

# Ashford

RESIDENCES

## *Terrace Homes*



Artist's impression. Indicative only and subject to change.

## RESIDENTS HANDOVER MANUAL



## KEY CONTACTS

See below a list of the key contacts you may need while residing in the Ashford Residences. We recommend you add these to your contact list. In the case of an emergency, always dial 000.

**Community Manager:**

For all general enquiries, maintenance and repairs, community infrastructure (electricity, water, sewer, stormwater), and letting needs  
[caretaker.ashford@mirvac.com](mailto:caretaker.ashford@mirvac.com)

**Body Corporate Manager:**

For all strata management enquiries, i.e., insurances, committees  
(07) 3220 9400  
[brisbane@abcm.com.au](mailto:brisbane@abcm.com.au)

**Mirvac Customer Relationship Team:**

For settlement and defect enquiries  
[qldcustomer@mirvac.com](mailto:qldcustomer@mirvac.com)

# TABLE OF CONTENTS

<b>1. Welcome</b>	9
Congratulations	9
About this Manual	9
About the Developer	10
Development Team Statement	11
Builder Statement	11
Architects Statement	12
Landscape Architect Statement	12
<b>2. 50 Ashmore Street, Everton Park</b>	14
The Plough	15
<b>3. Warranty Information</b>	17
Building Defect Warranty	17
Terms and Conditions	17
What the Defect Warranty Covers	17
What the Defect Warranty Does Not Cover	18
Who to Contact for Warranty Issues	19
<b>4. Important Contacts</b>	21
Ashford Residences Contacts	21
Subcontractor Contacts	22
Other Contacts	23
<b>5. Moving In Guide</b>	25
Moving In Procedures and Protection Measures	25
Procedures While Moving In	25
Protection Measures	25
How to Direct Your Mail	25
Service Connections	26
<b>6. Living In a Body Corporate</b>	29
Living In a Community Title Scheme	29
Living In a Body Corporate	30
Keeping of Pets	30
Caretaking and Letting Manager	31
Your Levies - Administration and Sinking Fund	31
Exclusive Use Area	31

By-Laws	32
Alteration to Your Home	32
Maintenance Responsibilities	33
Safety - Cleaning and Maintenance Protocol	34
<b>7. Common Facilities</b>	36
Parking and Internal Roads	36
Mail	38
Waste Disposal and Collection	38
<b>8. The Ashford Club</b>	41
Overview	41
Amenities	41
Pets	42
Conditions of Use	42
Hours of Access	44
Booking the Recreation Building	44
Care and Responsibilities	44
<b>9. Terrace Home Services</b>	49
Air Conditioning	49
Communications	51
Door and Window Security	51
Electrical Service	52
Garage Door	55
Gas Services	56
Homehub	56
Hosecocks	56
Hot Water	57
Induction Cooktops	58
Inspection Outlets	58
Solar	58
Security and Fire Safety	59
Security Screens and Flyscreens	59
Ventilation	59
Water Services	60
Water, Wastewater and Stormwater	61
Window Furnishings and Screens	61

<b>10. Maintaining Your Home</b> .....	63
Maintenance Requirements of Your Home .....	63
Air Conditioning .....	64
Aluminium Doors and Windows .....	65
Appliances .....	65
Balustrade and Privacy Screens .....	66
Blinds .....	66
Carpet .....	67
Ceiling Exhaust Ventilation Grills .....	67
Cupboard Joinery - Melamine / Laminate .....	68
Cupboard Joinery - Polyurethane Finish (2-Pac) .....	68
Curtains .....	69
Door and Window Hardware .....	69
External Balcony Tiles .....	69
Floor Waste .....	70
Garage Doors .....	70
Glass .....	70
Hot Water Systems .....	70
Laundry Floor Waste .....	71
Landry White Goods .....	71
Lighting .....	71
Paint .....	72
Pest Eradication .....	72
Reconstituted Stone .....	72
Sanitaryware .....	73
Stainless Steel Kitchen Sinks, Laundry Tubs, Trims etc .....	73
Tapware .....	73
Termite Protection .....	73
Tiles .....	74
Timber Arbours .....	75
Timber Flooring .....	75
Timber Look Flooring (Vinyl Plank) .....	76

<b>11. Maintaining Your Backyard</b> .....	79
Landscaping .....	79
Types of Planting and Why They Were Selected .....	79
Gardens .....	79
Natural Turf .....	80
Artificial Turf .....	81
Useful Websites .....	81
Fencing .....	81
Irrigation .....	81
Drainage .....	81
<b>12. Sustainability at Home</b> .....	83
Buying Appliances .....	83
Conservation Tips .....	84
Public Transport .....	86
<b>13. Building Location Plans</b> .....	88
<b>14. Body Corporate By-Laws</b> .....	89
<b>15. Forms</b> .....	90
<b>16. Design Plans and Schedules</b> .....	91
<b>17. Certificates</b> .....	92
<b>18. Manufacturer Info and Warranties</b> .....	93



# 1. WELCOME

## CONGRATULATIONS

Congratulations on the purchase of your new Terrace Home at the Ashford Residences. Mirvac has thoughtfully developed the Ashford Residences with a strong focus on both style and functionality. Your new home has been constructed by Brighton Homes to a high standard using quality materials and meticulous workmanship. A new home is a place to make new memories and for dreams to come true. Here is to the start of a beautiful new adventure! We have no doubt you will enjoy not only your new home but also your new neighbourhood well into the future.

**Important Notice:**

Mirvac strongly recommends that you take the time to read this Manual in its entirety. The maintenance of your new home is your responsibility, and Mirvac cannot be held responsible for issues that may arise due to lack of maintenance and/or failure to comply with the matters noted in this Manual.

This Manual has been provided to Mirvac buyers. While the content may be helpful to third parties, any obligation on Mirvac or benefit to the owner, expressed or implied, applies only to the original Mirvac buyer and is not transferable to any third party or subsequent owner.

## ABOUT THIS MANUAL

This owner's Manual provides valuable information about your new home. It is a guide to moving in, establishing your service accounts, and caring for your home. The owner's Manual also includes essential items such as manufacturers' instructions, operating Manuals, and warranties for your home.

To preserve the longevity of the finishes and fixtures within your home, it is essential that you maintain and clean your home using the appropriate tradespeople and products. Refer to your Owner's Manual in the first instance and always use experienced licensed tradespeople to carry out repairs and maintenance work.

This Owner's Manual forms part of your Settlement Pack, which also contains your home's keys and remote controls. The Manual has been divided into sections relating to different aspects of the development and your Terrace Home for your convenience. We hope this will assist you in identifying useful information and ensure the future care of your new asset.

**Disclaimer:**

The information provided in this Owner's Manual is current and is believed to be correct at the time of printing. Mirvac cannot be held accountable for companies closing or changes of supplier or caretaking managers.

Renders/Artist Impressions used throughout this Manual are an artist impression of the relevant space and are subject to change.

## THE ASHFORD RESIDENCES PORTAL

The Ashford Residences Portal is an online website for all things Ashford Residences. A dedicated Residents Portal can be found within the website and provides each resident, whether an owner or a tenant, access to essential guides, the latest community information, and an online booking system for common facilities.

Access to the Residents Portal can be requested online at [ashfordliving.com.au](http://ashfordliving.com.au)

Documents that can be found online include but are not limited to care and warranty information, building certificates, titling/registration documents, finishes schedule, and general arrangement plans.



## ABOUT THE DEVELOPER

Mirvac is an Australian property group with a clearly defined purpose to reimagine urban life. We don't just seek to re-build or renovate. We strive to completely re-think how places are defined and identify opportunities to benefit our customers and communities as part of this process. Our focus on urban areas means our energies are concentrated where populations are dense. In doing so, we can optimise the impact of what we do. Because it's not just about bricks and mortar – it's about the profound way they can enhance people's lives.

By creating beautiful homes, inspiring workplace precincts, and thriving shopping centres, we aim to positively contribute to our cities and communities. Renowned for the quality of our products, we've created some of Australia's most iconic places and precincts, from thriving masterplanned communities to landmark offices.

A deep commitment to our customers and communities exists at the heart of every project.

Standing behind success at every step are the people at Mirvac. Their commitment to quality, sustainable outcomes, and dedication to the job at hand ensure Mirvac's enviable position in the marketplace.

Warwick Bible  
General Manager, Residential Development QLD  
**Mirvac**



## DEVELOPMENT TEAM STATEMENT

The vision behind the Ashford Residences was meticulously crafted by an internal Mirvac Development Team headed up by the project's Project Director, Jacob Foran. With over 12 years at Mirvac, Jacob's attention to detail is second to none and this is clearly demonstrated throughout the project.

Combined with a goal of creating a product not seen in the market before, Jacob along with his team have played a crucial role in ensuring every Terrace Home is unique and represents the individual taste of each purchaser. With design and liveability at the forefront of the development, it was important to the team the appropriate consultants were engaged to deliver on this vision. To this extent, Ellivo Architects and Form Landscape Architects, now Urbis, joined the project to deliver a bespoke development. They were, of course, supported by a range of ancillary consultants, who's combined effort was brought together by Brighton Homes, creating what is now known as the Ashford Residences.

Once home to the Murphy Family and their dairy farm, the residences offer a warm welcome and a nod to local heritage. The Development Team is incredibly proud of what has been accomplished and honoured to be a part of your new home journey. The team wishes you all the best in this new special chapter.

Jacob Foran  
Project Director  
**Mirvac**



## BUILDER STATEMENT

Brighton Homes is a multi-residential building specialist with a proven track record of excellence in the Queensland market. Our streamlined processes, certified management systems, large buying power, and highly experienced team of people ensure unsurpassed quality, risk control, professional workmanship, and expedient delivery on projects across the spectrum.

With the financial strength and comprehensive insurances of the NXT Building Group behind us, Brighton Homes is the low-risk partner of choice in the Queensland multi-residential property development industry. We're also aligned with one of Japan's leading building companies - Asahi Kasei Homes - giving us access to the most cutting-edge products and innovations coming out of the international construction industry.

Ricky Morgan  
General Manager  
**Brighton Homes**



## ARCHITECTS STATEMENT

Ashford Terraces are a collection of bespoke luxury terrace houses designed for those who appreciate quality. Spacious floorplans include all the features normally only found in individual stand-alone houses. This includes double lockup garages, spacious living areas, large kitchens, private covered outdoor entertaining areas, and generous landscaped rear courtyards. A variety of floorplans offer multiple options to buyers, including 3 and 4 bedroom layouts, some also incorporating multi-purpose rooms. Oversized windows, generous ceiling heights, voids, and skylights are standard to all designs to maximise light and the sense of space.

Ashford Terraces sets itself apart from all other developments with the high level of customisation available to purchasers. This includes multiple options for joinery finishes, benchtop finishes, tapware colours, floor finishes, and potential floorplan modifications to suit the individual. Each terrace house is unique, reflecting the individual purchaser's style.

Ashford also incorporates a private "Residents Club" offering amenities such as a pool, gymnasium, dining areas, and landscaped recreation and lounging areas. Situated in the heart of Ashford and on the edge of the unique Eco Area, the Residents Club is an exclusive sanctuary providing a multitude of offerings to Ashford's residents.

Ashford Terraces are a truly exclusive offering, setting a new benchmark in the local area and defining Ashford as a unique place to live.

Daniel Volpato  
Director  
Ellivo



## LANDSCAPE ARCHITECT STATEMENT

The land on which Ashford Residences sits is special. Nestled along a bend in Kedron Brook with its established trees, rural character, and existing ecological value, a sensitive and considered response was required when creating the landscape. How to tie the various threads of the development together for a harmonious outcome that would be unified, functional, and eye pleasing was central to the design thinking.

With a gentle nod to the land's past, a theme of landscape features, materials, colours, and planting has been applied site wide to achieve this. The landscapes of the renovated original Queenslander homestead, the entry promenade of Murphy Court, the Residents Club, the streetscapes, the terrace homes and the wetlands all reference each other in some way to create a settled and inviting experience.

Edwin Dacre  
Associate Director  
Urbis



## 2. 50 ASHMORE STREET, EVERTON PARK

The Ashford Residences sits on land once occupied by the Murphy family and their Dairy Farm. Patrick Murphy and his mother Norah established Murphy's Dairy in Everton Park along the margin of the Kedron Brook around 1917, on a holding of 47 acres. Additional land was subsequently purchased resulting in an area thought to be around 99 acres, occupying areas on both sides of South Pine Road. At one point, it is believed that the dairy covered an area of around 119 acres (including leased land).

Patrick married Rose Purcell in 1918 and they had seven children together: Molly, Jim, Peg, Tom, Kath, Brian and Patricia. Sadly, Rose died giving birth to their eighth child.

By the 1950's the farm carried an average of around 40 cattle as Patrick began subdividing and selling portions as Everton Park became an increasingly popular residential area, particularly for young families.

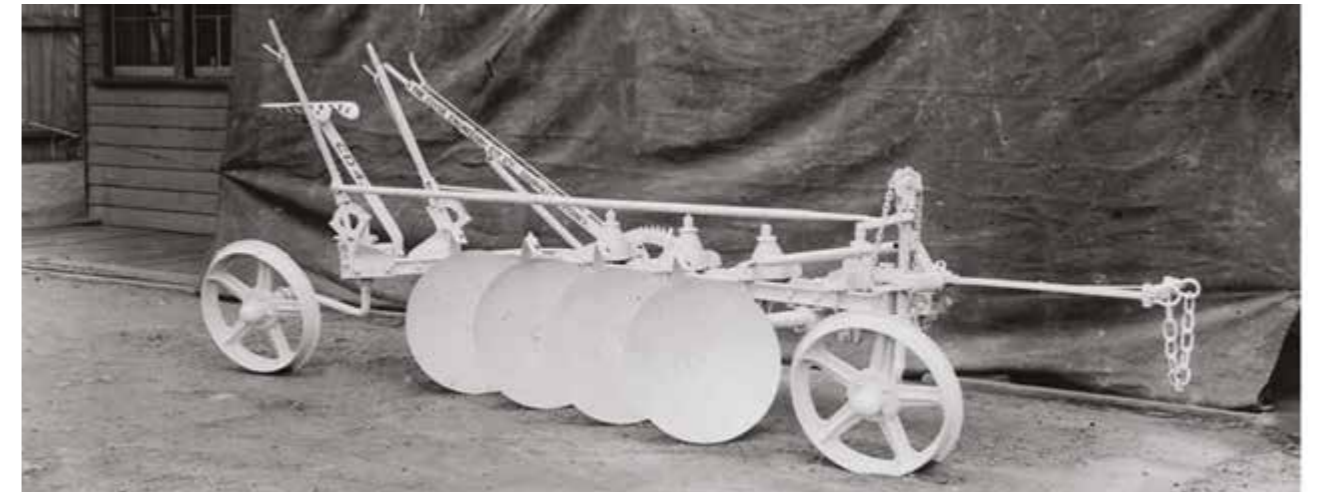
Patrick continued to run the farm until his retirement when Brian took over the reins of the operation.

