

WELCOME PACK



WELCOME TO LANDMARK

Dear Resident,

We would like to extend to you a very warm welcome to Landmark Apartments. Whether you are an owner or a renter you are now a Landmark resident. It is a superb complex in a great location and we hope that you will enjoy living here.

Landmark consists of 282 apartments situated between Blackall St and Bowen Drive, Barton. There are 8 buildings in the complex, ranging from 3 to 6 levels, set in 2 hectares of landscaped parkland. We take great care and pride in our beautiful gardens. Landmark remains a classic, years after its completion, as evidenced by strong capital growth and persistent rental demand.

We, the Landmark Executive Committee (EC), are committed to maintaining and, where feasible, improving the complex and there are currently several projects underway to achieve this goal. There will be more improvements in the future and if you have any suggestions the EC is always glad to hear them.

This document is intended to help you settle in and bring you up to speed with the facilities offered by the complex and highlight some of the processes and rules in place. It is in no way a comprehensive list of the rules or by-laws of the complex. The House Rules detailed in this document are designed to help make Landmark a safe, supportive and enjoyable environment for all of us.

If you have any questions after you have read this booklet, please contact the Building Manager [0406376661] who will be happy to assist.

Please remember that we are all close neighbours and consideration for others in terms of noise, courtesy and respect for the strata-by-laws will help keep Landmark a happy and sociable complex.

Once again welcome and enjoy your time here.

Regards,

Landmark Executive Committee
December 2017

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Part One

Useful Practicalities

1. Renting your Landmark Apartment

These guidelines will help respect and secure our property for all residents.

- It is preferable that all rentals go through a reputable real estate agent. This protects your property and facilitates an appropriate outcome if damage is done to common property.
- Please forward agent's details to the Building Manager, in case of an emergency or problem with the apartment.
- Should you choose to rent out your property privately (i.e. without using an agent) it is recommended you apply the same procedure as used by an agent (i.e. checking applicant's background and identification, taking a bond and taking rent in advance), and advise the Strata Manager of the details of the rental. If you are planning to be overseas during your letting period please make sure that the Building Manager has a local contact for you.
- We recommend that you have a Welcome Pack in your unit so that tenants are able to familiarise themselves with the building's rules and operations (parking, garbage disposal, etc).
- Landmark is a residential building and we would prefer it to be treated as such. Very short-term rentals change the essence of our building. It is important to be aware that Landmark owners have decided, by vote, that rentals of less than three months duration will not be allowed. Coded entry systems placed outside unit doors and/or coded key safes left anywhere on Landmark premises, are an unacceptable security risk as tenants are not being vetted and have unfettered access to the relevant building including neighbouring units.

2. Window Cleaning & Repair

- Exterior cleaning of the windows and glazed privacy screens which are not accessible by residents is a strata responsibility, and is undertaken every six months. Residents will be notified when window cleaning of the exterior windows is imminent.
- In the event of a broken window or privacy screen, a glazier should immediately be engaged to make the area safe. Contact the Building Manager at the earliest opportunity to discuss the circumstances, which will determine who is responsible for payment of the invoice(s).

3. How to find good tradespeople

The Building Manager can suggest competent tradespeople familiar with Landmark requirements.

4. What to do in an emergency – personal; fire; after hours

What Constitutes an Emergency?

An emergency is something that requires immediate action to prevent injury, financial loss or an event that requires an immediate response to restore habitation and/or amenity to a resident.

The Landmark after-hours emergency team will always do its best to assist, however, if you decide to use the services of the after-hours call out team for a non-urgent call you may be personally charged for the additional cost of the call out.

Personal Related Emergency

Emergency relates to a Resident (e.g. health, safety)

First point of contact should be Emergency Services by dialing 000.

Emergency services can and should ensure that the situation is put under control and, if required, minimise the effect on all residents.

Common Area or Resident Related Emergency

These emergencies can be categorised as follows:

Events relating to common property	Refer to after-hours emergency contact
Events within a residence	Owner's responsibility
Events affecting services to more than one resident	Refer to after-hours emergency contact
Events affecting services within a single residence	Owner's responsibility

If the apartment is rented contact the Managing Agent to discuss the incident, as there may be insurance implications.

