



Strata Plan 64622
3 Kings Cross Road,
Rushcutters Bay NSW 2011.

The Altair Residents Handbook

Welcome to Altair!

Altair is the 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.

The Strata Committee of your Owners Corporation and the 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*, 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 Building Manager if you have any problems or suggestions on how to improve life at Altair.

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 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.

Altair Community Statement of Purpose

Altair is a contemporary, innovative and international award-winning lifestyle building.

The Altair community has a welcoming spirit that promotes harmony, respect and participation. We are ever committed to providing a convivial and secure lifestyle for residents and visitors.

The Owners Corporation's Mission is to preserve Altair's position at the top of Sydney's most prestigious and desirable apartment addresses.

Underpinning this Mission is the pursuit of the highest standards in:

Service - Personal, Discreet & Professional

Security - Peace of Mind

Presentation - Style, Design, Aesthetic, Ambience, Building Management & Facilities

Sustainability - Benchmark in environmental integration & optimal investment returns

Community - Welcome, Inclusive, Warm, Comfortable and Philanthropic

We aspire to maintaining our reputation for being a highly desirable apartment living location by setting the **benchmark** in Service, Building Management and Security.

Access and Magnetic Swipes

A magnetic proximity swipe system is installed to make the building secure. Your swipe will provide access to your floor, and to the 4th floor where the gym and swimming pool are located.

Your swipe will also provide access to the car park if you have an allotted space. Automatic doors are installed at the main entry to the building and your swipe is required to gain entry. On exiting the main foyer, the doors will automatically open.

Entry to the Car Park is off Kings Cross Road and the electronic reader to open the door is on the right-hand side wall. There is a lift on each car park level to every floor of the building. To exit the car park, the reader to raise the roller door is located on the column on the right-hand side at the exit shutter. Exiting the building is only via Craigend Street. **Please note exiting via Kings Cross Road is not permitted at any time.**

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 cigarette butts and ash.

Please remind your visitors too, not to flick ash over balconies – these blow straight in to units below and cigarette butts will land in the courtyards of the Podium apartments. Please do not hang any sort of trays such as for drinks from the balcony balustrade as these can blow off and may constitute a serious safety hazard.

Only balcony furniture and pot plants can be kept on balconies. Only white, silver and glass furniture is permitted in line with the look of the building. Bicycles should be stored in the bicycle room. See concierge for storage.

Window restraints

If your apartment has sliding windows they have been fitted with window restraints to comply with NSW Window Locks Legislation – this legislation does not apply to sliding doors. The purpose of the legislation is to provide an aid to stop children from falling from windows and is effective from March 2018.

It is recommended by the NSW government that the locks should be engaged always when children are in the apartment. When opening windows for ventilation, engage the locks at the restricted 12.5cm opening. If ventilation is not required, lock the window in the fully closed position to prevent the risk of children falling out of the window.

Barbeques

Only gas-powered Barbeques are permitted at the Altair but, for the safety of residents, we stress that the utmost care needs to be taken in their operation, and all due consideration exercised towards neighbours. Please clean them properly – and not by burning off the last barbecue's fat before starting the next one!

If you can see smoke coming from your barbeque, it is likely it's going into someone else's apartment! Please keep barbeques away from ventilation grilles to avoid smoke and smells going into foyers which can cause the fire alarm to be activated. The cost of false alarms, charged by the Fire Brigade, may be invoiced to the resident if the above rules are not adhered to.

The following points must be noted. Have a fire extinguisher kept close by in case of accidents. These can be purchased cheaply from any hardware store. Never attempt to extinguish a grease fire with water, as it will only cause the flames to flare up. Keep the grill free of grease build-up that may lead to either a fire or excess smoke. **Never leave a barbeque unattended.**

Bike Room

A bike room for residents is located behind the front desk. Please see the Concierge who will explain our reservation system. Please leave your bike there rather than in your apartment. Bikes are not permitted to be stored on balconies.

Car Parking

Most units have a specific allocated car space. If you are unsure of your lot 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, 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 their space.

We also encourage residents to inform the front desk if they are going away for short periods and would not mind if their car space is used by residents with guests staying over. 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' that you will see installed in many car spaces. Storage in the car park is a fire hazard. (See under Storage)

Car Washing

A car wash facility is located on Level 3 of the Car Park at the south-eastern end of the building. Washing of cars must be accordance with the relevant water restrictions in place from time to time.

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 under Keys).

Common Areas

All common areas such as hallways, Lifts, Lift Lobbies, 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.

Communications

A noticeboard located on Level 1 for posting of items of general interest, information about the building, minutes of meetings and residents' communications. Altair has a website at www.altairapartments.com which contains by-laws, minutes etc.

