Operates

### The owners corporation

All lot owners in a strata scheme are automatically part of the owners corporation (previously the 'body corporate') and have a right to take part in the decision making.

The owners corporation should hold regular meetings for the owners to decide on issues affecting the strata scheme. It is responsible for overall management of the scheme, including:

- financial management
- insurance
- record keeping
- repairs and maintenance of common property
- by-laws
- employing a strata managing agent and/or a building manager (if they choose to do so)
- keeping up-to-date with and following all relevant laws. Apart from strata laws, this includes planning, building, fire and safety inspections, and work, health and safety laws.

Among the specific responsibilities of the owners corporation are:

- issuing a notice to comply with a by-law to someone who has breached a by-law. This could only happen once the owners corporation or its strata committee had resolved that a by-law has been breached by that person
- arranging for inspections of the strata scheme's records
- responding to written requests for a Section 184 Certificate from prospective purchasers of property in the strata scheme. The Certificate provides certain strata scheme information and must be provided within 14 days
- where agenda items for a meeting involve a priority vote, those holding a priority vote must be notified in writing at least 2 days in advance. These agenda items include matters relating to insurance, budgeting, expenses over a certain amount (\$1,000 times the number of lots in the strata scheme), setting the contributions to be levied on (paid by) the owners and matters that require a special resolution (75% of the owners who are at a meeting agreeing) or unanimous agreement (all the owners who are at a meeting agreeing)
- ensuring access to all parts of the scheme for necessary fire safety inspections
- notifying of a pesticide treatment 5 days before it is carried out. The notice must be

given to all residents and can be done in person, in writing, or be put up on noticeboards and near the main building entrance.

The owners corporation may delegate a number of responsibilities to a strata managing agent (see 'Strata managing agents' in this guide). However, there are several responsibilities and powers that cannot be delegated, including:

- the power to dismiss some or all of the strata committee members
- the power to grant use of the common property to a lot owner for a 'once only' purpose or on an ongoing basis (which would require a special resolution vote of the owners corporation) that can only be made by the owners corporation under NSW strata laws.
- certain other decisions that can only be made by the owners corporation under NSW strata laws.

### The strata committee

The owners corporation should elect a strata committee (previously the 'executive committee'). The strata committee enables quicker decision making on many of the day-to-day decisions about running the scheme. The owners corporation, being all lot owners, can vote to overrule its strata committee's decisions or put limits on what they can make decisions about.

The strata committee is elected at each AGM. Up to nine members can be elected. The minimum number of members for a strata committee depends on the size of the strata scheme. A strata committee must have at least:

- three members, if it is a large scheme (more than 100 lots)
- two members, if it is a two lot scheme, which include the owner, or one co-owner, of each lot.

Strata committee members must act with due care and diligence and must disclose any conflict of interest at a meeting, which must also be recorded. If a strata committee member does not disclose a conflict of interest, this may result in them receiving a penalty of up to \$1,100.

### Strata managing agent

The owners corporation may engage a licensed strata managing agent to help manage their strata scheme. Only a person who is licensed under the *Property, Stock and Business Agents Act 2002* can be appointed. Owners corporations should periodically ensure that the licence remains current by checking the property licence register at [fairtrading.nsw.gov.au](http://fairtrading.nsw.gov.au)

To choose the best fit for their strata scheme, the owners corporation should investigate



and interview a range of agents. They should determine which services they can provide and the cost involved, and they can negotiate these with the agent.

Strata managing agents are subject to the general rules of conduct that apply to all licensees and registered persons under the Act (set out in Schedule 1 of the Property, Stock and Business Agents Regulation 2014), and specific rules of conduct that apply to strata and other managing agents (Schedule 6 of the Regulation).

### **What are their responsibilities?**

The owners corporation can choose the responsibilities of their appointed strata managing agent in negotiating the contract with them (apart from where the owners corporation's powers cannot be delegated). For instance, an owners corporation may wish to handle their own financial affairs, but have meetings arranged by the strata managing agent.

The strata managing agent should keep the owners corporation informed of what they are doing and how they are performing their duties. The managing agent must provide details of any trust accounts and financial transactions when requested by the owners corporation. They must also provide an annual account of their activities performed on behalf of the strata scheme in the previous 12 months.