Common Area

The following are examples of common area related emergencies:

Failure of electricity supply	<p>Check first to ascertain that it is not a general power failure in the area. If it is a general failure please call ACTEW emergency number.</p> <p>If the failure is localised to a unit, check to ensure that the circuit breakers have not tripped or fuses blown. Circuit breakers and fuses are the responsibility of the owner.</p> <p>If the circuit breakers and fuses are intact call the after-hours emergency number.</p> <p>Note: If your unit has any working life support equipment please call the emergency numbers given by the equipment supplier or medical team responsible for monitoring the patient's condition.</p>
Failure of water supply	<p>If ACTEW are carrying out maintenance or if a plumber is working on the Landmark system residents will be advised and where possible given adequate warning.</p> <p>Check first to ascertain that it is not a general water failure in the area. If it is a general failure please call ACTEW emergency number.</p>
Lift stoppage	<p>Call the after-hours emergency number if you are not caught in the lift. If you are in the lift use the lifts phone to summons help.</p>
Main Garage door not working	<p>Call the after-hours emergency number.</p> <p>Note: Problems with owner's individual internal garage doors are the owner's responsibility.</p>
Break and enter	<p>Call Emergency Services – 000.</p>
Damage to front doors or windows	<p>Call the after-hours emergency number.</p>

Resident Related

The items listed below (but not limited to) may well be an emergency from the resident's point of view, however, they are not part of the common property and are not the responsibility of the Owners' Corporation to repair or maintain.

Burst internal hot water tank	Maintenance and/or repair of a water tank is the responsibility of the owner. It is also the responsibility of the owner to ensure that any water leaks from the tank do not cause damage to surrounding units. Call your own plumber.
Toilet cistern not flushing or leaking	Toilet cisterns are the responsibility of the owner to repair and maintain. It is also the responsibility of the owner to ensure that any water leaks from the cistern do not cause damage to surrounding units. Call your own plumber.
Oven, cooktops, fridge not working	Ovens, cook tops and fridges are the responsibility of the owner or resident to repair and maintain. Call a relevant service repair company.
Dishwasher/washing machine/dryer not working	Dishwasher/washing machines and dryers are the responsibility of the owner or resident to repair and maintain. Call a relevant repair company.
Air conditioning not working	Air conditioners are the responsibility of the owner to repair and maintain. Call a relevant repair company. Replacement of an air conditioner requires approval of the EC. Please contact the Building Manager for a copy of the Air Conditioner Replacement Policy.

Smoke Sensors

Smoke detectors are fitted to all apartments. It is for your safety, the safety of all around you and your legal responsibility to ensure the battery is regularly replaced. It is suggested that batteries be replaced every 6 months.

Fire Procedures

- In the event of the building fire alarm sounding, please evacuate the building immediately.
- Fire escapes are provided on each level.
- Please do not use the lifts.
- The lobby door and car park pedestrian doors will automatically open in the event of a fire.

5. Access Cards/Fobs & Garage Remote Controls

Access to the buildings and the car park area is controlled via a designated key card or fob.

Key cards or fobs are individually numbered, specifically assigned to each apartment and registered in a central computer system. For building security this system tracks all movements which use the fob in the buildings. This provides a total record of use for each user. Your key card/fob only provides access to the front door entrance of your building, the level where your apartment is located as well to the common areas i.e. your car park and the gymnasium. The EC maintains a record of the number of key cards that have been issued by the Building Manager and a regular audit is conducted. It should also be noted that:

- residents are advised to keep a record of key cards/fobs that have been issued to them;
- if a key card/fob is lost it should immediately be reported to the Building Manager so that it can be deactivated;
- when audits are carried out residents must provide the Building Manager with a list of key cards/fobs in their possession. Failure to do so will result in the deactivation of unreported key cards/fobs; and
- in the interests of building security and safety residents renting out their apartment directly from owners or through an external agency are required to ensure that all issued key cards/fobs are registered only in the name of the person whose name is listed on the lease or rental agreement.

Lockouts – Lost Key Cards/Fobs

It should be noted that a charge will apply for after-hours callouts of the Building Manager relating to lost card, fobs or apartment keys.

Garage Remote Controls

Garage doors can be opened using remote controls. Your remote control is configured for your building only and, for security reasons, each remote control is registered. If you require additional remotes you can purchase them through the Building Manager. Key cards/fobs can also be used to open the garage doors.