Concierge Desk

There is a Concierge on duty 24 hours. The Building Manager is usually on site from 8am to 4pm Mon-Fri. The telephone number of the Front Desk is 02 9380 6918

Dry Cleaning & Washing Serviced

A dry-cleaning and washing service can be accessed via the Concierge desk. A luggage trolley may be borrowed if it is needed. Any expected deliveries should be registered with the desk where possible. Your spare key may be left with Concierge staff if you want a special delivery to your apartment in your absence. Refer to section under Keys. Feel free to pass on any instructions regarding deliveries and the staff will do their best to assist

Emergencies

A PA speaker system has been installed in the ceiling of each apartment for the announcement of fire drills and emergencies. Please ensure you follow any directions given during alarm situations. The safety of all residents is of the utmost importance. Lifts should not be used in the event of an evacuation.

The Strata Committee

State legislation requires Strata Titled apartment buildings to have their general affairs managed by a Strata Committee of the Owners' Corporation. The Committee comprises a group of individuals who are elected annually by owners of the individual units in the building. These are voluntary positions.

The Strata Committee meets every month to discuss any Management, Financial and Administrative issues requiring attention.

Please contact the Building Manager, in the first instance, if you have any problems, complaints, comments or suggestions for the building. If this does not prove satisfactory then please contact the Secretary or Chair. Contact details for Executive Committee members are in a folder at the front desk.

Fire Doors

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

Fire & Electrical Cupboards

These are solely for access to the building's electrical system and for the storage of the fire hoses on each floor.

Garbage Facilities

Please bag and tie all small items of domestic garbage before putting into the garbage chutes on each level. Please do not place papers, glass objects, coat hangers, bulky packages, pizza boxes or over-sized items in the chutes. Other buildings have had their chute systems wrecked by people trying to push suitcases, glass bottles and unwrapped animal excrement down the chutes.

Similarly wrap garbage for the dump bins on the ground floor, and double-bag particularly strong-smelling or messy items, such as oils, as these often drip on the way to the bin. **Please do not drop glass bottles down the chutes – they become hand grenades by the time they hit the bottom at potentially 80kph!!**

Oversized waste and recyclable items, not suitable for the garbage chute, are to be taken down to Level 1 garbage area. You will find yellow recycling bins as well as oversized bins for large cardboard items. Oversized items for general garbage can be disposed in bins found through the black double doors. Please break or flatten any items such as wooden boxes, plastic or cardboard packing, and leave in the appropriate areas downstairs.

Please do not flush any foreign objects down toilets, such as cotton buds, sanitary towels and nappies. Other buildings have had enormous problems with their sewage systems resulting from residents putting all manner of items down toilets.

Sharps Disposal

The building has made provision for five, Sharps Disposal boxes. The Yellow boxes are distributed around the building with four Yellow boxes within all the four toilets on level 4, podium area. The toilets are on both sides of the Aerobics and Weights gyms. The fifth yellow box is situated in the rear and to the left within the garbage area on Level 1 near the black double doors.

Keys

Owners and 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 or tradespeople when they are not present. Residents who chose to leave a key will also need to leave a swipe fob as the Concierge will not swipe cleaners or tradesmen to your apartment. **This can only take place if you have completed and signed a Temporary Access form giving staff permission to enter the apartment with the spare key or to hand out the key to the person authorized on the form.**

Keys Continued

Any visitor or tradesperson are required to provide identification. Best practice is for you to visit the Concierge desk and complete a signed authorisation form. Keys are left at the residents own risk.

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 to have a key for your apartment door cut.

The Building Manager will arrange for authorisation to be forwarded to the buildings locksmith and then you will be advised of the collection and payment process. Any owner or resident who believes a key has been used inappropriately should contact the Building Manager or any member of Altair's Strata Committee. There are no Master Keys in existence in the Building.

Massage

There are massage therapists in Altair, please refer to the Notice Board.

Moving into and out of Altair

Removals are limited to two per day, between the permitted hours of 8am to 4.30pm on non-public-holiday weekdays only and must be pre-booked with the Concierge. Please note, any move must be completed by 4.30pm. 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 Concierge. A lift will be locked off for your use and the Building Manager will place padding in the lift to protect it. 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 more than the \$500 the 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, Common Area Inspection Sheet is to be completed by building management and the moving resident or their representative to determine if any new damage has been sustained during the move.

Newspapers

The Village News Agency on New South Head Rd, Double Bay (Tel. 9327 1883), delivers papers daily to residents who make suitable account arrangements. The newspapers are left outside residents' doors by Concierge staff.

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, TV's, radios, 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. And please close your front door gently early in the morning and late at night, and check that your door closer is working properly. In the case of constant, unreasonable noise, our recommended course of action is:

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

If there is a frequent noise problem from a neighbour, notify the Building Manager in writing and anyone else also disturbed to confirm your statement. If further approaches are unsuccessful, we can involve the Strata manager who will impose penalties for breaking bylaws. You can ask for mediation between neighbours from the Department of Fair Trading.

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.

