



# ALTAIR

3 Kings Cross Road  
Rushcutters Bay NSW 2011

*Winner of the World Architecture Awards 2002 for  
The International Housing Residential Building of the Year and  
The Building of the Year for Australasia, Oceania and the Pacific Rim*

STRATA PLAN: 64622

## RESIDENTS' GUIDELINES

### Welcome to Altair!

The Executive Committee of your Owners Corporation and Building Manager have compiled this information for residents and newcomers to Altair, so that everyone is aware of the facilities available, and how to use them.

Although it contains the inevitable *dos* and *don'ts*, with a handy copy of the bylaws at the back, its main purpose is to assist, inform and help you and your fellow residents enjoy and appreciate the quality of life in this exciting part of the city, and in one of the most stylish apartment blocks in town. Please contact the Executive Committee or Building Manager if you have any problems, or suggestions, on how to improve life at Altair.

Residents also have access to this handbook and other useful information on the Altair Apartments website; [www.altairapartments.com](http://www.altairapartments.com)  
The website features copies of the latest EC meeting minutes, emergency procedures manual, building contacts and links to residents websites.

**NB:** If you sell your apartment, or move out, please leave this handbook with the concierge desk for the next occupant. Thanks!

*Please be advised that the contents of this handbook are to be used for residents' general reference only and are not intended to be a legally binding document creating rights and obligations, nor are the contents of the handbook intended to contain legal advice. Consequently, this handbook should not be used as a source of legal obligations or rights and also should not be relied upon for legal advice. Should you have any queries, you should seek the assistance or advice of a legal practitioner. As the materials contained within are intended for general information and use only, the authors reserve all their rights.*

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## 1. ACCESS/EXIT SWIPES

A magnetic proximity card system is installed to make the building secure. Your swipe card will give you access to your floor, and to the 4<sup>th</sup> floor where the gym and swimming pool are located. It will also give you access to the car park if you have an allotted space. Pedestrian entry into the building is via the front door on Kings Cross Road. Automatic doors are installed at the main entry to the building and your swipe card will be needed to gain entry at all times. The front doors at the concierge will automatically open when exiting the building so your swipe is not needed. For cars, entry is via the car park (off Kings Cross road), where the electronic reader for the door is on the right-hand side wall. Residents may also purchase remote devices which allow the activation of the car park entry and exit doors on approach. On levels 2 and 3 of the car park - there are lifts to every floor of the building. To exit the car park, the reader to raise the gate is located on the column on the right-hand side at the exit shutter. Take care when exiting. Exiting the building is only via Craigend Street. **No vehicle exit is permitted on to Kings Cross Road at any time.**

## 2. BALCONIES

Falling objects from balconies can be extremely dangerous for the residents below. Please take care to ensure no objects whatsoever are thrown, dislodged or allowed to fall from any window sill or balcony. This includes cigarettes, cigarette butts and ash, which can be carried by the wind to other residents' balconies, occasionally entering into apartments through open doors and windows. ***The next fire alarm you hear may not be a false alarm.***

Only balcony furniture and pot plants can be kept on balconies. We prefer white, silver and glass furniture in line with the look of the building. . Bicycles should only be stored in the bicycle room.

## 3. BARBEQUES

All barbequing should be undertaken with due consideration for all neighbours and safety. Please refer to the barbeque code.

## 4. BIKE ROOM

There is a secure, locked bike room for residents behind the front desk. Please leave your bike there rather than in your apartment. Bikes are not permitted to be stored on balconies or in car parking spaces. Please register your bike with the front desk.

## 5. CAR PARKING

Most units have a specified allocated car space. If you are unsure of its number, enquire at the concierge desk. Do not park in Visitors' Spaces. People who persistently park in Visitors' Spaces will be warned and ultimately risk having their access to the car park **cancelled**, a large fine and having their car towed away at their own expense. A limited number of car spaces may be available for rental from residents who are not using theirs. We also encourage residents to inform the front desk if they are going away for short periods and would not mind their car space being used by residents with guests staying over, especially during the holiday season. Any financial arrangements are at the discretion of the parties concerned. Enquire at the front desk.

