



Artist's Impression

# The Eastbourne, Parkes

Owner/Occupier Operation  
and Maintenance Manual

MARCH 2026, V2

**CHASE**   
CONSTRUCTION

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# 1. Welcome

Congratulations on your purchase at The Eastbourne, proudly developed by Amalgamated Property Group. As a resident, you will be able to enjoy the wide range of amenities and facilities that are a feature of this luxury development.

This manual entails details in relation to the operations of the building's services and amenities, as well as the individual apartments and penthouses. Please also refer to the electronic copies of all user manuals included via QR Codes in this manual.

## 1.1. Fire Safety

Interfering with any fire door (i.e. entry doors to Apartments, fire stairs and hallways) is strictly forbidden as per ACT Fire and Rescue regulations. This particularly includes propping open fire doors so that they stay open while residents are moving in and out. Doing so will damage the door hinge and render the fire door inoperable, as well as reducing the integrity of the bounding fire rated construction. Furthermore, warranty on the door will be void.

Further fire safety matters include:

- It is the individual Owner's responsibility to maintain smoke detectors/alarms in good operative condition inside of your home. This includes replacement of the backup batteries in the smoke alarm unit itself. Refer to the included user manual in Section 4.3 for further information.
- Storing any materials in the fire stairwells is strictly forbidden as per the notices inside the stairwells titled 'Offences Relating to Fire Stairs'.
- Storing or placing any items in the Service cupboards (i.e. Fire Hose Reel cupboards, Communications cupboard or Electrical Switchboard cupboard), such as cleaning products and equipment, boxes etc., is strictly forbidden.
- The use of fire extinguishers and fire hose reels for any purpose other than firefighting is strictly forbidden. This includes all extinguishers and fire hose reels in the carpark. Under no circumstances are fire hose reels to be used for washing vehicles or carpark pavements.
- Due to the sensitive nature of the fire detection system installed within the development, smoking, vaping or the use of e-cigarettes in the common area stairwells and corridors is strictly forbidden. Smoke detectors outside of individual Apartments will automatically trigger a 'general' fire alarm, which will call ACT Fire and Rescue. ACT Fire and Rescue will charge the Body Corporate a call out fee for any false alarms induced by cigarette, vape or e-cigarette smoke or other factors such as dust and cooking steam/smoke.
- Smoke alarms within each individual Apartment do not cause a 'general' fire alarm when triggered and only sound within that home. Homeowners need to be particularly aware of this as Apartment residents may be tempted to open the entry door to allow smoke from burnt toast or similar to leave the Apartment. This has the risk of, subsequently, being sensed by the smoke detectors within the corridor and thereby triggering a 'general' fire alarm.
- In case of a fire, an alarm may sound, please exit your home promptly and close the front door. The escape route will be marked by green exit signs. Do not use the lifts during a fire. Please familiarise yourself with the fire safety devices, such as the fire extinguishers and fire hose reels.
- Body Corporate Rules Related to Fire Safety – Notices are typically provided by the Civium Strata regarding the fire safety systems within the building and particularly, regarding any maintenance or testing.
- A means of gaining access to the entry doors of all Apartments will be stipulated so that regular maintenance can be provided to these fire doors.
- If there are building alterations or additions, a change in use, or changes to the fire safety measures in the future, a reassessment will be required to verify consistency with the assessment in the Fire Engineering Report (which stipulates the alternative performance solutions adopted within the design & construction of the development).

## 1.2 Defect Management

During the first 270 days of settling on your apartment, you are entitled to a defects period where you can lodge any defects that may be present or arise within the apartment that are not due to wear and tear or damage by the resident.

**Before lodging your 270-day defects, we encourage you to wait until you have a concise and finalised list, in order to lodge all your defects at the same time, as you are only permitted to submit one defect list. This will help to streamline the process and ensure all your defects are tended to in a timely matter, in order of priority.**

1. Scan the QR Code on Page 22 of this document and locate the Google Drive folder labelled "1.2 Defect Management" (or go to this link: <https://drive.google.com/drive/mobile/folders/1reLvMiMMBA2QW-qfGgae8nvKuMswdrNL?usp=sharing>)
2. Download the Microsoft Excel Spreadsheet
3. Rename the document to include your unit number in the title
4. Open the document and begin filling out the spreadsheet
5. Once you are finished, remember to save your document, and email to Chase: [theeastbourne@chaseconstruction.com.au](mailto:theeastbourne@chaseconstruction.com.au) and copy in your solicitor and property manager
6. Chase will do our best to reply in an appropriate period of time to organise a time to access your property to rectify.

It is critical that the Excel spreadsheet is downloaded and data input into the spreadsheet from your smartphone or computer files, and **NOT completed** in the Google Drive associated with the QR code, otherwise all unit owners will be able to see your defect spreadsheet (including your personal information). Note, all information is to be completed in the Excel Spreadsheet, including the following:

- Your Unit Number
- The building your unit is in (Either A, B, C, D or E) and level your unit is on
- Your name
- Your best contact number
- The location, or room in your unit, for where the defect is
- A brief description of the defect
- You **must** include a photo of your defect in this spreadsheet
- And any additional notes you would like to provide comment on relative to the defect item

Please note that the following, will not be recognised as a defect unless reported prior to settlement:

- Any paint defects
- Any damage caused after settlement including but not limited to: scuff marks, scratches, stains
- Scratched or chipped: floor tiles, timber, stone, appliances, fittings and fixtures
- Broken, chipped or scratched joinery
- Broken door handles
- Broken light globes
- Scuff marks, scratches or stains

Chase will not be liable to rectify any damage caused by the residents' misuse of the property – even if it is accidental. It is critical that you (the owner) ensure that the unit is maintained in accordance with this manual and its supporting documentation in order to ensure you are eligible for defect rectification by Chase.

**Please remember that issues relating to your appliances, electrical, air conditioning and plumbing should first be addressed with the provided list of suppliers/contractors first before contacting Chase.**

Send your collated defect list (using the aforementioned template) to the following address:

Email: [theeastbourne@chaseconstruction.com.au](mailto:theeastbourne@chaseconstruction.com.au)

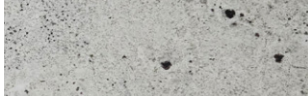


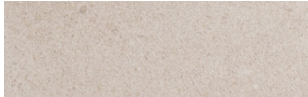

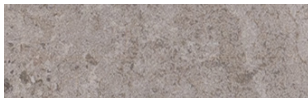
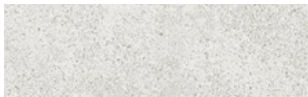

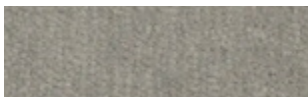



### 1.3 Building Movement and Settlement


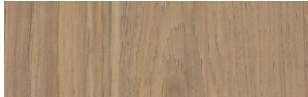



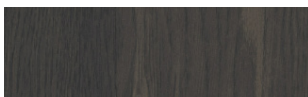

Building movement and settlement is a natural process that occurs primarily within the first 12 months of a building's life. The materials and constituents used to construct your apartments contain large elements of water; it is this composite that generally underpins most building movement. Once the building becomes occupied, the majority of occupants generally heat their apartment to a temperature that is suitable for their own living requirements. It is during this heating process that most materials dry-out and become set. Concrete, grout, timber and plaster may shrink during this time and small hairline cracks may appear. This is a common occurrence in all new buildings.

- To minimise the effect of the 'drying out' process, the occupant should reduce exposure to excess temperature fluctuations, naturally ventilate their apartment and avoid leaving the air conditioning system on for extended periods of time.
- Minor cracking can generally be easily repaired by using a flexible filler. In most cases, the cracks will not appear if the minor cracking rectification work has been undertaken within 12 months after occupation.
- The Eastbourne is intentionally constructed as a concrete building for architectural and aesthetics alignment with its local area. Due to this construction type, the precast concrete façade will have minor, hairline cracking in the panels, columns and balustrades due to structural tolerance movements. Similarly, the column alignment may appear to deviate, due to movement of the structure during the settlement of the building and thermal movements within the structure during the different Seasons of the year. On their own balconies, Owners should take care of and clean these elements in accordance with the precast care and maintenance Section of this document (4.20), to ensure the care and life of the precast façade for both maintenance of the structural integrity and appearance of the precast concrete elements.
- Balcony balustrade glass should be cleaned regularly in accordance with the balustrade care and maintenance Section of this document (Section 4.12) to ensure water dripping off the surrounding precast elements does not stain the balustrades.
- The above mentioned minor cracking and movement is not considered a defect under the maintenance and defect liability period as it is a natural process, and a common occurrence in all new buildings constructed with compliant materials and precast concrete elements.

## 1.4 Colour Scheme's & Materials

The below table is a guide to the material finishes in each Apartment at The Eastbourne. The finish for each colour scheme is listed below: Light (Aurora), Medium (Melia), or Dark (Nocte). This table can be used to order materials or replace colours in the event of damage or purchasing additional items for an Apartment.