The land was kept as a dairy farm until the 1970s and was one of the last surviving dairy farms in Brisbane. In later years, after the dairying ceased, Brian continued conducting animal husbandry on the farm.

Brian was well known in the Everton Park community. His cattle, located at the Ashford Residences' site, may have been even more well-known! He continued to live in the old house until he passed in 2015, aged 85.

## THE PLOUGH

Ploughs like this one were first manufactured in Australia in 1903 so it is possible that this disc plough was a fairly new farming innovation when it was initially used by Patrick.



Horse Drawn Four Disc Plough

Source: *Museum of Applied Arts & Sciences – Powerhouse Collection*

Patrick frequently used this plough to prepare the soil for crops which would likely have been maize, corn, sorghum, oats, cane, millet, barley, and lucerne that were cropped at various times for fodder; as well as "green manure crops," which were grown specifically to be ploughed back into the soil to improve soil structure and add nutrients. At its peak, it is estimated that the farm had the capacity to support more than 100 dairy cattle



Horses Tethered together with the Plough

Source: *Museum of Applied Arts & Sciences – Powerhouse Collection*

Patrick's daughter, Patricia Keeley, recalled that he spent much of his time ploughing. He would start early in the morning and finish late into the evening. At that time, it was very physically demanding work. He would walk behind the horses and the plough, guiding the tilling of the land, (to raise and turn the soil). The result would be long rows of mixed soil, forming large clods.

The plough continued in use until Brian modernised the operation and replaced the horses with a Ferguson T20 tractor. This necessitated getting a new tractor drawn plough.





### 3. WARRANTY INFORMATION

#### BUILDING DEFECT WARRANTY

Before settlement, you would have had the opportunity to participate in a Pre-Settlement Inspection and identify any items that require rectification. Generally, items that are agreed to be defective will likely have been rectified before the settlement of your new home. Where this has not been the case, they will be actioned as soon as possible.

Please take the time to carefully read this section to ensure you understand your new purchase and the warranties that come with it.

#### TERMS AND CONDITIONS

Your new Terrace Home comes with a three (3) month Defect Period from practical completion in accordance with the contract of sale (section 20.8 of the Contract Terms). Please compile a list of defects within the first three (3) months and submit the list, with any photos, where relevant, via the Ashford Residents Portal. Once submitted, the list will be reviewed and passed onto Brighton Homes for action. Please ensure you include your best contact details and preferred hours of work during standard business hours.

**Important Note:**

Scratches, chips, dents, stains, or marks on any surface covering or item will not be rectified unless they are identified at the pre-settlement inspection of the Terrace Home. Such items identified after the Pre-Settlement Inspection and settlement are not covered under the Defect Warranty.

Outside of the three (3) month period stated in your contract, defecting aligns with the QBCC Standards and Tolerances Guide. A 12 month non-structural defect period applies to your new home. Should you notice any further defects between the three (3) months since settlement and the 12 months since practical completion of your home (as stated on the Certificate of Occupancy), please log these through the Ashford Residents Portal for review and rectification.

Urgent defects will be attended to as soon as possible. Please pay particular attention to your maintenance obligations as a homeowner as damage caused due to lack of maintenance, misuse, or failure to care for your home according to the manufacturer’s recommendations, will not be covered by the defect warranty.

#### WHAT THE DEFECT WARRANTY COVERS

**Non-Structural Defective Building Work:** Your Terrace Home includes a warranty for non-structural defective building work identified within the first three (3) months from the day of settlement as noted in your contract of sale. Outside of the contract of sale, defecting aligns with the QBCC Standards and Tolerances Guide.

**Structural Defective Building Work:** Your Terrace Home includes a warranty from Brighton Homes for structural defective building work identified within six years and three months from the completion date. Structural Defects can be lodged directly to Mirvac via email at [qldcustomer@mirvac.com](mailto:qldcustomer@mirvac.com).

## WHAT THE DEFECT WARRANTY DOES NOT COVER

### Manufacturer Product Warranties

The Defect Warranty provided does not extend to the manufacturer's product warranties, i.e., whitegoods, toilets, cisterns, pans, seats, door handles, tap washers, lights, and smoke alarms. However, individual warranties may be provided directly by the manufacturers. Please refer to Section 18 for the respective warranties provided.

For items under manufacturer warranty, you hold the warranty, and issues should be addressed directly with the manufacturer. Proper care and maintenance are standard to many manufacturers' warranties. Please refer to specific manufacturer's maintenance recommendations in Section 18, which will explain how to look after your products and ensure your warranties are not voided.

### Improper Care & Maintenance of Your Home

To preserve the longevity of the finishes and fixtures within your home, it is important that you maintain and clean your home using the appropriate tradespeople and products. Please refer to Section 18 for instructions on caring for and maintaining your home.

#### **Important Note:**

Any damage caused or contributed to by the lack of reasonable maintenance or neglect may void the warranty. Please ensure you refer to Section 18 for instructions on caring for and maintaining your home.

### Scratches, Chips, Dents, Stains or Marks

Scratches, chips, dents, stains, or marks on any surface covering or item will not be rectified unless they are identified at the pre-settlement inspection of the Terrace Home. Such items identified after the Pre-Settlement Inspection and settlement are not covered under the Defect Warranty.

### Other Items Not Covered by The Defect Warranty

- Settlement or shrinkage cracks
- Minor cracks or movement on plasterboard
- Minor shrinkage and settlement cracks to concrete or mortar
- Minor movement in timber or timber look floors caused by settlement and/or shrinkage
- Any damage relating to whitegoods, vanities, baths, and tapware not previously noted at the Pre-Settlement Inspection
- Damage caused by natural disasters (you should consult your Home and Contents Insurance Policy)
- Water leaks in roofs, gutters, flashings, skylights, window and door frame joints, or seals if they leak under weather conditions not anticipated by the Building Code of Australia (BCA)
- Damage of any kind to the property not as a direct result of a building defect
- General maintenance issues such as replacing blown light globes, tap washers, etc
- Minor variations as described in the QBCC standards and tolerance guide.

## WHO TO CONTACT FOR WARRANTY ISSUES

### Emergencies Relating to Imminent Personal, Safety or Property Damage:

Contact your insurer, an appropriate service trade, or emergency services as applicable.

### For Defective Appliances, Fixtures, Fittings and Paint:

Refer to Section 18 for manufacturers' warranties and contact information.

### For Defective Building Work:

Submit your defect notification online via the Ashford Residents portal. For quality control purposes, all queries must be received in writing. Please also clearly state the lot number, your name, and a clear description of the issue.



## 4. IMPORTANT CONTACTS

TABLE 1: Ashford Residences Contacts		
<b>Renting your home and maintaining common areas</b>	Assisting in renting your home	Community and Rental Manager: <b>caretaker.ashford@mirvac.com</b>
	Assistance with community infrastructure (electricity, water, sewer, and stormwater)	
	Tenant management	
	Rental appraisals	
	Property maintenance assistance	
	Organising cleaning, maintenance, and repairs of common property, including landscapes	
	Arranging bookings for shared facilities	
<b>Management of the Body Corporate</b>	Convening and Holding Body Corporate Meetings	Body corporate Manager: Archers Body Corporate Management <b>07 3220 9400</b> <b>brisbane@abcm.com.au</b>
	Arranging insurances for common property	
<b>Sales Related and General Enquiries</b>	Sales related enquiries	Developer Mirvac settlement manager <b>qldcustomer@mirvac.com</b>  Your Mirvac Settlement Manager is your main point of contact at Mirvac. The Settlement Manager will provide you with ongoing information, updates, and advice and is the best person to contact should you have any general questions and/or queries.
	General enquiries about the development	
	Settlement information	
<b>Building Defects and Design Feedback</b>	Building related defects and rectification	Developer Mirvac settlement manager <b>qldcustomer@mirvac.com</b>  Mirvac will review all defect notifications and pass them onto Brighton Homes to action. Brighton Homes are the builders of the Ashford Residences Terrace Homes and are responsible for any building-related defect and rectification matters.
	General design feedback	

## SUBCONTRACTOR CONTACTS

### Important Note:

The following list of sub-contractors and suppliers in Table 2 has been provided for your future reference and convenience. Please note that Mirvac or Brighton Homes cannot warrant any future work undertaken by these trades due to your direct negotiations or instructions.

TABLE 2: Subcontractor Contacts		
<b>Electrical</b>	Vlad's Electrical and Data Services	Vladimir Vinsalek <b>07 3890 3939</b> vladv@hotmail.com
<b>External Cladding &amp; Carpentry &amp; all other trade enquiries</b>	Brighton Homes	ashfordresidencesmaintenance@brightonhomes.net.au
<b>Floor Coverings</b>	Flooring Xtra (Carpet, Vinyl plank)	Justin Brown <b>03 9708 2408</b> justin.brown@fxaus.com.au
	TnG Flooring (supply Timber)	Terry Crook <b>03 9708 2408</b> terry.crook@fxaus.com.au
	Custom Timber Flooring (Install Timber)	Tim Logan <b>07 3216 1551</b> tim@tngflooring.com.au
<b>Garage Doors</b>	Steel Line Garage Doors	Toni Bell <b>07 3713 3112</b> brisbaneservice@steel-line.com.au
<b>Hydraulics</b>	Superior Plumbing Brisbane Pty Ltd	Aaron Kirkby <b>07 3205 9638</b> aaron@spqld.com.au
<b>Insect / Barrier Screens</b>	Mason Screens	Marty <b>07 3245 1566</b> admin@masonscreens.com.au
<b>Joinery</b>	Kingswood Cabinets Pty Ltd	Steve Sibraa <b>07 3204 0488</b> steve@kingswoodcabinets.com.au
<b>Mechanical Ventilation &amp; Air Conditioning</b>	Energy Air (Qld) Pty Ltd	Alana Adamson <b>3890 8995</b> service@energyair.com.au

TABLE 2: Subcontractor Contacts		
<b>Metal Roofing</b>	Stoddart (S. E. Queensland) Pty Ltd	James Shewan <b>07 3725 5959</b> james.shewan@stoddarts.com.au
<b>Stone benchtops</b>	Accent Benchtops Pty Ltd	Jenni Toovey <b>07 5513 1177</b> quotes@accentbenchtops.com
<b>Termite Protection</b>	Cure All Pest Control Pty Ltd	Brendan <b>07 3349 8572</b> brendan@cureallpest.com.au H

## OTHER CONTACTS

### Emergency:

Police, Fire, Ambulance: 000

### Police:

Police Link (non-emergency): 13 14 44

Brookside Police Beat: 07 3364 1818  
Shop 118, Brookside Shopping Centre

Stafford Police Station: 07 3364 1800  
88 Webster Road, Stafford

### Fire:

Arana Hills Fire Station: 07 3851 0563  
1145 South Pine Road, Arana Hills 4054

### Ambulance:

Non-Emergency Ambulance: 13 12 33

### Hospital:

Prince Charles Public Hospital: 3139 4000  
627 Rode Road, Chermside 4032

North West Private Hospital: 3246 3133  
137 Flockton Street, Everton Park 4053

### Transport:

TransLink: 13 12 30  
www.translink.com.au

### Council:

Brisbane City Council: 07 3403 8888  
www.brisbane.qld.gov.au

### Post:

Australia Post: 13 76 78  
www.auspost.com.au



## 5. MOVING IN GUIDE

### MOVING-IN PROCEDURES AND PROTECTION MEASURES

To coordinate access and ensure minimal disruption to other residents, all residents must follow the moving-in and exiting procedures. A dedicated move time can be booked online via the Ashford Residents Portal. A Removalist Terms/Conditions Form must be completed in advance of moving. Further details on moving can be sought from the Community Manager.

### PROCEDURES WHILE MOVING IN

Please be aware that all move-ins and furniture deliveries require a suitable vehicle to enter the site and adhere to specific guidelines. An appropriate vehicle would be able to manoeuvre throughout Murphy Court without restricting other vehicles' movement or creating damage to surrounding infrastructure/landscaping. At no time should a removalist vehicle block access to any part of the internal road. The Caretaking Manager will be able to provide further advice at this point.

All removalists will be required to sign an indemnity form, accepting responsibility for any damage to equipment and body corporate common areas, before being allowed access to the common property. This form will be available from the Caretaking Manager.

Please follow these procedures while moving:

- Book a suitable move-in time with the Caretaking Manager (via the Ashford Residents Portal).
- Ensure loading facilities are available, adequate protection measures are installed on common property, and residents are not disturbed.
- Ensure your removalist company has suitable insurance to cover damage to common property.
- Ensure all rubbish is disposed of correctly.
- Do not block the internal roads at any time.

### PROTECTION MEASURES

**Ceilings, Walls, and Doors:** Be aware of the length and width of all furnishings as well as the overall building dimensions to avoid scuffing or chipping ceilings, walls, and door frames.

**Flooring:** Do not drag heavy objects across carpets/flooring. Use appropriate moving equipment and/or carry all objects. A protective layer of soft fabric and stiff load distribution sheeting (i.e., plywood) should be used when moving heavy furniture and white goods over tiles and timber flooring.

**Lawns and Gardens:** Moving vans, vehicles, or trolleys should not park or traverse over lawns or garden areas.

### HOW TO DIRECT YOUR MAIL

Your home has been registered with Australia Post for delivery of mail. If you require mail to be diverted from your current address to your new home, you must apply for mail re-direction. A form should be available at any Australia Post Branch.

At their discretion, Brisbane City Council has allocated your new home a street address at the time of registration. 10 Murphy Court has been issued to the entirety of the CTS portion of the Ashford Residences, with your home given a unique identifier. In this instance, your unique identifier is the same number you were presented at the point of sale. See below an example of a Terrace Home street address.

**The postal address for your new Terrace Home will be:**

Terrace Home Number / 10 Murphy Court, Everton Park QLD 4053,  
i.e., 1/10 Murphy Court, Everton Park QLD 4053.

