



# Ivy

**15 IRVING STREET, PHILLIP ACT**

## **Home Owner's Manual**



VIEW FROM IRVING STREET



## **Introduction 5**

### **Important Information 7**

### **Rules & Information 8-12**

### **Access- Keys, Remotes and FOBS 9**

### **Fire Safety & Smoke Alarm 10**

### **Open Networks; Embedded Electricity- Origin Energy Information 10**

### **Windscreens 10**

### **Hot Water System Information 10-11**

### **Air Conditioner – One/Two- & Three-Bedroom Apartment 11**

### **Warranty Information 12**

### **Windows, Doors & Balustrades 12**

### **Appliances and fixtured Warranty Information 12**

### **Colour Scheme 13**

### **Flooring Care & Maintenance 14**

### **Contacts for Service Personnel 15**

### **Water Meter & Shut Off Valve Location 16**

### **Electrical Meter Location 17**

### **Defects Management 18**

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## **Introduction**

Congratulations and thank you for your decision to purchase a Home built by Milin Builders.

This Home Owner's Manual has been designed to provide you with useful information about your new Home. It's a guide to moving in, establishing your service accounts and caring for your property.

In addition to this, it includes essential details in relation to manufacturer's instructions, operating manuals and warranty information.

This guide aims to assist in the preservation and longevity of the finishes and fixtures within your Unit.

From time to time you may be required to enlist the assistance of a tradesperson to come to your Unit. If this is the case, it's important that you only deal with a fully qualified professional and as such, we have compiled a list of preferred contractors and suppliers for you.

Please take the time to read through the information provided and we thank you again for choosing to purchase a Unit built by Milin Builders.

Sincerely,

**Milin Builders**



## **Important Information**

Dear Owner,

For your safety and trouble-free operation of your new appliances, please read the manuals and information provided within this Owner's Manual carefully and observe all of the manufacturers **"Warning"**, **"Caution"**, **"Danger"**, **"Note"** and **"Do & Do Not"** points within the individual manuals.

Maintenance and/or repairs of the appliances **must be carried out by a licensed and approved installer or supplier**, (information of which is supplied within this manual under **"Contacts for Service Personnel"**).

Failure to observe the above points may lead to warranty cancellation, as well as the risk of **electric shock or fatal injury**.

Before calling for assistance, please read the **"Trouble Shooting"** or **"Problem Solving"** section within the appropriate appliance/ equipment manual. Also note the following points:

All information contained within this manual is in good faith; utilising information supplied by the installers or suppliers of the relevant appliances and was correct at the time of printing.

Please Retain this manual in a safe place for future use and reference.

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## **Rules & Information**

The following rules and recommendations are related to the new IVY Development, located at  
**15 Irving Street, Phillip ACT 2603**  
 and must be followed in order to satisfy Fire Brigade, Australian Building Standards and Warranty regulations.

### **Fire Safety Requirements**

• **Interfering with any fire door (i.e. entry door to sole occupancy units, 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 construction. Furthermore, warranty on the door will be void.**

• It is the individual Unit Owner's responsibility to maintain smoke detectors/alarms in good operative condition inside of your Unit. This includes replacement of the back-up batteries in the smoke alarm unit itself, refer to the attached user manual for further information.

• Installation of "security chains" and "dead locks" are not recommended. Dead locks and chains can impact on your escape from a fire, or other emergency and the fitting of such devices to doors may be against ACT building and/or fire regulations.

• Storing any materials in the fire stairwells is strictly forbidden as per notices inside the stairwells titled "Offences Relating to Fire Stairs".

• Storing or placing any items in the Service cupboards (i.e. Communications cupboard or Electrical Switchboard cupboard) such as cleaning products and equipment, boxes etc, is strictly forbidden.

• Parking on the basement ramp is strictly forbidden.

• The use of fire extinguishers and fire hose reels for any purpose other than firefighting is strictly forbidden. This includes all extinguishes and fire hose reels in the car park.

