

Jan 24

This guide should be read in conjunction with SP87345 2019 Bylaws, which is one of many other important documents available on our website www.CammerayPlace.com.au

Strata Plan Bylaws are the fourth form of enforceable law after Federal, State and Municipal, so it is your responsibility as a resident to read, be familiar with and abide by our Bylaws. Queries should be made to Building Manager.

The Strata Committee has prepared the following document to answer frequently asked questions and provide information additional to the Bylaws. The topics are laid out alphabetically.

Please be aware that if you have issues with your apartment and you are a Tenant then your first point of contact is your Managing Agent and secondly the Building Manager. Owners and Estate Managing Agents should Building Manager or Strata Manager.

If you require any clarification regards this guide, please email the Building Managers at CammerayPlace@Kristal.net.au

Cammeray Place Strata Committee members currently are:

Margaret Bisley

David Holmes

Robyn Ware

David Dobbin

Angela Handley

Air Conditioning & Bathroom Exhaust – Property of the Owner and service at least every 2 years recommended. Our preferred air-conditioning service company is in Trades List at end of this guide. Tenants should contact their Managing Agent regarding issues who should also refer to Trades list.

Bicycle Rack – There is a rack on the Mezzanine storage level where bicycles can be kept and also one at Palmer Street entrance for Residents visitors.

BBQ Area – see *Level 6 and Bylaw 39*.

Building Manager – a part time role and will be in the building at least twice a week. They will be able to address most issues and queries any Resident may have or point you in the right direction.

Joanna	Tuesday morning	0466 289 303	CammerayPlace@Kristal.net.au
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Kris	Thursday afternoon	0401 233 995	CammerayPlace@Kristal.net.au
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Carparks – Nothing is to be stored or left in the Residents carparks on Levels M and B1. All items should be kept in your vehicle, storage shed or apartment. See *Bylaw 19*.

Car Washing – There are no onsite facilities available for washing cars. There are car-washing machines in service stations at BP Willoughby and Ampol Neutral Bay or Crystal Carwash opposite Northbridge Mall.

CCTV – Cameras are positioned at various points in our common areas.

Cleaners of Apartments – They can use the Visitors Carpark but must enter and leave the building using the LD Loading Dock level foyer to access passenger lift and **never** use the front door to reach an apartment.

Cleaning of Building – Cammeray Place employs cleaners to service the building's common areas.

If you cause a liquid or food mark in a common area, for example in a hallway, lift, entrance foyer or on Level 6, please clean up as best you can and inform the Building Manager **immediately** so we can take remedial action as soon as possible.

Council Household & Waste Cleanups – Every fortnight - *see Waste*.

Deliveries – All deliveries (other than shopping or an item hand carried by one person) **must** come into and leave the building via the Loading Dock – particularly bulky goods. (*See Bylaw 12.*)

Please contact Building Manager at least one day in advance to arrange for lift protection covers to be erected for bulky items or furniture movements for items not hand carried.

Also see Moving In and Out

Electricity Meters - Electricity meters for floors 3, 4 and 5 are on their respective floors in locked hallway Electrical cupboards and floors 1 and 2 are in the main electrical room in the Visitor's Carpark. However, readings are usually taken remotely by providers from outside the building.

Should your provider wish to access the meter for a reading or a reconnection, check if they have access to the building's NMB Lockbox and, if not, you will need to arrange an appointment to access the meters with the Building Manager. If provider wishes a photograph of meter reading, please contact Building Manager to arrange.

Electricity Supply – The power supply box with circuit breakers is usually to be found in your laundry or kitchen cupboards. If the circuit trips twice after resetting, contact an electrician (see Trades listing at end) if you are an Owner, or your Managing Agent if you are a Tenant.

Fire Alarms – Sensors throughout the building are very sensitive and can react to aerosols, steam or smoke from cooking, cigarette or vapour smoke and excessive dust movement. The sensor inside your apartment if activated by above contaminants will produce a loud beeping sound in the apartment only and can usually be stopped by waving a towel near the sensor. But should there be excessive heat associated with a fire, that will set off the buildings evacuation alarm system and alert the fire brigade to attend.

It's suggested all Residents purchase a fire protection kit (extinguisher and fire blanket) and keep that under your sink and it doesn't need to be affixed. Kit is available at Bunnings for less than \$30.

Please note that if you trigger the building's fire alarm and a brigade unit attends the scene, you may be liable to an \$850 charge being 50% that charged by fire brigade for a preventable false alarm.