## SERVICE CONNECTIONS

The following contact details of popular essential services providers in Table 3 have been listed for your convenience. You are responsible for ensuring that all desired service accounts are connected in your name upon settlement. The list does not include all potential service providers and is not intended to represent a Mirvac recommendation. Provision of services will be at the discretion of the supplier. For your information, each Terrace Home is individually metered for both water and electricity.

### Important Notice:

You are responsible for ensuring that all other service accounts are connected in your name upon settlement. Please get in touch with the relevant service provider directly to arrange a connection of these services. Note: some services may require connection and installation following settlement (i.e., pay-TV services). We also recommend you have the appropriate insurance from the day of settlement.

<b>Rental &amp; Caretaking Manager</b>	Mirvac		caretaker.ashford@mirvac.com
<b>Electricity Connection</b>	AGL	13 12 45	www.agl.com.au
	Energyex	13 12 53	www.energyex.com.au
	Energy Australia	13 34 66	www.energyaustralia.com.au
	Ergon Energy	13 10 46	www.ergon.com.au
	Origin	13 24 61	www.originenergy.com.au
	Power Direct	1300 307 966	www.powerdirect.com.au
<b>Electricity Connection</b>	Dodo	1300 584 661	www.dodo.com.au
	iiNet	13 19 17	www.iinet.com.au
	Internode	13 66 33	www.internode.on.net.au
	Optus	1800 734 105	www.optus.com.au
	Telstra	1800 670 017	www.telstra.com.au
	TPG	13 14 23	www.tpg.com.au
<b>Water Connection</b>	Urban Utilities	13 26 57	www.urbanutilities.com.au
<b>Garbage &amp; Recycling Collection</b>	Brisbane City Council	3403 8888	www.brisbane.qld.gov.au
<b>Mail Collection</b>	Australian Post	13 76 78	www.auspost.com.au
<b>Pay TV / Streaming Services</b>	Foxtel		
	Netflix	1800 875 462	www.netflix.com.au
	Stan		www.stan.com.au
	Disney+		www.disney.com.au
	Amazon Prime		www.amazon.com.au
<b>Insurance</b>	AAMI	13 22 44	www.aami.com.au
	Allianz	13 10 00	www.allianz.com.au
	ANZ	13 16 14	www.anz.com.au
	Commonwealth Bank	13 22 21	www.commbank.com
	NRMA	13 21 32	www.nrma.com.au
	Westpac	1300 650 255	www.westpac.com.au
	RACQ	13 19 05	www.racq.com.au
	Youi	1300 225 605	www.youi.com.au
<b>Tax Depreciation (for investors)</b>	Strate Compliance Solutions	0429 691 607	info@stratacompliance solutions.com.au

### For Your Information:

Many electricity providers offer the option of purchasing some or all of your electricity from renewable energy. Renewable energy comes from the sun, wind, or another sustainable source.

Should you choose this option, look for certified Green Power products – these have been accredited by the Government as supporting new investments in the renewable energy sector. To compare prices and find certified products, please visit [www.greenpower.gov.au](http://www.greenpower.gov.au)



## 6. LIVING IN A BODY CORPORATE

### LIVING IN A COMMUNITY TITLE SCHEME

When owning or living at the Ashford Residences, you are part of a Community Title Scheme, which comprises individually owned lots and common property. This makes it possible for you, as an individual owner, to be part of a development and to share common areas with other owners. All Terrace Homes are community titled, defined by a Building Format Plan.

Areas within the Scheme that do not form part of an individual lot are Common Property. This includes, but is not limited to the Ashford Club, mail boxes, roads, visitor car parking, driveways, gardens not located within exclusive use areas, building structures, and services within property boundaries. The Body Corporate owns the Common Property, and all owners contribute financially to the maintenance of these areas.

A community titles scheme is administered by a registered and legally enforceable document called a Community Management Statement (CMS). As a Terrace Homeowner, you are automatically part of the Body Corporate. You are responsible for managing the building and financial contributions to maintain Common Property. You can obtain a current version of the CMS at any time from the Body Corporate Manager.

For more information on the Ashford Residences Community Management Scheme, please refer to the Community Management Statement in the Disclosure Documents provided as part of your contract of sale.

## LIVING IN A BODY CORPORATE

The Body Corporate deals with all matters associated with the management and administration of the Common Property, including:

- Maintenance, cleaning, and repairs of common areas;
- Insurance (such as building, public liability, workers compensation, etc.);
- Control, cleaning, and use of the common facilities;
- Matters relating to garbage, noise, pets, and the like;
- Administration and sinking fund;
- By-Laws; and
- Administration of the Executive Committee.

Should you have any questions or concerns with the internal and external surroundings of the building, please ensure you address these to the Body Corporate as soon as possible

The Committee is a body of volunteer owners elected to represent the Body Corporate in the day-to-day running of the strata scheme. The Committee operates similarly to a board of directors for a company. The committee consists of a minimum of three (3) and no more than seven (7) people that are elected at the Annual General Meeting (AGM) to hold the following positions;

1. Chairperson
2. Secretary
3. Treasurer
4. Ordinary members of the committee.

A general meeting is a meeting of all members of the Body Corporate. At a general meeting, resolutions are passed, among other things: to confirm the annual accounts, set budgets and levies, determine if an audit is required, and any other issue that requires a general meeting resolution. The last item of the agenda at every annual general meeting is the election of the Executive Committee. The legislation prescribes the format of a general meeting, the types of resolutions required, and who is eligible to vote.

A Committee Meeting is a meeting of the elected voting members held at regular intervals throughout the year.

## KEEPING OF PETS

In accordance with the Ashford Principal By-Law 16 and Ashford Terraces By-Law 12, a maximum of two Pets are permitted within a lot. Pets must wear an identification tag, tattoo, or microchip, be licensed or registered, be clean, and be appropriately restrained while on common property. No Pets are allowed in the Ashford Club. Refer to By-Laws for further details.

Pets are defined in the By-Laws as: dogs, cats, birds and other animals normally kept as pets. Pets do not include exotic animals or other animals which are inappropriate for a residential development, for example, farm animals, snakes or wildlife. Animals which are not Pets may not be kept within the scheme.

## CARETAKING AND LETTING MANAGER

A caretaking and letting manager has been appointed for Ashford Terraces (refer to Section 3 for contact details).

The Caretaking and Letting Manager's responsibilities may include;

- Assisting in renting your home;
- Tenant management;
- Rental appraisals;
- Property maintenance assistance;
- Day to day maintenance and cleanliness of the Scheme;
- Organising cleaning, maintenance, and repairs of common property;
- Garden and landscape maintenance of areas not located within exclusive use areas; i.e., streetscape and Ashford Club, and
- Maintaining bookings for common facilities via the Ashford Residents Portal.

## YOUR LEVIES – ADMINISTRATION AND SINKING FUND

Levies are the financial contributions paid by all owners to the Body Corporate to cover costs incurred in the management of the building and for allocation for capital expenditure. The amount is based on Contribution Schedule Lot Entitlements (CSLEs), and each owner pays a share of the costs.

The budgets for the administrative and sinking funds determine levies and are generally resolved at each Annual General Meeting (AGM);

1. Administrative Fund – is for regular recurring expenditure and includes payments to service contractors, ongoing maintenance and repairs, and the upkeep of Common Property.
2. Sinking Fund – is a separate fund where money is put aside for future non-recurring maintenance (e.g., painting exterior surfaces) and new Body Corporate assets.

## EXCLUSIVE USE AREA

While exclusive use areas form part of the common property, if your Lot includes exclusive use of an external area, including a garden, you may treat that garden as if they were your property. Lot owners are responsible for maintaining all lawns, gardens, and landscaping within their allocated exclusive use area. Refer to the By-Laws located within Section 11 for further information on exclusive use areas. Refer to Section 16 for Exclusive Use Area plans.



## BY-LAWS

The responsibility of owners and residents within a community titles scheme is governed by a set of “rules” known as ‘By-Laws.’ By-Laws set out the rights, obligations, and expectations of all parties within the Scheme and have been created to ensure a cohesive living environment. By-Laws can be amended, and new By-Laws introduced at a General Meeting of the Body Corporate.

### **For Your Information:**

A copy of the Body Corporate By-Laws is included in this Manual for your reference in Section 14. They cover moving goods and furniture, keeping pets, cleaning, security, parking, etc.

## ALTERATION TO YOUR HOME

Before any building work is undertaken in your Terrace Home, you may need to obtain the necessary approvals from Brisbane City Council, Body Corporate, and any other relevant authority.

### **Important Note:**

Generally speaking, no alterations to your Lot can be made without prior written approval from the Body Corporate. The exception is for modifications to areas that are not visible from the street or any adjoining lot in the Scheme, that do not detract from the visual amenity of the Scheme, or are not structural alterations or affect any services to the Lot. Refer to the By-Laws located in Section 14 for details as further requirements.

## MAINTENANCE RESPONSIBILITIES

### Lot Owner (or Occupant) Responsibility

- Insurance for property located within a private lot or exclusive use area (includes applied finishes such as carpets and window furnishings – refer to your specific insurance provider’s policy)
- Insurance for the loss of rent (the Body Corporate does cover loss of rent for investors & Temporary Accommodation for owner-occupiers should you Terrace Home be deemed uninhabitable due to a deemed ‘insurance event’ under the body corporate’s policy)
- Insurance for wilful damage by tenant
- Maintenance of appliances within private Lot
- Maintenance of paint finishes within private Lot
- Maintenance of tiles and external pavers within private Lot
- Maintenance of carpet within private Lot
- Maintenance of sanitary fittings within private Lot
- Maintenance of air conditioning and including insurance for equipment servicing a private lot, whether or not located within the Lot
- Changing light globes within a private lot
- Maintenance of intercom units within a private Lot
- Pest control within a private lot or exclusive use area
- Maintenance of balcony balustrades (internal face)
- Maintenance of clear balcony drainage under elevated paving by removing debris, including pet faeces

### Body Corporate Responsibility

- Insurance of common area property and primary building structure
- Maintenance of appliances within common property
- Maintenance of paint finishes within common property
- Maintenance of tiles within common property
- Maintenance of carpet within common property
- Maintenance of loose furnishings and equipment within common property
- Maintenance of landscaping (including planting and paved or tiled areas) except where within an exclusive use area
- Maintenance of air conditioning equipment servicing common areas
- Maintenance of balcony balustrades (external face)
- Maintenance of external windows and doors
- Maintenance of landscaping within an exclusive use area allocated to a private lot
- Maintenance of paint within the common property and on external building surfaces
- Maintenance of emergency equipment
- Maintenance of all fire doors, including apartment entry doors
- Changing light globes within common property
- Replacement of garage doors (not including the motor)
- Maintenance of main entry and lobby intercoms
- Maintenance of fire protection systems
- Pest control within common areas

## SAFETY – CLEANING & MAINTENANCE PROTOCOL

Please assist the Caretaking Manager in its role by reporting any common property cleaning or maintenance needs when noted.

As the owner of a Terrace Home, you are responsible for cleaning and maintaining your home and all areas within your Lot.

### Important Note – Cleaning and Maintenance

The Owner's Manual aims to provide a helpful guide on the cleaning and maintenance of your Terrace Home, which can be carried out safely and efficiently. However, professional cleaners and licensed tradespeople with necessary safety equipment are recommended where appropriate.

For your safety and that of other residents, it is essential you take reasonable measures while undertaking any cleaning and maintenance. At a minimum, please follow these guidelines:

- Consult the other relevant sections of this Owner's Manual and the By-Laws before undertaking maintenance and cleaning.
- Untrained or unlicensed persons should never attempt to service or alter any electrical, communications, air conditioning, water, or plumbing services.
- Untrained or unlicensed persons should not attempt any works where a fall from a height may be possible (i.e., works requiring the use of a ladder).
- Do not stand on a raised platform, chair, or ladder of any height on balconies or adjacent to windows or stairwells.
- Do not lean out of windows or over balconies to clean, service, or repair any item.
- Any activity that requires external work, or the use of ladders, must be carried out in accordance with all relevant legislation, codes, and guidelines.
- Children must always be supervised when works are being undertaken (particularly on balconies and external areas).
- Always take a common-sense approach when undertaking any maintenance or cleaning. Do not attempt any dangerous tasks – appoint a professional.



## 7. COMMON FACILITIES

### PARKING AND INTERNAL ROADS

#### Residential Parking

Each Terrace Home is provided with a two-car lockup garage. Residentials must ensure they only park within their Lot. Parking by residents is prohibited along Murphy Court and on common property.

#### Visitor Parking

Visitor parking is provided throughout the Ashford Development and is to be used by bonafide visitors only, for a maximum period of 24 hours. All visitor car parking spaces are signed appropriately and form part of the Common Property. The Body Corporate is responsible for maintaining and covering the operational costs for the visitor car parking. The Body Corporate may set rules for accessing and using the visitor car parks. Parking by visitors is prohibited along Murphy Court. Refer to Figure 1 below for the location of the visitor parking bays.



Figure 1: Location of the Visitor Carparks throughout the Ashford Residences.

### INTERNAL ROADS WITHIN THE COMMON PROPERTY

Please note the following:

- Murphy Court has a speed limit of 40km/h (refer to Section 18 of the Ashford Principal By-Laws).
- No parking along Murphy Court (refer to section 7 and 4 of the Ashford Principal and Terrace By-Laws, respectively).
- Follow all signs and directional marking.
- Internal roads within Ashford Terraces are shared spaces (cars and pedestrians). Be aware of pedestrians at all times while driving.
- Be considerate of your neighbours when driving and try to minimise noise.
- Avoid the use of high beams while driving.

### WASHING OF VEHICLES

Due to the nature of the development, the washing of vehicles is not permitted within Common Property. It is suggested to use a local car washing facility for vehicle washing purposes. A number of local facilities are listed below.

Star Car Wash  
Brookside Shopping Centre  
159 Osborne Road, Mitchelton QLD 4053  
3733 3190

Carwash Headquarters  
466 Stafford Road, Stafford QLD 4053  
3356 9664 / Open 24 Hours

#### Important Note:

Internal stormwater drains flow down to the Eco Area. Washing your vehicle on Murphy Court and/or on your driveway would result in dirty/contaminated water entering the Eco Area.

## MAIL

An individually keyed mailbox for each Terrace Home is located at the main entrance to the Ashford Residences terraces (opposite the Ashford Club). Refer to Figure 2 below.