**Under no circumstances are fire hose reels to be used for washing vehicles or car park pavements.**

• Due to the sensitive nature of the fire detection system installed within the development, smoking in the stairwells and corridors is strictly forbidden. Smoke detectors outside of the individual Units 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 smoke as well as dense

dust. Smoke alarms within each individual Unit do not cause a 'general' fire alarm when triggered, and only sound within that Unit. Unit Owners need to be particularly aware of this as residents may be tempted to open the Unit entry door to allow smoke from burnt toast, or the like, to leave the Unit. This has the risk of 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 unit 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, fire hose reels, etc.

### **Body Corporate Rules Related to Fire Safety**

• A notice will be provided to all residents that describes the fire safety systems within the building, and the need for regular maintenance.

• A means of gaining access to the entry doors of all Sole Occupancy Units (SOU) will be stipulated so that regular maintenance can be provided to these fire doors.

• A notice will be provided to all residents instructing that no screen doors are permitted to be installed on SOU entry doors as this will result in the likely chocking open of the doors and a reduction in the fire integrity of the bounding construction.

The provisions listed in this Section are to be strictly adhered to. The requirements listed in this section are Essential Services and as such, all fire safety systems should be identified as ongoing maintenance and certification at appropriate intervals in order to comply with Australian Standards and Section E of the NCC (formerly BCA) is required.

The development does contain performance-based fire safety design solutions which are documented within an alternative solutions report. These solutions have been accepted by ACT Fire & Rescue as per ACT building legislative requirements.



## **Rules & Information**

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 alternative solution report.

### **Tenant & Owner Information**

Tenants and owners should note that the Body Corporate may have rules and information that are of a more general nature, such as Gym and Pool operational hours. You will need to liaise with the Body Corporate directly concerning these.

**Please note that storage cages are not water -proof and that moisture levels are higher than that of habitable areas, as such items may be affected by moisture. The basement is also fire sprinkler protected and damage can occur to personal items if the sprinklers are activated.**

**The following items are not to be held in the storage areas:**

- Any fresh or frozen food items including meat, fruit and vegetables.
- Corrosive liquids and solids such as acids, fertilizers etc.
- Explosive and combustible materials such as fireworks, flares etc.
- Flammable Liquids such as Fuel (diesel, petrol, thinners, oils, paints, gas bottles, etc.)
- Timber products that may attract termites and white ants such as cardboard, paper, timber furniture, boxes etc.
- Items that may become affected by moisture

**It will become the Body Corporate's responsibility to engage a licensed professional to attend to, and carry out routine maintenance on the following items:**

- Automatic Fire Alarm and Detection Systems as per AS 1851 2012.
- Fire Doors and Frames.
- Fire Extinguishers.
- Fire Hose Reels.
- Garage Doors.
- Garbage Rooms.

- Emergency & General Signage.
- Common Area Electrical Items
- Irrigation Systems
- Lifts
- Car Park Ventilation System
- Gym Equipment
- Pools, Sauna and Spa

It is also the Body Corporate's responsibility to, on a regular basis, engage a qualified professional to inspect and clean the gutters, storm water pumps and pits, drains, sumps and grates located throughout the car park area, ground floor, and surrounding area.

Failure to observe the above items may result in damage to property and dwelling.

As per Building Authority regulations and relevant ACT legislation, the car park is ventilated by the means of mechanical ventilation (i.e. fans). Adjustments can be made to the timers for purposes of day light savings, however failure to activate the ventilation system at all is dangerous for the wellbeing of occupants (carbon monoxide poisoning), as well as being against the law. The main switch and timer for the Mechanical Ventilation system is located inside the Main Switch Board located in Basement 2, and is only to be accessed by Authorised personnel.

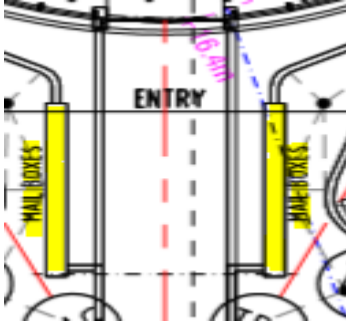
## **Keys, Remotes & Access Control Fobs**

Each Unit will receive 2 main door keys, as well as a number of other keys associated with their Unit such as carpark remote controls, security fobs, mailbox keys and window & sliding door keys. If duplicate keys, fobs or swipes are required, please contact the Body Corporate's Strata Manager who will be able to arrange this.