Scheme Type	Supplier	Material Brand & Type	Material Picture
Aurora (Light) Stone	Vero Galleria	Colonial White Granite	
Melia (Medium) Stone	Vero Galleria	Antique White Granite	
Nocte (Dark) Stone	Vero Galleria	Mont Granite	
Aurora (Light) Tile	Rivoland	MAR1170 Softstone Beige Matt PD36112MP – 300 X 600	
Melia (Medium) Tile	Rivoland	MAR1169 Softstone White Matt PD36111MP – 300 X 600	
Nocte (Dark) Tile	Rivoland	MAR1171 Softstone Silver Matt PD36113MP – 300 X 600	
Balcony Pavers (All Schemes)	Rivoland	DWS443 Softstone White Paver 20mm PD6111H – 600 X 600	
Aurora (Light) Carpet	Godfrey Hirst	Impressionist, 91 Mist	
Melia (Medium) Carpet	Godfrey Hirst	Impressionist, 94 Lead	
Nocte (Dark) Carpet	Godfrey Hirst	Impressionist, 09 Pewter	
Aurora (Light) Timber Flooring	Premium Floors	Project Oak Faro, Frozen Oak	
Melia (Medium) Timber Flooring	Premium Floors	Project Oak Faro, Pure Cappuccino Oak	

<b>Scheme Type</b>	<b>Supplier</b>	<b>Material Brand &amp; Type</b>	<b>Material Picture</b>
Nocte (Dark) Timber Flooring	Premium Floors	Project Oak Faro, Bronze Oak	
Joinery (Feature Panel) Aurora (Light)	Polytec	'Prime Oak', Pre-Finished In Cove 25 To Kitchen Island And Rangehood	
Joinery (Standard Panel) Aurora (Light)	Polytec	'Classic White'	
Joinery (Feature Panel) Melia (Medium)	Polytec	'Stone Grey', Pre-Finished In Cove 25 To Kitchen Island And Rangehood	
Joinery (Standard Panel) Melia (Medium)	Polytec	'Stone Grey'	
Joinery (Feature Panel) Nocte (Dark)	Polytec	'Bottega Oak', Pre-Finished In Cove 25 To Kitchen Island & Rangehood	
Joinery (Standard Panel) Nocte (Dark)	Polytec	'Bespoke'	

### 1.4.1 Paint Colours

Scheme Type	Supplier	Material Brand & Type	Material Picture	Finish
Unit Entry Doors	Haymes	Ultra Trim Acrylic	Haymes Eureka	Semi Gloss
Unit Entry Door Frame	Haymes	Ultra Trim Acrylic	Resene Alabaster	Semi Gloss
Unit Internal Doors	Haymes	Ultra Trim Acrylic	Resene Alabaster	Semi Gloss
Unit Internal Door Frame	Haymes	Ultra Trim Acrylic	Resene Alabaster	Semi Gloss
Unit Skirting Boards	Haymes	Ultra Trim Acrylic	Resene Alabaster	Semi Gloss
Unit Internal Ceilings (General)	Haymes	Elite Ceiling	White	Low Sheen
Unit Internal Ceilings (Wet Areas)	Haymes	Expressions Interior	White	Low Sheen
Units Internal Walls (General)	Haymes	Expressions Interior	Resene Alabaster	Low Sheen
Unit Internal Walls (Wet Areas)	Haymes	Expressions Interior	Resene Alabaster	Low Sheen
Unit Balcony Soffits (If Applicable)	Haymes	Rendertex Rendeshield	(Dulux) Milton Moon	Matte
Unit Precast Balcony Balustrades	Haymes	Rendertex Rendeshield	(Dulux) Milton Moon	Matte

### 1.5 Condensation & Ventilation Management

It is important the Owner/Occupier actively takes steps in the management of condensation. Condensation problems occur mainly because modern apartments are required by code, and requirements, to be extremely well sealed against air entrance from the outside. This situation has arisen because the National Construction Code (NCC) requires all new apartments to have airtight seals around doors, windows and other openings into the building. The reason for the seals is to stop the transfer of heat (heat either getting in or getting out), and minimise the requirement to heat and cool apartments. A consequence of the airtight sealing of apartments is that there is a restriction of free-flowing air (natural ventilation) unless external doors and/or windows are opened.

During normal occupancy of an apartment, residents will shower, cook and wash/dry clothes. All of these activities produce moisture/water vapour which is generally exhausted to the outside by bathroom or kitchen exhaust fans. However, the fans require a degree of free-flowing ('make up') air to maximise efficiency. The reason that fans require free flowing air is to avoid a vacuum effect created by the airtight sealing of windows and door. Therefore, the fan is trying to extract air (and moisture/water vapour) from the

apartment to discharge it to outside and is reduced in efficiency because the seals work so well.

As the moisture/water vapour stays inside the apartment, the apartment can feel humid especially when the heating is on. Overnight during winter (when the moisture and condensation are most prevalent), the cold outside temperature will cause condensation on the internal faces of windows. The amount of condensation will depend on the amount of moisture/water vapour in the air inside the apartment. There have been cases where the condensation caused water to trickle down the glass.

To overcome the risk of condensation, some simple steps can be employed by residents to minimise the build-up of moisture/water vapour inside their apartment. This includes measures such as:

1. Avoid excessively hot showering (ie. Reduce the amount of steam being produced).
2. Leaving the bathroom door open or slightly ajar during showering to assist the exhaust fan to work more efficiently.
3. Letting the bathroom and kitchen exhaust fans run on for a period of time after showering or cooking.
4. Having a window slightly open when showering or cooking.
5. Opening external doors and windows to let natural ventilation/air movement help get moisture out of the apartment.
6. Using the “Dry” function on the air conditioner to assist in drawing out moisture from the unit.

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## 1.6 Basement Carpark & Storage

The Eastbourne’s basement perimeter walls are a “wet wall” system and occasionally, when it rains, the pe-rimeter walls may become wet (ie. Ground/subsoil water will come up against the rear of the basement perimeter walls). It is recommended that the Owners and Occupants do not store any items against the basement carpark walls to limit exposure to water should these walls become wet. It is encouraged that all Owners and Occupants at The Eastbourne should **not** keep any valuable items in their basement storage cage and private garages (if applicable) as they may be exposed to water. This particularly happens after large amounts of rainfall or if the Body Corporate organises any basement cleaning services.

Owners and Occupants of all apartments at The Eastbourne should note that it is a fire safety requirement to have fire suppression sprinklers located throughout the basement above storage cages and car parking spaces. It is critical that all Owners and Occupants **do not place any items or equipment on the top of storage cages**. This is to ensure that in the event of an emergency, if the sprinklers are activated, the water from the sprinklers can reach all items in order to extinguish the fire (if any).

The Basement has a vehicle clearance height of 2.2m in certain areas. Under no circumstance should a vehicle over this clearance height enter the basement carpark.

## 2. Operation of Building

### 2.1 Apartment Entry Keys, Letterbox Keys & Access Remotes

Each Apartment has received the following, depending on unit type:

#### **One, Two and Three Bedroom:**

- 2 x Combined Basement Entry (& Garage Roller Shutter where applicable) Remote Control with integrated access fob
- 2 x Access Fobs
- 2 x Unit Entry Keys
- 1 x Key per glazed door
- 1 x Key per glazed awning window
- 1 x Gate Key (applicable to some Ground Floor units only)

#### **Penthouses:**

- 3 x Combined Basement Entry (& Garage Roller Shutter where applicable) Remote Control with integrated access fob
- 3 x Access Fobs
- 3 x Unit Entry Keys
- 1 x Key per glazed door
- 1 x Key per glazed awning window
- 1 x Gate Key (applicable to some Ground Floor units only)

For security purposes, the entry keys are on a restricted system. If these keys are lost or additional keys need to be cut, you will need to consult the Owner's Corporation to have additional keys cut.

Similarly, access remotes are on a restricted system and have a unique identifier that allows remote programming. It is important that you advise the Owner's Corporation should you lose or require an additional access remote.

Each Apartment will also receive two mailbox keys to access their mailbox which is located within the Main Foyer (on Ground Floor, in Building E). Keys for these are unrestricted and can be cut by any locksmith.

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### 2.2 Residential Vehicular Access

All residents will gain access to their allotted car parking space/s through one main basement entry roller door accessed through the driveway located off Wendouree Drive. Access through the basement entry roller shutter will be via remote control.

Some residents will also have access into their private garage. Each private garage has an individual roller door that has a dedicated button on the remote control.

Your allocated car parking space/s or private garage is numbered in accordance with your Apartment number.

Access remotes have been programmed to activate the basement entry roller door and double as an electronic access fob to allow you access to shared common areas throughout the development (including lifts) via electronic access-controlled doors. To open the relevant basement entry roller door, simply click the '1' button on your remote while in range of the roller doors. The roller doors have been programmed to close automatically once you have safely entered the car park. To open the exit roller doors, press the number "2" button on your remote while in range of the roller doors.

For residents accessing their private garages, simply press the number “4” button on your garage entry remote (that was supplied in your handover pack) while in close range of your garage roller door to open it. You must close this panel door by clicking the button again.

For residents who have two garage doors servicing their private garage, residents are to press either the number “3” or “4” button on the remote to see which number corresponds to the door you are wishing to open. You must press the same number button that opened the door again, in order to close the roller door. Residents should ensure that both of their roller doors should be closed after use.

## 2.3 Residential Lift Access

All basement entry access remote controls double as access devices for the electronic access control card readers that manage access to the lifts. In addition, the separate access fobs are also used to manage access to the lifts. They are programmed to be compatible with the specific building’s lifts within which your apartment resides (either Building A, B, C, D or E). Refer to The Eastbourne site map for the location of these lifts (Picture 1.1).

Two lifts are provided for each building. To use the lift:

- Upon the Ground Floor (Level 1) and both Basement Levels
  - You need to swipe/‘badge’ your roller shutter remote control (with integrated access fob) or access fob upon the card reader that, in turn, will allow use of the lift landing call buttons;
  - Upon entering the lift you need to again swipe/‘badge’ your roller shutter remote control (with integrated access fob), or access fob, upon the card reader inside the lift car alongside the floor buttons. This will authorise use of the floors that have been programmed for your specific access rights.
  
- Upon Levels 2 to 8 of any Building
  - You need to firstly call the lift by using the lift landing call buttons outside of the lifts (there is no need to use either your roller shutter remote control or access fob).
  - Upon entering the lift you need to again swipe/‘badge’ your roller shutter remote control (with integrated access fob), or access fob, upon the card reader inside the lift car alongside the floor buttons. This will authorise use of the floors that have been programmed for your specific access rights. (Note: if travelling to the Ground Floor (Level 1) then it won’t be necessary to swipe/‘badge’ your roller shutter remote control (with Integrated access fob) or access fob.

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## 2.4 Residential Pedestrian Access

Residents need to ensure Apartment entry keys and access remotes/fobs are taken with them when leaving their apartments. Your entry keys and access remotes/fobs are required to re-enter the building and your apartment.

The external entry doors to each Building require the use of an access remote/fob, whilst your specific apartment key is required for opening the front entry door to your apartment. (Please note, each apartment entry door key is specifically ‘keyed’ to only open it’s allocated Apartment entry door).

If in any case the lifts are not working, residents can gain access to the level they reside on by utilizing the locked fire stair doors on the ground floor of their building. Refer Picture 1.1, yellow dots. Your Apartment entry key has been cut to allow access through the locked ground floor fire stair door and the locked fire stair door located on the level you reside. This must only be done in emergencies, or when the lifts are non-operational, as the fire stairs are designed for emergency egress use only.

## 2.5 Public Vehicular Parking

Limited Public car parking spaces have been provided on Wendouree Drive and Constitution Avenue. Additional Public Parking is available in Basement Level 1. Directional signage is provided.