Figure 2: Location of the Terrace Home Mailboxes

### Important Note:

Keys for your mailbox are provided to you at settlement within your Owner's Pack.

## WASTE DISPOSAL AND COLLECTION

### Waste Collection

Brisbane City Council waste services collect garbage within the Ashford Residences. Each Terrace Home can accommodate waste and recycling bins in its garage. You must store your bins in their designated storage location and move them to the designated bin collection location on collection days. Refer to the By-Laws in Section 11 for your obligations relating to Common Property and waste collection.

### Waste Collection Bins

To order your waste collection bins (general and recycling) please contact Brisbane City Council through either of the following methods:

- Online at <https://www.brisbane.qld.gov.au/clean-and-green/rubbish-tips-and-bins/rubbish-bins/bins-for-newly-built-houses>
- Via phone on 07 3403 8888

### Waste Collection Days

Brisbane City Council provides a weekly household garbage collection service and fortnightly household recycling collection service.

**Note:** collection frequency is subject to change at the discretion of the Council.

On waste collection days, garbage bins can be left on Common Property. The area to leave the bin will depend on your lot location. Please refer to the section below to determine your bin collection area.

**Note:** collection areas may change at the discretion of the Council.

### Waste Collection Location

Depending on where your Terrace Home is located, the placement of your waste and recycling bins on collection day varies. For Terraces located along the ring road (Terrace Homes 58 – 73), bins are to be placed in front of the driveway. For homes located down a shared driveway (Terrace Homes 117-123), dedicated concreted areas have been installed along the ring road, otherwise known as bin pads. The bin pads are located adjacent to the footpath on either side of the shared driveway (refer to Figure 3 below for reference). Bins are to be placed on these pads only, not on the footpath or any vegetated area.

Unless a service contractor is otherwise engaged to perform the function, any waste bins left for collection must be removed by the relevant occupant whose waste bin it is from the Common Property or the road verge soon after waste collection, within 24 hours of collection.



Figure 3: Location of the Bin Pads



## 8. THE ASHFORD CLUB

### OVERVIEW

The residents bring the Ashford development to life, and the exclusive Ashford Club forms an integral part of the community. Situated in the heart of the community and on the edge of the unique Eco Area, the Ashford Club has something for everyone.

The club boasts a resort-style swimming pool extending to the Eco Area. Surrounded by multiple seating options for families, large groups, or a quiet retreat, there's space for whatever you're after.

Alfresco dining and cooking options have been incorporated with barbeque and teppanyaki facilities close to the pool. Sunset drinks and socializing are a must with pavilions, a lounge deck, and a sunken fire pit. And if keeping fit is on the agenda, a fully equipped gym exclusive to residents is yours to enjoy.

### AMENITIES

The Ashford residents can immerse themselves in Brisbane's sub-tropical poolside lifestyle. Inspired by the facilities often associated with luxury highrise developments, the Ashford Club offers an exclusive recreational facility for every resident to relax, entertain, exercise, and play.

#### Pool

The Ashford Club is centered around the resort-style 22 metre long swimming pool. A focal point of the club and the residences as a whole, the pool overlooks the Eco Area and further out onto the Kedron Brook.

#### Gym

The exclusive gym within the club is equipped with all the equipment you would expect to find in a gym. This includes but is not limited to free weights, cable machines, treadmills, other cardio machines, and an open area for all types of bodyweight exercise and Yoga. While airconditioned, the bi-fold doors within the gym open up overlooking the pool allowing for a relaxed, natural breeze.

#### Dining/Lounging Areas

An important role of the Ashford Club is to bring the Ashford community together. With this in mind, the club includes two alfresco dining areas centred around either a teppanyaki bar or barbeque. Entertaining in the club is not limited to dining, with multiple lounging areas spread throughout. Overlooking the Eco Area is a sunken lounge with a central fire pit. Several daybeds and shaded cabanas surround the pool; there is a space for any occasion.

#### Lawn

An extension to your rear courtyards, the Ashford Club features a large lawn area to be enjoyed by the residents. The lawn is fenced from the Murphy Court, offering a safe and secure space suitable for various activities. Please note the lawn is located within the pool area, and a responsible adult must supervise children at all times.

## HOURS OF ACCESS

The hours of access to the Ashford Club are between 5:00 am and 10:00 pm. Please consult with the Care Taker should you wish to use the club outside of the standard hours.

## BOOKING THE RECREATION BUILDING

Several spaces within the Ashford Club can be booked for the exclusive use of you and your family or friends online via the Ashford Residents Portal. Please contact the Ashford Residences Team if you wish to book a space not available online.

## CARE AND RESPONSIBILITIES

Owners, occupants, and visitors are responsible for cleaning any mess after their use and disposing of rubbish. Users of the common areas should consider other residents when using this area.

Note: please do not consume anything grown in the landscaped areas. The plant species are not for human consumption.

### Important Note:

Please refer to the Body Corporate By-Laws and Good Neighbour Guide for further requirements while occupying the recreation and common areas.

## PETS

No Pets are allowed in the Ashford Club. Refer to the Ashford Principal (16) and Terraces (12) By-Laws for further details.

## CONDITIONS OF USE

### Gym Conditions of Use

- Use of the gym is at your own risk
- Do not remove any weights, mats or equipment from the gym
- Dry yourself completely before entering gym
- If you have any medical conditions, consult your doctor prior to use
- Familiarise yourself with equipment prior to use
- Only use the equipment for its intended purpose
- After use, please return all equipment to its appropriate location
- Do not drop the weights
- Use a towel to wipe down the equipment after use • Appropriate clothing/footwear must be worn
- Be courteous and respectful of others
- Discard rubbish after use

### Pool Conditions of Use

- Children are to be supervised at all times
- No running or rough play
- No diving
- No food or drink in the pool area
- No glass is permitted
- Do not remove/move the pool furniture
- Wipe down furniture after use
- Be courteous and respectful of others
- No smoking (including e-cigarettes)

### General Conditions of Use

- The Ashford Club is to be used between 5am - 10pm only
- Use of the Ashford Club is at your own risk
- For residents and their guests only. A resident must accompany guests at all times
- Children are to be supervised at all times
- No running or rough play
- No glass is permitted
- No smoking (including e-cigarettes)
- Discard rubbish after use
- Do not remove/move the furniture
- Please be courteous and respectful of others
- Ashford Club is under 24hr CCTV monitoring

### Dining Facilities Conditions of Use

- Use of facilities is at your own risk
- No glass is permitted
- By reservation only via the portal
- Report any faulty equipment
- Children are to be supervised at all times and not to operate cooking appliances
- Users are responsible for cleaning the grill/cooktop and the surrounding area after each use. Cleaning fees may apply
- Utensils are available in the cupboards and must be cleaned after each use
- Immediately clean up spills
- Ensure all appliances are turned off after use
- Discard rubbish after use
- Be considerate of others
- No smoking (including e-cigarettes)
- This area is under 24hr CCTV monitoring

## HOURS OF ACCESS

The hours of access to the Ashford Club are between 5:00 am and 10:00 pm. Please consult with the Care Taker should you wish to use the club outside of the standard hours.

## BOOKING THE RECREATION BUILDING

Several spaces within the Ashford Club can be booked for the exclusive use of you and your family or friends online via the Ashford Residents Portal. Please contact the Ashford Residences Team if you wish to book a space not available online.

## CARE AND RESPONSIBILITIES

Owners, occupants, and visitors are responsible for cleaning any mess after their use and disposing of rubbish. Users of the common areas should consider other residents when using this area.

Note: please do not consume anything grown in the landscaped areas. The plant species are not for human consumption.

### **Important Note:**

Please refer to the Body Corporate By-Laws and Good Neighbour Guide for further requirements while occupying the recreation and common areas.







## 9. TERRACE HOME SERVICES

### AIR CONDITIONING

Your Terrace Home has been supplied with a reverse cycle ducted air conditioning system for heating and cooling. The control panel for your air-conditioning unit is wall-mounted and located in the living room downstairs.

There are two types of air conditioning systems used throughout the Terrace Homes. The standard 'day/night' system has the capacity to run the downstairs area and master bedroom, or the master bedroom and upstairs area. The upgraded Multi-Zone system has the capacity to cover all areas within the house at the same time. Where the upgraded air conditioning unit has been selected, there are temperature sensors throughout the home. These wall-mounted sensors also act as an additional control panel to turn the air conditioning on (or off) in that room.

Further details on the operation and correct cleaning and maintenance of both systems can be found below and in Section 18.



Standard System



Upgraded System



Wall-Mounted Sensor

### Tips for Optimising the Performance of your Air Conditioning

The following tips will assist in optimising the performance of your air conditioning:

- Extreme thermostat settings such as 16°C or 28°C do not improve the system's performance or increase the heating or cooling rate. Extremes in temperature variation may not be achievable and may lead to significantly higher running costs.
- If running the air conditioning system throughout the home, leave all internal doors open to maximise air flow and efficiency. If running the air conditioning system in a particular area of the home, close the relevant internal doors to seal that area and allow the air conditioning units to function more efficiently. When running multiple air conditioning units together, set each unit at the same temperature to maximise efficiency.
- Avoid leaving external windows and doors open while operating the air conditioning system. This can allow contact between warm outside air and cold internal surfaces (i.e., air conditioning grilles). This effect causes condensation and leads to water damage to the plasterboard. In addition, the efficiency of the air conditioning system is greatly reduced and leads to significantly higher running costs.

### Cleaning and Maintenance Instructions

- Air filters to the indoor units should be cleaned every two weeks by vacuuming or washing with a mild detergent and water solution. Ensure filters are thoroughly dried before placing them back within the unit.
- Titanium apatite photocatalytic filters should be cleaned every six months and replaced every three years.
- External surfaces of both outdoor and indoor units can be cleaned with a soft cloth.
- Do not use hot water (above 40 degrees) or scrubbing brushes on any components.
- Annual servicing by a specialist air conditioning company is recommended.

### Important Note:

Owners are responsible for the insurance and maintenance of their air conditioning system, including the air conditioning condenser. Should there be any operational/performance issues with your air conditioning system, please address these directly with the manufacturer as per the warranty.

Please note that the warranty provided is conditional on maintenance being undertaken during the warranty period, including routine maintenance, checking of anti-corrosion treatments, cleaning the air filter, and checking various items at the standard timeframes noted. Refer to Section 10 below for guidance on the maintenance of your system. The Resident's Instructions, Warranty & Warranty Checklist are included in Section 18.

A licenced contractor should be engaged for any maintenance or repairs to the air conditioning system.

### Isolator

Your air conditioning system isolator switch is located outside your home, near your condenser unit. The isolator (refer to the following image) is designed to prevent the repeated tripping of the home safety switches if your air conditioning unit becomes faulty. When the switch is in the off position, no power is being delivered to your air conditioning unit. In the event your isolator keeps tripping to the off position, contact Energy Air at (07) 3890 9885. Please note only an appropriately qualified and licensed professional should be carrying out maintenance work on your air conditioning unit.



Isolater Switch



Air Conditioner Condenser Unit

### Built-in Bathtub Plug

Your built-in bathtub includes a twist-handle bath plug. To open and close the plug, turn the circular handle towards the top of the bath to the left/right.



## COMMUNICATIONS

### Telephone and Internet

You will need to contact your preferred service provider (i.e., Telstra, Optus, etc.) to create your telephone and/or internet account and arrange phone allocation from their networks. The connection of the telephone lines can be organised with your service provider as required.

Every telephone/data point within your home has been reticulated using Cat 6 cabling. This means each point can be configured to be either a telephone or data point. These points are all wired to the centralised location, generally within the garage.

If you require any phone or data points to be changed or added throughout the home, you will need to engage a licensed communications contractor/electrician.

### Free To Air TV

An antenna is located on each building and is tuned to receive a quality signal for free-to-air commercial television. The signal is reticulated throughout all buildings to each terrace home. TV outlets are provided in the following locations:

- Living rooms
- Master bedroom
- Any additional rooms where you may have selected to include a TV point

As you will be connecting to a new television signal distribution system, your television should be re-tuned to ensure optimum reception. We recommend you engage the services of an experienced technician to assist you in re-tuning your TV if necessary.

### Pay TV

The provisions for Pay TV, i.e., Foxtel, have not been included within your Terrace Home. Any works to install a pay TV service to your property will have to be done after settlement. Please ensure you consult the By-Laws before altering/adding any external components, i.e., satellite dish.

In lieu of the above, each home has been provided with a high-speed NBN connection to allow for streaming the latest TV shows and movies via online streaming services. Further information regarding your NBN connection is below.

### National Broadband Network (NBN)

The Ashford Residence Terrace Homes are NBN-ready. Each home has a Premise Connection Device (PCD) for the NBN network. The PCD is located on the entry wall for center Terrace Homes and the exterior wall for homes on either end of a building. Please liaise with NBN to connect your home to the network. Internal wiring within your home is all Cat 6.

## DOOR & WINDOW SECURITY

All external doors (including entry doors) and most windows to your dwelling are lockable. Balcony sliding doors are only lockable from within the home by the locking lever. The windows with locks will have a key lock (key provided at settlement).

## ELECTRICAL SERVICE

### Electrical Supply

Your new home has been supplied with a standard 240-volt, single-phase power supply. As your land is located within a Body Corporate, power is supplied via a Main Switch Board through a Pad Mount Transformer Refer Figure 4 below for the location of the electrical infrastructure.

The transformer is a pad mounted power distribution transformer lowering power from high voltage to standard household voltage which is owned and maintained by Energex. The Main Switch Board distributes this power to panelboards, referred to below as Meter Panels, which further divides the power to feed small loads, i.e., your new home. As demonstrated in Figure 4, there are a total of 6 Meter Panels throughout the residences.

The electrical infrastructure from the Main Switch Board, including the Main Switch Board, to your home, are private assets. As these are private assets, they are looked after by the Body Corporate.

#### Important Note:

The Meter Panels throughout the estate will be locked. To gain access to these panels, please get in touch with the Community Manager. Should there be a power fault, a licensed electrician must be engaged to carry out any necessary work.

### Electricity to Common Areas

Electricity supplied to common areas is paid for by the Body Corporate. Your contribution to this cost is covered in your body corporate levies.

### How is Electricity Charged / Metered?

Electricity supply within the Ashford Residences is by way of individual supply to each Terrace Home. This means that you will need to arrange for electricity supply directly from your preferred electrical supplier on settlement. Your electrical supplier should only bill you for the electricity used by your Terrace Home.

