

Clarendon Towers Owners and Occupiers

Clarendon Towers House Rules – updated 12/10/2014

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1. Terms of Reference

In these Rules:

- a) "Manager" means the Company for the time being appointed by the Owners Corporation (formerly Body Corporate) as its Manager and a reference in these Rules to the Owners Corporation shall, where there is such a Manager, be construed as a reference to that Manager unless the context otherwise requires.
- b) "Committee of Management" and "Owners Corporation Committee of Management" all refer to the Committee elected and appointed at the Clarendon Towers Annual General Meeting to represent the owners of the 245 lots in all building matters, to look after their interests, and the well being of the environment therein.
- c) "You" or "Your" in this document refers to Lot Owners and Residents and Tenants (Occupiers).
- d) "Building" means all building constructed on the land known as Clarendon Towers AG438214P.
- e) "Building Manager" means the person employed by the "Owners Corporation Committee of Management" to manage the building on site and within the designated hours of employment;
- f) "Common Property" means all areas common to all residents on Clarendon Towers AG438214P.
- g) "Development" means the Common Property and Buildings on Clarendon Towers AG438214P.
- h) "Lot 3...Meeting Room" means the Common Property Area allocated for use by all residents to conduct meetings and be used in a business capacity. Lot 3 allocated for use by Owners, the Committee of Management and the Manager is owned by the Owners Corporation.
- i) The obligations and restrictions in these Rules shall be read subject to the rights, grants or privileges that may be given to any person or persons by the Owners Corporation from time to time, and to the extent of any inconsistency, any such rights, grants or privileges, prevail over these Rules in respect of the person or persons to whom they are given.
- j) If any Rule or part thereof is found by a court of competent jurisdiction to be invalid, unlawful, unenforceable or void, then that Rule or part thereof shall be struck down and shall have no further force and effect. HOWEVER all remaining Rules or part thereof capable of separate enforcement and effect shall continue to be valid and enforceable in accordance with their terms.
- k) "Security Key" means a key, fob, magnetic card or other device used to open and close doors, gates or locks in respect of a Lot or the Common Property.

2. Purpose

The purpose of this document is to provide all Clarendon Towers Lot Owners, Residents and Tenants (Occupiers) with specific House Rules and Information established to ensure a safe, well maintained and harmonious living environment in Clarendon Towers. It is a condition of occupancy that these House Rules are adhered to at all times. Therefore is a requirement that all residents of Clarendon Towers are in receipt of a copy of these House Rules prior to commencing occupation in Clarendon Towers.

3. Access

Except in the case of an emergency (in which case no notice is required), following seven (7) days written notice for a representative of or as instructed by, the Owners Corporation, its representative or Building Management, will be permitted to inspect the interior of any Lot and test electrical, gas or water installation or equipment to trace and repair any leakage or defect. The parties accessing and or performing rectification works will do so causing as little inconvenience as is reasonable in the circumstances. You may be required to pay the expenses incurred in rectifying the leak or defect if the cause is determined to be your responsibility.

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3.1 Restricting Access

You may have your access restricted to all or part of Common Property in the following circumstances:

- i. Where the name and contact details of the current resident/s are not provided to Building Management/or the Owners Corporation or;
- ii. Where an Owner or Occupier of a Lot is in breach of an Owners Corporation rule relating to that part of the Common Property, for example the pool, gym, meeting room and/or car park.

3.2 Keys to Your Apartment

Unless you have changed the lock on your front door, your key is based on a “restricted” key system, meaning that only one company can issue new keys.

If you lose your key or need additional keys, please see the Building Manager who can arrange new keys with the locksmith. There is a charge involved in supplying keys.

One of the most common problems encountered by Residents of Clarendon Towers is locking themselves out of their apartment. You can choose, as many Residents do, to leave a spare key with Building Management. If there is no Building Management staff on site you will have to pay for a locksmith to open your door. Any competent locksmith can open the door and is not restricted to the ones who issue your keys.