There are loudspeakers throughout the building and should the siren sound and be followed by a voice message EVACUATE NOW, you must leave the building using the fire stairs. Assembly point is outside the entrance door on Palmer Street and the attending fire brigade captain will give the all clear to allow Residents re-entry.

Fire Stairs – The main fire escape runs down the building internally servicing Levels 6 down to 2 and exits alongside the entrance door in Palmer Street. We encourage all Residents to familiarise themselves with where the fire door is on their level and where it exits. There are additional fire escapes from all carparks, Mezzanine storage and Level B2 via fire stairs and doors with green backlit directional signage that leads to exits onto Palmer or Miller streets.

For Sale or To Let Signs – For Managing Agents, the size and positioning of notices are as follows:

Signs up to 1.1 m x 1.8 m in either landscape or portrait mode can be attached with electrical ties to the slatted gates that enclose the substation on Palmer Street but must be positioned in such a way as not to impede the opening or closing of those gates.

The sign can be in position for no longer than five weeks, whether the sale is by auction or private treaty or 1 week after the contracts are exchanged, whichever occurs first.

Managing Agent's sandwich display boards are also permissible and can be placed in the entrance way to the building during inspection times only.


Gas Meters – There are gas panel readers in the loading dock which can be accessed by service providers from 7 am to 8 pm daily. Building Manager can also provide an image of meter reading if required.

Goods Lift – The goods lift is only for the use of the Retail Lots and Owners of storage Lots on B2. Permission of use by Residents for any other purpose must be sought by application to Building Manager.

Gym – see *Level 6 and Bylaw 31*.

Household & Waste Cleanups – see *Waste*.

Intercom – Please inform your guests to use the intercom at Palmer Street entrance door and familiarise yourself with how they should call you and what you do to allow entry. See Residents Pack in apartment.

Visitor: Enter apartment number into keypad then press the **GREEN** bell symbol  and wait for your response.

Resident: Answer call pushing and releasing the **TALK** tab allowing visual and verbal communication. If caller is allowed entry, press and release the **KEY** tab which will unlock front door for visitor to enter building and also allow them to press and activate the lift button for your floor only.

Internet – If no NBN black modem in apartment – see *NBN*

If your ISP (Internet Service Provider) is Telstra, they have an access key to the building plus MDF room on B1 and Comms Rooms on all floors. For any other provider, please contact the Building Manager at least 48 hours in advance as they may need access to Comms Rooms. Connections can be made via various antenna points in apartments.

ISP will connect their modem to the NBN modem and test service working.

The black NBN modem remains the property of the NBN and must remain in the apartment when you vacate as it will not work at any other address and is not the Residents property.

Keys and Fobs – If you are an **Owner** and require an extra key or a fob, download the application form from the Cammeray Place website, complete and forward to Strata Manager. If you are a **Tenant**, the Owner of your apartment will have to make application via the Managing Agent. The costs for devices is indicated on the **Security Devices Order Form** (on website) and there is a limit of five fobs or keys per apartment. If you lose a fob, please notify the Building Manager **immediately** so swipe fob can be disabled for the security of the building.

Your **key** will only open your apartment door plus door from Mezzanine parking to passenger lift.

Your **fob** via reader will operate lift, unlock some exterior doors plus car park shutters if closed via readers next to intercom in Abbott lane.

See also Locksmith and Security

Level 6 – The amenities on this level can be used between **7 a.m. and 10 p.m.** only. Please consider others when using the facilities. Children under 15 years of age must be accompanied at all times by a responsible adult. You can reserve either the BBQ or the Lounge seating areas by using the reservations books on Level 6 near sink, but not both areas simultaneously.

Pets are not allowed on Level 6 under any circumstances.

When departing Level 6, please turn off the lights for either area which is located on wall near lift for BBQ and near sliding door for lounge area and take away all your waste, bottles etc when you vacate.

Barbeque Area: Make sure tables are left clean and tidy and that you clean hotplates and grill using the instructions next to the BBQ (See Bylaw 39) and ensure gas supply lever returned to OFF position. Any further cleaning up charges of area are to Residents account. *(See Bylaw 39)*

Gym: Take a towel with you if you use the equipment and wipe down machines after use and turn off the air conditioner before vacating area. *(See Bylaw 31)*

Pool: At no time can glass, food, alcoholic drinks or pets be taken into the pool area and persons must be completely dry before entering the building again. *(See Bylaw 30)*

Sundeck Lounge Area: Clean tables, remove waste after use and remember to return cushions to storage chests. *(See Bylaw 40)* Any further cleaning up charges of area are to Residents account.