#### Please Note:

The cost of electricity is the Terrace Homeowner's responsibility commencing at the settlement date. Therefore, you will be required to notify the service provider of a change of account name at the time of settlement.

### Where is my Electrical Meter?

While all Terrace Homes are individually metered, the physical meters are in centralised Meter Panels throughout the estate. Refer to the below and Figure 4 for further details on the location of your Meter Panel.

#### Meter Panel 2:

Terrace Homes 58 - 64, Located opposite the mailboxes on Murphy Court

#### Meter Panel 3:

Terrace Homes 45 - 57, 86 - 89, 99 - 104, Located adjacent to Lot 89, on Murphy Court

#### Meter Panel 4:

Terrace Homes 74 - 85, 95 - 98, Located at the rear of Lot 83, down the internal driveway

#### Meter Panel 5:

Terrace Homes 65 - 73, 117 - 124, Located along the side boundary of Lot 69, on Murphy Court

#### Meter Panel 6:

Terrace Homes 90 - 94, 105 - 116, Located along the side boundary of Lot 94, down the internal driveway

### What to do When the Power Goes Out?

In the event you lose power to your home, please contact the Community Manager.



Figure 4: Location of the Meter Panels

#### Important Note:

Should there be a power fault, a licensed electrician must be engaged to carry out any works necessary to rectify the issue.

### Where is my Switchboard?

Switchboards are located within the garage of each home. As demonstrated in the image to the right, your switchboard is on the right, closet to the garage door, with the NBN Home Hub to the left. The switchboard distributes your electricity to smaller load circuits. The board provides a protective circuit breaker or fuse for each circuit.

### How does the Switchboard work?

All light, power, air conditioning, rangehood, and exhaust fan circuits are protected by circuit breakers at the switchboard. General power outlets (GPO's) have a safety switch for added personal protection, including those into which appliances are plugged and lighting circuits. Do not store items in front of or in contact with the switchboard. A licensed electrician must be engaged to locate and fix any fault with the switchboard's power supply.

### Where is my Switchboard?

Switchboards are located within the garage of each home. As demonstrated in the image to the right, your switchboard is on the right, closest to the garage door, with the NBN Home Hub to the left. The switchboard distributes your electricity to smaller load circuits. The board provides a protective circuit breaker or fuse for each circuit.



Location of the Switchboard.

### How does the Switchboard work?

All light, power, air conditioning, rangehood, and exhaust fan circuits are protected by circuit breakers at the switchboard. General power outlets (GPO's) have a safety switch for added personal protection, including those into which appliances are plugged and lighting circuits. Do not store items in front of or in contact with the switchboard. A licensed electrician must be engaged to locate and fix any fault with the switchboard's power supply.

#### Important Note:

Should your safety switch trip for any reason, follow these steps:

1. Isolate or turn off all GPO's & lights, and unplug all appliances.
2. Reset the safety switch.
3. If the safety switch cannot be reset, contact a licensed electrician as a fault exists with the wiring or the switch itself.
4. Turn on the GPO's one at a time or until the safety switch trips. When it trips, you have found the faulty outlet.
5. If the safety switch does not activate after carrying out Point 4 above, plug your appliances back into GPO's one at a time or until the safety switch activates. When it activates, you have determined the cause of the fault. Take the faulty appliance to a qualified service centre for repairs.

### Spike Light

Your rear yard includes a feature tree, which at night time, is lit up via a spike light. This light is controlled from inside your home. This light's electrical wire often runs from behind your A/C condenser and under your garden. As this power supply runs just below the finished surface level of your garden, please be mindful when undertaking gardening and/or landscape works.



### Electricity to Common Areas

Electricity supplied to common areas is paid for by the Body Corporate. Your contribution to this cost is covered in your body corporate levies.

### Tips for Saving Electricity

Approximately 50% of total greenhouse gas emissions arise from the stationary energy sector in Australia, including electricity production. This means that reducing electricity use can significantly reduce Australia's greenhouse gas emissions. Practical tips to reduce electricity use include:

- Switching off lights and appliances when not in use.
- When buying new appliances, look for high energy efficiency ratings, which mean lower operating costs (see [www.energyrating.gov.au](http://www.energyrating.gov.au) for details).
- Using energy-efficient lighting like compact fluorescent lamps or LEDs instead of incandescent bulbs.
- Where possible, wash clothes in cold water.
- Clean and maintain appliances such as fridges, ovens, and range hoods to ensure efficient operation.
- Insulate your home effectively with curtain pelmets, draft seals, and window shades if necessary.

## GARAGE DOOR

Your new home has been fitted with an electric garage door by Steel-Line Garage Doors. Your door can be raised and lowered via a portable remote control, a switch that can be mounted to the wall, or via the red button on the ceiling mounted motor.

If your home loses power and you need to raise or lower your door, you can pull on the rope, as shown in the following image. Once pulled, the release mechanism disconnects the door, allowing free movement along the rail/track. Please note once the door has been disconnected, there is no resistance, and the door will come down fast. Only pull on the rope once the area is clear from all persons and property.

To reconnect the door to the automatic carriage, press your remote or wall switch, and it will reengage.



Manual rope/latch



Ceiling Mounted Motor



Garage Control



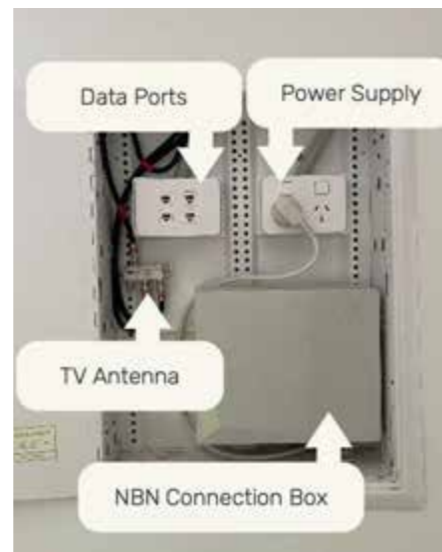
Portable Garage Remote

## GAS SERVICES

Reticulated gas is not available within this project.

## HOMEHUB

Your HomeHub is located in the garage next to your electrical Switchboard. The central enclosure is home to the devices that enable the delivery and distribution of NBN and Free-To-Air TV services throughout your home. An example of a HomeHub and what is included within can be seen in the following image. Please note the contents within the HomeHub may vary depending on the number of Data and TV points in your home.



## HOSECOCKS

Externally, your new home comes with at least one hosecock, but depending on your unit type, there may be multiple. Where your home has a hosecock at the front, accessible by the general public, a vandal-proof fixture has been provided. The key to access water from this fixture is a part of your key pack. The following images demonstrate a standard hosecock, a vandal-proof hosecock, and the access key.



Standard Hosecock



Vandal-Proof Hosecock



Vandal-Proof Key

## HOT WATER

Each Terrace Home includes an individual electrical storage hot water system that individually services your home.

### Where is the Hot Water System Located?

Depending on the Terrace Home type, your electric hot water system is located within either the garage or laundry. Refer to the images on the right for reference.

### Storage Around Hot Water System

It is important you do not store items on or around your Hot Water System. Storage of items around the system will prevent easy access and may cause the tray the system sits on to break and leak.



General positioning of the Hot Water System within a Terrace Home.

### Who is Responsible for the Hot Water System?

Homeowners are responsible for servicing and maintenance of their hot water systems in accordance with the manufacturer's recommendations. Refer to Section 18 for further details.

#### Important Note:

A licenced plumber should be engaged for any maintenance or repairs to the hot water system.

## INDUCTION COOKTOPS

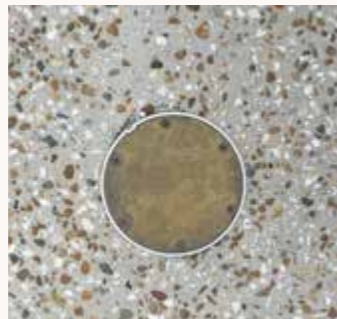
To maximize your induction cooktop's performance, it is essential you use the correct cookware while using the cooktop. Generally speaking, to determine whether a pan is suitable, check to see if a magnet will stick to its base. Please refer to the cooktop instruction Manual found in Section 18, which provides further information on suitable induction cookware and methods to maximise your cooktop's performance. Any reputable cookware stockist should also be able to advise on suitable induction cookware.

## INSPECTION OUTLETS

Often referred to by industry tradespersons as I.O.s., inspection outlets are the best way for plumbers to access your drainage should there be a blockage. Your new home has a number of I.O.s. Internal outlets are in the garage and covered by a white square plate. Externally, these outlets are visible through a metal or plastic circular plate, depending on their locations. The following images demonstrate some I.O.s are found in your garage, on your driveway, or in your garden.



I.O in Garage

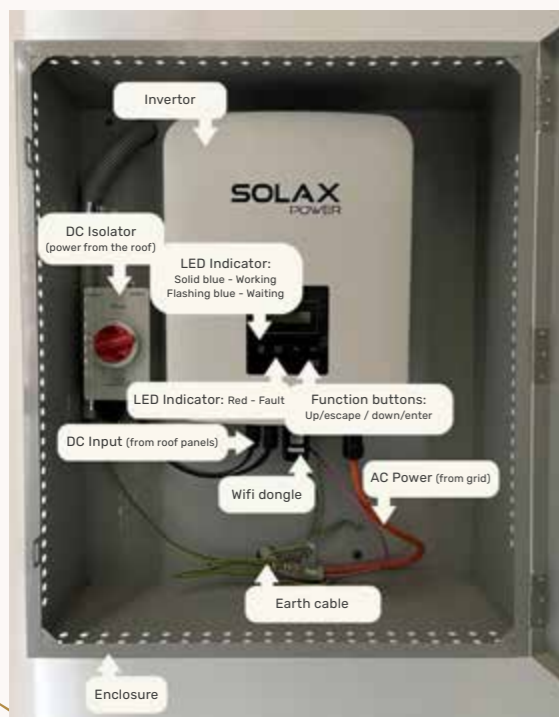


I.O in Driveway



I.O in Garden

## SOLAR



### Solar Enclosure

For the residents who chose to include the solar package as a part of their new home, a solar inverter has been included in the garage. There are several parts within the enclosure, as labelled in the image. Please take the time to familiarise yourself with the features of the enclosure and the manual provided on the portal. If you have not already done so, let the Mirvac Customer Relationship team know your preferred energy retail provider to finalise your solar connection.

### Provisions for Solar

Provisions for solar connection have been left for all homes not fitted with a solar system at the time of settlement (homes without the solar upgrade). Conduits have been run within the building from the upstairs ceiling void to the garage (always in-between the internal sub-board and garage door). Please note the provisions left for solar installation complied with the legislation at the time of installation. It is important you check with your preferred installer these provisions remain compliant.

## SECURITY AND FIRE SAFETY

### Smoke Detection

Your home is provided with one or more self-contained 240-volt mains-powered smoke detector unit(s) with a backup battery. An alarm is sounded from a detector when smoke is present to alert occupants. Each smoke detector has been tested at the time of commissioning. Refer to Section 18 for the testing dates for individual terrace homes. Detectors must be retested regularly in accordance with statutory requirements.

- Smoke alarms have a limited life span of around ten years. A licenced electrician should be engaged to replace alarms.
- Smoke alarms should be tested monthly by residents.
- Period testing by a licenced professional may be required for compliance of rented properties.
- The grill area of the smoke alarm should be cleaned every six months using a vacuum to remove dust or debris.
- A smoke alarm is required to emit a warning signal before the battery fails, usually a chirping sound.
- Batteries should be replaced at least once a year to ensure correct operation.
- Each owner is responsible for maintaining the smoke detectors within their home.

### Fire Protection

The party walls that divide the Terrace Homes have been fire-rated according to the requirements of the National Construction Code. The basis of the fire performance is the central fire barrier, which provides the primary fire resistance. Modifications or penetrations to these party walls are not permitted without prior approval of the body corporate.

Fire hydrants have been provided within the road reserve and are available for use by the Queensland Fire Brigade in the event of a fire. The hydrants are not accessible by residents or the body corporate.

## SECURITY SCREENS AND FLYSCREENS

Refer to the By-Laws in Section 14 for security screen and fly screen requirements.

## VENTILATION



### Wet Area Exhaust System

Wet areas in your terrace home are ventilated by either mechanical exhaust fans located in the wet area ceilings, operable windows, or both. For mechanical exhausts, a fan works by extracting air via a duct that extends through the building to an external point.

Changes to sustainability legislation limit fan sizes and extraction rates to buildings to reduce energy consumption. You may notice that condensation may occur during a hot shower. This is normal and may be more noticeable in the cooler months when the bathroom surfaces are cold.

## WATER SERVICES

### Water Metering

Water has been connected to your property with the local water authority –Urban Utilities. Ownership details are sent to Urban Utilities as a part of the conveyancing process. Urban Utilities will read your meter periodically and bill you separately for water consumption on your property which covers charges including water and sewerage services. Water supply within the Ashford Residences is by way of individual supply to each Terrace Home. All Terrace Homes are individually metered and billed by Urban Utilities.

### Where is my Water Meter?

Town water mains are reticulated throughout the estate to each terrace home. Each terrace home will have a water meter pit at the front of the dwelling (refer to the images for reference). A water meter and stopcock are located within the water meter pit. The valve will isolate the water supply to the house.



General positioning of water metres.

#### Important Note:

To turn off the water supply to your terrace home, turn the valve located in the water meter pit. This should be undertaken in the event of a water leak. A licensed plumber must be engaged to locate and fix any fault with the water supply or fix or replace any fitting such as a tap or showerhead.

### Tips for Saving Water

Tips to save water that will help the environment and reduce your utility bills include;

- Taking shorter showers – aim for 4-minute showers.
- Washing a whole load of dishes in the dishwasher generally uses less water than hand washing in the sink. Most dishwashers don't need dishes to be pre-rinsed to work effectively, and selecting an economy cycle will contribute to further water savings.
- Washing a whole load of clothes or adjusting the water level to fill only the required level.
- Promptly repair leaking taps or pipes.
- Using the half flush function on the toilet.
- Switching off the tap when brushing your teeth and shaving.
- Use a plugged sink to rinse dishes and clean vegetables rather than rinsing each item separately.

## WATER, WASTEWATER, AND STORMWATER

Like the electrical supply throughout the development, your water, wastewater (sewerage), and stormwater are all private assets. Should you encounter an issue with the infrastructure provided to your home, please contact the Community Manager in the first instance.

