



Ashford

RESIDENCES

Land



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

Body Corporate Manager:

For all strata management enquiries, i.e., insurances, committees.

(07) 3220 9400

brisbane@abcm.com.au

Mirvac Customer Relationship Team:

For settlement enquiries.

ashfordresidences@mirvac.com

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1. WELCOME

CONGRATULATIONS

Congratulations on the purchase of your land at the Ashford Residences. Mirvac has thoughtfully developed the Ashford Residences community with a strong focus on style and functionality. The site for your new home has been designed and developed by a renowned and respected team of consultants. 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 build a beautiful new home to be enjoyed for the years to come and form lifelong connections within the Ashford community.

Important Notice:

Mirvac strongly recommends that you take the time to read this manual in its entirety. 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 land and the Ashford Residences. The manual has been divided into sections relating to different aspects of the development and your Lot for your convenience. We hope this will assist you in identifying useful information and ensure the future care of your new home.

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 (Community Manager).

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

THE ASHFORD 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. Documents that can be found online include but are not limited to care and warranty information, building certificates, and titling/registration documents.

Access to the Residents Portal can be requested online at ashfordliving.com.au.



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.

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 the contractors on site 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



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.

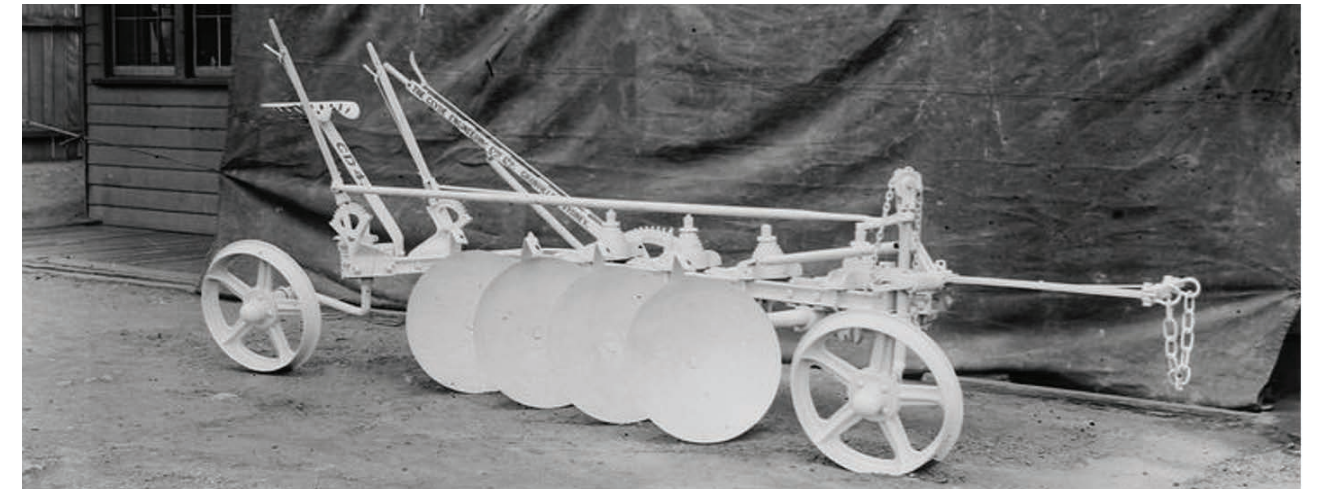


Figure 1: *Horse Drawn Four Disc Plough*

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



Figure 2: *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. IMPORTANT CONTACTS

TABLE 1: Ashford Residences Contacts		
Renting your home and maintaining common areas	Assisting in renting your home	Community and Rental Manager: caretaker.ashford@mirvac.com
	Assistance with community infrastructure (electricity, water, sewer, and stormwater) Tenant management	
	Rental appraisals	
	Organising cleaning, maintenance, and repairs of common property, including landscapes	
	Arranging bookings for shared facilities	
Management of the Body Corporate	Convening and Holding Body Corporate Meetings	Body corporate Manager: Archers Body Corporate Management 07 3220 9400 brisbane@abcm.com.au
	Arranging insurances for common property	
Sales Related and General Enquiries	Sales related enquiries	Developer Mirvac settlement manager ashfordresidences@mirvac.com 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	

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

4. MOVING IN GUIDE

DESIGN COVENANT PROCESS

Refer to Section 11 for a copy of the Ashford Residences Design Guidelines.