6. Access to the Complex

Four buildings are situated in Blackall Street and four buildings are situated in Bowen Drive, with driveway entrances to the buildings from Blackall Street and Bowen Drive respectively. There is no connecting driveway between the two sets of buildings.

7. Management and Use of the Gardens

Landmark gardens have been planned for your enjoyment as areas of great beauty and relaxation to complement the buildings and to reflect the seasons. The ongoing careful management of the gardens is a high priority for Landmark owners and you will see daily evidence of this care & maintenance. Please respect the garden space by not leaving rubbish around, using the path rather than the gardens to exit and enter the complex and ensuring that pets are on a leash at all times. The barbecue areas located around the complex are available for your use. You should also ensure that you clean the barbeque after use. For large groups you will need to book the space in advance with the Building Manager.

8. TV Systems

TV systems are connected to a common antennae. While it is very reliable, on occasions the hardware can fail. If you are having problems please contact the Building Manager. If the problem is due to common property hardware failure, the Building Manager will arrange to fix the problem at no cost to you. If the problem is not a common property hardware failure you can contact a local TV tradesperson. The Building Manager may be able to give you some suitable contacts.

9. Using the Lift

The lifts at Landmark have an access control system from the ground floor requiring you to swipe your access card/fob to access your floor. For security reasons the access cards/fobs are configured so that only you and residents on your floor have access. No swipe is needed to return to the ground floor but, to ensure a secure building swipe access is also needed to go from the garage to the ground floor.

Problems with Lifts; Garage doors or sliding gates

During office hours contact the Building Manager. After hours use the emergency number 6295 6888.

10. Paying Strata Levies & Insurance

Strata levies are payable in June & December each year– and electronic delivery & payment of invoices is encouraged.

The Levy is split into 2 parts:

Admin Fund – this is used for ongoing expenses such as cleaning, building management, insurance and gardening; and

Sinking Fund – this is used for building and property maintenance, upgrades and structural work.

Strata levies are tiered depending on the size of the apartment.

The Strata Committee reviews the levies each year each year and any changes are voted on at the Annual General Meeting (AGM).

The Owners' Corporation normally pays for one insurance policy that covers full replacement insurance for all the buildings and adequate public liability insurance for the common property.

As a member of an Owners' Corporation you do not have to have a separate policy for building insurance as the Owners' Corporation is required to have such a policy. This arrangement is normally more economical than individuals buying their own insurance and you are assured of adequate public liability insurance for the common property.

Having adequate public liability cover for the common property is critical as a wide range of people have access to it and accidents often result in significant claims and costly legal expenses.

Owners and tenants are strongly encouraged to consider having insurance for their own contents. It should also be noted that damage to carpets within a unit is specifically excluded from the Owners' Corporation building insurance.

If you rent out your unit it is highly recommended that Landlord's insurance be taken out to cover carpets and legal liability within tenanted units and car park lots. It is the responsibility of owners and tenants to arrange their own contents and public liability insurance for their own apartments.

11. Letting you know what is happening at Landmark

There are several ways Landmark has to keep you informed as to what is happening. Strata Levy Notices are sent by email and we encourage you to register your email address with the Building Manager.

Notices of upcoming events such as maintenance projects; changes in house rules; security issues, social gatherings etc. are placed on the notice boards and in the lifts in each building and can also be sent by email. Even if you are not an owner, we encourage you to register your email address.

12. Water Issues

To shut down the water the spigot is located in the access hatch in the ceiling of the laundry or bathroom. A large allen key or a flat bladed screwdriver can be used to access the hatch. In an emergency contact the Building Manager (Monday to Friday from 7.30am to 3.30pm) or after hours on 6295 6888.

13. Storerooms & Bicycle Storage

Each apartment has an allocated cage (storage unit) in the garage basement. Locks should be provided by each resident to ensure security of items in the cage. Apartments with lock up garages may not have a separate storage unit. Bicycle racks are also provided in each basement and some garage basements have bike cages. Residents are encouraged to secure their bicycle with a locking system. A bicycle audit is conducted annually to ensure no dumped bicycles are kept on the premises.

14. Smoking

Smoking is prohibited in the common areas of the complex. Residents and their guests should not smoke on their balcony as this can have a detrimental effect on your neighbour's well-being.