#### Important Note:

Internal stormwater drains flow down to the Eco Area. No waste is to be poured down the stormwater drains throughout the development.

## WINDOW FURNISHINGS AND SCREENS

Refer to the By-Laws in Section 14 for window furnishing and screen requirements.





## 10. MAINTAINING YOUR HOME

### MAINTENANCE REQUIREMENTS OF YOUR HOME

It is important that you are aware of the maintenance requirements of your home and who is responsible for them. Correctly maintaining your home is important to maximise your home's longevity and ensure the warranty is not void.

#### **Important Note:**

This section provides general information about maintaining your home. However, it is not all encompassing. Please refer to Section 18 for the installers' or manufacturers' guide on cleaning and maintenance requirements to comply with warranty conditions for further information on maintaining your home.

With your new terrace home, there are a number of parties involved, each with their responsibilities. Please refer to the figure below for general responsibilities. While this list is not exhaustive, it does provide a general guide.

#### **Builder: Brighton Homes**

Building defects and defect resolution

#### **Body Corporate**

Cleaning and maintenance of common property including landscapes

#### **Terrace Home Owner**

Proper cleaning and maintenance of your Terrace Home and exclusive use areas including landscapes

The following information listed below has been extracted from the Queensland Government website and is intended to be general.

For more information, please refer to [www.qld.gov.au/law/housing-and-neighbours/body-corporate/](http://www.qld.gov.au/law/housing-and-neighbours/body-corporate/).

#### **Body Corporate Maintenance**

The body corporate must maintain the common property and some things not on common property. The body corporate is usually responsible for maintaining:

- The outside of the building.
- The foundations and roofing of buildings.
- Roofing membranes that are not on common property but give protection for lots or common property.
- Essential structural elements of the building (like foundation structures, roofing structures that provide protection, and load-bearing walls) even if they are not on common property.
- Roads, gardens, and lawns on common property.
- Facilities on common property, i.e., Ashford Club, streetscape, and mailboxes.
- Railings or balustrades on, or near to, the boundary between a lot and common property, including the balustrade on a private balcony.
- Any doors or windows and their fittings in a boundary wall between a lot and the common property (including in balconies and including garage doors and their fittings).
- Utility infrastructure (equipment, pipes, and wiring) on common property, or in a boundary structure, or services more than one lot.



## Lot Owner Maintenance

The lot owner is generally responsible for:

- The inside of the Lot, including all fixtures and fittings.
- Doors and windows leading onto a balcony that forms part of the Lot.
- Utility infrastructure (equipment, pipes, and wiring) within the Lot's boundaries and only services that Lot.
- Utility infrastructure (including equipment and associated wiring and pipes) on common property, if it only services that Lot, i.e., hot water system, washing machine, clothes dryer, air-conditioner, or similar equipment.
- Any fixtures or fittings, including on common property, installed by the occupier of a lot for their benefit.
- Exclusive use areas the owner benefits from unless the exclusive use by-law says otherwise.

## AIR CONDITIONING

### Cleaning and Maintenance Instructions

- It is recommended that the air filters to the indoor units should be cleaned every two weeks by vacuuming or washing with a mild detergent and water solution. Ensure filters are thoroughly dried before placing them back within the unit.
- Titanium apatite photocatalytic filters should be cleaned every six months and replaced every three years.
- External surfaces of both outdoor and indoor units can be cleaned with a soft cloth.
- Do not use hot water (above 40 degrees) or scrubbing brushes on any components.
- Ensure that the air inlet and outlet on the outdoor unit are kept clear of any obstructions (e.g., dirt, leaves, plants).
- Ensuring that the condensation drain is kept clean
- Annual servicing by a specialist air conditioning company is required.
- Refer to Section 18 for further information.

## ALUMINIUM DOORS & WINDOWS

Aluminium windows and doors have a powder-coated finish, which needs to be cleaned and maintained regularly to ensure the decorative and protective properties of the coating are retained. Cleaning is recommended every three months to remove airborne deposits such as atmospheric pollution and dirt and ensure the powdercoat warranty is not voided. To clean;

- Remove dust with a wet sponge (rather than risk micro scratching by dry dusting);
- Remove any marks by the use of a warm, mild pH neutral detergent;
- Wash and remove powder deposits from the powder-coated surfaces using a soft bristle brush; and
- Always rinse afterward with fresh water so that the contact time with the cleaning solution is kept to a minimum.

Do not use abrasive cleaners, harsh solvents (including window cleaner or industrial-strength solvents or solvents recommended for removing sealant or mastic), scouring pads, blades, scrapers, or scrapers, or other harsh materials as these may scratch the finish. Always test a small discrete section of a frame to confirm the suitability of the cleaning agent used. This will ensure minimal or no damage to the powder coat colour or surface.

Refer to Section 18 for further information.

### Important Note:

Window furnishings are not to be mounted on any part of the aluminium door or window frame. This will void the warranty of the aluminium doors and windows.

## APPLIANCES

You do not have to register your appliances (Smeg or Miele) for warranty. This has been completed internally. Refer to Section 18 for Manufacturers' Instructions/Operation Manuals and Warranties for information concerning the appliances specific to your dwelling. To maintain the appearance and durability of your appliances, follow the instructions, hints, and advice in these documents.

In the event of an appliance malfunction:

1. Check power at the switchboard;
2. Follow relevant instructions in the Operation Manual; and/or
3. Check the warranty and call the Manufacturer's Service Centre.

### Important Note:

Please note that the Manufacturer's Warranties are often conditional and require regular maintenance. We also recommend that an authorised service agent inspect appliances every two years. As the warranty sits between you and the manufacturer, please get in touch with the manufacturer directly if there are any issues with your appliances.

## BALUSTRADE & PRIVACY SCREENS

Some homes have been fitted with balustrades and aluminium privacy screens (if applicable). The type and configuration of balustrades and privacy screens vary.

To maintain all powder-coated aluminium surfaces, regularly clean the surface with mild detergent and a soft cloth to ensure the longevity and warranty of the powder-coated finish.

Refer to Section 18 for further information.

### **Important Note:**

The Body Corporate is responsible for cleaning areas that cannot be reached on foot.

## BLINDS

If selected as a purchaser upgrade at the point of sale, roller blinds will have been fitted to your terrace home. In such cases, general maintenance or cleaning of roller blinds can be undertaken with a feather duster or soft bristle brush attachment on a vacuum cleaner to remove any dust collection on the fabric cover. This should be carried out a minimum of every three months.

Most stains can be removed with a damp sponge dipped in a solution of warm soapy water. Do not use harsh cleaners or bleaches. This should be done as quickly as possible to when the stain or mark occurred. Rinse the sponged area with clean cold water and allow the area to dry in a fully exposed position. Do not operate the blind so that the drying fabric is rolled-up.

Refer to Section 18 for further information.

### **Important Note:**

Should you wish to install window coverings post settlement, please consult the Body Corporate for approval.

## CARPET

Carpet in your home has been selected to provide a soft, maintainable, yet durable floor finish. In some instances, joins within the carpet may appear prominent (also known as "peaking") and occur with all heat bonded carpet. This is not a fault in installation, and over time the wax from the heat-bond is flattened, and the yarn fibres entangle, reducing the visual prominence of the join.

Regular maintenance will increase the life span of all types of carpet. The five basic steps of a good maintenance program are:

1. protection from damage and prevention of spills;
2. regular vacuuming;
3. intermediate surface brightening;
4. periodic wet cleaning; and
5. removal of stains and spills.

Frequent and thorough vacuuming is the most important component of a comprehensive carpet maintenance program. It is the most effective way to minimise soiling, prolong life, and enhance the carpet's appearance. Carpets should be professionally cleaned every 12 months to maintain a satisfactory appearance.

Refer to Section 18 for further information

### **Important Note:**

Please refer to the warranty and Manual for further details on the care and maintenance of your carpet.

## Direct Sunlight

Like any quality furnishing or floor covering in your home, direct sunlight will cause discolouring over time. To avoid fading and discolouring, filter direct sunlight with curtains or blinds.

## CEILING EXHAUST VENTILATION GRILLS

The exhaust grill in the bathroom and laundry will assist the removal of steam and humid conditions, prolonging the life of the interior finish. The ceiling diffuser should be cleaned every three months with a damp cloth, ensuring that the operable area of the diffuser is not adjusted as this will affect the balancing of the system.

Refer to Section 18 for further information.

### **Important Note:**

Leaving a window within your dwelling slightly open will increase the air intake and efficiency of all the internal exhaust mechanisms. To improve airflow into the laundry exhaust, leave the laundry door open while the dryer is in use.

## CUPBOARD JOINERY – MELAMINE/LAMINATE

If your kitchen selection includes melamine joinery, please note the following to clean and maintain:

- Avoid scourers and abrasives as they will damage the surface;
- Do not place hot objects directly onto the melamine/laminate surface;
- Do not use waxes and polishes as they dull the finish;
- Do not use strongly acidic, alkaline cleaners, thinners, ammonia, acetone, bleach, or any other cleaning agents containing organic solvents;

### General Care

#### Streaks:

Streaky marks sometimes show on dark colours after cleaning; an all-purpose cleaner such as a Windex or Ajax will usually remove them

#### Grease:

Using a mild dishwashing detergent in water will remove greasy marks. Dab, wait and wipe away. Finish with an all-purpose cleaner such as Windex or Ajax.

#### Spills:

While melamine/laminate resists staining from most household chemicals, with some accidental spills, however, prompt action is essential. Immediately wipe off beetroot, grape and berry juices, first aid preparations, concentrated bleach, oven cleaners, dishwasher detergents, artificial dyes, hair colouring, and solvent-based pen ink. Specialty glues such as Super Glue must also be removed straight away with acetone (nail polish remover).

#### Stains:

Melamine/Laminex surfaces will withstand normal wear and tear but can be damaged by scratching or cutting with utensils, knives, and unglazed pottery. To minimise scratching, always place and lift objects from the surface – never drag them.

#### Important Note:

Please refer to Section 18 for further cleaning and warranty information.

## CUPBOARD JOINERY – POLYURETHANE FINISH (2-PAC)

If your kitchen selection includes 2-Pac, please note the following (Montauk selection) to clean and maintain:

- clean up any spills as quickly as possible, and rinse well with clean water;
- remove soiled surfaces or light stains with a mild detergent such as dishwashing liquid and a damp sponge, or a non-abrasive spray and wipe cleaning agent;
- overuse of chemical cleaners or failure to rinse remaining residue will eventually cause an unsightly build-up on the finish;
- do not use scourers or abrasive or alkaline cleaners;
- check, tighten and adjust hinges every six months; and
- do not apply oil or grease to any joinery hardware, such as hinges, runners, etc.
- Refer to Section 18 for further information.

## CURTAINS

If selected as a purchaser upgrade at the point of sale, curtains will have been fitted to your terrace home. Please follow the correct maintenance procedures noted below to keep your curtains looking fresh. Refer to Section 18 for further information on care, cleaning, and extending the life of your curtains.

- Refer to the 'Care Instruction Label' fixed to the rear of your curtains before laundering them.
- Keep your curtains dust-free by gently vacuuming with an appropriate attachment.
- Do not handle fabric with dirty hands.
- Remove hooks, rings, and trims before cleaning.
- Do not tumble dry. Drip dry in the shade with the fabric side down. Do not use pegs or fold over clothes lines. For best results, re-hang to dry.
- Avoid wet coated sides touching.
- Use a warm iron on the fabric side only.

Normal wear and tear, alterations, abuse, accidents, misuse (including pet damage), natural fading, and/or improper cleaning are not covered under warranty. Refer to Section 18 for a list of items not covered under warranty.

#### Important Note:

Should you wish to install window coverings post settlement, please consult with the Body Corporate for approval.

## DOOR & WINDOW HARDWARE

To maintain function, door hardware, tracks and bearings must be free from dust and grit. Generally, all components can be cleaned with a soft, damp cloth. Grease or oil should not be applied to any hardware.

Maintain door locks and handles every 6-12 months, as necessary;

- tighten fixing screws;
- re-align strike plates;
- lubricate internal mechanism with an aerosol lubricant (do not use in-cylinder mechanism);
- lubricate "sticky" locks with dry powder graphite sprinkled on the key; and
- seals to the front entry doors should be inspected regularly. A damp cloth and light detergent should be used where cleaning is required. Worn or damaged seals should be replaced.
- Refer to Section 18 for further information.

#### Important Note:

Type T4A Terrace Homes incorporate a bi-fold security window in their kitchen. Please ensure the key is removed from the lock before opening the window.

## EXTERNAL BALCONY TILES

To ensure good drainage and prevent a build-up of dirt or dampness around outdoor pot plants, all pots should be raised slightly off the paved surface and have a drip tray. Large, heavy pots should also be avoided to prevent excessive loads on the building structure. Always keep balconies and drains free of leaves and debris as these may cause flooding in heavy rain.

External tiles are laid on balconies and are laid on waterproofing in some instances. Care must be taken to avoid damage to the waterproofing membrane.

## FLOOR WASTE

To prevent blockages, flooding, and ensure smooth water flow, inspect floor waste regularly or at least every three months. This is particularly important in the showers where hair has the potential to block the drain.

## GARAGE DOORS

The face of your sectional garage doors can be cleaned with a soft brush (such as a broom) to remove dust or wiped down with a damp cloth. The following maintenance activities are recommended for the automatic opener.

### Monthly

- Manually operate the door. If it is unbalanced or binding, call a qualified technician.
- Check to be sure the door opens and closes fully. Adjust limits and/or force if necessary.
- Repeat the safety reverse test. Make any necessary adjustments.

### Annually

- Lightly grease the belt and inside the rail assembly where the trolley slides.
- Internally the opener/powerhead does not require additional lubrication.

Refer to Section 18 for further details.

## GLASS

### Windows and Mirrors

To clean glass and mirrors, use clean water with mild soap, diluted methylated spirits, glass cleaner, or a slightly acidic (vinegar) cleaning solution on a soft, lint-free, damp cloth or chamois. Always apply the cleaner onto the cloth first and not directly onto the glass.

Do not use acidic or abrasive substances such as polish, silicon-based cleaners, powder-based cleaning agents, and other harsh materials to avoid scratching. Do not use cleaning items such as steel wool, or scouring pads. If using a solvent cleaner, care should be taken to avoid contact with the glazing sealant and any other materials, which may be affected by the solvent. Avoid using a broom and hose to clean windows as this can result in scratched glass and leaking windows.