We do not recommend any particular locksmith. Some choices are as follows:

- I. Stewarts Locksmiths 131 539 (South Melbourne branch) 9646 0355
- II. Mainline Security 9534 7058
- III. Vic Locks Security 0418 397 297 or 03 9888 5545.

3.3 Security Proximity Cards and Garage Remotes

To gain entry to Clarendon Towers you need the following items:

1. A key to your unit
2. Security Key - a fob, swipe card or ikey garage remote

To enter Clarendon Towers from the street, you will need a security key or an ikey garage remote with the swipe function. To activate the fob/card reader, wave the security key or ikey in front of the reader. The reader reads all security keys and ikeys in its proximity.

There are readers at the front entry on Haig Street, at the pool entry, in all the lifts and on the inside of each of the car park doors allowing exiting from the car parks.

Your security key allows you access in the building and to your floor plus all the car park levels.

All security keys and ikeys must be registered with the Building Manager and any changes advised immediately. Periodic audits are undertaken by Building Management to ensure security of building access is maintained.

If you lose your security key or ikey please advise Building Management as soon as possible and it will be ‘disabled’ from operating at Clarendon Towers.

If you need a replacement security key or ikey or an additional one, please see the Building Manager to organise. The current fee is \$40.00 per security key and \$66.00 per ikey. White proximity cards are no longer available for sale.

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3.5 Intercom

Your apartment is fitted with a video intercom system for use by visitors at the main entry on level 1.

How to Use the Intercom:

A visitor calls your apartment by keying in your apartment number and then pressing the “blue” bell button.

1. The call monitor within your apartment will ring and a picture of your visitor/caller will appear on the vision screen in your apartment.
2. You (resident) can answer by picking up the handset and talking to the caller – who can respond hands free. Entry to Clarendon Towers is a two stage process:
 - I. To allow entry to the foyer only, the resident must press the ‘door release’ button on the monitor.
 - II. To allow the visitor to use the lift to reach your apartment, you/the resident must press the ‘lift call’ button on the monitor. You can then hang up.

NOTES:

- The picture will disappear from the screen after approximately 30 seconds.

The door release will not operate unless someone has called from the foyer.

3.6 Lifts

Three lifts have been installed to provide vertical transportation throughout Clarendon Towers.

Lifts – General Instructions

You must swipe your Keyfob/card in order for the lift to go to your floor. The card reader is just below the floor number control unit of the lift.

Your access card only allows access to your floor and any of the car park floors.

Visitor access must be enabled from your apartment using the “lift call” button on the intercom unit. Allowing your visitors two minutes to access a lift and hit the button for your floor.

Warning: The lifts are quite sensitive and do not need any help in opening the doors. Any attempt to open a door manually will result in the lift shutting down.

Press the button for the level 1 and the lift should open at the ground floor.

IMPORTANT: IN CASE OF FIRE – DO NOT USE LIFTS.

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4. Animals

Only Resident Owners are permitted to keep pet dogs or cats within the building. Tenants are required to have written permission from the Committee of Management, their Agent or Owner.

You cannot keep any animal in the common areas and must clean up any mess made by your animal in the common area straight away.

If your animal is deemed a nuisance or causes other residents to complain the Owners Corporation or its representative may ask you to remove the animal from Clarendon Towers.

A Pet Register is held in the Building Managers office. Please advise staff if you have a new pet or you remove your pet from the building. The register assists with the ongoing policy development of having pets in the building so we can ensure Resident pet owners and Residents have a harmonious interaction.

5. Balconies

Residents are not permitted to hang any items including clothing, sheets, blankets etc on the balconies or Common Property, the apartment exteriors or on or from the balconies.

You MUST NOT drop or throw any item from a balcony.

Items on balconies must be kept secure at all times, including pot plants, pebbles in pots, tables and chairs.

Written consent* must be received from the Owners Corporation or its representative for any installation, construction or erection of any apparatus that is or may be visible from outside the Lot, is not in keeping with the rest of the building, interferes with the views or the use and quiet enjoyment of another Lot.

Occupants of Clarendon Towers are advised to be aware of the effects of wind at the upper levels and are NOT to leave unsecured items on balconies or terraces.