15. Library

A lending Library is located in the cupboards in the gym. If you have books or DVDs you no longer need, place them in the Library cupboards. Deposit only items which are in good condition, and likely to be of interest. Landmark residents can borrow as many times as you wish. You can also keep the items you wish. No magazines are to be deposited. Voluntary librarians will periodically clear stock and donate excess books to charity.

Part Two

Landmark House Rules – Being a Good Neighbour

The EC has developed House Rules (Rules) that amplify and compliment Landmark Apartments 'Approved Rules' as provided by the *Unit Titles (Management) Act 2011*.

The House Rules are intended to enable a harmonious community, based on cooperation and consideration for others; to keep annoyance to a minimum; and to provide appropriate guidelines for residents and their guests.

They are to be included as an integral part of any leasing arrangement between a unit proprietor and the tenant.

1. Noise and nuisance

- (1) Residents should be aware that noise penetrates easily into other units, particularly when doors and windows are open.
- (2) Residents must not create any noise or nuisance in an apartment or on common property likely to interfere with the peaceful enjoyment of other residents, especially between 10:00pm and 7:00am.
- (3) Common sources of noise include music, television, loud voices, washing machines, dryers, and from slamming doors, dragging furniture, disposal of rubbish, and loud revving of vehicle engines.
- (4) Odours such as those caused by smoking and cooking can easily drift into other apartments. At all times residents should be mindful of the effect they might have on others.
- (5) When cleaning balconies, windows and balustrades residents must not allow water and other cleaning agents to flow over the edge of balconies.
- (6) Residents must not open apartment doors adjoining corridors to assist in eliminating odours, steam or smoke when cooking. Such actions are a nuisance and could cause smoke alarms to activate. If necessary, open balcony doors instead.
- (7) Complaints about noise and nuisance should be referred to the Building Manager in Landmark Apartments' office hours.

2. Security

- (1) Residents should apply vigilance to help ensure the grounds, basement areas, foyers and corridors of buildings are accessed and used only by residents and their *bona fide* guests.
- (2) All doors are to be kept closed after either entering or leaving the building.
- (3) Lost key cards/fobs/remotes must be reported to the Building Manager as soon as possible in order to have them voided.
- (4) Key cards, fobs, remotes and keys are the property of the owner, and tenants must return them to the owner/property manager at the end of the lease.

3. Motor vehicles and parking

- (1) Residents are to park their vehicles only in the car space(s) allocated to their apartment and not intrude onto any other parking space or common property.
- (2) The areas designated "Visitor Parking" are for the use of visitors to the complex, not residents. The spaces marked "Disabled" are not to be used by any person who does not have an appropriate sticker.
- (3) Vehicles must not be parked on the concrete access driveway, on landscaped areas, or in any position where they may cause an obstruction to others.
- (4) Car spaces are not to be used as storage areas. They are to be used for parking of vehicles only (including bicycles, motor cycles, trailers).
- (5) Car spaces are not to be used as workshops.
- (6) Drivers are asked to take extra care on approaches to and within the car parks and keep to a 10 km/h speed limit.
- (7) When entering and leaving the basement car park, please ensure the 'no tailgating' sign is complied with. Do not tailgate other vehicles into or out of the basement. Use your swipe card or remote every time. Stop after entry/exit until the roller door comes down so other vehicles or pedestrians cannot follow you into the basement unless they use a swipe card.
- (8) When the basement is cleaned, residents should vacate their car spaces when they are advised that cleaning will take place.
- (9) Residents are to install a drip tray underneath their car if it leaks oil to prevent staining of the concrete. Any oil spills/stains that do occur must be removed by the resident.
- (10) In the interests of safety, children are not permitted to ride bicycles, skate boards or play games in the basement car park area. Children should always be accompanied by an adult while in this area.

4. Internal access road

- (1) The internal access road is for use only by emergency services, Australia Post letter carriers and the gardener. No general vehicle access is allowed, other than in exceptional circumstances.