No storage is allowed in the car park other than in an approved 'Box Thing' you will see installed in a number of car spaces. (See under **STORAGE**)

## 6. CAR WASHING

An area for this purpose is on Level 3 of the car park at the southeastern end. Please contact the concierge for the key to the chain. Alternatively, you may contact the front desk and the concierge will unlock the chain for you. Washing of cars must be in accordance with the relevant water restrictions in place from time to time and, during any period where there are strict water restrictions in place, the hoses will be removed from the car washing area.

## 7. CLEANERS

Keys and signed forms permitting a spare key to be used can be left with concierge staff if residents have engaged cleaners to clean their apartments. **See 17 KEYS below.** The concierge can also supply telephone numbers of cleaners used by residents in the building.

## 8. COMMON AREAS

All common areas such as hallways, lifts, lift lobbies, bike room, dry cleaning room, recreational areas and car park driveways must be kept free of personal belongings to avoid fire and occupational health and safety hazards. This includes items such as rubbish, doormats, rugs, shoes, hallstands and bicycles. No smoking is permitted in common areas, or smoke allowed to drift into common areas, such as cigarette and cigar smoke, or BBQ fumes.

## 9. COMMUNICATION

A notice board is located in the main lobby on level 1. This notice board is for the use of residents and also for the placing of Executive Committee meeting agendas and minutes. In addition, we have established an email group to allow all owners and tenants to communicate. See website for details at [www.altairapartments.com](http://www.altairapartments.com).

## 10. CONCIERGE DESK

There is one concierge/security staff on duty 24 hours. The building manager is usually on site from 8am to 4pm. Front desk  
Telephone: 9380 6918  
Mobile: 0418 606 703  
Fax: 9360 8334  
Email: [concierge@altairapartments.com](mailto:concierge@altairapartments.com).

A dry-cleaning, washing and ironing service is available, and luggage trolleys of various sizes may be borrowed if they are needed. Residents can also borrow a shopping trolley when they need to. Any deliveries expected should be registered in advance with the desk where possible, especially if it necessitates protective padding to be hung in a lift – any damage will be charged to the resident, if these are not hung. Your spare key may be left with concierge staff if you want a special delivery to be placed in your apartment in your absence. **See 17 KEYS below.** Feel free to pass on any instructions regarding deliveries and the staff will do their best to assist.

## 11. EMERGENCIES

A PA speaker system has been installed in the ceiling of each apartment for the announcement of fire drills and emergencies. Lifts should not be used in the event of an evacuation of the building. Altair is equipped with the following essential services equipment:

1. Fire Alarm.
2. EWIS (emergency warning and intercommunication system).
3. Pressurised Fire Escapes.
4. Smoke Exhaust Fans.
5. Smoke Detectors and Sprinklers.

Staff have all been trained in the use of all fire fighting and emergency equipment: please follow their instructions in the event of any emergency. The safety of all residents is of utmost importance. Each apartment will be issued with an Emergency Procedures Handbook in 2008. Please keep these handbooks within the apartment for easy referral and if you sell your apartment or move out it can be left for the next resident.

## 12. EXECUTIVE COMMITTEE

State legislation requires Strata Titled apartment buildings to have their general affairs managed by an Executive Committee of the Owners' Corporation, a group elected annually by owners of the individual units in the building. These are voluntary positions. ***Details of current members are on the notice board in the main lobby on level 1.***

The Executive Committee meets every month to discuss any management, financial and administrative issues requiring attention. Agendas are placed on the notice board before the

meeting, and minutes shortly afterwards. Any owner is free to attend a meeting. Please feel free to contact the appropriate member of the Executive Committee (or the Building Manager or concierge) if you have any problems, complaints, comments or suggestions for the building.

### 13. FIRE DOORS

Legislation requires these to be freely accessible from inside the building. Each is alarmed, with the front desk alerted whenever one is opened.

### 14. FIRE & ELECTRICAL CUPBOARDS

These are solely for access to the building's electrical system, or for the storage of the fire fighting and emergency equipment on each floor.