**Applications must be in writing, using the Building Works Permit request form and process.*

6. Car Park/Garage

There are NO VISITOR parking spots allocated in Clarendon Towers.

You must NOT park, leave or permit a motor vehicle to be parked or left in parking spaces situated on Common Property and or allocated for other Lots. This also includes obstructing a driveway, pathway, entrance or exit to Common Property and Lots.

For the location of your car park confirm with the Building Manager, your Agent or refer to your Title documents.

Vehicular access to the resident's car park is via two remote controlled garage doors located in Haig Street and Blakeney Place.

The entrance in Haig Street services the upper levels of the car park bays 26 – 299.
The entrance to Blakeney Place services the level 1 car park bay numbers 1 – 25.

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6.1 To Enter or Leave the Car Park

Drive up to but not right against the door, approximately 1.5 metres back from it. You will need your vehicle ikey remote or Transponder, which will emit a signal to the receiver located above the door. The ikey requires the pressing of the no: 1 or the top button (depends on the type of your ikey) to open the door and the Transponder style of remote emits a constant signal, requiring no user action. The range of the reader is approximately 5 – 8 metres.

There are sensors on either side of the car park doors preventing the doors from closing when doorways are obstructed.

For best results your transponder should be mounted on your windscreen in the same way as your etag with at least 5cm gap between the edge of the glass and the unit. Your dashboard contains part metal, part plastic, which affects the performance of your unit. The human body also diminishes the performance of the transponder.

If you do not have an ikey or a transponder you can still exit the car park using the swipe card/fob reader on the control box located just to the inside of the door.

A door opening alarm has been installed at the Haig St garage entrance to provide pedestrians with an audible warning that the door is in progress of opening. Do NOT rely solely on this alarm to let pedestrians know you are entering or exiting the garage. You MUST take care at all times.

You must NOT permit oil leakages from any motor vehicle, trailer or motorcycle which is owned by you or under your control onto the Common Property or to allow such leakages within a Lot to spread to another Lot or the Common Property (eg by pedestrian or vehicular traffic).

6.2 Speed Limit

The speed limit is restricted to 10 KPH to ensure the safety of all people accessing the garage and car parking areas.

Any breach of this speed limit will be reported to the Building Manager who has the authority to deny access to the carpark for repeat offenders.

People access these areas for a number of reasons including fellow drivers entering and exiting, pedestrians, including young children, going to and coming from vehicles, storage areas and bicycle parking.

7 Common Property

7.1 General

These areas are for all Residents of Clarendon Towers and not for exclusive use by any one Resident. If you want to hold a private party in a Common Property Area/Lot 3 you must apply to the Owners Corporation or its representative for permission and adhere to any conditions specified and applicable to Common Areas usage.

There is to be no smoking, drinking or eating in the Common Areas. Clarendon Towers does not have a liquor license therefore any alcohol must be in sealed containers.

Use of Common Property power outlets is not permitted for personal use.

The General Common Property Area includes the front entry foyer, pool, gym, sauna, and ground floor toilets, lift foyers and passageways on each floor, the refuse rooms, power outlets and car park area.

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When in Common Areas you must behave in a manner that will not interfere with the quiet enjoyment of all Residents. This includes but is not limited to: creating or permitting excessive noise, inappropriate attire, and language causing offence or embarrassment.

Some areas of Clarendon Towers, which are not private apartments, are also not Common Areas. These include the plant room, the roof, waste disposal rooms, riser cupboards, water, gas, and electricity closets. Only staff and authorised persons are permitted access to these areas.

7.2 Pool, Sauna and Gym

The swimming pool, sauna and gymnasium are for use by Residents and no more than two (2) guests at any one time. Guests are to be accompanied by you at all times.