## **Rules & Information**

### **Letterbox Locations**

The letterboxes are located outside the main entry to the building at the Entry to the building as per the diagram below:



### **Water Supply**

This development has one common water meter located on Irving Street inside the Water Service meter pit. Shutting off the main valve will cut all domestic water supply to the entire development. Please note that inside the main shut off valve room, you will also find the 'Fire Main' shut off valve, which **UNDER NO CIRCUMSTANCES** is to be interfered with. Closing of this valve by any person other than authorised Fire Brigade Officers is a criminal offence.

**Please refer to the 'Shut Off Valves – Cold & Hot Water' section on page 15 for information pertaining to the control of the water supply for each Unit.**

#### **Hot Water Supply**

The hot water to your Unit is supplied via a common gas reticulated hot water system which is individually metered. In addition, each Unit is provided with an RMC High Performance Tempering Valve, which controls the maximum hot water temperature available to your basin, sink taps and shower. The Valve limits the hot water to 48 degrees Celsius as per the relevant regulations and legislation. This is to prevent scalding and as such the water temperature is not 'User Adjustable'. Interfering with and/or readjusting the tempering valve is strictly forbidden as per regulations. All maintenance and repairs on tempering valve units are to be carried out by a **licensed plumber**.

**Please Note: The hot water available to your kitchen sink and laundry is not Tempered and can reach as high as 70 Degrees Celsius. Please refer to the 'Shut Off Valves – Cold & Hot Water' section on page 11 for information pertaining to the control of the water supply for each Unit. As noted, the hot water system for your Unit is generated from a common set of hot water heaters. These hot water heaters are 'powered' by gas. The hot water consumption is metered separately for each unit and is used to calculate the gas usage attributed to each Unit.**

### **Communications Supply**

Ivy has been provided with broadband communications infrastructure via a fibre optic cable (i.e. is effectively a 'Fibre-To-The-Home', or FTTH, installation). This infrastructure has been installed by Pipe Networks Pty Ltd (a subsidiary to Open Networks).

Each Unit is provided with data and communications wiring (CAT6) to areas within each Unit as specified on the inclusions list. The consumer communications hub is usually located within the Communications cupboard near the kitchen or within the bedroom robe. Should you require any configuration work to be performed, please contact the communications installer from the 'Contacts for Service Personnel' section located in this handbook. All work performed on the wiring needs to be done by a licensed telecommunications technician.

The connection of the above services is the owner's responsibility and needs to be arranged through an appropriate supply company as per the information provided.

**Information on plans available from Open Networks, setting up instructions and a registration form are available in an attached document.**

### **Vehicular Access & Car Parking - Residents & Visitors**

Entry into the basement car park is located on **Irving Street** slip lane and access can be gained by using the garage remote control. Please only park in a car parking bay that has your Unit number on it.

Visitor parking can be found on Irving Street.

**No parking** in set down area at Porte cochere or in fire section as this is a tow away zone and restricts the Bronto access. This zone is only for set down and scheduled truck delivery with Body Corp / Civium.

### **Windscreens**

**Please note:** For safety reasons, all Windscreens are to remain locked and secured at all times whether in the open or closed position. Failure to secure this screen may cause damage or injury.

## **Rules & Information**

### **Gas Supply**

The gas supply to the development is located within the enclosure on **Irving Street** Beside the temporary Garbage Store. It supplies gas to the Common Hot Water System and should not be turned off under any circumstances except for in an emergency.

### **Shut Off Valves - Cold & Hot Water**

Each unit has the following individual control valves: stop cocks for hot and cold water, hot water meter, tempering valve and pressure limiting valves. The location of these valves is in the ceiling outside each unit in the corridor (access panel above entry door). In addition, isolation valves have been installed to the kitchen, laundry and bathrooms (within the cupboard space). Please note that there are 2 separates Shut Off valves per unit, HOT and COLD, care should be taken when touching the HOT valve as temperature of the surrounding pipes and valve itself may reach as high as 70 degrees Celsius.