### 15. GARBAGE FACILITIES

Please bag and tie all small items of domestic garbage before putting into the garbage chutes on each level. Do not place papers, glass objects, coat hangers, bulky packages or over-sized items in the chutes. Other buildings have had their chute systems wrecked by people trying to push suitcases, glass bottles and all manner of other things down the chutes! Large items that will not fit down the chute must be securely wrapped, bagged and transported to the large waste bins on level. Please double-bag particularly strong-smelling or messy items, such as oils, as these often drip on the way to the bin. Also break or flatten any items such as wooden boxes, plastic or cardboard packing, and leave in the appropriate areas downstairs.

Separate recycling bins are provided for PAPER; GLASS; PLASTIC/PET; and CANS (both steel and aluminium). Please utilise them. Please wash any smelly recyclable items before leaving in the appropriate bin. Take these out of their plastic bags before placing in bins, and leave the plastic bags in the bin specifically marked for the purpose. There are also designated areas for recycling of batteries and electronic devices, clothing in the Smith Family bin, magazines and books (these are distributed to hospitals, schools and charities). Large waste items and discarded white goods and furniture can be left in the skip bin room and these will be collected by the local council's weekly kerbside collection.

Please do not flush any foreign objects down toilets, like cotton buds and sanitary towels. Other buildings have had enormous problems with their sewage systems from residents putting items down toilets, including nappies, cotton buds, large quantities of pet litter and even, bizarrely, a packet of sausages.

### 16. KEYS (SPARE & CUTTING OF)

Owners/residents may leave a spare key with the front desk in case they are locked out, or require a delivery placed in their apartment or to allow entry to visitors/tradespeople when they are not present. ***This will only take place if it is accompanied by a completed, signed temporary access form giving staff permission to enter the apartment with the spare key or to hand out the key to the person authorised on the form. Any visitor/tradesperson will have to provide identification.*** Forms are available from the front desk. The keys are left at the residents own risk and are locked in a secure key cupboard.

If you have visitors to whom you wish to give more permanent access, you can place their details on the resident authority forms which are securely kept at the front office. Please ensure that you advise the concierge if you need to make any changes to your Permanent Access Form both for security and book-keeping reasons. Please advise the front desk if you have a need for a key to be cut for your apartment door. The Building Manager will arrange for the key to be cut and advise the resident when it will be ready for pick up from the locksmiths, and the costs involved.

Any owner/resident who believes a key has been used inappropriately should contact the Building Manager immediately.

## **17. MOVING IN AND OUT**

Removals are limited to two per day, between the permitted hours of 9am – midday or 12.30pm – 4.30pm on non-public-holiday weekdays only, and have to be booked in advance. Any resident moving in or out must pay a refundable security bond of \$500, at least 48 hours in advance of the move date, to the Building Manager. A lift will be locked off for their use, the Building Manager will place padding in the lift to protect it, and reserve the loading dock space. Any damage to common property sustained during moves is to be paid for out of the refundable security bond. The cost of rectifying any damage in excess of the \$500 bond will be invoiced to the resident requesting the move.

Prior to any apartment move, building management and the moving resident or their representative must fill in a Common Area Inspection Sheet. The sheet will list any existing damage between the car park entry point and the door of the apartment. At the completion of the move, that Common Area Inspection Sheet will be completed by building management and the moving resident or their representative to determine whether any new damage has been sustained during the move, and will need to be paid for.

## **18. NEWSPAPERS**

Delivery of newspapers can be organised through the appropriate newsagent. Please ask at the front desk for details. Newspapers are placed at the front door of the apartment, usually between 5am and 6am.

## **19. NOISE**

This can be one of the most irritating and frustrating aspects of inner-city apartment living so, wherever possible, please remember that noise – from parties, loud voices, door slamming, sound systems, TVs, radios, people chatting on balconies and musical instruments – does travel, particularly at night. It's for this reason, that we ask that washing machines or vacuum cleaners not be used after 9pm or before 8am. Dragging chairs across the floor, walking around in high heels or "doof" "doof" sounds from sound systems disturb your neighbours. The use of rugs and felt tips can help. And please close your front door gently early in the morning and late at night, and check that your door closer is working properly. Contact the Building Manager for your door to be adjusted if it does slam. Notwithstanding adhering to the minimum ratings provided in guidelines:

- the onus to control and reduce appropriately and suitably the transmission of noise that might unreasonably disturb another owner or occupier;
- the responsibility of complying with the by-laws, remains with the Owner and any Occupier.