Below are specific guidelines for the use of the pool, sauna and gymnasium:

- All users of the swimming pool must shower first before using the swimming pool.
- Running, ball playing, noisy or hazardous activities are not permitted in the swimming pool area.
- All users of the swimming pool area and sauna must dry off before leaving the area.
- Footwear must be worn to and from the swimming pool and sauna area.
- Appropriate attire **MUST** be worn at all times.
- Each and every user of the pool and sauna must conduct themselves in a safe and proper manner.
- Children under the age of 14 years are not permitted to use these facilities unless they are supervised at all times by an adult.
- Glass objects, drinking glasses and sharp objects are not permitted
- Alcohol and food are not allowed
- Smoking is not permitted
- All users of the gym must carry and use a towel to wipe down equipment after use, at all times.
- The use of mobile phones **is** not permitted.

All users do so at their own risk.

7.3 Damage to Common Property

You must not mark, paint, damage or alter the Common Property without written approval and direction from the Owners Corporation or its representative.

The Owners Corporation or its representative may request compensation in respect of any damage to the Common Property caused by you or your guests.

8. Complaints

Clarendon Towers has a complaint process available for all Owners, Occupiers or Agents to utilise should the need arise. Complaints must only be in reference to an alleged breach of the Owners Corporation Act, Clarendon Towers Registered Rules or Clarendon Towers House Rules.

Any complaint or grievance must be submitted in writing to the Secretary of the Owners Corporation using the 'Complaint Form'. You must ensure all requested information is provided in a professional and courteous manner. Offensive or derogatory tone or language will not be tolerated and will result in a written response from the Owners Corporation or its representative advising of such and that the matter of complaint will not be addressed.

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All complaints will be reviewed by the Committee of Management and addressed as per the following process:

1. Response in writing from the Secretary of the Owners Corporation on behalf of the Committee of Management addressing the concerns and advising the reason/s for any decision to take or not further action; or
2. Extend an invitation to the complainant to attend the next Committee of Management to discuss the matter of concern; or
3. Request attendance of the complainant and party allegedly in breach to a Grievance meeting facilitated by two members of the Committee of Management. The members representing the Committee of Management will record the outcome of the Grievance meeting and provide this to the Secretary of the Owners Corporation for formal recording and subsequent submission to the Committee of Management and the parties involved.
4. If the matter remains unresolved parties will be advised they have the option to take the matter to Victorian Civil and Administrative Tribunal (VCAT) or any other applicable external regulatory body.

All complaints must be recorded and copies made available at the request of a Clarendon Towers Lot Owner, Occupier or appointed Representative acting on behalf of an Owner or Occupier.

The Owners Corporation is required to provide a report on all formal complaints that are potential breaches of a Rule, Act or Regulation) at the Annual General Meeting. The report will not include information pertaining to the identity of the complainant nor the person who is alleged to be in breach.

9. Floors

Apartment interior floors (concrete slab) are Common Property. You are therefore restricted when making changes or removal of any floor coverings which may alter the acoustic standards set in Clarendon Towers. The original floor covering in all apartments was medium-pile carpet with a 10mm thick standard felt underlay, rated at ACCC "Level 30-35".

Requests to change or remove floor coverings must be made in writing, using the Building Works Application, to the Owners Corporation.

Permission will be based on written agreement to meet the minimum requirement ensuring noise does not exceed and is in accordance with the Building Code of Australia (BCR) Acoustic Provisions, Section 45. Clarendon Towers has a requirement for a minimum 6 Star Rating Floor Level 40 with the optimum of Level 30 – 35.

If the standard is not met and neighbours are negatively impacted the quiet enjoyment by noise created by this change you will be required to rectify this failing immediately.

10. Fire Control

You must not use or interfere with any fire safety equipment except in the case of an emergency and must not obstruct any fire stairs or fire escape.

You must not store on the Lot or the Common Property any flammable chemical, liquid, gas or other material.

You must ensure all safety equipment, that is, smoke detectors are maintained and operational at all times. Smoke detectors should be tested monthly and back up batteries are replaced annually or whenever necessary.

To avoid false alarm calls by the Fire Brigade you must not:

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- a) Smoke in Common Areas
- b) Open your apartment door, leading into the lobby area, in non dangerous instances such as smoke burning toast or other food. Only windows should be opened to allow smoke to escape in a non dangerous situation.
- c) Open the apartment front door, leading into the lobby area, whilst having steam cleaning or dry cleaning of your carpet undertaken
- d) Utilise fire hoses and or fire extinguishers except in the case of an emergency
- e) Leave open your entry door whilst having building works.