GOOD NEIGHBOUR GUIDE

The Ashford Residences offer an unrivalled lifestyle, a rare chance to live somewhere truly special. As you settle into your new home, please refer to Section 12 for helpful tips for being a Good Neighbour.

ESTABLISHING YOUR NEW HOUSE NUMBER

To establish a new lot, whether within the Ashford Residences or another development, an assessment is carried out by both Brisbane City Council and the Titles Office. Once Council has completed their assessment, the Titles office reviews and formalises your new lot. At the same time, Council approves the final Survey Plan, they also allocate a number to your lot. For Ashford, this number is your Lot/10 Murphy Court, Everton Park (refer to Table 2 below). There is often a lag from this time to when the new addresses are filtered through the relevant mapping databases.

As a result of the lag, you may find it hard to order an Uber/Taxi, or arrange parcel deliveries. This is often a challenge for all residents of new developments. Please note the process of getting your lots initially through Brisbane City Council's and the Titles office assessment has been completed. We understand there may be some frustration as a result of this delay. However, we appreciate your patience and understanding as the governing authorities continue to work through their process.

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 Lot 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 Lot given a unique identifier. In this instance, your unique identifier is the same number you were presented at the point of sale. Your new address is noted in Table 1:

TABLE 2: Ashford Land Lot Street Addresses

Lot 3	3/10 Murphy Court, Everton Park QLD 4053
Lot 4	4/10 Murphy Court, Everton Park QLD 4053
Lot 5	5/10 Murphy Court, Everton Park QLD 4053
Lot 6	6/10 Murphy Court, Everton Park QLD 4053
Lot 7	7/10 Murphy Court, Everton Park QLD 4053
Lot 8	8/10 Murphy Court, Everton Park QLD 4053
Lot 9	9/10 Murphy Court, Everton Park QLD 4053
Lot 10	10/10 Murphy Court, Everton Park QLD 4053
Lot 11	11/10 Murphy Court, Everton Park QLD 4053
Lot 12	12/10 Murphy Court, Everton Park QLD 4053
Lot 13	13/10 Murphy Court, Everton Park QLD 4053
Lot 14	14/10 Murphy Court, Everton Park QLD 4053
Lot 15	15/10 Murphy Court, Everton Park QLD 4053
Lot 16	16/10 Murphy Court, Everton Park QLD 4053
Lot 17	17/10 Murphy Court, Everton Park QLD 4053
Lot 18	18/10 Murphy Court, Everton Park QLD 4053
Lot 19	19/10 Murphy Court, Everton Park QLD 4053
Lot 20	20/10 Murphy Court, Everton Park QLD 4053
Lot 21	21/10 Murphy Court, Everton Park QLD 4053
Lot 22	22/10 Murphy Court, Everton Park QLD 4053
Lot 23	23/10 Murphy Court, Everton Park QLD 4053
Lot 24	24/10 Murphy Court, Everton Park QLD 4053
Lot 33	33/10 Murphy Court, Everton Park QLD 4053
Lot 34	34/10 Murphy Court, Everton Park QLD 4053
Lot 35	35/10 Murphy Court, Everton Park QLD 4053
Lot 36	36/10 Murphy Court, Everton Park QLD 4053
Lot 37	37/10 Murphy Court, Everton Park QLD 4053
Lot 38	38/10 Murphy Court, Everton Park QLD 4053
Lot 39	39/10 Murphy Court, Everton Park QLD 4053
Lot 40	40/10 Murphy Court, Everton Park QLD 4053
Lot 41	41/10 Murphy Court, Everton Park QLD 4053
Lot 42	42/10 Murphy Court, Everton Park QLD 4053
Lot 43	43/10 Murphy Court, Everton Park QLD 4053
Lot 44	44/10 Murphy Court, Everton Park QLD 4053

SERVICE CONNECTIONS

The following contact details of popular essential services providers 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. The provision of services will be at the discretion of the supplier.

Each Lot is individually metered for water and electricity and is ready to connect to the NBN.