Should members of the public be travelling to The Eastbourne via bicycle, they are welcome to securely store their bicycle on the bike racks located near the footpath on Constitution Avenue.

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## 2.6 Public Pedestrian Access

Visitors to the complex are required to contact the apartment they are visiting through the Ground Floor intercom panels located at each building's Lobby entry doors for the relevant building of the resident they are visiting (as per Picture 1.1). Residents can grant access to visitors by pressing the 'door release' button on their Apartment intercom, at which point the visitor will then have two minutes to call the lift to the appropriate level of the resident they are visiting.

Residents should remind their visitors, that intercoms for the individual buildings (A, B, C, D, or E) can only call apartments located within the respective building they are visiting. For example, should a visitor of Building A, wish to obtain access to Building A, they must utilize the intercom located outside the Building A Lobby. Refer to Picture 1.1, red dots, for each respective building.

---

## 2.7 Emergency Egress

For any situation requiring emergency egress from the building, you are directed to follow the "EXIT" signage which will lead you from the building. Do not re-enter the building until permitted to do so by authorised personal.

In the case of a fire, the lifts should not be used. There are fire stairs that can be accessed from all levels of each building which are located toward either end of Building A, B, D and E. Building C's fire stairs are located centrally in this building's corridor. Refer to Picture 1.1, yellow dots, for your respective building's fire stair locations.

All emergency egress paths have emergency lighting fitted that will continue to operate even in the case of a power failure as they are backed by rechargeable batteries.

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## 2.8 Garbage and Recycling

All residents have access to bin chutes located on their level. Refer to Picture 1.1, navy blue dots, for your respective building's waste chute locations. These bin chutes have been designed to take either waste or recycling and are labelled on each door. Residents are reminded that all waste and recycling must be appropriately bagged prior to being disposed of.

Should residents require bulky rubbish removal, then this must be organised with the Building Manager. Bulky items should never be placed down the chute as they will cause blockages.

Residents are required to note that glass bottles are not to be disposed of down the chutes. Residents wishing to dispose of glass bottles are required to carry them down to the glass recycling bins located in the lift foyers on each basement level.

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## **2.9 Pool, Spa, Sauna, Steam Room, Gyms & Communal Bathroom Facilities**

The Eastbourne is equipped with a variety of amenities such as an indoor pool, spa, sauna, steam room, cardio gym, weights gym and communal bathroom facilities.

To access the pool, spa, sauna, steam room and communal bathroom facilities, all residents are to obtain access to Building D's lobby, located on Ground Floor (also known as Level 1). Once you arrive in this Building Lobby, there is an electronic access-controlled door on the right side of the lifts. Swipe your access remote/fob and once the card reader light flashes green, you will be able to access these facilities.

To access the weights gym, all residents are to obtain access to Building D's lobby. Once you have accessed this lobby, turn to the right and there is an electronic access controlled door across the corridor from the waste chutes, that will grant you access to the Weights room.

To access the cardio gym, all residents are to obtain access to Building D's lobby and utilise a lift to Level 2. Once you have exited the lift on Level 2 Building D, turn to the right and there is an electronic access-controlled door across the corridor from the waste chutes, that will grant you access to the Cardio room.

More information on these facilities can be found under Section 6 of this manual.

Refer to Picture 1.1 for the locations of the pool, spa, sauna, steam room, weights gym and communal bathroom facilities. Refer to Picture 1.2 for the location of the cardio gym.

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## **2.10 Parcels & Mail**

All letterboxes have been installed inside the Main Foyer located in Building E and can be accessed 24/7. Refer to Picture 1.1, dot, labelled "7".

Additionally, parcels and grocery deliveries, can be stored by the Concierge in dedicated rooms, with cold stores available to keep your groceries fresh. Both parcels and groceries from these areas can be collected through the Concierge.

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## **2.11 CCTV**

The development includes security cameras that cover the exteriors of the buildings, basement entries, the main lift lobbies, Building E's main foyer, and entrances to each building. The footage from the cameras can only be accessed by the Body Corporate (or persons authorised for such access by the Body Corporate).

## **2.12 Lounge**

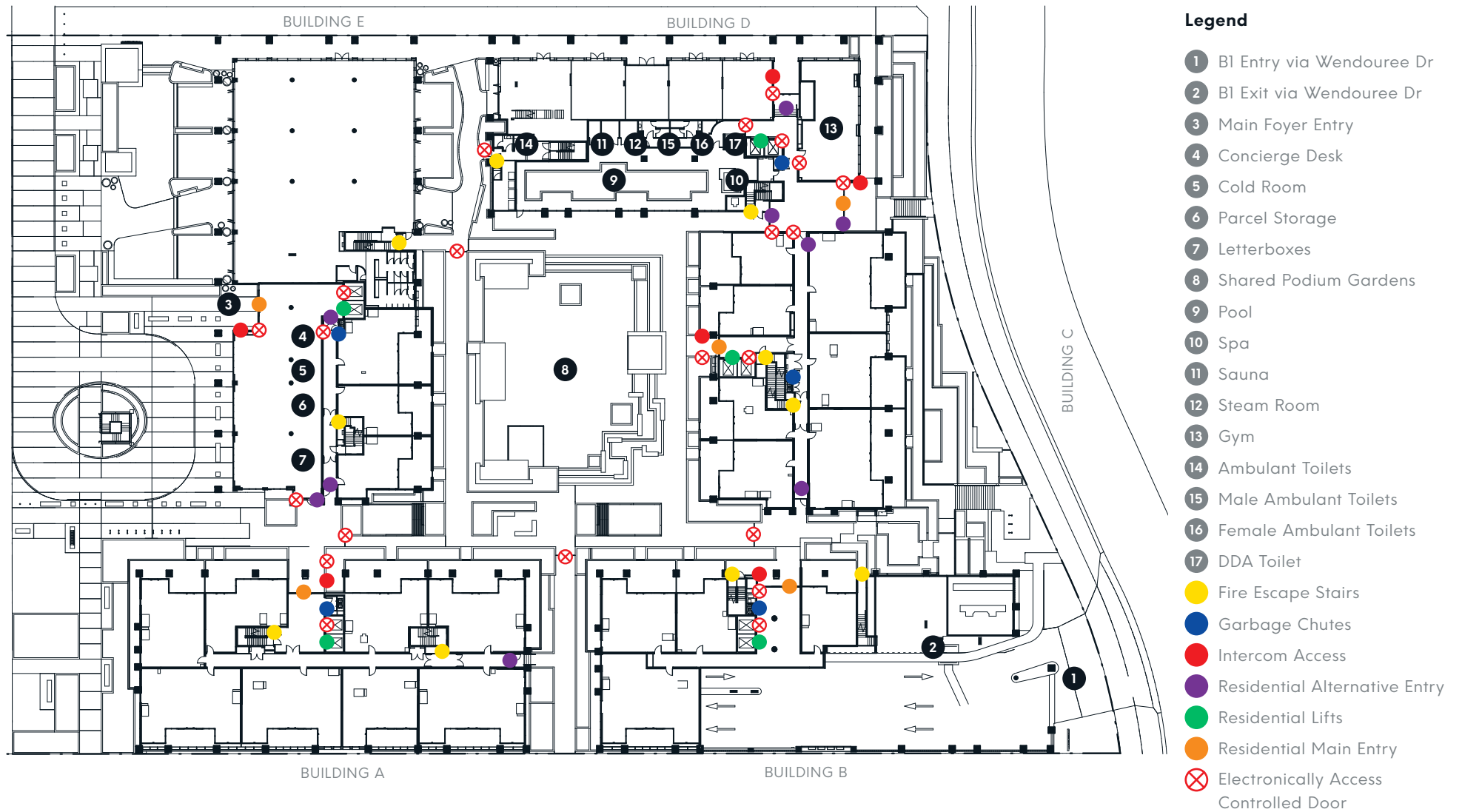
A Lounge area is located within the Main Foyer in Building E on Ground Floor (also known as Level 1) on the right side of the Main Foyer entry doors.

The Lounge has been fitted out with an array of furniture for residents and their guests to use whilst in the area. Residents are to note the fireplace, located in The Lounge is to be operated only by The Eastbourne Concierge or other authorized personnel approved by the Body Corporate Building Manager.

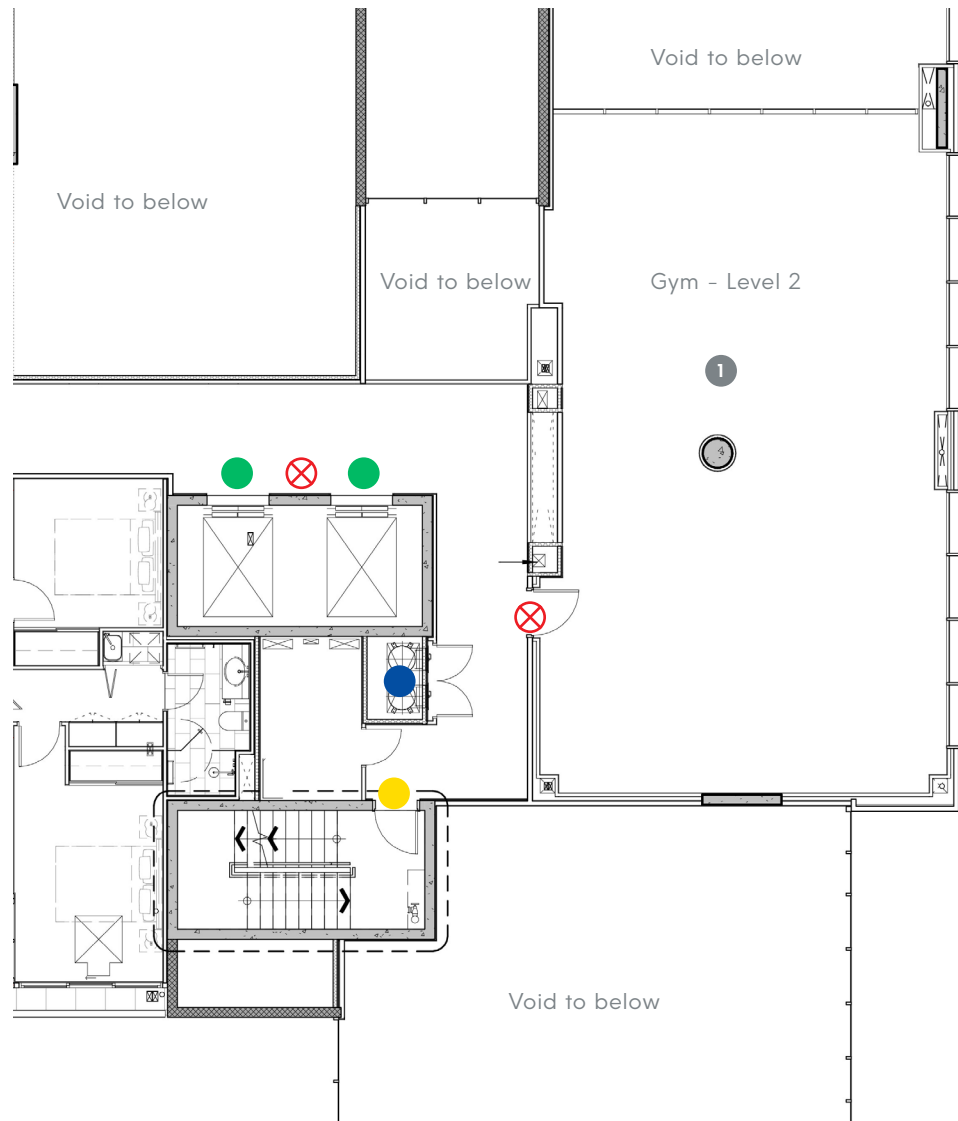
Residents are encouraged to use these facilities for relaxation, reading, or as a rendezvous point prior to leaving the building. The lobbies are not accessible by the public, requiring a swipe card to access.