**Please refer to the 'Shut Off Valves – Cold & Hot Water' section on page 11 for information pertaining to the control of the water supply for each Unit.**

### **Ventilation & Condensation**

In modern Units, all openings are tightly sealed. This makes the Unit more energy efficient as it reduces loss of heat in winter and cool air in summer. One of the side effects of reducing air leakage is that moisture is also kept inside.

The most effective method of minimising moisture within the Units is the use of extraction fans. Bathroom and laundry extraction fans are operated on a timer at all times that is activated with the light switch. This will greatly assist in removing moisture from within the Unit, please also note that the power point inside of the laundry is operated by the light/fan switch, this ensures that the fan is running while the washer/dryer is in operation.

Other ways to assist in managing condensation and the risk of mould include:

- When weather allows it, open windows and leave a small gap where possible
- Clean the wet areas of the home regularly
- Avoid drying laundered clothes inside
- Ensure steam is extracted when cooking by opening a window and using the range hood.
- Dispose of any wet, musty smelling items

**Please refer to the ACT Government fact sheet on the [www.dhcs.gov.au](http://www.dhcs.gov.au) "Mould and Condensation – important information from Housing ACT."**

### **Electricity Supply**

The Electricity supply to each Unit is individually metered; meter boxes are usually located in the Meter Cupboard within the service room. Additionally, each Unit is provided with a consumer switchboard is commonly within the Bedroom 1 Wardrobe. Inside, you will find the main isolation switch, consumer fuses and RCD fuses. Should you experience a power outage or your lights trip, please call the electrician from the 'Contacts for Service Personnel' section located within this handbook. Consumer switchboards need to be accessible at all times, hence, the switchboard should not be covered or obstructed. Any work associated with the electrical supply and distribution needs to be performed by a licensed electrician, along with any installation of hard-wired appliances. The connection of this service to the dwelling is the occupant's responsibility and needs to be arranged through an appropriate supply company. Please make sure all circuit breakers are in the 'off' position before connection takes place.

**Please refer to the 'Electrical Meter Location' section on page 16 for further information.**

### **Waste Removal**

Household waste is to be deposited by residents in the Refuse room located on each floor. Please adhere to the recycling rules and use the bins provided. Non-household waste items such as furniture, electrical items, etc. are not allowed to be deposited. The buildings' Body Corporate will be responsible for managing waste removal.

### **Air Conditioning for all one, two- & three-Bedroom Apartments & Townhouses**

Please refer to the Attached document or Climatech Manual for user information and all warranty information.

## **Rules & Information**

### **General Cleaning & Maintenance**

- Keep showers and all wet areas clean and mould-free.
- Use of abrasive cleaning products, such as Jif, may permanently damage your benchtops, windows, and bathroom and kitchen appliances. It is strongly recommended to avoid such cleaners and maintain cleanliness with mild soaps and aids that specifically target the affected area/s
- The cleaning & maintenance guidelines/ information provided within the Attachments to this Manual should be followed.

### **Appliances, Fixtures & Fittings**

The following information has been provided within the Manual provided by Harvey Norman for the appliances and kitchen, bathroom & laundry fixtures used within the development:

- Warranties;
- Care & Maintenance;
- Instructions for Use

**ATTACHED DOCUMENTS OR REFER TO HARVEY NORMAN MANUAL.**

### **Benchtops**

The benchtops installed in the kitchen and bathroom are a reconstituted stone material require minimal maintenance. They should return years of service provided the following simple rules are followed:

- Do not sit, lean or place heavy objects on unsupported parts of the bench top. The bench tops are made using reconstituted natural stone and are not a flexible material. Care should be taken not to overload them.
- Do not place hot pots and pans directly on to the bench surface as discoloration and cracking may occur. Always use heat resistant spacers.