In the case of constant, unreasonable noise, our recommended course of action is:

1. Call the concierge and ask them to buzz the apartment from the foyer and ask them politely to turn down the noise
2. If that doesn't work, ask the person on duty at the desk to approach the noisy neighbour
3. If loud noise persists after two approaches from the front desk, call Kings Cross Police on Tel. 8356 0099

If there is a frequent noise problem from a neighbour, notify the Building Manager in writing and ask anyone else also disturbed to confirm your statement. If further approaches are unsuccessful, we can involve the Strata Manager who will issue a Notice to Comply which, if ignored, may lead to penalties, such as heavy fines, for breaking bylaws.

## 20. NOISE FROM THE NEIGHBOURHOOD

Unreasonable noise such as continuous shop or car alarms, loud motorbikes, uncontrolled parties, or excessively loud music, can be reported to the Police (Tel 8356 0099), the Sydney City Sydney Council Environment Department (Tel 1300 651 301), or the Environmental Protection Authority (Tel 9995 5000). Check with the concierge desk for similar complaints. The Executive Committee and Building Manager can also take complaints about regular noise to the relevant authorities.

## 21. PETS

As per by-law No. 13 you may keep a goldfish or similar fish in an indoor aquarium or a guide dog without the consent of the Owners Corporation. You must have consent from the Owners Corporation **and** the Owner of the relevant lot, if a tenant, to keep any other type or number of animals. Tenants should supply written approval from the landlord or the landlord's representative before asking the Owners Corporation for permission to keep a pet. Consent will not be given to a dog that is vicious, aggressive, noisy or difficult to control. The Owners Corporation may make conditions if it gives you consent to keep an animal or it may order you to remove the animal if you fail to comply with By-Law No 13. Application Forms to keep a pet are kept at the front desk and these applications must be completed and forwarded to the Executive Committee **before** moving in with pets. Visitors are not allowed to bring pets into the building at any time.

Dog owners need to be aware that not everyone likes dogs. It is for instance appropriate etiquette to ask someone already in a lift if you may join them or if they would prefer you to wait for the next lift.

Dogs are **not** permitted on the Level 4 Common Areas, including the pool, grassed areas and gardens **at any time**. They should also be on a lead whenever in the foyer or car park. If you are disturbed by a neighbour's animal, please contact the Building Manager or concierge on duty.

## 22. RECYCLING

Separate recycling bins are provided for PAPER; GLASS; PLASTIC/PET; and CANS (both steel and aluminium). Please utilise them. Please wash any smelly recyclable items before leaving in the appropriate bin. Take these out of their plastic bags before placing in bins, and leave the plastic bags in the bin specifically marked for the purpose.

There are also designated areas for recycling of batteries and electronic devices, magazines and books (these are distributed to hospitals, schools and charities). A Smith Family re-cycling bin has been installed and is emptied regularly. Residents may place unwanted clothes or items such as shoes, doonas, blankets, or any household item in reasonable condition in the bin. Any other unwanted items can be left on or near the bin and Building Management will ensure that the items are distributed to charities.

## 23. RENOVATIONS

All building works must have the approval of the Executive Committee of the Owners' Corporation. If you intend doing any alterations please contact the Building Manager **before** commencing any works. He can advise you on the work you plan to undertake, and will seek the approval of Executive Committee. A written detail of all works must be submitted. Please refer to the Rules for Renovations & Building Works Procedures.

## 24. SECURITY

Security cameras have been installed at the front door and at various other points throughout the building. Tune your TV to the in-house channel on 814.25 Megahertz to view the front door and foyer.

While we have done everything we can to make the building more secure, your cooperation is critical. The security system is only as effective as the people who use it.

- Keep your balcony doors locked when you are out or asleep. Cat burglars scaling the building from the outside have not been unknown in other blocks.
- Only let people you know into the building. Beware of tricks used by would-be intruders to gain entry, such as claiming they are delivery people, tradespeople, friends of other

residents, police and phone or electricity personnel. If in doubt, turn to the TV channel that shows the front door so you can check the person's ID or phone the duty concierge.