More information on the Lounge can be found under Section 6 of this manual.

**Picture 1.1 Apartment Complex & Communal Amenities Orientation Map**



Picture 1.2 Cardio Gym, Building D Level 2 Map



**Legend**

- 1 Gym
- Fire Escape Stairs
- Garbage Chutes
- Residential Lifts
- ⊗ Electronically Access Controlled Door

# 3. Operation of Apartment

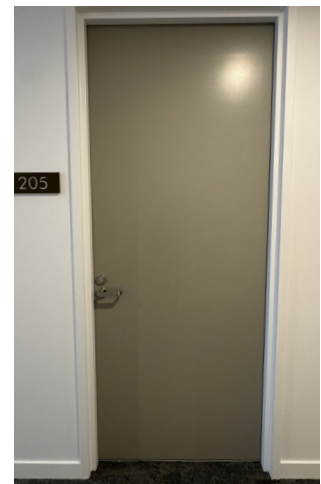
## 3.1 Apartment Entry

Residents have the following entry system installed to their front doors:

An entry lockset consisting of a lever handle and an Apartment specific key barrel which can be locked and unlocked using their Apartment entry door keys.

Residents should be aware that the external handles to their entry doors always remain locked from the exterior (i.e. corridor side). Residents should ensure that any time they exit their doors that they have their keys with them, or they will find themselves locked out.

In the event you are locked out – you will need to contact a locksmith via details provided under Section 3.13 of this document.



## 3.2 Telephone and Data

Telephone and Data points have been provided to each apartment as per specified inclusions lists. A communications hub has been provided within a recessed metal enclosure that also contains your electrical switchboard – this is typically located at the entry to your apartment. However, it is to be noted that the owner/occupier must obtain the service account (at their own cost) from a retail service provider (RSP) before the outlets become operational.

Your apartment has been built with an optical fibre broadband communication infrastructure that provides ‘Fiber-to-the-Home’ (FTTH) technology. CAT6 data and communications cabling has been used to reticulate from the communications hub to the data and communications outlets within your apartment. Should you wish to alter the data or communications cabling please contact a licensed telecommunications installer.

A broadband services overview letter from Opticomm has been provided under Section 5.3 of this manual and should be read through prior to engaging a Retail/Internet Service Provider (ISP/RSP).

Depending on your preferred connection setup – additional RJ45 (ethernet) cables and other peripheral accessories may be required. These accessories remain the responsibility of the purchaser and have not been supplied.



### 3.3 Intercom

Each apartment has a wall mounted video intercom system that enables each resident to control access through their building's foyer entry door and lift access. This intercom system has been provided to manage the access of visitors to the buildings. Please refer to the enclosed operational manual under Section 4.1 for detailed instruction on how to operate this. Note that this intercom system does not allow access for vehicles into the basements.



### 3.4 Free-to-Air TV

Free-to-air Digital TV can be directly accessed from the TV outlets provided within the apartment by the owner/occupier, located in your living room and all bedrooms.



### 3.5 Power

In order to connect an electrical supply at The Eastbourne, the owners/occupiers must establish an electricity account. The Eastbourne has a community energy network established with Origin Energy, which is an embedded electricity network. Please refer to their information flyer in this document (Section 5.2) phone or online via the following: [www.originenergy.com.au/electricity-gas/apartments/centralised/](http://www.originenergy.com.au/electricity-gas/apartments/centralised/)

Owners can also choose to connect their electricity with another Electrical Retail Service Provider (and in doing so, forgo the embedded electricity network's bulk purchasing benefits).

Each apartment's electricity services are individually metered. The owner/occupier will receive accounts based on their own usage.

Each apartment has a switchboard which is typically located adjacent to the Apartment entry door. This is the recessed metal box in the wall, and it also includes your fibre service. Inside the box, the main switch is identified, and this isolates the power to the entire apartment. All switches and circuit breakers in the switchboards are clearly labelled. Please note, if power in your Apartment is off when you move in, this can be turned on by using the main power switch on the switchboard within your Apartment.

More information can be found on Section 5.2.



### 3.6 Water

Residents of The Eastbourne have hot water provided to your apartment from the electric hot water unit/s located in typically in the laundry or Walk in Robe of each unit, depending on your unit type. This means that there is no gas account required for this building.

The water & sewer connection charges, along with water consumption, to the building will be billed by ICON water and divided up against all units in the development based upon the Unit Entitlement allocations.

Charges for use of any hot water will be captured in your energy bill as the Stiebel Eltron hot water units are electric systems. To operate your hot water system, ensure the “HWU” switch, labelled in your distribution board (DB), is turned on and the isolator, adjacent to the Hot Water Unit is turned “On”. You are now free adjust the round dial on the front face of the unit, to set the temperature of your hot water unit to a temperature you desire, between 20-50 degrees, Celsius. The specifications and more information on the Hot Water system, is provided in Section 5.2.

In the case of an emergency, your apartments’ water supply can be individually shut off, by turning off the isolator valve located within a small access panel, typically located in the main bathroom or laundry.



### 3.7 Smoke Detectors

Each apartment is fitted with at least one smoke detector. These detectors are only internal to your apartment and if activated, will not cause a general fire alarm.

Each detector runs off mains electrical supply and is also fitted with a battery back-up. To ensure the battery life of your smoke detector did not drain down during the construction phase, the batteries have been installed back to front and will be required to be reversed to their correct position upon moving in. This back to front battery installation is the common reason the smoke detector will beep intermittently when you first move in prior to correcting the battery installation.

Please read through the information on smoke detectors located in this manual for recommendations on intervals between changing batteries.



### 3.8 Undertile Heating

Undertile heating has been installed into all bathrooms in your apartment. The undertile heating is controlled via a wall sensor located in the bathroom entry near the door frame. This unit is a touch screen and is programmable to be preset for multiple warming hours and temperatures. More information on how to use and operate the undertile heating controller please refer to Section 4.19.



### 3.9 Air Conditioning

Each apartment has been fitted with a Mitsubishi Heavy Industries Australia Air Condition unit. Each AC unit in the apartment is operated by a wall mounted control pad as seen in the photo on the right. Time functions can be programmed into the pad to stop/start the units. More information on how to operate the AC wall panel, please refer to Section 4.2.



### 3.10 Bathroom, Ensuite and Laundry Ventilation/Exhaust

Each bathroom (and ensuite, if applicable to your unit type) and laundry contain an exhaust fan, which forms part of the mechanical ventilation system at The Eastbourne. The exhaust fans fitted do not contain a “run-on timer” meaning you are required to manually turn the exhaust fan on and off at the switch for the applicable room you are utilising. Each exhaust fan runs on a separate switch to the lights.



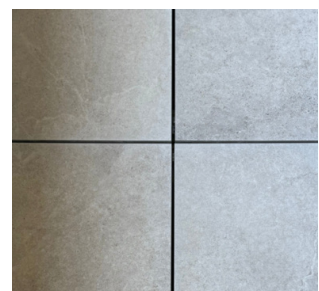
For the exhaust fans in the laundry, the location of the switch varies depending on your unit type. For dedicated laundry rooms (with a swing door or cavity slider), the exhaust fan switch is located within the laundry room. For European laundries (behind bi-fold laminate doors), the switch is located on the wall outside of the bi-fold laminate doors.



As per Section 1.5 Condensation & Ventilation Management, it is critical that all occupiers follow the steps outlined in Section 1.5 to overcome the risk of condensation.

### 3.11 Pedestal Pavers

Each apartment has pavers on pedestal feet on the balconies/ courtyards. These pavers need to be lifted to have the drains cleaned and blockages checked on a regular basis to ensure water does not ingress into units.



### 3.12 Trade Contacts

<b>Trade</b>	<b>Company Name</b>	<b>Contact Number</b>
Appliances, Fitting & Fixtures (General)	E&S	(02) 6190 9500
Miele Appliances	Miele	1300 464 353
Carpet & Timber Flooring	Flooring Trades Services	(02) 4340 1803
Glazed Balustrades	ABS Facade	0417 984 607
Precast Concrete	Teggman Precast	0412 777 838
Plumbing	O'Neill & Brown Hydraulic Services	(02) 6297 2022
Electrical & Security	JCL Electrical	(02) 6260 2488
Air Conditioning	Elite Heating & Cooling	(02) 6280 8017
Wet & Dry Fire	O'Neill & Brown Fire Services	(02) 6297 2022
Lifts	KONE Elevators	(02) 6123 2600
Electricity (Embedded)	Origin Energy	13 24 61 (accounts/support) 1800 002 438 (faults/emergencies)
Communications (Embedded)	Opticomm	1300 137 800
Tiling & Paving	Magnate Tiling	0406 181 818
Internal & External Painting	Try Colours	(02) 6239 1340
Kitchen, Bathroom and Robe Joinery	4Site	(02) 6147 2700
Shower & Toilet Screens and Wardrobe Sliding Doors	Distinctive Wardrobe Solutions	1300 850 404
Drywalls, Carpentry & Façade FC Cladding	J&J Interiors	(02) 6162 3616
Stone Benchtops and Splashbacks	PDA Marble & Granite	(02) 6297 4443
Garage Roller Doors	Capital Doorworks	(02) 6260 2252
Blinds & Curtains (if applicable)	Watson Blinds & Awnings	(02) 6280 4443

### 3.13 Emergency After-Hours Contacts

The below are a list of contacts for any urgent matter that arises which requires specialty trade rectification immediately (such as a burst water service or a dangerous electrical fault) to prevent further damage. Owners or occupants are to contact the below, **only if it outside the normal company's opening hours** and if the matter is defined as an **Urgent Repair**.