5. Appearance of Apartments

- (1) Residents shall maintain their units so that other unit holders are not adversely affected in terms of hygiene, appearance or value. Unit owners should keep their units in a state of good repair.
- (2) Balconies are not to be used as storage areas. Articles normally used on a balcony may be kept there; for example outdoor furniture setting, barbecue, pot plants are acceptable. The draping of rugs, mats, sheets, blankets, clothing, laundry etc. over balcony railings is not permitted. Clothes lines are not permitted on the balcony. Clothes horses and racks should be placed on balconies only where they are not clearly visible from the ground or other units.
- (3) No reed or other screens are to be attached or placed in front of the glass balustrades.
- (4) Signs, including real estate for sale and to let/lease signs, must not be erected on the common property. Signs may be erected inside windows or the glass railings on the balcony.
- (5) A sense of community and general tidiness suggests that all residents should assist in keeping the common property – gym, BBQs, driveways, lawns, landscaped gardens, lifts, corridors and stairwells – clean and free from litter.

6. Use of common areas and safety

- (1) For amenity, safety, regulatory and public liability reasons, residents must not use common property areas such as corridors, stairwells and fire cupboards to store their personal possessions.
- (2) Doormats are a safety hazard and should not be left in common area corridors.
- (3) Objects should not be thrown or dropped from balconies.
- (4) No open fires such as braziers are allowed on balconies/terraces.
- (5) Pot plant soil and other materials, dead plant matter and food scraps must not be dropped or placed into any garden beds on the property. Dispose of these items in the garbage chutes or bins.
(See House Rule 11)
- (6) Cigarette butts should be placed in appropriate containers, not dropped onto lower balconies or garden areas.

- (7) Smoking may affect the amenity and health of others. In line with ACT anti-smoking laws for public places, smoking is not permitted on common property (including entry foyers, corridors, basement car park, stairwells, lifts, gardens, grounds). In other private areas, including balconies and terraces, smokers are requested to be considerate of others in their vicinity.
- (8) It is noted that smoking on private property is not permitted if the smoke is likely to enter common property or another lot.
- (9) Only portable carpet-cleaning machines may be used at the complex. When carpet cleaning contractors are engaged by residents it must be stipulated that vehicle-mounted carpet-cleaning units are not permitted on the property.
- (10) Entrance doors to buildings, fire doors and lift doors must not be obstructed in any way.
- (11) Skateboards are not to be ridden on the common property.
- (12) Bicycles may only be ridden on the driveways and service road and the paths leading to them. Children on bicycles must be supervised by an adult at all times.
- (13) In the interest of safety, children are not permitted to play games on the common property driveways or in basements.

7. Structures which are the responsibility of owners

- (1) Air-Conditioners
- (2) Vergolas
- (3) Electrical infrastructure
- (4) Balconies
- (5) Fire doors to units
- (6) Private garage doors and motors to these doors

8. Structural alterations

- (1) The Owners' Corporation has a Modifications and Additions Policy in force. All proposed modifications/additions including to balconies/terraces require the approval of the Executive Committee. The policy and application form can be obtained from the Landmark Apartments Building Manager.
- (2) All proposed structural changes including but not limited to external window treatments; floor treatments, including wooden floors; awnings; shade sails; and spas/pools require the approval of the Executive Committee before any work is commenced.
- (3) Other than those servicing the whole complex, satellite dishes and TV antennas are not permitted anywhere on or about the building.

9. Keeping of animals

- (1) The Owners' Corporation has an Animal Policy in force. The policy and application form can be obtained from the Landmark Apartments Building Manager.
- (2) Under the *Unit Titles (Management) Act 2011* animals are not permitted unless the Executive Committee has given written approval. Residents wishing to keep an animal must apply under the conditions set by the Animal Policy and the Rules of the Owners' Corporation.

10. Non-residential use

- (1) A unit or the common property must not be used in any way that contravenes a law in force in the Australian Capital Territory.
- (2) Owners and occupants who are conducting a business in their unit must inform the Owners' Corporation Building Manager. Any business must conform to the "home occupation" guidelines as set out in ACT legislation. The Landmark Executive Committee may withdraw permission to use a unit for a business purpose which contravenes any condition of the Owners Corporation's insurance policy, results in undue pressure on common property facilities or is a nuisance or annoyance to residents of other units.
- (3) All units are subject to a minimum lease period of 90 days.