Locksmiths –

Tenants: **Business Hours:** If you are locked out during business hours, please call your Managing Agent to arrange collection of their duplicate key and fob to gain entry.

After Hours: Call **9418 2777** exclusive locksmith for quick, least expensive entry.

Owners: **24 hours:** Call **9418 9277** exclusive locksmith for quick, least expensive entry.

Do not allow any locksmith to change the lock – they can only enable you to gain entry and any changes back to building lock system if required will be to your account. Should the lock need to be changed, this is to be performed only by Access Hardware who is the only provider of our security system keys.

For any queries consult Building Manager.

If you need a replacement or extra key cut for your apartment, see Keys and Fobs.

Mailboxes – There is no master key to the mailboxes as this makes them less vulnerable to theft. There are two keys per mailbox, and they have unique codes aligned to the apartment number.

Orders for replacement mailbox keys must go through Managing Agents for Tenants or the Strata Manager by Owners, using the form on the Cammeray Place website.

Moving In or Out and other Bulky Goods or Furniture Movements – When you have a firm moving date, if you are a **Tenant**, please email your Managing Agent and the Building Manager with that date.

If you are an **Owner**, please contact the Building Manager.

We need to (a) erect passenger wall protection covers and (b) notify the commercial Tenants of times the loading dock will be in use and (c) ensure that you are not in conflict with another residential movement as we do not allow two moves on the same day due to reduce inconvenience to other Residents.

We require **notice of at least 72 hours** (3 days) before date to secure dock and lift reservation. The earlier the better as booking is on a first come first served basis.

Suggest selecting a removalist with truck under 3.2mts high otherwise they can't enter loading dock and will be required to park in Abbott Lane.

Your property must **only** be brought in via the loading dock in Abbott Lane and from there into the passenger lift and **not** via the street entrance on Palmer Street. Moving must be done between 7.00 am and 8.00 pm as outside these hours the loading dock is closed.

For your information, the door marked RESIDENTS between the loading dock and the passenger lift that you will use is the normal size of 700 mm wide and the passenger lift dimensions are L 2.2 m x H 2.1 m x W 0.9m. Any item that exceeds these dimensions will need to be transported to the apartment via the fire stairs. Some apartment doors are positioned in such a way that some items are difficult to manoeuvre.

Identify with the Managing Agent if your apartment's storage space is located on Level M or B2 or in parking area.

See also Packing Materials.

NBN – All apartments are already connected to the NBN. The black NBN modem remains the property of NBN Co and must stay in the apartment when you vacate as it is address unique and will not work at any other location.

You can arrange an ISP provider (Internet Service Provider) of your choice to connect their modem to the NBN modem.

Noise – You must not impair your neighbours’ peaceful enjoyment of their apartment. Please be mindful of others and this applies to your pets as well. Sharp noise carries easily through the structure of the building particularly during the quiet of night. Using the garbage chute out of hours, allowing your door to slam or partying at an unreasonable hour have all resulted in complaints and action by the Committee in the past. *See Bylaw 1.*

Notice Boards – The Strata Plan notice board is positioned on Level B1 passenger lift foyer and a community board for Residents own use in displaying notices is also on Level B1 above Swap Shop.

Packing Materials –

(a) All paper and cardboard packing materials must be folded or cut down to a size that fits into the yellow-top recycling bins.

(b) Polystyrene foam packing is to be broken down into the smallest possible size to conserve space and placed in the red-top garbage bins.

(c) For an alternative method for disposing of large packing cartons – *see Waste & Recycling.*

Pay / Cable TV – If the service is being provided by Telstra, they have access to building and Comms Room connection cupboard on your floor. For any other provider, please contact the Building Manager at least 48 hours in advance to arrange their possible access requirement to Comms Rooms. Apartments already connected to Foxtel have easy access to NBN connection – just plug in and go.