- Do not place liquids, particularly coloured liquids (i.e. cordials, wine, vinegar, etc), directly on the surface, as the tops are porous and may absorb the liquid and discolour.
- Do not use abrasives to clean the bench tops as they will scratch. Use a good quality surface spray and soft cloth or sponge only.
- Do not place objects that may scratch the surface of the bench tops. Always use pads.
- Do not cut or chop food directly on the benchtop as they will scratch and chip. Use a chopping board.

### **Telephone, Data and TV**

- Telephone and data connection are available via your selected Internet Service Provider (ISP) using the outlets provided in your property. Information on plans available in the Open Networks manual, setting up instructions and a registration form are available.
- Should you require access to the Communication Rooms/ Main Distribution Frame (MDF) to connect your telephone and/or internet service, please contact your Building Manager or Strata Manager in advance.
- Your Ivy Unit is Foxtel ready, meaning a Foxtel box may be plugged in for the service to be live.
- A Foxtel subscription is required for connection, so if you aren't already subscribed please contact Foxtel directly. Your property address will be required when setting up your Foxtel account.
- Free to air TV can be directly accessed by the owner/ occupier from the TV outlets provided within the Unit.

### **Outdoor Areas**

The use of loose glass-tops and light-weight sheets or covers (including loose BBQ lids) is **NOT** appropriate on high-rise outdoor terrace and balconies.

The use of light weight furniture is **NOT** recommended unless it is securely attached to the balcony or terrace floor slab.

**For all information regarding Windows/Doors & Balustrades refer to the Taylors Window manual.**

## Colour Scheme Materials & Finishes

The following tables outline interior finishes depending on the original colour scheme selected and will be useful if you ever need to undertake touch-ups to the paintwork within your Unit. Please note that slight variations to colours may occur due to batching, etc. Please test all colours in an inconspicuous area first. Please also note that the colour schemes are as per the standard inclusion and do not represent any individual variations that may have been requested by individual purchasers.

| Colour Scheme - Dawn        |               |              |  |        |                  |
|-----------------------------|---------------|--------------|--|--------|------------------|
| Area                        | Colour        | Finish       | Additional Information   | Code   | Brand / Supplier |
| General walls               | Whisper White | Low Sheen    |  | PN1F2  | Dulux            |
| Ceiling                     | Vivid White   | Flat         |  | PN2E1  | Dulux            |
| Doors/Skirtings/Architraves | Whisper White | Semi-Gloss   |  | PN1F2  | Dulux            |
| Carpet                      | Birch         | Carpet       | Range Tiburon 3660mm width Textured loop- 100% Wool            | 540    | Godfrey Hurst    |
| Tiling                      | White         | Matte        | Rivoland Wash up 300x300mm Davco Light grey #49 3mm grout line | GSF547 | Rivoland         |
| Timber Flooring             | Blonde        | Textured Oak | Hardwood+ G5 Luxury wide board Oak 1860x189x14mm               |        | Carpet One       |

| Colour Scheme - Dusk        |               |              |   |        |                  |
|-----------------------------|---------------|--------------|---|--------|------------------|
| Area                        | Colour        | Finish       | Additional Information                                    | Code   | Brand / Supplier |
| General walls               | Whisper White | Low Sheen    |   | PN1F2  | Dulux            |
| Ceiling                     | Vivid White   | Flat         |   | PN2E1  | Dulux            |
| Doors/Skirtings/Architraves | Whisper White | Semi-Gloss   |   | PN1F2  | Dulux            |
| Carpet                      | Slate         | Carpet       | Range Tiburon 3660mm width Textured loop- 100% Wool       | 720    | Godfrey Hurst    |
| Tiling                      | Grey          | Matte        | Rivoland Wash up 300x300mm Davco Mocha #64 3mm grout line | GSF546 | Rivoland         |
| Timber Flooring             | Shale         | Textured Oak | Hardwood+ G5 Luxury wide board Oak 1860x189x14mm          |        | Carpet One       |