<b>Trade</b>	<b>Company Name</b>	<b>Contact Number</b>
Electrical & Security	JCL Electrical	(02) 6260 2488
Plumbing	O'Neill & Brown Hydraulic Services	(02) 6297 2022
Air Conditioning	Elite Heating & Cooling	0449 984 113
Lifts	KONE Elevators	1300 362 022
Garage Roller Doors	Capital Doorworks	0488 994 105
Locksmith	ASI Locksmiths	(02) 6251 1233

## 4. Care & Maintenance Manuals

Similar to vehicles needing regular servicing to stay in working order, your apartment contains a variety of systems and finishes that require regular routine maintenance to stay in good, working condition. The following manuals contain specific information about how you can best maintain your apartment. Failure to adhere to the requirements contained within these manuals can result in the deterioration, damage and/or breaking of specific items which is not covered by warranty.



This QR Code contains all specifications, supplier warranties, care and maintenance information for the listed items below. The documents within the QR code are provided from the manufacturer, with no guarantee of life-time availability, all purchasers are to download all of the documents in the QR code within the first 3 months of settlement, to ensure that they have future access to these documents.

<https://drive.google.com/drive/mobile/folders/1reLvMiMMBA2QW-qfGgae8nvKuMswdrNL?usp=sharing>

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### 4.1 Intercom

Each apartment at The Eastbourne has a 7 inch touch screen Hikvision DS-KH6320-LE1 video and audio intercom system. This touch screen unit is connected to the entry intercom points on all major entries to your building. Visitors are able to ring your apartment and gain access to the electrical access points and lifts up to your level for ease of access. More information on the intercom system in your Apartment can be found in the manual accessible through the above QR code.

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### 4.2 Air Conditioning – Heating & Cooling

#### Care/Maintenance

Each apartment at The Eastbourne has been fitted with a Mitsubishi Heavy Industries Australia Air Condition unit. The exact model and make of the unit can be provided through your Body Corporate Building Manager who is in possession of the AC schedules for every apartment in the development. Time functions can be programmed into the pad to stop/start as desired. For more information on how to operate the AC wall panel, please open the above QR code.

Air Filters need to be checked and cleaned regularly. A dirty air filter will not allow the correct amount of clean air to pass through your air conditioner, resulting in poor performance and increased running costs. The air filter is located at the rear of the fan coil. To clean the air filter, it should be removed and then cleaned (if washable type) with clean water spray. If it is showing signs of wear, then it should be replaced. Make sure it is completely dry before refitting it. Never operate the air conditioner without the air filter in place.

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### 4.3 Smoke Detectors

#### Care/Maintenance

Clipsal Firetek Surface Mount Smoke Alarms incorporate a stylish and state-of-the-art design. All apartments at The Eastbourne are equipped with at least one smoke detector placed within the apartment. The alarm is fully main powered and features 9V battery backup in case of power failure, ensuring your Apartment will always be protected.

Audible and visual indicators draw the occupant's attention to any alarm condition or to alert the homeowner of a low battery status. When activated, the alarm sounds to 85db (comparable to a loud food blender or vacuum cleaner) to alert occupants.

#### **Testing of the Smoke Detector**

A large Test/Hush button can be used to regularly test the unit for normal function, or to silence the unit in the case of an unwanted alarm. If activated, the smoke alarm will automatically resume normal operation after approximately 10 minutes. If a fire hazard is present and smoke continues to rise, while the smoke alarm is in hush mode, it will reactivate. Smoke alarms are hard wired to your 240volt mains power source which are constantly powered, but are also have in incorporated backup battery function. This ensures that the smoke alarm will have continued operational performance, even in the event that mains power is not operating to your unit.

Clipsal Firetek advise that the 9V battery must be checked once a month to maintain proper function, but it is important that the battery is changed twice a year in order to keep the smoke detector fully charged and operational. The brochure included within the QR Code (on the previous page) shows instructions on how to remove the smoke detector cover and replace the battery.

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## **4.4 Rangehoods**

#### **Care/Maintenance**

Your Miele rangehood requires regular cleaning and maintenance to maintain its finish and functionality. Items of note include regular cleaning of the grease filters and stainless-steel surfaces. Periodic maintenance includes changing of the filters, as well as replacement of the lamps. More information on the how and when to do this can be found in the manual that applies to your specific device, via the QR Code (on the previous page).

---

## **4.5 Cooktops**

#### **Care/Maintenance**

Your Miele induction cooktop requires minor cleaning after each use to ensure it remains in working order. Regular removal of soiling from the ceramic surface after using, as well as proper placement of pots and pans will ensure the surface stays in pristine condition. For more information, follow the user guide on the QR Code (on the previous page) that applies to the appliance installed in your residence.

---

## **4.6 Ovens**

#### **Care/Maintenance**

Caring for your Miele oven involves regular cleaning to prevent deterioration of the oven's seals, surfaces and function. Information on the correct processes to clean your oven can be found using the QR Code (on the previous page) appropriate to the oven installed in your residence.

---

## 4.7 Dishwashers

### Care/Maintenance

All residents have a Miele dishwasher provided within their residence. As part of the proper care of your dishwasher, it is important to first read through the user manual, as the manufacturer recommends some first time use instructions be completed prior to general use. Once these initial steps have been completed, further general maintenance, loading instructions and troubleshooting is provided within the manual in the QR Code (on page 22).

---

## 4.8 Washing/Dryer Machine

### Care/Maintenance

All owners should ensure that prior to general use, they run their Bosch washing machine and dryer empty with detergent containing oxygen bleach only (and no laundry inside), using the “Drum Clean” programme. To prevent foaming, use only half the amount of detergent recommended by the detergent manufacturer. Once completed, further periodic care such as cleaning of the detergent drawer, drum and seals should be done as specified. Information on this can be found within the user manual in the QR Code (on page 22).

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## 4.9 Refrigerator

### Care/Maintenance

An integrated fridge has been provided for 3 Bedroom and Penthouse Unit Types. Details on the care & maintenance requirements for these fridges can be found within The Eastbourne Customer Care Pack.

The necessary ventilation requirements for the integrated fridges have been incorporated into the design & construction of the kitchen joinery.

For those Units provided with a fridge alcove/recess It is essential that Owners confirm the ventilation requirements for any type of fridge/freezer that they may wish to install within this space. These requirements vary between the different manufacturers and fridge models. Hence, reference must be made to the specific requirements of the specific brand & model being considered by Owners.

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## 4.10 Light Fittings

### Care/Maintenance

The internals of your apartment are fitted with **Atom AT9012 TRI 12W LED** recessed downlights. The external balcony/courtyard areas of your apartment are fitted with **Robus RYR10CCT3-01 Surface mounted LED downlight/s**. Information on this can be found in the user manual within the QR Code (on page 22).

## 4.11 Shower Screens, Toilet Screens and Mirrored Doors

### Care/Maintenance

Regular cleaning and maintenance is required for Glass, Mirror, Chromed and Painted Aluminium installations to uphold their appearance.

Your mirrored glass will uphold its appearance provided that several important issues are kept in mind. Never use any chemical, alcohol or ammonia-based cleaning solvents, as these will penetrate the substrate and can cause glass creep.

Glass creep is the appearance of unsightly black marks (normally around the edge of the glass) caused by the gradual erosion of the coating of the glass.

We recommend mild soapy water and a leather chamois to clean your mirrors. A ball of newspaper will remove any streaking.

Apply mild soap or detergent to glass either by spraying or using a grit free cloth or sponge saturated with a cleaning solution. If using solvent cleaners care should be taken to avoid contact with glazing sealants and other associated materials which may be affected by the solvent, manufacturer's directions must be followed at all times when using solvents. All surfaces should be washed down with clean water after applying cleaning solutions. Surfaces may be dried using a squeegee or a clean lint free dry cloth. Under no circumstances should harsh cleaners, alkaline solutions, blades, scrapers, abrasive or similar tools be used on any surfaces. Under no circumstance should any cleaning solutions (including water) come into contact with the back or edges of the mirror. We also recommend using CRL Glass Cleaner. Follow directions for utilising the CRL Glass Cleaner located on the back of the can.

---

## 4.12 Glazed Windows, Doors and Balustrades

### Care/Maintenance

It is strongly advised that you visually inspect your windows, inside and out. This will allow you to monitor the condition of your apartments appearance and will also allow early detection of any deterioration that may require immediate rectification.

Please note that inspection may be required more frequently depending upon manufacturer's recommendation. Regular inspection will allow you to develop an understanding of how your windows are performing and to accurately plan and budget future maintenance and capital works.

This will result in a reduction of the cost for care and maintenance in the longer term and maintain the glazed components' structural integrity.

However, a lack of care and maintenance will lead to early failure of the building components, potentially resulting in:

- Unsafe and/or unhealthy conditions;
- Costly repairs;
- Unattractive appearance; and
- Loss of recourse to material, product and installers warranties

The basic cleaning guide includes removing all dust and cobwebs prior to using hot soapy water and a sponge, to gently clean the surfaces of the windows. Using a squeegee, is the best method for removal of the water from the surface, followed by the use of a chamois or a dry rag to remove excess water lines. This will avoid visible water lines after cleaning.

All external windows are inaccessible to the Owner and Occupant via the balcony or courtyard. The Body Corporate Building Manager of The Eastbourne is responsible for organising the external façade cleaning services.

## 4.13 Carpet

### Care/Maintenance

Godfrey Hirst Impressionist range carpet has been installed in your apartment, in your selected colour scheme (refer to Section 1.4, Page 5 of this document, for specific colour name applicable to your selected colour scheme) to the bedroom/s. Information on the correct process' to clean your carpet can be found using the QR code on Page 22 of this document.