The owners corporation and the strata committee can still carry out their duties even if the owners corporation has delegated them to a strata managing agent.

A strata managing agent cannot:

- delegate their powers, authorities, duties or functions to others
- set the contributions to be paid by the owners
- make a decision on a restricted matter (a matter that needs a special or unanimous resolution, or which the owners corporation has decided must go to a general meeting).

## **By-Laws**

### **What are by-laws?**

All strata schemes have a set of by-laws (rules) that owners, occupiers and, in some cases, visitors must follow. By-laws cover issues such as whether or not pets are permitted on the scheme, how smoking is regulated, parking, noise, and the conduct of residents and visitors.

The owners corporation can enforce these rules through the Tribunal, which may penalise a person who breaches a by-law.

Owners corporations can determine the by-laws that suit the preferred lifestyle of the strata scheme. By-laws cannot be harsh, unconscionable or oppressive, restrict children from the scheme, or restrict dealings in a lot, such as the owner renting out their lot.

You can access a set of model by-laws from the Fair Trading website, which provide 'sample rules' to guide the owners corporation in setting their own by-laws.

These may be adopted as is, or with changes to suit the individual scheme's requirements.

To make or change a by-law, the owners corporation must agree to a motion put forward on the proposed new by-law with no more than 25% of votes cast against it.

A by-law cannot be enforced by a strata scheme unless it is also registered with the NSW Office of the Registrar General.

The by-laws that apply to your strata scheme depend on the date the strata plan was registered. More information on these by-laws can be found on the Registrar General's Guidelines website at [rgdirections.lpi.nsw.gov.au](http://rgdirections.lpi.nsw.gov.au).

### Breaching the by-laws

If a resident breaches a by-law, the strata committee can first contact the resident to advise of the breach, and ask that they stop the conduct that is causing the breach.

If this is unsuccessful, the owners corporation may issue the person responsible for the breach with a Notice to comply with a by-law. If they have the delegated authority, a strata managing agent may also issue a notice to comply.

If there is a breach after the notice has been issued, the owners corporation may apply to the Tribunal to impose a penalty, after resolving to do so at a general or strata committee meeting.

If the Tribunal has already fined the owner or occupier within the last 12 months for a breach of the same by-law, the penalty imposed by the Tribunal can double to a maximum of \$2,200. In this case, the owners corporation does not have to issue another notice to comply before applying to the Tribunal to impose the fine.

'Notice to comply' form is available on the Fair Trading website.

## Meetings

The owners corporation must meet at least once each year at its AGM. Additional general meetings can be held when necessary to decide on the general running of the strata scheme and any issues which arise. A lot owner, or owners, who hold jointly at least a quarter of the unit entitlements, may request a meeting to be held at any time.

The agenda of the AGM must include:

- a copy of the financial statement for that year
- a motion for accepting the financial statements
- information about all insurance policies held
- a motion to consider appointing an auditor and taking out liability insurance for office bearers
- a motion to confirm the minutes of the last general meeting
- a copy of the minutes from the last general meeting
- any other motion to be considered at the meeting
- information on motions needing special or unanimous resolution
- a motion to decide what may be decided by the strata committee
- a motion for the election of the strata committee
- a motion to decide the number of members of the strata committee
- an item to review the 10 year capital works fund.

### Notice for meetings

All owners, and tenants whose name is on the strata roll, must get 14 days' written notice for the first AGM, and 7 days' written notice for subsequent AGMs and general meetings.