Also see NBN and Internet

Pets or Animals – Please read Bylaw 15 for detail which includes in part,

- (a) allowing you may keep only one dog, or one cat, or one caged small bird,
- (b) not allowing any visitor to bring any animal into the building for any reason,
- (c) agree to either carrying the animal or if a dog that it be restrained on a short leash whenever on Common Property including foyers, hallways and lift and not taken to Level 6,
- (d) you register your dog via form on website with Building Manager and receive approval prior to signing any legal lease or sale document and occupation,
- (e) that the animal does not cause noise and create a disturbance to persons in any other Lot.
- (f) no washing of pets on balconies or wintergardens.

Pool – *see Level 6.*

Recycling – *see Waste & Recycling*

Remotes – There is a limit of one remote per car space per apartment. If you are an Owner or Tenant and your remote needs replacement through loss or damage, complete the order form on the Cammeray Place website and forward it to the Strata Manager. If red light is not flashing when Open button pressed, replace battery or call Building Manager.

Until issue with remote is resolved or replaced, your security swipe fob will open Residents carpark shutter by touching it to reader marked “Residents” on driveway wall next to intercom.

Renovations – Tenants are not allowed to make any renovations or alterations to an apartment and these can only be requested by an Owner. Owners who wish to renovate must submit an Alterations Application to the Strata Manager for assessment. Strata Bylaws prohibit any addition to the buildings Common Property prior to submitting a request to the Committee which may be subject to a Bylaw and subsequent conditions. Any alterations made without written authority are subject to removal and restoration at Tenants or Owners cost.

Security –

Key – Allows access to your apartment, the Visitors Carpark door at the Palmer Street entrance, from the fire stairs to your floor and Level 6, the door from Mezzanine level carpark to passenger lift plus the Store Room door enclosing storage sheds for apartments 309, 310, 311 and 312 on Level B2. It will not open exterior doors so please use your fob where readers provided for that purpose.

Security Fob –

Activation via reader in the lift allows access to

- a) your floor only,
- b) Level 6 pool, gym, sun decks and barbeque areas,
- c) Level M storage and Residents Carpark,
- d) Level B2 if your storage area is on that level,
- e) Level LD Loading Dock and internally up the stairs to Visitors Carpark.

To gain access via exterior door readers into the building;

- f) from Abbott Lane to Loading Dock between 8.00pm and 7.00am when shutter is down,
- g) from Loading Dock to passenger lift foyer and up the stairs to Visitors Carpark,
- h) from Palmer Street entrance through either main front door or the adjoining fire stairs door,
- i) from Palmer Street entrance to Visitors Carpark between 8.00pm to 7.15am when door is locked,
- j) to open Visitors Carpark shutter if closed via reader marked “Visitors” on wall near intercom,
- k) to open Residents Carpark shutter via reader marked “Residents” on wall near intercom.

Smoking – Smoking in any way is not permitted in common areas of Cammeray Place nor within any part of the Lot by Tenants or their Visitors. Only an Owner or their Visitors can smoke within their Lot. Smoke also cannot inconvenience an Occupier of any other Lot caused by drift by an Owner or their Visitors. *See – Bylaw 34.*

Storage Units – It is advisable to keep stored items off the floor as water seepage to those areas may occur in heavy rain event periods.

It is prohibited to store hazardous items such as flammable liquids, car batteries and BBQ gas bottles in the storage areas.

Please note that Residents store goods in the storage units at their own risk and they should be included on your insurance policy.

It is wise to keep anything valuable out of reach as the walls do not reach the ceiling.

Sundeck Area – see Level 6

Strata Committee Meetings – Owners are welcome to attend these, however if you are not a member of the Committee, permission to speak must be obtained from the Chairman. They are held bi-monthly with AGM early December. Agendas and minutes are emailed to all Owners if an email address has been provided.

Swap Shop – Located on B1 and Residents may leave any useable article or item including books there for use by other Residents. Items not taken up will be cleared from time to time.

Telephone – Telstra can access the building and Comms Rooms for connections or repairs, but if access to your apartment is required, you will need to make those arrangements with them.

Visitors Entering – see Intercom

Visitors Parking Area – Visitors to Residents are allowed to park in this area for 2 hours between the hours of 7 am to 8 pm, including weekends, and in the evenings, but Residents must use their own parking Lots. *(See Bylaw 19)* Offenders that exceed the time limit may be wheel clamped.

The carpark is also for the use of customers using Cammeray Place Retail Lots. There is all-day parking outside building and in surrounding streets and on the Northbridge side of Miller after Palmer both northbound and southbound (excluding peak periods as per times on signage).

For entry after hours, Residents can open the shutter at the reader marked Visitors.