| Colour Scheme - Midnight    |               |              |   |        |                  |
|-----------------------------|---------------|--------------|---|--------|------------------|
| Area                        | Colour        | Finish       | Additional Information  | Code   | Brand / Supplier |
| General walls               | Whisper White | Low Sheen    |   | PN1F2  | Dulux            |
| Ceiling                     | Vivid White   | Flat         |   | PN2E1  | Dulux            |
| Doors/Skirtings/Architraves | Whisper White | Semi-Gloss   |   | PN1F2  | Dulux            |
| Carpet                      | Onyx          | Carpet       | Range Tiburon 3660mm width Textured loop- 100% Wool           | 790    | Godfrey Hurst    |
| Tiling                      | Charcoal      | Matte        | Rivoland Wash up 300x300mm Davco Gunmetal Grey 3mm grout line | GSF546 | Rivoland         |
| Timber Flooring             | Mink Grey     | Textured Oak | Hardwood+ G5 Luxury wide board Oak 1860x189x14mm              |        | Carpet One       |

## **Flooring care and Maintenance guide**

### **Timber Floor Care & Maintenance Guide**

#### **Preventative Maintenance**

It is only natural that hardwood floors will show signs of wear over time. You can expect years of beauty from your floor by observing a few precautions and maintaining regular cleaning and maintenance routines.

- Keep dirt, sand, grit and water off the floor by placing outside mats in front of all entrances to your home.
- Sweep or vacuum regularly to rid the floor of dust and grit that can scratch the finish.
- Remove shoes with spiked or damaged heels before walking on the floor to prevent scratches and dents.
- Keep pets' claws trimmed, paws cleaned and free of dirt or soil.
- Always apply felt pads under any furniture or chair legs to prevent scratches and to ease movement. Keep pads clean at all times and regularly check and replace as necessary.
- Protect the floor when moving heavy furniture or large appliances. Place on mat and slide smoothly over floor.
- Never flood or wet mop floor with water or any other liquid products. Severe damage may occur that voids the warranty.
- Wipe up spills immediately with damp cloth.
- Exposure to sunlight with its UV rays accelerates oxidation and aging of materials. This may change the colour of the floor. Periodically rearrange the furniture to allow the floor to age evenly.

#### **Ongoing Routine Care and Maintenance**

1. Vacuum, sweep or dust mop your floor once a week, or more if needed. The vacuum head must be brush or felt, and a wand attachment is preferable. Do not use vacuums with beater bars or hard heads.
2. Spills and tracked-in dirt should be wiped up immediately. For spot cleaning, apply Spray Cleaner onto a clean cloth and rub into the spot.
3. Periodically, as necessary, thoroughly clean the floor with Hardwood Spray Cleaner using a swivel-head mop with terry cloth cover. Spray the floor cleaner directly onto the floor or dampen the swivel-head mop and apply. DO NOT allow excess Hardwood Spray Cleaner to remain on the floor's surface. Excess liquid may damage the fibre of the wood.
4. Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
5. Area rugs are recommended in front of kitchen sinks, at all pivot points within high traffic areas. Do not use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.
6. Never clean or wet mop with water, it may permanently damage the floor.
7. Never use any of the following products (or similar in nature) on your floor: ammonia-based cleaners, acrylic finishes, wax-based products, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Many of these products pit or etch the finish of your flooring or prevent the proper use of recommended maintenance materials.
8. Keep animal nails trimmed to minimise finish scratches.
9. Do not damage your floor with shoes having heel taps or sharp objects protruding from the sole such as rocks, nails or gravel.
10. Avoid walking on wood floors with spike or stiletto heeled shoes. Spike or stiletto high heels must be properly maintained to prevent damage from the steel heel support.
11. Do not roll or slide heavy objects directly upon the floor. When moving appliances or heavy furniture, consider laying a solid protective covering on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface compression scratches.
12. Use furniture leg protector pads under all furniture and make certain to keep them clean and well maintained.
13. Replace hard, narrow furniture rollers with wide rubber rollers.
14. Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows. Colour shade variation can occur if the floor is exposed to direct sunlight.
15. The use of a steam mop is not recommended on any of our floors.

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



## **Contacts for Service Personnel**

### **Warranty Information**

We understand that from time to time you may encounter issues with your appliances.