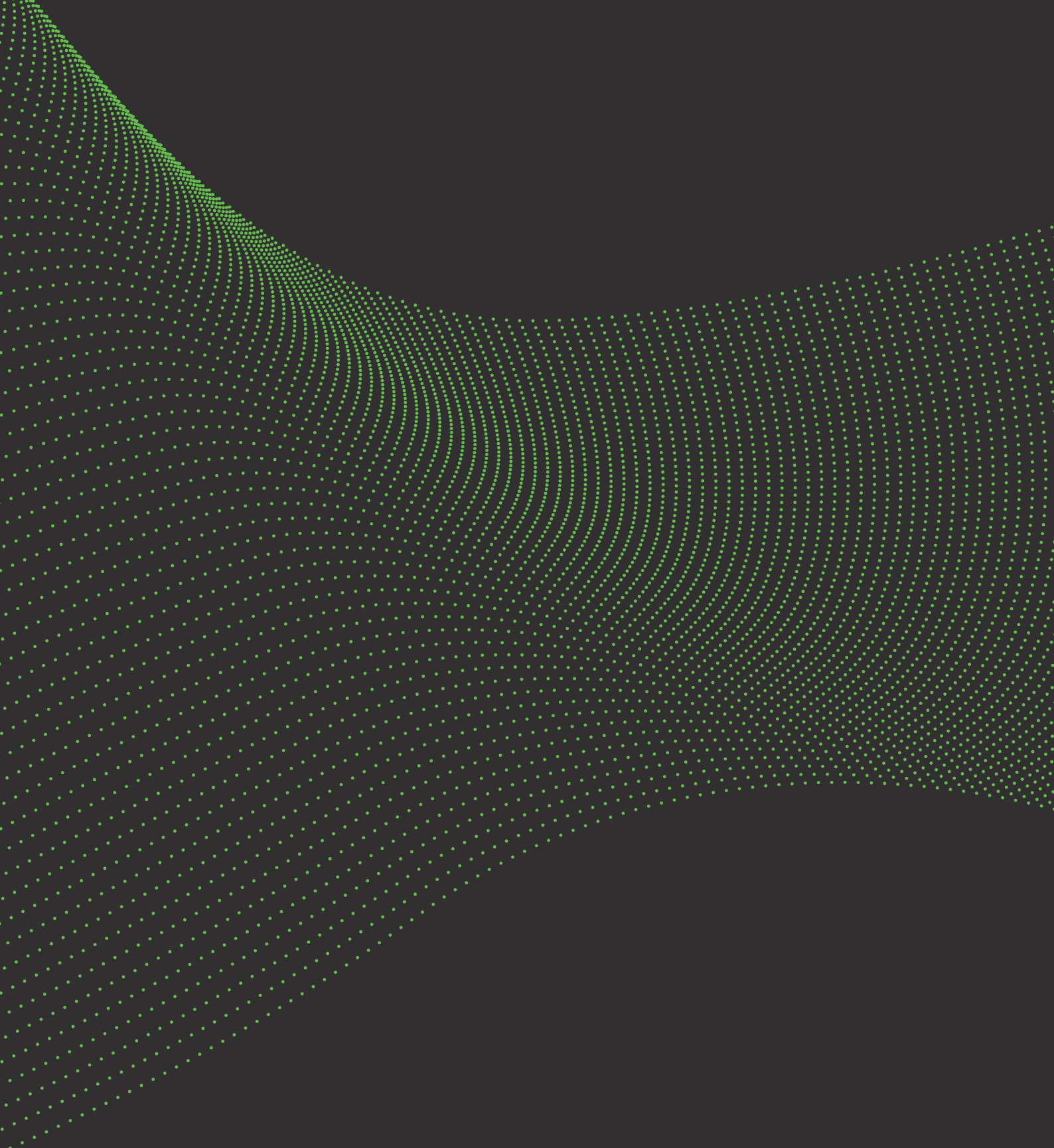
### Voting

To be entitled to vote, lot owners (or a nominee in the case of a company-owned lot) must first give a notice of a right to vote to the secretary of the owners corporation. The notice must be shown on the strata roll.

The owners corporation can decide how meetings are to be held and the method of voting. This includes enabling voting and/or meeting participation through technology such as email, teleconference, video conference calls and the use of voting websites. Pre-meeting electronic voting is another option that owners corporations can choose to allow (through a general resolution vote). Electronic voting cannot be used for elections.

Not all lot owners have the same unit entitlement, as this can vary for each unit in a scheme and usually depends on the size of the lot. The unit entitlement for each lot is outlined in the strata plan.

Owners who have outstanding levies due at the time of the meeting are classified as 'unfinancial' and are not entitled to vote.



**civium**