Important Notice:

Further details on the services to your home can be found in Section 5 of this manual.



TABLE 3: Service Connections

Rental & Caretaking Manager	Mirvac		caretaker.ashford@mirvac.com
Electricity Connection	AGL	13 12 45	www.agl.com.au
	Energex	13 12 53	www.energex.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
Electricity Connection	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
Water Connection	Urban Utilities	13 26 57	www.urbanutilities.com.au
Garbage & Recycling Collection	Brisbane City Council	3403 8888	www.brisbane.qld.gov.au
Mail Collection	Australian Post	13 76 78	www.auspost.com.au
Pay TV / Streaming Services	Foxtel		www.foxtel.com.au
	Netflix		www.netflix.com.au
	Stan		www.stan.com.au
	Disney+		www.disney.com.au
	Amazon Prime		www.amazon.com.au
Insurance	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
Tax Depreciation (for investors)	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

5 SERVICES / INFRASTRUCTURE

ELECTRICAL SERVICE

Electrical Supply

Your land has been supplied with the potential for you to install up to a three-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 3 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 the figure below, 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.



Figure 3: Location of the Meter Panels

Electrical Metering

Your new home will be metered independently of your neighbours. At the appropriate time of construction, your electrical contractor will connect your meter to the designated meter panel as noted below. Conduits have been run from these panels to your lot for connection. Further details can be found in the Electrical As-Constructed drawings in Section 16.

Meter Panel 1:

Lots 3 – 14, 33 – 37

Meter Panel 2:

Lots 15 – 19, 38 – 44

Meter Panel 5:

Lots 20 – 24

What to do When the Power Goes Out?

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

GAS SERVICES

All land lots within the Ashford Residences are able to connect to the reticulated gas network. To connect your new home, please contact your preferred retailer distributor.

NATIONAL BROADBAND NETWORK (NBN)

NBN infrastructure has been installed throughout the estate ready for you to connect to your new build. Please contact NBN and/or your preferred retailer distributor to connect your home to the network. Further details can be found in the NBN As-Constructed drawings in Section 16.

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.

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 individual supply to each Lot and billed accordingly.

Where is my Water Meter?

Each Lot has its own meter and stopcock located at the front boundary; refer to the image to the right. If required, The stopcock will isolate the water supply to your home.



General positioning of water metres.