If this is the case, we ask that you contact the supplier or manufacturer directly on the numbers provided below. Be prepared to provide the model and serial number of the appliance, along with the settlement date of your Unit. Warranties generally cover the product from defects for a minimum period of 12 months from the date of settlement; however, we ask that you refer to the enclosed warranty card for definitive timeframes.

**Please see attached Warranty Pack provided for all information regarding Directions of Use and warranty.**

### **Strata/ Building Contacts**

For **Civium Strata Management** please call

**1300 724 256** or email

[Jake.welsh@civium.com.au](mailto:Jake.welsh@civium.com.au)

and provide them with your address.

IVY's Building Manager email is

[wodenbm@civium.com.au](mailto:wodenbm@civium.com.au)

Or contact directly on:

**0497 777 135**

| <b>Appliance</b>                       | <b>Company</b>      | <b>Contact</b>   | <b>Phone</b>  |
|--|---------------------|------------------|---|
| Dishwasher                             | Harvey Norman       | Customer Service | 1300 562 695<br>HNCTP.CustomerService@au.harveynorman.com |
| Oven                                   | Harvey Norman       | Customer Service | 1300 562 695<br>HNCTP.CustomerService@au.harveynorman.com |
| Cook Top                               | Harvey Norman       | Customer Service | 1300 562 695<br>HNCTP.CustomerService@au.harveynorman.com |
| Range Hood                             | Harvey Norman       | Customer Service | 1300 562 695<br>HNCTP.CustomerService@au.harveynorman.com |
| Washer/Dryer                           | Harvey Norman       | Customer Service | 1300 562 695<br>HNCTP.CustomerService@au.harveynorman.com |
| Air Conditioner                        | Climatech           | Gordon Munro     | 0431 624 434  |
| Electrician                            | All Star Electrical | Joe Tominac      | 0418 624 632  |
| Plumber                                | Advanced Plumbing   | Jason Hooper     | 0429 693 184  |
| TV Phone & Security                    | All Star Electrical | Joe Tominac      | 0418 624 632  |
| Unit Entry & Internal Doors & Hardware | Multidoors          | Rich Everett     | 0418 643 458  |



## **Water Shut Off Valve Location**

**Located above Unit entry door.**



## **Electrical Meter Location**

**Located on your level inside the Refuse/Service Room**



## **90-day maintenance period**

At Milin Builders, we pride ourselves on delivering high quality living and good investments to our clients. Under your contract, there is a maintenance period of 90 days which gives Milin Builders the opportunity to work with you to make good any defects which may not be evident at the time of settlement. We have a specific process for submitting maintenance claims to ensure they are attended to in an efficient and reasonable time frame.

At around 10 weeks from settlement, Milin Builders will send you a letter requesting that you report all 90 day maintenance issues via email to our Quality Controller at [ivymaintenance@milin.com.au](mailto:ivymaintenance@milin.com.au) with the following particulars:

- 1) In the **subject** line of the email, include the project name and your unit number (e.g. Ivy Unit 999).
- 2) In the **body** of the email include:
  - a) your first and last name and a contact telephone number available during business hours AND
  - b) the name and mobile phone number of the person who will be enabling access into the unit AND
  - c) details of your maintenance issue/s, including attaching photographs where applicable.

Maintenance days with relevant contractors will be arranged to attend to your issues and you will be given notice of these.

Please ensure you review the Guide to Standards and Tolerances at <https://www.planning.act.gov.au/build-buy-renovate/build-buy-or-renovate/building-101/standards-and-tolerances> [https://www.vba.vic.gov.au/data/assets/pdf\\_file/0008/102896/Guide-to-Standards-and-Tolerances-2015.pdf](https://www.vba.vic.gov.au/data/assets/pdf_file/0008/102896/Guide-to-Standards-and-Tolerances-2015.pdf) before listing your issues.

Milin Builders will always endeavour to respond to any claims expeditiously. If your issue has not been addressed in a reasonable time frame, please telephone us on 02 6260 3338.

If you have an urgent maintenance issue, please telephone 02 6260 3338 during business hours or your strata manager after hours.