Note: In cases of negligence, including damage to fire sprinklers on Lots and Carpark, resulting in a False Alarm Call Out to be made by the Fire Brigade, the associated costs will be charged to the identified party.

11. Gas

The Gas supplied to your cooktop is provided through the Owners Corporation and forms part of your Body Corporate fees. You do not need to contact the gas authority to connect gas to your apartment. No other gas connection is permitted without the expressed consent of the Owners Corporation.

12. Infectious Diseases

In the event of any infectious disease which may require notification by virtue of any statute, regulation or ordinance affecting any person residing in or visiting Clarendon Towers, you are requested to advise Building Management immediately.

13. Internet

Clarendon Towers does not provide WiFi hotspots. Clarendon Towers has installed infrastructure for cable connection and ADSL.

For up to date information please contact the Building Manager.

14. Mail and Deliveries to Clarendon Towers

- Mail
- Parcels/Couriers
- Newspapers
- Large items such as furniture – refer to Section 9. Moving In and Out of the Building.

14.1 Mailboxes

Australia Post places all your letters in your apartment numbered mailbox located in the mailroom, which is near the pool on the level 1.

14.2 Parcels

If you have a parcel to be delivered to the building, you should ensure you are available to accept delivery of this parcel.

Whilst not responsible, arrangements can be made with the Building Manager to accept parcels.

Couriers: You can arrange for them to leave satchels with the Building Manager. However, the building manager is not always available and alternative or back up arrangements should be made just in case.

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14.3 Newspaper Deliveries

The local newsagent delivers the papers every morning and are usually left on the front reception counter for you to collect.

There are no spare papers delivered for general sale.

If you want a newspaper and have not arranged home delivery, the BP Service Station on the corner of City Road and Blakeney Place has all the papers and magazines.

15. Moving In and Out of the Building

Please advise the Building Manager of any planned move in or out of the building so your move can be scheduled. Only one move can occur at the same time on the same day. All moves **MUST** be made using the 'goods lift'. Protective covers need to be fitted by Building Management to ensure the lift is not damaged during the moving process.

A bond of \$1000.00 may be requested and payable to the Body Corporate 417405Y to cover the cost of any possible breakages or damage to the building.

All moves require signing an Indemnity Form by the removal company and/or the resident which indemnifies against any damage to the building. Please see the attached indemnity form in Section 28: References.

When moving goods, such as furnishings in to or out of Clarendon Towers (CT) you **MUST** use the Blakeney Place door to enter or exit the building. There is a 15 minute loading zone directly outside the back door.

The Blakeney Place door is alarmed and pad bolted, you need to contact Building Management to disable both for ease of entry.

You must not damage, obstruct or interfere with the lift, stairways, corridors or any other common property when moving any items in or out of any Lot.

15.1 Goods Lift

The lift on the west side of lift foyer (Lift 3) is the "Goods Lift" and should be used for moving items into and out of Clarendon Towers. The dimension of this lift (which is the largest) is 1.45m wide x 1.95m deep x 2.7m high with a 1.0m wide x 2.1m high doorway.

16. Noise

The special rules of the Owners Corporation identify two areas regarding noise.

The first applies to noise in the common area. Essentially you are not permitted to make any undue noise in any of the common areas at any time of the day or night.

The other is a specific time restriction on the noise from machinery and or music which may not be heard outside an apartment between the following times Sunday to Thursday 10pm to 7am the next morning Friday and Saturdays 11pm to 9am the next morning.

Building Management has a policy in place for dealing with noisy tenants. If someone is making too much noise, advise Building Management or Security first and they will attempt to discuss the matter with the occupants of the apartment making the noise to see if the music and or noise can be turned down.

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If they are unsuccessful, please contact them again. If the noise continues, phone the police and advise you have a noise complaint. Police have the power to issue an on the spot fine for noise.

All reported incidents of this nature will be recorded.