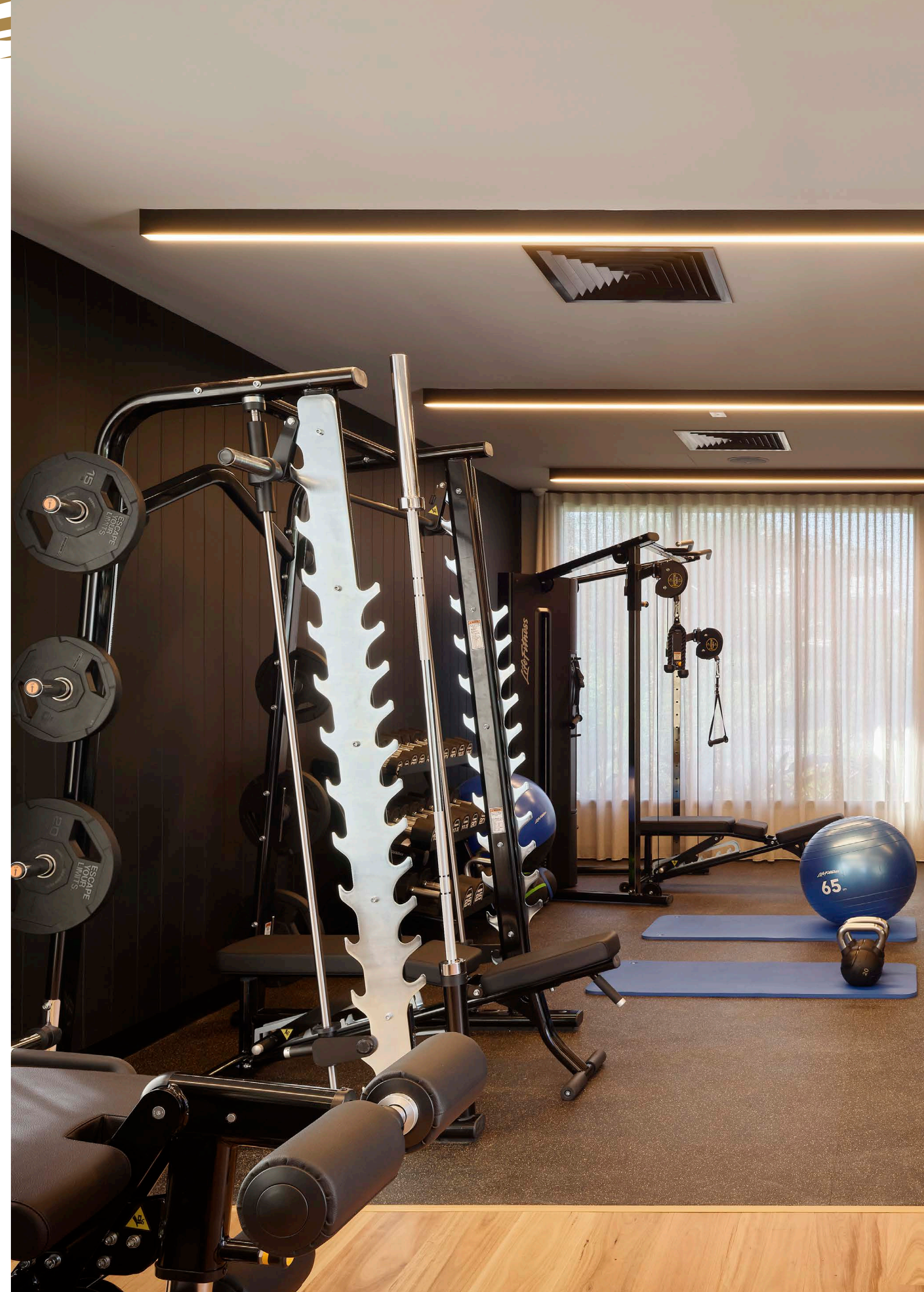
Important Note:

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.





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. The Ashford Residences is a structured scheme comprising the Principal CTS, and subsidiary Land CTS and Terrace CTS.

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, the Terrace Home mailboxes, roads, visitor car parking, gardens not located within exclusive use areas, the Terrace Home building structures, and services within property boundaries. The items specific to the Terrace Homes, fall within the Terrace Home Scheme, which as a land owner you do not contribute to. The Body Corporate owns the Common Property within all schemes, and all owners contribute financially to the maintenance of these areas via the subsidiary schemes.

A community titles scheme is administered by a registered, and legally enforceable document called a Community Management Statement (CMS). As a land owner, you are automatically part of the Body Corporate. 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;
- Insurance (such as buildings (Terrace Homes), 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 regarding common property, please ensure you address these to the Community Manager or Body Corporate.

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.

COMMUNITY MANAGER (CARETAKING AND LETTING MANAGER)

A Community Manager (caretaking and letting manager) has been appointed for the Ashford Residences. Their 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; and
- Arranging bookings for common facilities.

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 development 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

The Land Scheme does not include any exclusive-use areas.

BY-LAWS

The responsibility of owners and residents within a community titles scheme is governed by a set of "rules" known as 'By-Laws' (refer to section 13). 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 13. They cover moving goods and furniture, keeping pets, cleaning, security, parking, etc.



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
- Insurance for wilful damage by tenant (if required)
- Maintenance of all aspects of your Lot, including all improvements, i.e., your home
- Pest control within a private lot
- All services, fences, and infrastructure located within your lot

Body Corporate Responsibility

- Insurance of common area property
- 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 swimming pools within common property
- Maintenance of landscaping on common property (including planting and paved or tiled areas) except where within an exclusive use area
- Maintenance of air conditioning equipment servicing common areas
- Maintenance of paint within the common property and on external building surfaces
- Maintenance of emergency equipment
- Changing light globes within common property
- Maintenance of fire protection systems
- Pest control within common areas

SAFETY – CLEANING & MAINTENANCE PROTOCOL

Important Note – Cleaning and Maintenance

The Owner's Manual aims to provide a helpful guide on the cleaning and maintenance of your 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.