Pets

We are a pet-friendly building. As per our By-Laws 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 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. Our major concern is noise and barking dogs will not be tolerated. Consent will not be given to a dog that is, or proves to be, 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 our By-Law. Application Forms to keep a pet are kept at the front desk and these applications must be completed and forwarded to the Building Manager before moving in with pets. Visitors are not allowed to bring pets into the building at any time.

Pets are not permitted on the Level 4 Common Areas, including the pool, grassed areas and gardens at any time. If you are disturbed by a neighbour's animal, please contact the concierge on duty.

Renovations

All building works must have the approval of the Strata Committee of the Owners' Corporation. If you intend doing any form of 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 Strata Committee. A written detail of all works must be submitted

Security

Security cameras have been installed at the front door and at various other points throughout the building. Whilst 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.

Please keep your balcony doors locked when you are out or asleep. Cat burglars have been known to scale other residential blocks from the outside of the building.

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.

Report any suspicious, worrying or unusual activities in the building to the Concierge desk.

Smith Family Charity Bin

There is a Smith Family charity bin located in the loading bay of level 1. Place unwanted clothing or other items such as blankets and household wares in good condition in to the bin.

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.

Apartment smoke detectors are local alarms only to your apartment. If smoke is created from a cooking accident (e.g. burnt toast) Do Not Open the front door and allow smoke to escape into the lobby as this may trigger the lobby detectors that call the Fire Brigade. The cost of false alarms, Fire Brigade call outs, are charged by the Fire Brigade and may be invoiced to the resident.

Stainless Steel

To clean, and keep streak-free, the stainless steel in your apartment, the best results come from washing with hot water and detergent to remove any grease and, while still wet, drying with a rubber squeegee, in the same way you clean your windows and balcony glass. There are several products on the market, such as 3M polish or Gumption, which are also effective.

Storage

To purchase and arrange installation of a black storage 'Box Thing' in your car space, call 1800 017 247. A limited number of additional storage cages are available for rent in a specially adapted Store Room on L1 & L2. Ask the Concierge for details, and if there are any vacancies.

Swimming Pools and GYMs

Access to the Level 4 pool and gym is closed off between 10pm and 5.45am (this includes level 4 apartments with courtyard podium access) to avoid other residents being disturbed by use of the facilities. All children should be always supervised on the Fourth Level, and all pets are prohibited. There is a 25m-lap pool, hot spa and children's pool all provided. All pools are heated and covered. Residents are welcome to open the covers but only the Concierges can close the covers for operational and safety reasons.

The open controllers for the SPA can be found on the corner of the white block behind the Spa cover roll. The controller for the Lap Pool is located to the right of the back wall under the CCTV camera left side module. The controller for the Paddling Pool is the right-side module. Please remove all rubbish, use all areas with care, and respect the property.

Personal trainers are not permitted to train clients who are not Altair residents in the pool or gym areas. Boxing and loud 'commando-style' training is not permitted on the Podium. Smoking and alcohol are banned in the pool, spa and gym area and glass is also prohibited.

Televisions

The building is connected to Foxtel PAY-TV via a satellite dish on the roof. If you wish to utilise the service, call Foxtel on 1300 130 799 to arrange the connection which will incur an ongoing service charge.

Tradespeople

Tradespeople who are familiar with the Building and have been used by other residents are:

Electrician: RJ. Mifsud 0421 844 074

Locksmith: Bell's Locksmiths Tel 9357 2333

Plumber: Murray McLerie Plumbing – 0411 071 571

Visitors

Every apartment has connection to an Intercom to the front door of the Building so that visitors can speak to you to identify themselves before you buzz them in by pressing the button associated to the KEY ICON on your intercom.

If you wish to visit a resident on another floor, you must buzz them via the keypad beside Reception on the Ground Floor.

Visitors' Car Parking

There is a limited number of Visitors' Car Spaces in the building. Visitors in cars should be instructed to press the call button on the intercom at the Carpark entry to connect to the Concierge desk. They will be let in and be directed to park in one of the dedicated spaces on Level 2 and then proceed to the Front Desk on Level 1 to register. Visitors will need to inform Concierge of their vehicle registration number, the apartment number and name of the person they are visiting, how long they intend to stay.

Visitors' Car Parking Continued

Visitors can park in the car park for a maximum period of six hours. Residents cannot park in the Visitor's 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.

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.

Important Contact Details

Please refer to the following contact details should you require assistance.

Building Manager: P 9357 6811E bm@altairapartments.com

Front Desk: P 02 9380 6918,

Police: 8356 0099 (or 000)

Fire Brigade: 9361 3292 (or 000)

Ambulance: 000

St. Vincent's Hospital: 8382 1111

Strata Managing Agents: Strata Choice: 9418 7838

Contact Jim McDonald: jmcdonald@stratachoice.com.au

Altair website: www.altairapartments.com

The Altair website contains complete, up-to-date by-laws, regulations, forms for such things as pet registration, renovations etc. and minutes of SC and Annual General meetings.