RECOMMENDATION: If you are planning a party and it may get a bit noisy, advise Building Management beforehand of the estimated finish time, numbers expected, so they can work with you to make the party a success rather than a problem. It is also general courtesy to let your neighbours know.

17. Renovations/Building Works (Internal and External)

There are very STRICT processes and guidelines relating to making changes to interior and exterior areas of Lots/Apartments in Clarendon Towers. This includes additions, removal and changes to: walls; doors; floor coverings; windows; balconies; plumbing and electrical; external and internal blinds; curtains; change of colour; finish or decoration of any external wall or window; planter boxes/pots.

Only Lot Owners with the express Approval of the Owners Corporation or its representative may undertake any Building Works that may impact Common Areas, Structural walls, be externally visible or change the transmission of sound and smells from a Lot.

Flooring – please see section 9: Floors.

A Building Works Request with Formal Approval is required. Please contact The Secretary of the Owners Corporation for all relevant information and request forms.

18. Restrictions

Clarendon Towers is registered as a property for Residential Use only. The Owner or Occupier of a Residential Lot must not use their Lot or the Common Property for any trade, profession or business nor permit any other person to do so.

19. Smoking

Smoking is prohibited in all areas of Clarendon Towers except in your own Lots/Apartments.

20. Storage

Storage and use of flammable liquids and dangerous substances and materials.

An Owner or Occupier of a Lot (including Storage Cages) must not use or store on the Lot or on Common Property any flammable chemical, liquid or gas or other flammable material, except chemicals, liquids, gases or other material used or intended to be used for domestic purposes, or any chemical, liquid, gas or other material in a fuel tank of a motor vehicle or internal combustion engine.

21. Shared Facilities

21.1 Lot 3 Meeting Room

Rules governing the use of the meeting room will be determined from time to time by the Owners Corporation or its representative.

Bookings with the Building Manager are required for the use of the meeting room.

Hours of use are between 8:30am and 11:00pm* however the Committee of Management may at their discretion alter these times. * Provided building management staff are on duty.

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A bond may be requested to be paid when using the meeting room.

Users are required to ensure that the facilities are left in a neat and tidy condition and any costs incurred by the Owners Corporation to clean these facilities will be deducted from the bond.

Maximum number of occupants is 12.

22. Short Term Rentals

The Owners Corporation strongly discourages any short term rentals that are less than six months duration, in Clarendon Towers.

This matter is currently being reviewed by various Regulatory Bodies and therefore the Owners Corporation or its representative will advise all Owners with recommendations and rulings subsequently.

23. Television

Your apartment is provided with plug in points connected to digital free to air aerial located on the roof of this building. Your apartment also has the capacity to receive the Foxtel PayTV service.

The signal is modulated in the same cable as the free to air stations. Therefore, the connection to both your television and PayTV decoder is from the same wall outlet.

Information and connection to this service can be obtained directly from Foxtel Tel: 131 999. Digital reception is now fully operational. Analogue services were decommissioned in late 2013.

24. Vandalism

Please advise the Building Manager of any damage to common property areas or if an unsafe condition exists due to damage to walls, doors or similar.

25. Video Surveillance

Be advised we have a number of Closed Circuit Television Cameras in operation at Clarendon Towers. Pictures are digitally recorded and held for a period of time. Camera footage is reviewed following the report of any incident within the building.

26. Waste Disposal

It is important that the disposal of garbage or waste does not adversely affect the cleanliness, health and hygiene or comfort of the residents, staff and cleaners of Clarendon Towers.

You must not throw or allow to fall or permit to be thrown any paper, rubbish, refuse, cigarette butts or other substance whatsoever out of the windows or doors or down the staircase or from balconies. Any damage or cost for cleaning or repair caused by breach of this rule shall be borne by the owner or occupier concerned.

Each floor has a "refuse room" located just west of the floor lift foyer.

Please do not use the "refuse room" between the hours of 9:00pm and 8:00am as noise does travel through the waste chute to surrounding apartments on occasions. At Clarendon Towers we try and recycle as much as possible, so to assist please separate the following items and dispose of as suggested:

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- Household refuse should be placed in small sized plastic bags and securely tied and dropped down the chute.
- Papers and Cardboard should be placed in the bin in each refuse room
- Plastics and Glass should be placed in the bin so marked
- Boxes should be flattened and left in the refuse room.