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





7. COMPLETION, CARE, AND MAINTENANCE

GARDEN CARE GUIDE

The Ashford Residences has been developed with an organic landscape intent. Generous street trees and planting throughout connect the streetscape to the built form and further out into the Kedron Brook. A great way to complement this landscaping, and your new home, is through the inclusion of landscape on your land. High-quality landscaping softens the façade of your home and is essential to increasing the overall aesthetic of the streetscape. Lush and well-maintain landscaping will ensure your home and the Ashford Residences have a consistent and premium look and feel. A Garden Care Guide has been developed to assist in maintaining your yard. Refer to Section 14 for a copy of the Garden Care Guide.

MAINTENANCE FREQUENCY CHART

The maintenance frequency chart has been developed as a guide to best maintaining your new home. While every attempt has been made to ensure this chart is as comprehensive as possible, please note this is a guide only and by no means exhaustive. Please refer to the manufactures Manual and/or warranty guides for further details on individual product care and maintenance needs. A copy of this chart can be found in Section 15 or online at the Ashford Residences Portal.

FINALISATION DOCUMENTS

Refer to Section 16 for the following completion documentation/certifications for your records:

- Earthwork As-Constructed
- Geotechnical Level 1 Report
- Sewer As Constructed
- Water As Constructed (parts A & B)
- Retaining Wall Forms 15 and 16s
- Electrical As Constructed
- NBN As Constructed
- Gas As Constructed
- Registered Plan

8 . COMMON FACILITIES

PARKING AND INTERNAL ROADS

Land Lot Parking

Each home built on the land lots within the development is to incorporate, at minimum, a two-car lockup garage. Further, each home is to provide an additional two off road visitor car spaces (on the driveway and wholly within the lot boundary), in accordance with the Design Guidelines. Residents must ensure they only park within their Lot. Parking by residents is prohibited along Murphy Court and on common property in accordance with the By-Laws (Section 7.1, 4.1, and 4.1 of the Ashford Principal, Land and Terrace Schemes, respectively).

Visitor Parking

Visitor parking is provided throughout the development and is to be used by bonafide visitors only, for a maximum period of 24 hours. Refer to Figure 4 below for the location of the visitor parking bays. All visitor car parking spaces are a 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 in accordance with the By-Laws (Section 7.1, 4.1, and 4.1 of the Ashford Principal, Land and Terrace Schemes, respectively).



Figure 4: Visitor Parking Locations

INTERNAL ROADS WITHIN THE COMMON PROPERTY

Please note the following:

- Murphy Court has a speed limit of 40km/h (refer to the Definitions and Section 18 of the Ashford Principal By-Laws, and Section 14 of the Ashford Land By-Laws)
- No parking along Murphy Court (refer to Section 7 of the Ashford Principal By-Laws, and Section 4 of the Ashford Land By-Laws)
- Follow all signs and directional markings.
- Internal roads within Ashford Residences 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.

WASTE DISPOSAL AND COLLECTION

Waste Collection

Brisbane City Council waste services collect garbage within the Ashford Residences. You must store your waste bins in their designated storage location (outside of public view) and move them to the designated bin collection location on collection days (refer to the image below). Refer to the By-Laws in Section 13 for your Common Property and waste Collection obligations.

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 a fortnightly household recycling collection service. 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 and frequency are subject to change at the discretion of the Council.

Waste Collection Location

Depending on where your land is located, the placement of your waste and recycling bins on collection day varies. Bins are to be placed in front of the driveway where your land has direct access to Murphy Court. Dedicated concreted areas have been installed along the ring road for land down a shared driveway, otherwise known as bin pads. 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 5: Bin Pad Locations



9. 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 socialising 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 backyard, 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 Community Manager if you wish to use the club outside the standard hours.

BOOKING THE RECREATION BUILDING

Please contact the Community Manager for more information on booking the recreation building. Refer to Section 4 for contact details.

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.