11. Garbage

- (1) All garbage must be enclosed in an acceptable outer container, such as a plastic bag or garbage bin liner, fastened securely and then in high rise buildings, placed in the garbage chute located on your level near the lift. In low rise buildings, placed in garbage bins located in collection rooms located in the basement carparks.
- (2) Residents are encouraged to recycle where possible. Bins are located in the garbage chute room. Recyclable materials should not be deposited in fastened plastic bags; as such bags will not be opened and emptied at the recycling centre.
- (3) Packing boxes, cardboard boxes and other packing material (for example plastic or polystyrene) must be taken to a recycling centre by the resident and not left in the garbage room. The nearest centre is at Mugga Lane tip at Symonston.

12. Communal barbeques

- (1) The barbecues may only be used between the hours of 8:00am and 9:00pm on a first come, first served basis. Please be considerate of other residents when using the barbecue and be aware of noise levels. The area is to be vacated by 10:00pm in accordance with House Rule 1.
- (2) Other than official Landmark Apartments events the communal barbecues are only to be used for small gatherings.
- (3) Barbecues must be cleaned after use and all rubbish placed in the bin. If the bin is overflowing, please take your rubbish to your building and dispose of it in the normal manner.
- (4) Children must be supervised at all times.
- (5) Booking of the ovals and barbeque areas may be made through the Building Manager.

13. Gym

- (1) The opening hours for the gym are from 5:00am to 10:00pm weekdays and from 6:00am to 10:00pm on Saturday and Sunday. Power to the gym is on a timer, therefore lights and access to the equipment will be cut off at closing time each night and turned on each morning.
- (2) The facilities are strictly for the use of residents only, with access by use of your proximity card. After entry, please ensure the door is locked behind you. Also ensure that all facilities, including the air conditioner, are turned off when you leave the gym area unattended.
- (3) The Landmark Owners' Corporation will not be responsible for any injury sustained during use of the gym facilities.
- (4) Use of the gym by personal trainers for business purposes is not permitted.
- (5) The following notice is displayed in the gym: *"This unsupervised gym is for use of Landmark residents only. The use of this equipment is at your own risk at all times. No responsibility accepted for any injury or property damage. Children under 16 years not permitted. Personal trainers not permitted. No food or alcohol to be consumed. Take care of the equipment. Protect seats and benches with a towel. Wipe down after use. Do not drop weights. Replace weights in stack. Please turn off all equipment and lights when leaving."*

14. Moving in and out of Landmark Apartments

- (1) Residents (owner or occupier) shall not move in or out of a unit through or over common property within the building unless:
 - (a) notice of two (2) clear working days has first been given to the Building Manager so as to enable the Building Manager to arrange to be present at the time when the owner or occupier or any authorized user commences the move in or out.
 - (b) a condition report on the common property area being used is signed off by the owner or occupier or any authorized user and the Building Manager.
- (2) Movements as detailed in Clause 14(1) will be restricted to take place Monday to Friday only (excluding public holidays), and will commence no earlier than 8:30am and be completed no later than 5:00pm.
- (3) All other House Rules must be adhered to during the moving in or out process, including (but not limited to) those related to security, parking of vehicles, disposal of rubbish and use of common property.

15. General

- (1) Residents must ensure their guests adhere to these House Rules.
- (2) Residents are responsible for any damage caused on the premises by their guests and for any annoyance caused by them.
- (3) These House Rules will be enforced by the Owners' Corporation through the Executive Committee and the Building Manager.
- (4) The cost of repairs for damage to common property caused by a resident where rules have not been followed will be billed by the Owners' Corporation Building Manager to the owner of that resident's unit.
- (5) Items that are not the property of the Owners' Corporation should not be stored or left on common property without written permission from the Executive Committee. This includes shoes, strollers, toys, decorative items and bicycles. Such items may be a trip hazard and can create an unsightly appearance.
- (6) The Landmark Owners' Corporation does not accept responsibility for personal property or articles removed, damaged or stolen either from the common areas or from individual units.

16. On-site Manager

- (1) On-site management is conducted by the Building Manager who is on-site between 7.30am and 3.30pm, Monday to Friday (ex Public Holidays). The Building Manager's office is located in the gym.
Mobile – 0406 376 661
Email: Landmark@rhcfact.com.au
- (2) The Owners' Corporation is managed by Raine & Horne Corporate Facilities ACT. All unit titles and strata management issues should be directed to the Strata Manager on (02) 6295 6888 or Reception@rhcfact.com.au
- (3) Raine & Horne operate an after-hours phone service, to be used only in the event of an emergency. To contact this service, call (02) 6295 6888 outside of business hours and a message will be taken, and assessed by the on-call staff member.