Please note that a professional cleaner engaged by the Body Corporate with the required safety equipment should clean the external face of windows and glass balustrades that are not located within your Lot.

Refer to Section 18 for further information.

### Shower Screens

Due to the high mineral content in the town water, homeowners should remove all excess water with a rubber squeegee and wipe it off with a micro fibre cloth or chamois. This will reduce soap scum build-up and scale on the glass. Regular cleaning with a shower glass cleaning product is recommended to maintain the surface.

## HOT WATER SYSTEMS

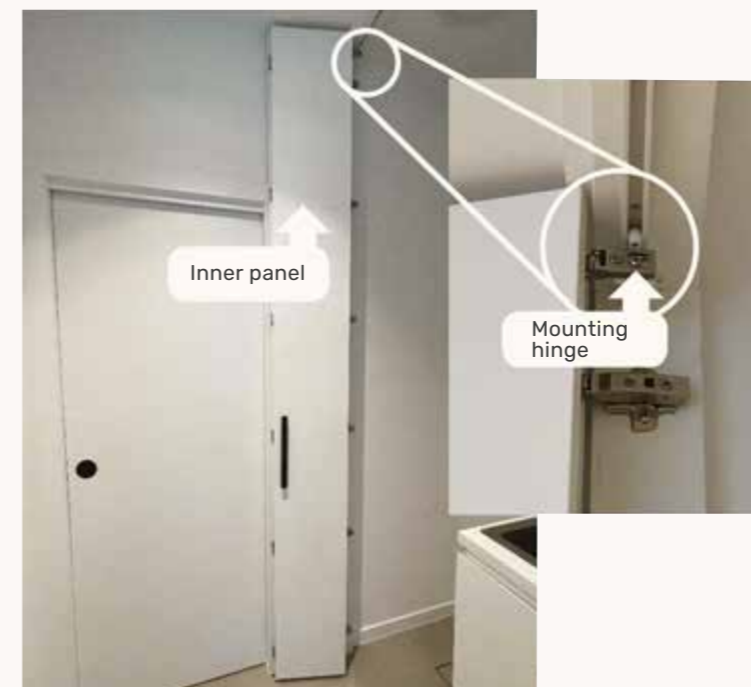
It is recommended you inspect your hot water systems once a year to ensure efficient operation. The system should be serviced in accordance with the manufacturers' guidelines. Refer to Section 18 for further details.

## LAUNDRY FLOOR WASTE

To ensure the water seal in the laundry floor waste does not dry out and let odours escape, run your laundry tap regularly. Should soapsuds come up through the floor waste, we recommend changing your wash powder to a 'low suds' variety.

## LAUNDRY WHITE GOODS

Depending on the size of your washing machine and/or dryer, the laundry opening may be restrictive. The inner bi-fold door can be unlatched from the ceiling track to create a larger opening. To do this, flick the silver lever out and use it to guide the mounting hinge down. To reconnect the inner panel, follow the same procedure in reverse.



### Please Note:

A video demonstration of this process can be found online via the Ashford Residents Portal.

## LIGHTING

Replacement globes for typical light fittings in your home should not exceed the manufacturers' recommendations. Refer to Section 18 for product data sheets on each type of fitting.

For specialist light fittings, refer supplier's recommendation on replacement globes. However, before changing a globe, please ensure that you have turned off the light switch and turned off the mains. An experienced tradesperson must replace light fittings in double story voids and external lights or any lights with a risk of fall from height.

## PAINT

Most marks can be removed with a clean damp cloth (ensure the cloth is suitable for cleaning walls as some clothes, i.e., Chux may stain painted surfaces). Use a diluted sugar soap mix if necessary. Avoid excessive 'scrubbing' and the use of scourers of any type, as this may alter the finish of the surface.

Refer to Section 18 for further manufacturer information.

Internal and external finishes (including paint) can be found online via the Ashford Residents Portal.

### Important Note:

Refer to Section 13 for paint specification, including colour. As paint colour may change subtly over time and paint manufacturers may alter colour specifications, we recommend any future colour matching be based on a paint sample.

## PEST ERADICATION

An inspection of your dwelling by an appropriate pest eradication contractor is recommended every 12 months or as required.

## RECONSTITUTED STONE

Simple protection measures are the most effective way to maintain your kitchen benchtop and bathroom vanities. Such measures are noted below. Please refer to Section 18 for further details.

- Use a chopping board, place mats, and coasters to protect the surface from scratching, dulling, or heat marks.
- Avoid sitting or standing on the benchtops and vanities.
- Wipe up spills immediately to avoid the potential absorption of substances into stone.
- Pay particular attention to substances such as soap, detergents, abrasive or harsh chemicals or cleaners, solvents, toothpaste, tea, coffee, alcohol, vinegar, and citrus juices as these may stain, etch or dull the stone. Lipstick, industrial and laundry marker, and ink are unlikely to be removable.
- Avoid resting steel or items which may rust on the stone to prevent rust markings.
- Do not use acids, wax, sealers, steam cleaners, or petroleum products on stone.

To clean, wipe down with a soft cloth, use mild soap with lukewarm water, rinse well with clean water, and dry. Do not use abrasives or scouring powders/cleaners (such as Jif, Ajax, or Gumption). Heavy use of cleaner may alter the stone surface gloss.

### Important Note:

Please refer to Section 18 for specific cleaning and maintenance information from the manufacturer.

## SANITARYWARE

To preserve the polished surface of your bath, clean with a soft cloth and warm soapy water or a liquid cleaner to wash away any body oils or soap residue. Ensure any selected cleaning agent does not affect any adjacent stone or tile.

Do not use powders, pastes, cream cleaners, thinners, window cleaning sprays, dry cleaning fluids, etc.

As the use of coloured essential oils may stain your bath's polished surface, test before use and add oils into a bath full of water rather than pouring them into an empty bath.

To prevent corrosion of metal accessories by mineral salt such as Radox, ensure they are dissolved entirely before adding them to bathwater.

Refer to Section 18 for further information.

## STAINLESS STEEL KITCHEN SINKS, LAUNDRY TUBS, TRIMS ETC

To clean, wipe with a soft, damp, slightly soapy cloth, let dry and wipe with a dry cloth. Always wash and wipe with the stainless steel grain to avoid scratching.

To protect from staining after cleaning with a chemical cleaner or contact with food acid, wash down with fresh water.

To brighten, use a non-abrasive cleaner or specialist stainless steel product. Do not use steel wool, abrasive cleaner, or oil-based cleaners.

## TAPWARE

Avoid cleaning taps and spouts with harsh chemicals to prevent damage to the protective finish. Clean with warm soapy water, rinse well, and dry with a soft cloth.

To maintain tapware;

- replace water filter cartridge every twelve months (or earlier if required by filter replacement indicator – located on water filter housing);
- clean tap filters every two months; and
- ensure a licensed plumber replaces the ceramic washer in lever mixer taps throughout the home if required.

Remember to turn off the water supply to your dwelling (valve located in the meter box at the entrance to each dwelling) before carrying out maintenance or in the event of a tap or fitting breaking.

Refer to Section 18 for further information.

## TERMITE PROTECTION

A physical termite barrier was installed during the construction of your new Terrace Home. This barrier acts as a physical and chemical termite-treated zone, covering the areas of your home which may be susceptible to termites entering through underground tunnels.

You will have to register your Terrace Home with Cure All Pest Control. Doing so is easy; head to [www.cureallpest.com.au/warranty](http://www.cureallpest.com.au/warranty) and fill out the form. Alternatively, call Cure All on (07) 3349 8572.

Please refer to the manufacturer's handbook in Section 18 for further information.

## TILES

When cleaning glazed tiles, a damp cloth is usually all it takes to bring back the gloss of the tiles. A routine clean with window cleaner may remove moderate stains, and a more robust solution may be necessary for heavily soiled surfaces. A mild hot water solution and all-purpose liquid cleaner or a soapless detergent are excellent for cleaning walls and floors.

Harsh abrasive and corrosive cleaners should be avoided, particularly on decorated tiles, which incorporate metal such as gold, platinum, or deep accent coloured tiles. Do not use powder-based cleaners that may scratch the surface. Your tile retailer will be able to assist you in choosing an appropriate cleaner.

### Fully Vitrified & Porcelain Tiles

Dilute cleaning detergent according to instructions for lower concentration in warm water and apply using a mechanical scrubbing machine or Manually with a clean mop and bucket. A final rinsing must entirely remove the cleaning detergent with clean water.

Remove excess water from the surface with a wet vac or mechanical scrubbing machine.

Spillage of oil, fat, or material likely to stain or cause a slipping hazard should be removed immediately using detergent and hot water, followed by rinsing with clean water.

### Marble

Where the Carrara marble herringbone tiles have been selected, further care and maintenance measures must be undertaken to ensure their longevity. At least once a week, wipe down the tiles with a damp cloth or chamois with mild soapy water. Immediately wipe away any spills as these may stain. It is recommended as marble is a porous surface; these tiles are sealed once a year to keep it water and stain resistant.

#### **Please Note:**

The tiles were sealed upon installation with a clear Dribond Natural Sealer. Please refer to Section 18 for further information.

### Caulking

Caulking should be checked regularly and re-applied should evidence of caulking breakdown become apparent. We recommend using a qualified tradesperson should you require any repairs.

### Wet Area Tiles

Bathroom tiles, particularly those in the shower area, need a little more care as soap can build up, leaving a film that detracts from the appearance of the tile. Tiles should be wiped regularly with a soft cloth to remove soap and water before it dries. A dry shower is a clean shower. Soap scum and mildew cannot attach to the surfaces if there is no water. Where there is soap scum and mildew, use a bathroom cleaner to spray your shower and rinse down with water. Dry all surfaces with a soft cloth.

#### **Important Note:**

Please refer to Section 18 for further cleaning and warranty information.

## TIMBER ARBOURS

The timber arbour at the entrance of your Terrace Home is constructed from hardwood timber. From time to time the timber will leach. Leaching occurs when the timber releases its natural oils and resins when exposed to moisture. As a result, brown, black, or rusty looking bleed marks will appear on nearby surfaces.

The best way to prevent the timber arbores from leaching is to monitor and maintain the painted finish where necessary. Where leaching has occurred, this can be removed with appropriate cleaning agents.

## TIMBER FLOORING

Some Terrace Homes include timber flooring throughout their downstairs living space and/or on their staircases. Developing a maintenance plan is of vital importance for the visual aesthetics of the floor. The regularity of the maintenance will depend on the usage of the floor. Detailed manufacturer information is contained in Section 18.

#### **Important Note:**

A timber floor disclosure and waiver were included within the contract of sale. Refer to Section 22 of the contract for details.

### Direct Sunlight

Like any quality furnishing or floor covering in your home, direct sunlight will cause discolouring over time. To avoid fading and discolouring, filter direct sunlight with curtains or blinds.

### Protection Against Scratches

Your timber floor is a durable surface. However, scratches and scuff marks may appear from furniture, high heels, pets with unclipped nails, or other items. Residents must provide suitable protection to all furniture items, such as felt furniture leg protectors.

### Daily/Weekly

Use an anti-static dust mop to collect dust and dirt. It is recommended against using a vacuum cleaner as the hairs on the vacuum cleaner wear thin, resulting in the head-scratching of the timber.

### Weekly/Monthly

Wash the floor. Use a non smear detergent that is designed to clean all surfaces. Apply with a sponge mop. Wring out the mop in clean, warm water and wipe off excess, leaving only a damp finish on the timber surface. Avoid harsh detergents and abrasive cleaners. Do not use ordinary household cleaners as they may contain a mild abrasive.

### Recoating

The timber flooring has a factory finish, and sanding and refinishing may void the surface warranty. However, suppose your floor starts to show dull spots or signs of wear. In that case, its gloss may be restored by way of a light sanding and recoating process in accordance with the manufacturer's instructions (using a water-based urethane dressing approved by the manufacturer). The use of non-approved floor coatings can lead to post-installation coatings flaking off the surface of your floor.

#### **Important Note:**

Any sanding or recoating process must be completed in accordance with the manufacturer's instructions.

## TIMBER LOOK FLOORING (VINYL PLANK)

The care and maintenance instructions for the timber look flooring (vinyl) are similar to timber flooring. Detailed manufacturer information is contained in Section 18.

### Direct Sunlight

Like any quality furnishing or floor covering in your home, direct sunlight will cause discolouring over time. To avoid fading and discolouring, filter direct sunlight with curtains or blinds.

### Protection Against Scratches

Your timber look floor is a durable surface; however, scratches and scuff marks may appear from furniture, high heels, pets with unclipped nails, or other items. Residents must provide suitable protection such as felt furniture leg protectors and care when moving furniture or heavy items.





## 11. MAINTAINING YOUR BACKYARD

As a homeowner, you are responsible for maintaining all landscaped areas within your exclusive use areas. Refer to Section 16 for Exclusive Use Area Plans, which identify your exclusive use areas.

All owners must maintain their garden areas to ensure consistent, high-quality landscaping.

The first two weeks from handover are crucial for the plants and gardens to be established; therefore, all turf and landscaped areas must be watered daily for these first two weeks. This includes your courtyard trees.

### LANDSCAPING

Our Landscape Architects have adopted a contemporary landscape design for the homes at Ashford Terraces. They have selected a mixture of popular native and exotic plant species.

The gardens are designed such that with minimal care, they should survive. However, your garden will thrive with regular maintenance and attention and become a striking feature and asset to your property.

### TYPES OF PLANTING AND WHY THEY WERE SELECTED

Plants have been chosen and arranged according to their anticipated height, sun tolerance, leaf texture, colour, and flower. Trees are all drawn from the native Australian palette. They are selected and placed to maximise vertical interest, soften, and complement the building forms without creating undue maintenance concerns. Shrubs are a mixture of native and exotic. Tall shrubs are located against fences to minimise these views and give lush leafy views from the homes' internal and external living spaces. In comparison, the landscape beds allow layering of shrubs and ground covers to create tiers of colour and texture.

### GARDENS

We recommend that you fertilise your plants using a slow-release fertiliser twice a year (at the start of spring and autumn) or as per the manufacturer's recommendations.

The selected plants are generally relatively low maintenance varieties; however, watering may be required during hot and/or dry weather. Organic fertiliser should be applied on at least an annual basis and suitably watered in. Consult with a landscaper or nursery for further information.