Visitors Exiting - If they are on foot, they press Level 1 in lift, then press the green button on the left as you approach main door and exit into Palmer Street.

If they have a vehicle on site, please accompany or give them access to Level LD in lift which takes them to Visitors Carpark. This method is to respect the privacy and not disturb other Residents near the front door. Shutter if closed will open automatically when vehicle wheels reaches exit ramp.

Waste and Recycling – Do not use the larger commercial Retail bins in the Loading Dock at any time.

Yellow Recyclables Bins - yellow lid bins are located outside the lifts on B1 and near the ramp on the Mezzanine level.

A guide to recyclables is affixed to wall on B1. Do not put any liquids or plastic bags into the yellow bins.

Cartons must be cut down using box cutter supplied or completely flattened to conserve space.

Kitchen Waste Chute - Levels 3, 4 & 5 have chutes for small kitchen waste bags only and these must be securely tied off at top. **Do not put anything else other than these type of bags down the chute.**

If you put material that is bulky or angular down the chute, it will block as there is a 45° angle at the bottom and charges will apply should a call out to unblock be required. Do not use the chutes after 10 p.m. at night or before 7 a.m. in the morning to avoid disturbing other Residents.

Kitchen Waste Bins – Red lid bins are in two locations in the Level M Mezzanine carpark.

Bins will be in the Loading Dock on Wednesday night ready for Thursday morning pickup so please retain perished items in your freezer for disposal at that time to prevent decomposition odours in bins.

Household Waste & Larger Items - We encourage all Residents to recycle as much as possible through opportunity shops or charities. North Sydney Council has a fortnightly Household Cleanup service and dates are on a sheet in the Owners Corporation notice board on Level 1 entrance foyer. Book collection either by phone (1300 799 019) or online (www.northsydney.nsw.gov.au) by 4 p.m. on the Sunday prior.

Follow the instructions on the recorded message and give **Abbott Lane** as the place where goods will be.

Pickup day is Monday morning but items must not be taken down until **late Sunday afternoon** and placed outside the building in Abbott Lane on footpath but not restrict opening of fire door.

E-waste – take to North Sydney Council recycling depot at Artarmon for many items not allowed in fortnightly pickup for municipal Residents so please check their website for further details.

https://www.northsydney.nsw.gov.au/Waste_Environment/Waste_amp_Recycling/Community_Recycling_Centre

Details regarding this centre also on Level B1.

Batteries and Globes – recycling receptacles located at Swap Shop on B1.

Washing – **No item can be hung for drying or airing that is visible from the street.** (See Bylaw 9)

Water Supply and Water Meter – the tap to turn off the water to your apartment is usually to be found under your sink, along with your water meter.

The solar panels on the roof take the temperature from underground mains supply from cold to warm which is then stored in separate storage tanks.

When hot water outlet turned on in apartment, it draws on the stored warm water, subjects it gas heating and then supplied to your outlet. This reduces your hot water bill as you only pay for the water to be heated from warm to hot instead of cold to hot.

Windows – see Bylaw 10

If safe to access, cleaning of windows or doors is an Owner or Tenant responsibility. If unsafe, it is the Owners Corporation responsibility. Contact Building Manager for more detail.

If locks or hinges need attention, could Tenants please contact their Managing Managing Agent and Resident Owners the Building Manager.

Contacts Guide:

Building Manager	Joanna Seremet	CammerayPlace@Kristal.net.au	0466 289 303
	Kris Pruszynski	CammerayPlace@Kristal.net.au	0401 233 995
Strata Manager	Strata Plus (Strata Plan 87345)	Info@StrataPlus.com.au	02 8198 850

Trades Guide:

Appliance Repairs	Barry Marzdani	0491 167 213	Oven, cook top, refrigerator, dishwasher, washing machine.
Air Conditioning	Meridian Air Con	9818 8670	Raphael
Carpet Cleaning	Drymaster	1300 662 188	
Electrician	Camco Electric	0404 850 295	David Campbell
Handyman	Michael Maloney	0403 850 285	
Locksmith	Alert Locksmiths	9418 9277	24 hours
Plumber	Richard Langham	0408 264 131	
Window Cleaner	Gabriel	0429 512 045	Glass doors, windows, fences & mirrors

For less used other trades or builders, please contact Building Managers.

Disclaimer: The above preferred tradespersons are used for Building Manager here by Owners Corporation and are familiar with this building but are supplied as a reference point only.