Part Three

Landmark Management

Management Structure

There are five key areas that are involved with the management of the Landmark:

- The Owners' Corporation;
- Their elected Executive Committee (EC);
- The Strata Manager;
- The Building Manager; and
- House Rules.

1.1 Owners' Corporation (also known as the Body Corporate)

The Owners' Corporation is the body made up of all the owners in the strata scheme. It has the responsibility for maintaining and repairing the common property of the strata scheme and managing the finances of the strata scheme.

As a property owner with an owners' corporation you are part of the growing trend towards community living where you retain the benefits of privacy and lifestyle without the work and responsibilities of private property.

Owners' corporations are regulated by legislation that has undergone many revisions both to deal with the changing property ownership trends and to adjust to the continually evolving body of knowledge and experience gained from regulating the industry. You are a "member" of that owners' corporation.

When a lot is sold, the new owner becomes a member. A tenant paying rent to an owner is not a member of the owners' corporation and does not generally interact with the owners' corporation.

An important part of being a member of an owners' corporation is that you must adhere to some guidelines to ensure that the group of people can live harmoniously together and that the buildings are maintained in an attractive and consistent way. This usually means that changes to the outside of buildings such as painting or the installation of air conditioners, satellite dishes, awnings etc. must be done in collaboration with other members. Owners' corporations have "common property". This usually includes the driveway, facilities such as a gym and also the open space on the property. This common property must be managed and have liability insurance so that it serves only the purposes intended and doesn't expose the owners' corporation to unnecessary legal risks.

1.2 Executive Committee (EC)

- EC is made up of apartment owners and makes decisions regarding the running of the complex. All owners have the option to be on EC. Members are elected annually at the Annual General Meeting (AGM).
- There are currently seven members on the EC.
- Building management and the Strata Manager rely on the EC to make decisions outside their scope of approval.
- To contact the EC please direct your correspondence to the Strata Manager who will pass the correspondence on to the EC. Please note that your correspondence may not be addressed until the next EC meeting.
- EC meetings are normally held monthly. Owners may be invited to address pertinent issues.
- The AGM is usually held in September of each year.

Executive Committee — Functions

The EC of an owners' corporation exercises the functions of the corporation, including the following:

- developing matters in relation to -
 - a. the common property; and
 - b. the strategic affairs of the owners' corporation;
- submitting matters developed above to the owners' corporation for consideration;
- monitoring the owners' corporations financial performance;
- approving the annual financial statements and budget for presentation to the owners' corporation at the corporation's Annual General Meeting;
- supervising the treasurer, secretary, manager and communications officer (if any); and
- carrying out the decisions of the owners' corporation made at general meetings.

Vacating positions on the Executive Committee

Any member may resign from the EC at any time. This must be done in writing. If a member sells their property during the term of their appointment their position on the EC is automatically vacated upon transfer of the property. The Owners' Corporation may fill any vacancy which occurs.

Code of Ethics

The EC operates under an agreed code of ethics which is available from reception@rhcfact.com.au

Strata Management

Landmark Apartments are managed by Raine and Horne Corporate Facilities ACT (RHCFACT). All queries, complaints and suggestions should be channeled through them. RHCFACT's role involves ensuring legal and insurance compliance, maintenance and ensuring that all the administration is kept accurate and up to date. They are also responsible for assisting residents within the building with any disputes or concerns they may have.

KEY CONTACTS

Building Manager Monday to Friday from 7:30am to 3:30pm Key Contact – Bernie Monaghan	0406376661 <u>landmark@rhcfact.com.au</u>
After Hours Emergency number for Building Manager	(02) 6295 6888
Emergency Services	000
Strata Manager Raine & Horne Corporate Facilities ACT (RHCF ACT) PO Box 3637 Manuka ACT 2603 Key Contact – Robert Craven	(02) 6295 6888 <u>reception@rhcfact.com.au</u>
Landmark Executive Committee	<u>landmark@rhcfact.com.au</u>



Many thanks to our garden co-ordinator Virginia Berger for providing the stunning photographs of our beautiful Landmark gardens.