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## 4.14 Joinery

### Care/Maintenance

All joinery in your apartment such as laminated panels, doors, drawers, melamine panels, closers and hinges (standard or softclose), vanity cupboard/drawers, kickboards and mirrored shaving cabinets have been selected for its ease of cleaning.

The melamine resins used in the manufacture of laminates are highly resistant to staining from normal household agents. Everyday cleaning needs no more than a quick wipe over with a damp sponge or for tougher marks use a mild dishwashing detergent or an all-purpose cleaner such as extra strength Windex or Jif Micro Liquid. It is best to clean up spills as quickly as possible. Always rinse properly with clean water, as overuse of chemical cleaners or failure to rinse remaining residue off the surface will eventually cause an unsightly build-up on the surface of the applicable joinery element.

**CAUTION: THESE PRODUCTS CAN BREAK DOWN THE ADHESIVE USED TO BOND THE LAMINATE TO THE SUBSTRAT. ALWAYS BE CAREFUL ON LAMINATE JOINS and EDGES to NOT USE EXCESS CHEMICAL IN THESE AREAS.**

For problem spots it is suggested to scrub the stain lightly with a soft brush (e.g. nailbrush). If the stain persists, then use a very mild abrasive such as toothpaste or baking soda. Note: that use of such abrasive cleaners is a last resort only, as such materials can prematurely wear away the surface if used repeatedly.

Never use strongly alkaline or acidic cleaners such as CLR, Harpic Toilet duck, Drano, Caustic based oven cleaners, Sugar soap or Bleach in any concentration. These products can quickly etch into the surface causing permanent damage.

Refer to Section 1.4, Page 5 of this document, for the specific range of joinery installed in your apartment, in your selected colour scheme.

---

## 4.15 Paint

### Care/Maintenance

The paint scheme that has been applied to your apartment is of high quality and is designed to be easily cleanable. The paint applied to all apartments at The Eastbourne, is Dulux. For cleaning, generally, warm soapy water and a soft cloth is best for flat, low sheen and satin sheen levels in water-based paints. Oil based gloss and satin enamels have higher film strength, and most marks simply wipe off, mild liquid detergent will assist with stubborn marks.

Mould is best removed with a solution of one-part bleach to four and rinsed clean with fresh water. It is important to avoid abrasive cleaners. Although they might effectively remove the mark, they may also damage the paint film. Solvent based cleaners, wax based cleaner and cleaners that leave a residue, should be avoided.

Detergents emulsify the mark or stain and soft cloths pick up the residue. Each mark or stain should be cleaned off at the earliest opportunity with the appropriate cleaning agency for the product used.

For the treatment of more stubborn stains, best results are obtained when marks are treated immediately. Difficult stains on flat, low sheen, satin or gloss finished may be treated carefully with cleaners such as liquid sugar soap. Spray the area first, then wipe with a clean dry cloth. When the cloth becomes soaked with the cleaner, continue to rub the targeted area until clean

For the frequency of cleaning, all Owners and Occupants of an apartment at The Eastbourne should clean painted surfaces, as required. High traffic areas such as kitchen will require extra attention.

---

## **4.16 Tiles & Pavers**

### **Care/Maintenance**

To avoid heavy cleaning, weekly cleaning is advised, in order to maintain the level of hygiene and to remove dirt before it builds up into hard deposits. Routine build-up can be removed with most all-purpose cleaners while hard water deposits can be eliminated by a solution of white vinegar and water. A plastic scouring pad is useful for this kind of cleaning. All unit owners and/or occupiers should check underneath the floor wastes underneath the pedestal pavers and clean out any build up and debris.

There are three simple rules of cleaning:

1. Try cleaning a small inconspicuous area first. Rinse well with clean water afterwards and avoid high concentration of cleaners for prolonged periods of time;
2. The sooner the cleaning is carried out, the easier the stain(s) can be removed; and
3. Protect the floor when decorating and/or during construction

Cleaning essentials to remember:

- Do not use powder-based cleaners that may scratch the surface.
- Do not use soap to clean as it leaves a film and also encourages the growth of bacteria and mould in damp areas.
- All cleaning solutions applied/used must be thoroughly removed from the tiles by rinsing with clean water.
- When cleaning grout joints, a plastic bristle brush is recommended. Steel wool pads should not be used as they leave steel particles which may cause rust stains and/or they can scratch surface.

Refer to Section 1.4, Page 5 of this document, for the specific range of tiles installed in your apartment, in your selected colour scheme.

---

## **4.17 Stone Benchtops**

### **Care/Maintenance**

Your apartment has a 20mm Granite kitchen benchtop, splashback, island barback (if applicable to your apartment type) and waterfall end/s (if applicable to your apartment type) as well as a 20mm Granite vanity top, splashback and apron in your bathroom/s. The exact colour of the stone can be found in Section 1.4, Page 5 of this document, for the specific range and colour of stone installed in your apartment, in your selected colour scheme. The cleaning and maintenance of this natural stone is important for its longevity. More information on the correct processes to clean your stone can be found using the QR code on page 22 of this document.

## 4.18 Timber Flooring

### Care/Maintenance

Your apartment has engineered timber flooring installed to all living areas and bedrooms (if applicable due to purchaser upgrade). The exact colour of the timber flooring colour and type can be found in Section 1.4, Page 5 of this document, for the specific range and colour of timber installed in your apartment, in your selected colour scheme. The cleaning and maintenance of this engineered timber flooring is important for its longevity. More information on the correct processes to clean your timber flooring can be found using the QR code on page 22 of this document.

---

## 4.19 Undertile Heating

### Care/Maintenance

The undertile heating is controlled via a **Warmtech WT01** wall sensor located in the bathroom's entry near the door frame. This unit is a touch screen and is programmable to be preset for multiple warming hours and temperatures. For more information on how to use the undertile heating unit and preset heating temperatures and times, please use the QR code on page 22 of this document.

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## 4.20 Precast Concrete

### Care/Maintenance

As mentioned in Section 1.3, Page 4 of this document, The Eastbourne project is largely constructed by a number of different precast concrete elements such as: columns, walls and balustrades for architectural and aesthetic reasons. It is critical that these elements are cleaned and maintained in accordance with the documentation within the QR code (on page 22 of this document) to ensure the structural integrity and appearance of the precast façade is maintained throughout the life of the building.

# 5. Supplier's Information

## 5.1 E&S Appliances (General), Fittings, Fixtures & Miele Appliances

Please refer to The Eastbourne Customer Care Pack detailing all warranty and service call information for all items supplied by both E&S and Miele within the QR code on page 22 of this document.

Residents should note that the following warranty schedules are supplier/manufacturer warranty periods only. Further information can be found in the E&S and Miele Welcome Packs.

### E&S Customer Service Request

Email: [commercial@eands.com.au](mailto:commercial@eands.com.au)

Phone: 03 9811 5397

### Miele Customer Service Request

Web Page: [www.servicebooking.miele.com.au](http://www.servicebooking.miele.com.au)

Phone: 1300 464 353

#### 5.1.1 Warranty Periods (E&S Supplied Items)

Owners and Occupants of The Eastbourne project should note that some of the items listed below may not be applicable and included to your apartment type. Please make note of the Warranty Period for the items applicable to your apartment only. All fittings and fixtures (tapware, towel rails, hooks, toilet roll holders etc) at The Eastbourne are in the colour Brushed Nickel.

Brand	Product Code	Description	Warranty
Fisher & Paykel	NPFRS9120WRJ1	477L Integrated Bottom Mount Fridge RH (RH Hinge)	2 Years/ 1 Year
Fisher & Paykel	NPFRS9120WLJ1	477L Integrated Bottom Mount Fridge LH (LH Hinge)	2 Years/ 1 Year
Bosch	WGG24402AU	9kg Front Load Washing Machine	2 Years/ 1 Year
Bosch	WQG24201AU	Series 8 Heat Pump Condenser Dryer	2 Years/ 1 Year
Bosch	WNA254U1AU	Series 6 Washer Dryer (Combo) 10kg	2 Years/ 1 Year
Bosch	WTZ20410	Stacking Kit Without Pull Out Shelf	2 Years/ 1 Year
Clark	PPR10B	Prism Single Bowl UnderMount/Overmount Sink	Lifetime/ 1 Year
Clark	PPR15BRH	Prism 1.5 Bowl Undermount Overmount Right Hand	Lifetime/ 1 Year
Clark	PPR15BLH	Prism 1.5 Bowl Undermount Overmount Left Hand	Lifetime/ 1 Year
Clark	PPR20B	Prism Double Bowl Undermount	Lifetime/ 1 Year
Streamline	RR018700SN	Vierra Swivel Arch Spout Kitchen Set	15 Years/ 1 Year

<b>Brand</b>	<b>Product Code</b>	<b>Description</b>	<b>Warranty</b>
Clark	PPR10B	Prism Single Bowl UnderMount/Overmount Sink	Lifetime/ 1 Year
Streamline	AX16720SN	Axus Pin Arch Spout Sink Mixer	15 Years/ 1 Year
Clark	PPR10B	Prism Single Bowl UnderMount/Overmount Sink	Lifetime/ 1 Year
Clark	7111	Eureka 35 Litre Compact Tub & amp; Cabinet, Single By-Pass	5 Years/ 1 Year
Streamline	AX01651	Axus Sink Mixer	15 Years/ 1 Year
Caroma	844805W	Luna Cleanflush® Wall Faced Close Coupled Pan	20 Years/ 1 Year
Caroma	810887W	Universal Close Coupled Back Entry Cistern 4.5/3L	20 Years/ 1 Year
Caroma	300050W	Xena Soft Close Seat with GermGard®	5 Years/ 1 Year
Streamline	AX11SN	Axus Toilet Roll Holder – Brushed Nickel PVD	7 years/ 1 Year
Caroma	AU6WFW	Urbane II 1600 Back To Wall Freestanding Bath	20 Years/ 1 Year
Novas	PUWDOFUSN	Pop Up Waste Universal	15 Years/ 1 Year
Streamline	RR018220SN	Vierra Wall Basin Set 220mm Centre Spout	15 Years/ 1 Year
Caroma	659405W	Caravelle Under Counter Basin – 0TH With Overflow	20 Years/ 1 Year
Streamline	RR018220SN	Vierra Wall Basin Set 220mm Centre Spout	15 Years/ 1 Year
Streamline	AR07300SN	Brass Pop-Up Waste With Overflow	15 Years/ 1 Year
Streamline	AX02316SN	Axus Shower Column With 200 dia Rain Shower Head, Slide Rail & Tubular Handshower	15 Years/ 1 Year
Streamline	RR018300SN	Vierra Wall Taps in Satin Nickel	15 Years/ 1 Year
Streamline	AX10SN	Axus Glass Shelf	7 years/ 1 Year
Streamline	AX08SN	Axus Robe Hook	7 years/ 1 Year
Streamline	AX03SN	Axus Towel Rail 60cm	7 years/ 1 Year
Phoenix	RA8750BN	Radii Towel Ladder 550 x 740mm	7 Years/ 1 Year/ 1 Year
Streamline	AX07SN	Axus Towel Ring	7 years/ 1 Year

### 5.1.2 Warranty Periods (Miele Supplied Items)

Owners and Occupants of The Eastbourne project should note that some of the items listed below may not be applicable and included to your apartment type. Please make note of the Warranty Period for the items applicable to your apartment only.