- Beware of people trying to tailgate you into the garage, and tell the concierge desk if this happens.
- Report any suspicious, worrying or unusual happenings in the building to the concierge desk.

## **25. SMOKE DETECTORS IN APARTMENTS**

Smoke detectors are installed in all apartments. If your detector lets out an intermittent beep please replace the 9 volt battery in the detector. This should stop the noise. Please do not try to remove the detector as they are connected to the mains power and will activate an alarm.

## **26. STORAGE**

Residents are only allowed to store items in their car parking space if the items are enclosed in an approved 'Box Thing'. To purchase and arrange installation of a black storage 'Box Thing' in your car space, call 1800 017 247.

A limited number of storage cages are available for rent on the 1<sup>st</sup> and 2<sup>nd</sup> floors. Put your name down on the waiting list for a space if you are interested in renting one.

## **27. SWIMMING POOL AND GYM**

On the fourth floor, there are two gyms – one cardio and the other for weights – a 25m-lap pool, hot spa and children's pool. Access is closed off between 10pm and 5.45am to avoid other residents being disturbed by the use of the pool or gym. **Children under the age of 12 must be accompanied by an adult when using the swimming pool, spa and gym**, and all children should be supervised at all times on the fourth level. Pets are prohibited. Please use all areas with care, respect the property and in the gym, do not allow weights to crash into each other or on to the floor which may disturb others. Personal trainers are not permitted to train clients who are not Altair residents in the pool or gym areas. Smoking and alcohol are banned in the pool, spa and gym area and glass is also prohibited.

## **28. TELEVISIONS**

The building is connected to Foxtel PAY-TV via a satellite dish on the roof. If you want the service, call Foxtel on 131 999 to arrange the connection and ongoing line rental charge. All free to air channels are available from the same aerial connection.

## **29. VISITORS**

Every apartment has an intercom to the front door so that visitors can speak to you to identify themselves before you buzz them in by pressing the button on your intercom phone. If you wish to visit a resident on another floor, you have to buzz them via the keypad beside reception. They press the button by the handset, and the lift will automatically accept your selection of that floor.

## **30. VISITORS' CAR PARKING**

There is a limited number of Visitors' Car Spaces in the building. Visitor car spaces are protected by locked bollards which can only be accessed by the concierge. Visitors in cars should be instructed to press 99 on the electronic reader to connect to the concierge desk. They will be let in and told where to park, with the concierge unlocking a car space for them. Each apartment is allowed to use a maximum of two visitor car spaces at any one time, space permitting. Visitors are allowed to park in the car park for a maximum period of six hours. Residents cannot park in the visitor car spaces at any time and regular inspections are carried out to ensure that only bona-fide visitors who have registered at the front desk are parked on the premises. We ask for your co-operation as abuse of the visitors parking area affects all residents. Any resident found abusing the visitor parking system may have their car park access cancelled.

## **31. WINDOW FURNISHINGS**

Blinds and curtains should be white when viewed from the outside. One recommended make is the Bayliss chain-operated roller 'E Screen' blind.

**32. IMPORTANT CONTACT DETAILS:**

- ◆ BUILDING MANAGER 9357 6811, Fax: 9360 8334, [bm@altairapartments.com](mailto:bm@altairapartments.com)
- ◆ FRONT DESK: 9380 6918, Mobile: 0418 606 703, Fax 9361 6322
- ◆ POLICE: 8356 0099 (or 000)
- ◆ FIRE: 9361 3292 (or 000)
- ◆ AMBULANCE: 000
- ◆ ST. VINCENTS HOSPITAL: 8382 1111
- ◆ STRATA MANAGING AGENTS: LINDERS STRATA MANAGEMENT: 8424 9700  
Contact Jim McDonald [jmcdonald@linders.com.au](mailto:jmcdonald@linders.com.au)

**OWNERS' CORPORATION EXECUTIVE COMMITTEE:**

Details of all current Executive Committee members are posted on the notice board on level 1.

Altair website: [www.altairapartments.com](http://www.altairapartments.com)