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

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

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
- No smoking (including e-cigarettes)

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)

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





10. SUSTAINABILITY AT HOME

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

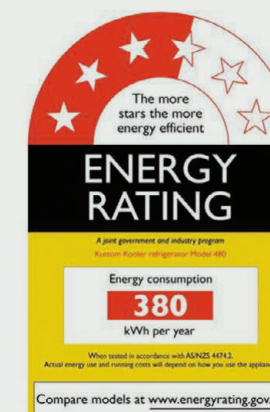
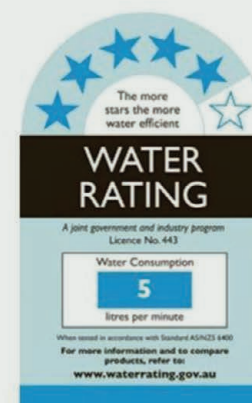
Listed below are some useful websites regarding sustainability:

- www.brisbane.qld.gov.au/environment-waste/green-heart-program/index.htm
- www.climatesmart.qld.gov.au
- 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

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.



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.

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

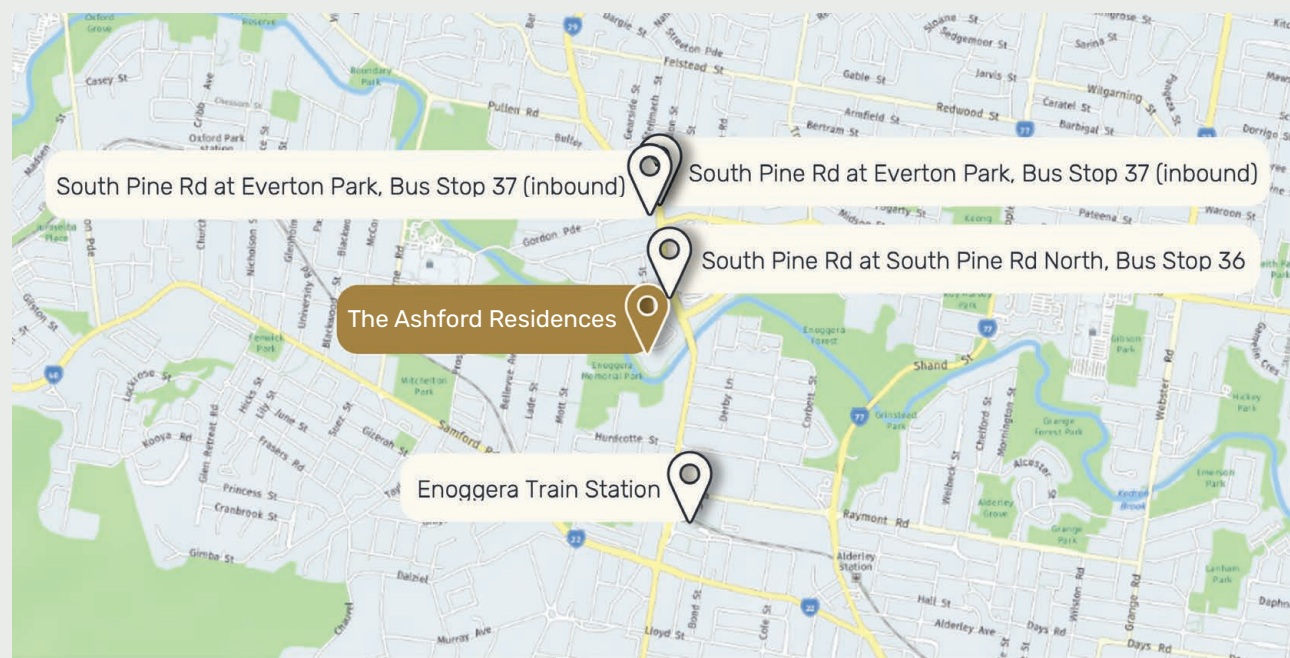
South Pine Road at South Pine Road North, Bus Stop 36

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 or call them 13 12 30.

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



Public Transport Locality Map.



**11. ASHFORD RESIDENCES
DESIGN GUIDELINES**

12. GOOD NEIGHBOUR GUIDE

13. BODY CORPORATE BY-LAWS

14. GARDEN CARE GUIDE

**15. MAINTENANCE
FREQUENCY CHART**

**16. AS CONSTRUCTED
DRAWINGS / CERTIFICATIONS**

Ashford

RESIDENCES

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