Please note: Paper, box, Styrofoam and packing are, under no circumstances, to be placed in the chute.

Check the signs in the Refuse rooms to be sure you are disposing of your rubbish responsibly.



26.1 Hard Rubbish Disposal

Hard Waste such as Christmas trees, damaged furniture, mattresses, and whitegoods can be disposed of FREE of Charge throughout the year.

This service is provided by Melbourne Council and can be arranged by Building Management.

If you have any hard waste you'd like disposed of please contact Building Management.

Note this is for large items only and NOT general waste.

No hard rubbish is to be left on the common property. Any resident found to be dumping hard rubbish will be directed to remove it or the Owners Corporation or its representative will have it removed and charge the resident responsible for the dumping of the rubbish.

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27. Owners and Residents Correspondence and Contacts

27.1 Correspondence

The Manager, Secretary of the Owners Corporation, Committee of Management and Building Management correspond with Owners, Residents, Agents and Service Providers on a regular basis.

The Committee of Management and Building Manager endeavour to communicate with all owners and residents of Clarendon Towers often so you are kept informed of important and every day matters. A number of different resources are used to do this as per below:

- Lift message screens
- Notice boards
- Letterbox/apartment notice drops
- Emails and letter/notices via The Knight
- Clarendon Towers website
- Residents – notice board in mailroom

Residents may utilise the General Noticeboard in the mailroom to communicate with other residents about matters such as social gatherings, items for sale, availability of parking spaces. Permission should be sought from Building Management prior to posting a notice.

Any offensive or inappropriate notices will be removed immediately. Notices are cleared every three months.

All correspondence and communication MUST be respectful, courteous and professional.

Any correspondence to or with a member of the Committee of Management in reference to Clarendon Towers management matters will be treated as formal communication and therefore registered with the Secretary of the Owners Corporation. All correspondence is tabled with the Committee of Management for review and appropriate response assessment.

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27.2 Contacts

Details of who, how and when to make contact in relation to Clarendon Towers matters, please refer to the table below.

Who	How	In Reference to:
The Managing Agent (The Knight Group)	Website: theknight.com.au Email: theknight@theknight.com.au	Body Corporate matters: invoices, fees, strata mgt, property purchase certificates... Reference: Plan Number: 417405Y
The Owners Corporation Secretary	theknight@theknight.com.au	Copies of correspondence Reference: Plan Number: 417405Y
Clarendon Towers Committee of Management	Email, Feedback Form – Clarendon Towers website or forms in the mailroom	Building and Owners Corporation Management matters
Building Management	In Person, via email or phone	Day to day building matters.
City of Melbourne Council	Melbourne City Council	On street car park permits, noise complaints from other buildings, planning permits.
Victorian Civil and Administrative Tribunal (VCAT)	http://www.vcat.vic.gov.au/	Independent tribunal for dispute resolution under various Acts, Regulations and Rules.

Owners and Residents wishing to correspond with the Owners Corporation or its representatives are encouraged to: use the feedback forms available in the Clarendon Towers mailroom and deposit these in the Body Corporate mailbox also located in the mailroom; or use the Clarendon Towers website contact form; or by email to the Secretary of the Owners Corporation.

All Owners and Agents must advise the Building Manager of contact addresses and telephone numbers of the Lot Owner and Occupant to ensure they can be contacted at all times (both during and out of business hours) and must promptly advise the Building Manager of any change in those particulars.

Clarendon Towers Owners and Occupiers

28. References

28.1 Registered Rules Clarendon Towers AG438214P



Registered Rules
AG438214P.pdf

28.2 Acts, Rules and Regulations

<http://theknight.com.au/useful-information/acts-rules-regulations/>

Owners Corporation Act 2006

28.3 Indemnity Form



Form of
Indemnity.pdf

28.4 Building Works Request



building works
agreement-master.pc

28.5 Complaint Form



Owners-Corporation-
Complaint.pdf