Brand	Product Code	Description	Warranty
<b>1 &amp; 2 Bedroom Apartments</b>			
Miele	H2851 BP CLST	60 cm, 76 l Pyrolytic Oven – Obsidian Black	2 Years/ 1 Year
Miele	KM7361 FL	53 cm, Induction Cooktop – Obsidian Black	2 Years/ 1 Year
Miele	DA2450-1	53cm, Built-in Rangehood – Stainless Steel	2 Years/ 1 Year
<b>2 Bedroom + MPR Apartments</b>			
Miele	H7240BM CLST	43L Speed Oven – Obsidian Black	2 Years/ 1 Year
<b>3 Bedroom + Penthouse Apartments</b>			
Miele	H7464BP OBS BLACK	60 cm, 76 L Pyrolytic Moisture Plus Oven – Obsidian Black	2 Years/ 1 Year
Miele	KM7594-2FL	93.6 cm PowerFlex Induction Cooktop – Obsidian Black	2 Years/ 1 Year
Miele	DA2698	90 cm Built-in Rangehood – Stainless Steel	2 Years/ 1 Year
Miele	H7440M OBS BLACK	43 L Speed Oven – Obsidian Black	2 Years/ 1 Year
<b>All Apartments</b>			
Miele	G5000SCi CLST	Semi-integrated 60cm Dishwasher, Integrated façade with Stainless Steel Control Panel	2 Years/ 1 Year

### 5.1.3 Warranty Periods

Explanation of Warranty Period; for example, 20/1 refers to 20 years (warranty on product supply)/ 1 year (labour for installation). If no second number is noted then there is no warranty on the labour component for installation. Please note the commencement date of any previously stated warranty period shall be the date of Practical Completion of The Eastbourne project.

Special finishes generally have 1 Year Warranty replacement. Example: Brushed Nickel

All Warranty Periods shown here are subject to change, all warranties quoted in this pack are for domestic use only, the warranty information included in the Inclusion List is a guide only.

All warranties subject to Original Equipment Manufacturer (OEM) standard warranty terms and conditions, and in accordance with ACCC Consumer Laws and Regulations.

Customers are to make themselves aware of OEM (Manufacturers/Distributors) warranty information at time of warranty service request lodgement.

Whilst every effort is made by E&S and Miele to ensure the veracity of the warranty information contained herein is accurate, it is subject to interpretation and human error(s) may inadvertently occur when researching and compiling Inclusion Lists.

## 5.2 Origin Energy



17 March 2026

Dear Resident

**62 Constitution Ave Parkes ACT 2600 (Eastbourne)**

### Important information about your electricity supply

While you're settling into your new home, we'd like to let you know about the electricity arrangement in your building.

#### What you need to do

You'll need to sign up to an electricity offer to ensure your electricity is connected. You can do this in one of two ways:

- Online: Complete the 'Move in' form online at <https://www.originenergy.com.au/for-home/electricity-and-gas/info/centralised-electricity.html>
- Call us on **13 24 61** between 8 am to 6 pm Monday to Friday.

Please note, you don't have to sign up to an Origin electricity offer, but you do need to sign up with an energy retailer to ensure your electricity supply stays connected. Give us a call on **13 24 61** to discuss your options.

#### Your electricity arrangement and rates

Your building has a centralised electricity arrangement with Origin, which means that electricity is bought in bulk for all the tenants. That's good news because you'll enjoy rates that are discounted from our standard rates when you sign up to an Origin electricity offer. Plus, each property has its own electricity meter, so you're only billed for the electricity you use.

**Your Current Rate in this Welcome Letter are current as at 09.03.2026 and are generally subject to change In August annually:**

	Unit	incl. GST
All Consumption	cents per kWh	24.1374540
Daily Supply Charge	cents per day	146.7840000

#### Your current rates and supply charge \*

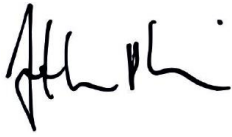
The above residential rate is 15%, off the relevant current reference price in the ACT.

- For residential customers this is based on a customer who consumes 6,100kWh a year on a flat tariff in Evoenergy's network and the lowest annual price based on this consumption is \$1,695.

Origin Energy Retail Limited ABN 22 078 868 425 • Origin Energy (Vic) Pty Limited ABN 11 086 013 283 • Origin Energy Electricity Limited ABN 33 071 052 287 • Origin Energy LPG Limited ABN 77 000 508 369 • OC Energy Pty Ltd ABN 62 144 655 514 • WINconnect Pty Ltd ABN 71 112 175 710 • Sun Retail Pty Limited ABN 97 078 848 549 • 100 Waymouth Street, Adelaide SA 5000 • Telephone 13 24 63 • Facsimile 1800 132 463 • Web enquiries [originenergy.com.au/contactus](http://originenergy.com.au/contactus)

### Any questions?

Just give us a call on **13.24.61** (8 am to 6 pm Monday to Friday) - we'll be happy to help.



Jonathan Briskin  
General Manager, Retail

## Extract: Origin Centralised Energy Services Welcome Kit

The full Welcome Kit can be downloaded from your Civium Strata C-Hub portal login. You can also download Origin's Agreement Terms from the same location.

# Important information

## Your choice of retailer

For embedded network customers, you don't have to sign up to an Origin electricity offer, but you do need to sign up with an energy retailer to ensure your electricity supply stays connected. If you choose an alternative retailer for your energy, you will receive two bills, one for energy and one for network charges, and you may choose to retain our meter and pay us for the metering fees or replace the meter via your chosen retailer. There may be fees and charges associated with this change. Give us a call on **13 24 61** to discuss your options.

## Registration Exemption Guidelines

For embedded network customers, we operate under a network exemption and as an Exempt Network Operator We are required to comply with the conditions imposed under the applicable Electricity Network Service Provider - Registration Exemption Guidelines. These conditions broadly cover matters like metering and network charges. You can read these details here

[AER electricity NSP Registration Exemption Guideline](#) or you can give us a call on **13 24 61**.

## Faults & emergencies

For embedded network customers, for 24 hour electricity faults or emergencies call **1800 002 438**

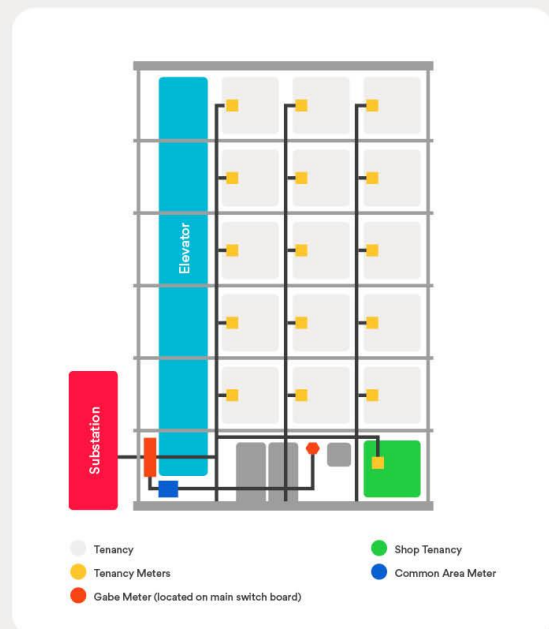
# Embedded Electricity

Embedded networks are private electricity networks servicing multiple apartments on the one site or in the one building. Origin pays for all the power at the Parent meter and then, via your own individual electricity smart-meter, we provide a competitive rate for your electricity consumed. The Body Corporate, any common areas and any retail outlets on your site will have their own meter.

The electricity meters and remote meter reading system in your building are owned by either Origin or a Meter Provider.

There are no minimum length contracts and prices are normally updated about once a year, with any concessions and rebates that are eligible factored into the regular bills. Each apartment or retail tenancy can check their account and monitor their usage online 24/7 using My Account or the Origin app.

If you have any questions about centralised electricity, there is a dedicated team available to assist **Monday-Friday, 8am-6pm (AEST)**. Just give our specialised team a call on **13 24 61**.



\* Subject to availability and site configuration.

# Move easily with Origin

## Open your electricity and / or hot water account easily

### Step 1:

Scan the QR code with your phone camera.

### Step 2:

Select 'Search for your address', enter your address on the next screen and follow the prompts.

### Step 3:

Let Origin do the rest!

No smart device? No worries. Just give us a call on **1800 331 337** and we'll sort it out for you.



Sign up instantly with QScan



## Moving out?

You can do this online through My Account or the Origin app.

### Step 1:

Select More and find Plans & Properties.

### Step 2:

Select Disconnect a property.

### Step 3:

Select Get started and follow the prompts.

Don't have My Account?

Visit [www.originenergy.com.au/my-account-setup](http://www.originenergy.com.au/my-account-setup) to set up your My Account, or you can download the Origin app from your app store.

## For more information

### Talk to us

If you have a question about centralised electricity, hot water, air conditioning, cooktop gas or electric vehicle chargers, just give our team a call:

**13 24 61**

Monday – Friday  
8am – 6pm (AEDT)

### Email us

[hello@origin.com.au](mailto:hello@origin.com.au)

### Or jump online at

[originenergy.com.au](http://www.originenergy.com.au)



## Your broadband network provider.

Opticomm builds and maintains the wholesale network that connects you to the internet.