If you find your plants are looking stressed, or if you want to go that extra mile, then consider using Seasol (or similar) to stimulate root growth. Apply in accordance with the manufacturer's recommendations.

To retain moisture and assist in weed suppression, we recommend re-mulching your garden every 12 months. We suggest applying mulch 100mm thick over garden areas.

Weeds will naturally occur. It is best to Manually pull them out early and often before they flower and disperse seeds. You may also use an appropriate herbicide to control weeds.

Pests & diseases can also be a problem. If you suspect an issue take a cutting and/or photos to your local nursery, and they should be able to identify the problem and provide treatment advice. The most common issues are Sooty Mould and psyllid attack (common on Lillipillis). Both of these are easy to treat with the right advice.

Most shrubs respond to regular light pruning, especially after flowering. Although it is not essential, regular pruning will encourage dense foliage and potentially increase flower production. The application of fertiliser following pruning may achieve good results. Adjust and replace stakes and ties with plant growth. Prune shrubs regularly to promote healthy growth and the desired shape.

#### **Important Note:**

A feature light lights the tree in your rear yard. The power supply to this light runs just below the finished surface level of your garden (under the mulch). Please be mindful of this when undertaking gardening and/or landscape work.



A few plants will likely die over time. While unfortunate, this is expected, and this has been considered in the garden design. You may find that you will need to remove some plants as they grow and compete for light and nutrients.

While the selected plants will perform at their best when they have sufficient water, the best outcome is typically achieved by less frequent deep watering, but the frequency should be guided by how the plants look and the moisture content of the soil.

## NATURAL TURF

Regular mowing is required to keep the grass healthy and of optimal appearance.

- Do not remove more than 1/3 of the grass height at any one time.
- Remove grass clippings.
- Ensure mowing equipment is operated correctly and has sharp blades.

We suggest using an edger/brush cutter to keep your turf edges neat and prevent the turf runners from invading gardens and gravel areas whenever you mow your grass. An electric mower and/or edger may be suitable.

To keep your lawn looking its best, we recommend mowing weekly in summer, fortnightly in Spring and Autumn, and every 3-4 weeks in winter. Ideally, keep the grass about 30mm long (Green Couch – supplied to your Terrace Home) in summer. It is best to lift the mower blades a notch or two in winter. We also recommend changing or sharpening your mower blades annually.

We recommend that you fertilise your turf using a lawn fertiliser twice a year (start of spring and autumn) or as per the manufacturer's recommendations.

If your lawn is looking stressed or you want to go that extra mile, consider using Seasol (or similar) to stimulate root growth. Apply in accordance with the manufacturers' recommendations.

Weeds in the lawn can be hard to identify and remove. Although there are plenty of chemical treatments available (talk to your local nursery for specific advice), pulling them by hand as soon as they appear will often give you the best outcome.

The most common pest problem is lawn grub, which can decimate a lawn in a few days. Chemicals can easily control it. However, keeping your lawn in healthy condition will go a long way to preventing problems.

Lawns can require a lot of water to keep them looking at their best. For established lawns, infrequent deep soaking will encourage the roots to go deep (and increase the lawns resistance to dry conditions. New lawns will generally require a bit more water.

For optimum performance of your lawn, we recommend aerating and topdressing your lawn every two years.

Consult with a landscaper or nursery for further information.

## ARTIFICIAL TURF

Artificial turf does not face the same threats natural grass does, neither does it require the same routine maintenance procedures. Artificial grass is susceptible to stains, and in instances where this happens, prompt cleaning is the best way to ensure no permanent damage is done. Avoid using corrosive chemicals on or near the lawn as they will cause irreversible damage over time. Most stains can be washed out with a garden hose; however, mild household detergent can be used for the more stubborn stains. In the periods where there is little rainfall, hosing down the grass can help remove any organic matter, which has the potential to break down and release corrosive chemicals.

It is recommended to rake your lawn periodically to redistribute the blades to ensure even wear and to keep it looking brand new year-round.

## USEFUL WEBSITES

- [www.abc.net.au/gardening/](http://www.abc.net.au/gardening/)
- [www.scottsaustralia.com.au/](http://www.scottsaustralia.com.au/)

However, a visit to your local nursery or landscaping yard is invaluable for expert advice.

## FENCING

A feature timber batten fence delineates your backyard. Please note that as this is a natural material, you can expect some expansion and shrinkage throughout the seasons; re-nailing may be required. To help preserve the fence and contribute to the appeal of your backyard, the timber has been painted in Resene's Woodsman Pitch Black. It is recommended the fence is repainted every two years or as required, whichever is sooner.

The location of a fence will determine who is responsible for maintaining it. The Body Corporate is responsible for maintaining a fence where the land on either side is common property. When a fence is positioned between two lots, the lot owners split the responsibility equally. The responsibility of fences is shared equally between the Body Corporate and a lot owner when a fence is situated between common property and a lot.

## IRRIGATION

All landscaping on common property has been connected to an irrigation system to maintain a healthy and vibrant streetscape. The Body Corporate will pay for water used for maintaining the common property landscaping. Watering of landscaping within your Lot is at your discretion. However, as mentioned above, your landscaping will perform best when there is sufficient water. The watering frequency should be guided by how the plants look and the moisture content of the soil.

## DRAINAGE

Yard gullies have been installed to remove excess water from the yard to minimise the effect of moisture on the building substructure. These gullies should be checked regularly, and any leaves, dirt, or debris should be removed so that water can escape the stormwater system. Water may pond in the yard for several hours in heavy rain until the system completely drains the gully pits.

Note that this drainage system is not designed to deal with torrential rainfall. In an extraordinary rainfall event (1 in 50-year storm event or worse), water will pond around the dwelling until it can flow overland, out to the street.



## 12. SUSTAINABILITY AT HOME

As a homeowner, you are responsible for maintaining all landscaped areas within your exclusive use areas. According to the Australian Greenhouse Office, households produce almost one-fifth of Australia's greenhouse gas emissions through everyday activities within the home. The conservation of environmental biodiversity is also directly related to how we live, interact and consume resources. Our actions, and the way we manage our households, have a direct impact on the production of greenhouse gases and the future of the environment.

### For Your Reference

Listed below are some useful websites regarding sustainability:

- [www.brisbane.qld.gov.au/environment-waste/green-heart-program/index.htm](http://www.brisbane.qld.gov.au/environment-waste/green-heart-program/index.htm)
- [www.climatesmart.qld.gov.au](http://www.climatesmart.qld.gov.au)
- [www.livingthing.net.au](http://www.livingthing.net.au)

### BUYING APPLIANCES

When purchasing electronic equipment, look to the items with the ENERGY STAR logo. ENERGY STAR is an international standard for energy-efficient electronic equipment. Products displaying the logo reduce the amount of energy consumed by a product by automatically switching to 'sleep' mode when it's not being used and/or reducing the amount of power used when in 'standby' mode. ENERGY STAR compliant home electronics products have their energy-saving features activated when you buy them. If your appliance complies with the ENERGY STAR standard, it will consume around 75% less energy in standby mode than standard products do. Because products like these spend more than 60% of their time on standby, this can add up to a significant reduction in energy use, saving you money as well as minimising harm to the environment. Although appliances with a higher star rating may cost a little more upfront, they will cost less to run. For more information, check out [www.energystar.gov.au](http://www.energystar.gov.au)

When purchasing dishwashers and washing machines, make sure you lookout for the Water Efficiency Labels (WELS). This label gives a star rating based on water efficiency and water consumption per wash. The more stars, the more efficient the appliance. For more information or to search for registered water-efficient products, check out the WELS website [www.waterrating.gov.au](http://www.waterrating.gov.au).



## CONSERVATION TIPS

The following are simple things that can be done to conserve resources, reduce greenhouse gas emissions and save money on energy and water bills.

### Living Rooms

- Minimise heat loss through windows by installing window coverings, such as curtains with pelmets.
- Keep heated/cooled volumes to a minimum by closing off rooms, not in use.
- Do not overheat or overcool when using air conditioning – set the thermostat at a reasonable level.
- Switch electrical devices off when not in use – these appliances use substantial energy even when left in the ‘standby’ mode.
- Switch off the screen to your computer when not in use. Laptop computers are generally more efficient than desktops.

### Lighting

- Turn off unnecessary lights.
- Use dimmer controls, where possible, to prolong lamp life and use less energy.
- Use desk, or standard, lamps where a light source is most needed.
- Regularly dust bulbs. Dusty bulbs burn at a higher temperature, which means they are less efficient, wear more quickly, and are hazardous to the Occupant’s health.

### Kitchen

- Use energy-efficient cooking practices where possible. Use lids on pots when boiling & simmering etc.
- Use a plugged sink to rinse dishes and clean vegetables rather than rinse each item separately under a running tap.
- Wait until you have a full load to run the wash cycle on your dishwasher.
- Ensure that the refrigerator door seal is tight-fitting and maintained. Leave the door open for as little time as possible.
- Regularly clean the rangehood filter. This improves the efficiency of the extraction fan using less power.

### Bathroom

- Do not leave the tap running when brushing teeth or shaving.
- Choose the toilet’s half-flush option as much as possible.
- Limit showers to 4 minutes.
- Do not leave taps dripping and promptly repair leaking taps.
- Place a little food dye in the cistern of your toilet from time to time and check for small continuous leaks down the back of the pan.

### Laundry

- Use cold water for machine washing.
- Wash a full load rather than a partial load.
- Use biodegradable detergent.
- Clean lint filter after each use.

### Waste

- Separate your waste into recyclable collections.
- Buy products with less packaging or packaging that is recyclable.
- Don’t put oils, fats, or harmful chemicals down the sinks.
- Use a strainer in kitchen sinks.
- Choose detergents with no or little phosphorous to minimize nutrient loads in waterways.

## PUBLIC TRANSPORT

Using public transport can reduce energy use and cut greenhouse gas emissions. The Ashford Residences are located near multiple public transport options, including bus and train services. Refer to Figure 5 below.

### Enoggera Train Station

The Ferny Grove–Beenleigh Line services the Enoggera Train Station. A train arrives at the station during peak hours approximately every 7 minutes, with services running approximately every 15 minutes during off-peak.

### South Pine Road at Everton Park, Bus Stop 37

The following inbound/outbound routes service these stops:

- 350: City via Ashgrove and Roma Street
- 351: City via Enoggera and Kelvin Grove
- 357: City via Newmarket and Kelvin Grove
- 359: City Via Kelvin Grove
- 360: City Via Enoggera, Alderly, Herston, and the Fortitude Valley

### South Pine Road at South Pine Road North, Bus Stop 36

The following outbound routes service this stop:

- 360: Queen Street to Mitchelton via Fortitude Valley, Newmarket, Enoggera, Everton Park

Visit the Translink website for timetables and public transport options [www.translink.com.au](http://www.translink.com.au) or call them 13 12 30.

This information is general only, and stop locations may change at the discretion of Translink.

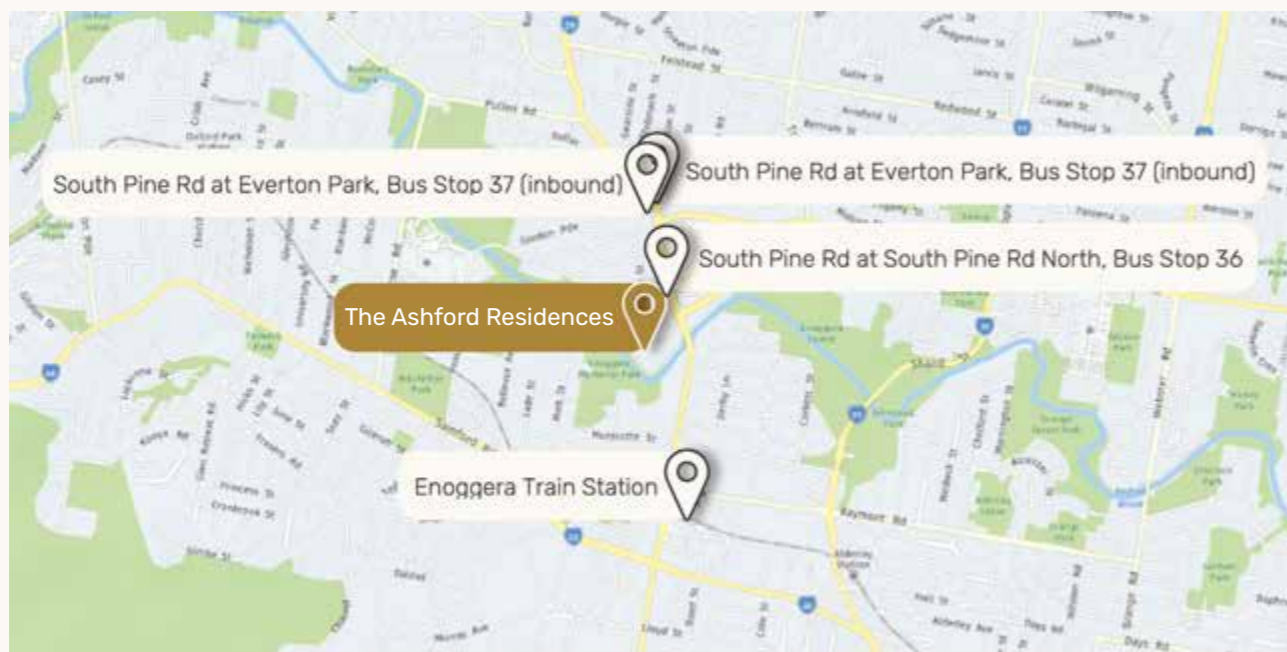


Figure 5: Public Transport Locality Map.

## 13. BUILDING LOCATION PLANS

## 14. BODY CORPORATE BY-LAWS

## 15. FORMS

## 16. DESIGN PLANS AND SCHEDULES

## 17. CERTIFICATES

## 18. MANUFACTURER INFO & WARRANTIES

# Ashford

RESIDENCES

Find out more  
[ashfordliving.com](http://ashfordliving.com)



Mirvac does not give any warranty or make any representations, expressed or implied about the completeness or accuracy of any information in this document or provided in connection with it. All photographs, diagrams, drawings, plans or other graphics are indicative only and may not be accurate. This document is not binding on Mirvac and is not intended to be relied upon. All persons should make their own independent enquiries as to the matter referred to in this document. Mirvac expressly disclaims any and all liability relating to, or resulting from, the use, or reliance on, any information contained in this document by any persons. Correct as at February 2023. Version 3.