### A world-class fibre network that's built on better<sup>®</sup>

We have a long history of designing, building and operating one of Australia's fastest wholesale broadband networks. And, we're dedicated to investing in our network and next-generation technology to go beyond superfast and keep pace with change.

So now you can get the benefits of a network that's built for tomorrow – today!



#### Better speeds

Do more simultaneously, faster. Built to support superfast speeds and increased bandwidth.\*



#### Better choice

Don't be limited to a handful of internet providers! Find the perfect plan to suit your needs and budget<sup>‡</sup>.



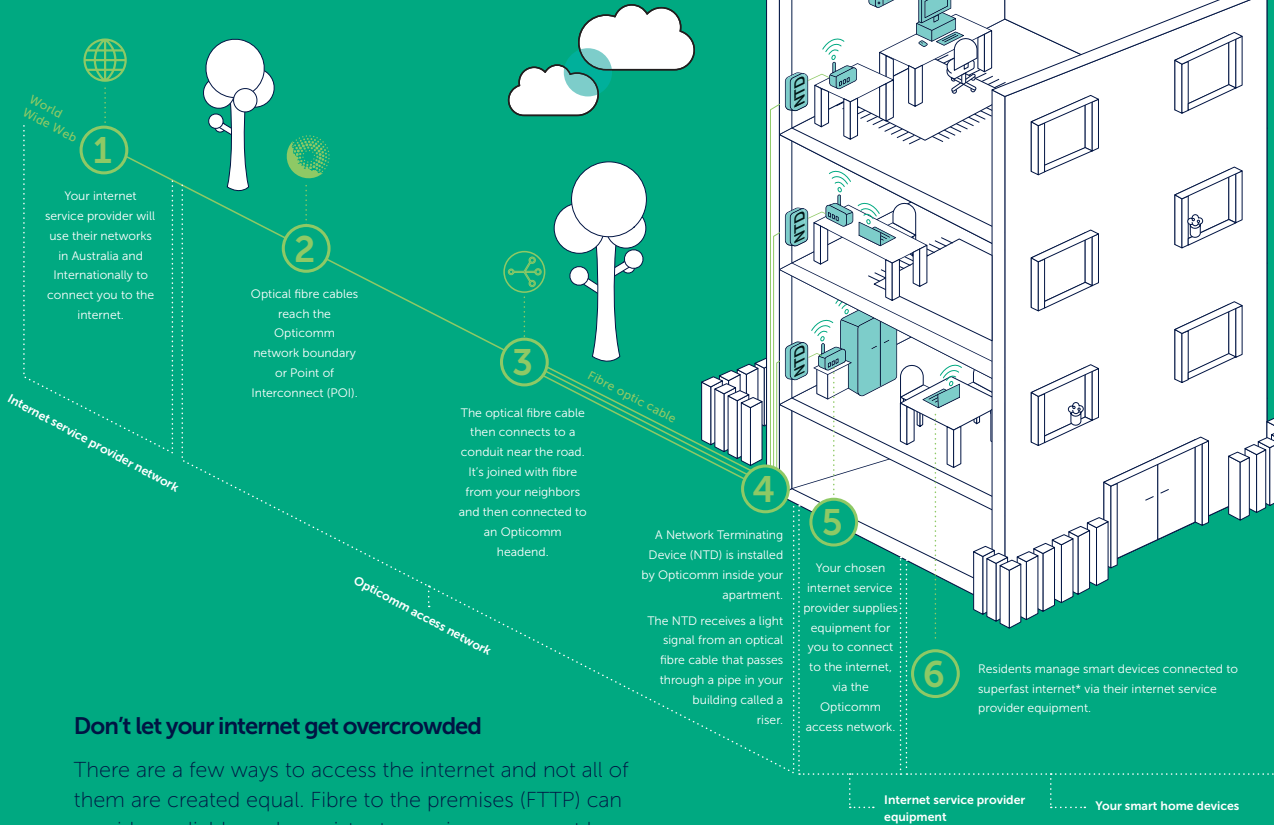
#### Better connectivity

Be ready for tomorrow, today. Use more devices with fewer dropouts and less lag<sup>^</sup>.

\*Actual speeds will depend on factors including your service provider plan, equipment and design decisions. <sup>‡</sup>Some service providers may not operate in your state or territory. We recommend you contact your preferred service provider to identify whether they may service your area. <sup>^</sup>Subject to service provider and plan.

# FTTP made easy

Here's how the internet gets to you.



## Don't let your internet get overcrowded

There are a few ways to access the internet and not all of them are created equal. Fibre to the premises (FTTP) can provide a reliable and consistent experience, even at busy times of the day.

## Getting connected is simple

Contact your preferred phone and internet service provider and choose a powered by Opticomm plan to suit your needs.

Visit [opticomm.com.au/connect](https://www.opticomm.com.au/connect) to view a list of Opticomm service providers.



As a wholesale provider of access networks, Opticomm has built a network to suit the bandwidth needs of Australia today and well into the future. Opticomm offers many product options to our service providers. Your experience, including speeds, depends on the plans purchased and design decisions made by the service provider such as traffic class allocations, end-user equipment, quality of home wiring, among other factors. Contact your preferred service provider for further information or if you are experiencing problems.

OPTICOMM - F-NDU-IL-2300-02

# 6. Communal Facilities

## 6.1 Ground Floor Podium

All residents at The Eastbourne are permitted access to the Ground Floor Podium, located off the Main Foyer in Building E.

This area contains general seating and common area facilities for use by residents.

Residents must be mindful and considerate of other residents during their use of the Ground Floor Podium in respect to noise, behavior, and cleanliness. For further rules for this area please review the Body Corporate's rules and regulations.

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## 6.2 Weights & Cardio Gym

All residents at The Eastbourne are permitted access to the complex's weights and cardio gyms located in Building D. The weights gym is located on Ground Floor (also known as Level 1). The cardio gym is located on Level 2. Refer to Section 2.9, Page 12 of this document for advice on how to locate the gyms within the complex.

Residents will be required to use their access remotes/fobs to gain access into both the weights, and cardio gyms.

Users of the weights and cardio gyms will have access to various types of gym equipment including weight training cable machines, treadmills, cross trainer, rowers, assault bikes, Reformer Pilates machines and many more options.

Users are required to care for and maintain all gym equipment. It is strongly recommended that you bring a towel and use the sanitary wet wipes to wipe equipment following use. For further rules for this area please review the Body Corporate's rules and regulations.

Minors wishing to use the gyms are required to be under adult supervision whilst using these facilities.

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## 6.3 Pool & Spa

All residents at The Eastbourne are permitted access to the complex's pool and spa, located in Building D on Ground Floor (also known as Level 1). Refer to Section 2.9, Page 12 of this document for advice on how to locate the gyms within the complex.

The pool and spa are heated in both summer and winter to a temperature set by The Eastbourne Body Corporate Building Manager.

It is critical that the glazed door to enter the pool and spa area (which has electronic access control) is **not** held open at any time whatsoever as they are acting as part of the secure perimeter to the pool that prevents access by minors/children (ie. a mandatory/critical part of the pool safety arrangements).

Residents are to review the Body Corporate's rules and regulations for this area prior to use of the pool and spa.

Minors wishing to use the pool and spa are required to be under adult supervision whilst using these facilities.

## 6.4 Sauna & Steam Room

All residents at The Eastbourne are permitted access to the Sauna & Steam Room, located in Building D on Ground Floor (also known as Level 1). Refer to Section 2.9, Page 12 of this document for advice on how to locate the Sauna & Steam Rooms within the complex.

When using the Sauna room simply press the button on the outside of the room next to the door. All settings have been preset for the sauna. Water can be thrown on the stones with the bucket and ladle provided. However please do not throw water on stones whilst people are near the heater to avoid steam burns to others. Only water from the tap is to be thrown on stones. Under no circumstance should residents throw pool water on the stones as the pool water contains chemicals that could be harmful if vaporised and will cause damage to the sauna room plumbing systems.

When using the steam room simply press the button on the outside of the room next to the door. All settings have been preset for the steam generator.

Remember to properly hydrate and rest after using the sauna to bring your fluid levels back to normal.

Minors are **prohibited** from using the sauna without supervision from a parent or guardian.

Residents are to review the Body Corporate's rules and regulations for this area prior to use.

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## 6.5 Communal Bathroom Facilities

All residents at The Eastbourne are permitted access to the complex's communal bathroom facilities, located in Building D on Ground Floor (also known as Level 1). Refer to Section 2.9, Page 12 of this document for advice on how to locate the communal bathroom facilities within the complex.

These facilities include both male & female ambulant toilets and a DDA compliant powder room. These areas have been fitted with toilets facilities for residents to utilize after using the other communal facilities located on this floor.

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## 6.6 Concierge

At The Eastbourne, the Main Foyer on Ground Floor (also known as Level 1) in Building E includes a concierge service.

This concierge service, is managed by your Owners Corporation appointed by Body Corporate. This includes their list of services and operating hours. Please ask the Body Corporate Building Manager for further information.

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## 6.7 Lounge Area

The Eastbourne includes a lounge area located in the Main Foyer on Ground Floor (also known as Level 1) in Building E, as mentioned in Section 2.12, Page 13 of this document. This area can be used by all residents. For further information and rules in this area please refer to the Body Corporate's rules and regulations for this area prior to use.

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## 6.8 Letterbox Room

The Eastbourne includes a letterbox room located in the Main Foyer on Ground Floor (also known as Level 1) in Building E, as mentioned in Section 2.10 Page 12 of this document. This letterbox room contains all the developments letterboxes and will be serviced by the Body Corporate's Building Manager.

The Main Foyer is also equipped with a parcel storage area where the concierge will endeavour to help with safe receipt of parcels and packages upon delivery.



# 7. Other

## 7.1 Balconies & Courtyards

All balconies and courtyards at The Eastbourne have a maximum loading capacity of 200kg per square metre. All residents are to ensure that no materials are stored on the balconies or courtyards that exceed this weight.

Where a balcony or courtyards is not greater than 500mm in depth from the balustrade rail to the glass façade windows, residents are not permitted to store materials, plants or any such belongings as this has been requested by the ACT Fire Brigade for fire regulations.

It is the responsibility of all residents to ensure that they do not have any climbable objects near or at the edge of a balcony to ensure that there are no fall risks for children or adults.

