

A Message from the Body Corporate Committee



**MORETON
VIEW** TOWER
& VILLAS

Welcome to Moreton View Tower and Villas (MVTV) and the surrounding Dockside precinct. We hope that your time at MVTV is a happy one, with its great facilities and a great community to help you along the way. This welcome notice has been prepared to help you settle into MVTV and to help answer various questions that might arise from time to time. We hope that you enjoy living at MVTV and take advantage of the many opportunities to get to know your neighbours. Further information can be found at the MVTV website at www.moretonview.com

Out and about

Within the MVTV complex you will find a gym, pool, conference room, sauna, children's playground and BBQ facilities, with the option to book some of these facilities for private functions. The Dockside precinct and surrounds feature restaurants, cafés, retail facilities, a fitness centre and tennis courts. The city and Southbank's sights, restaurants, theatres and other entertainment are just a ferry ride away.

Keeping informed

Try the following to keep up to date with what is happening in the building and surrounds:

- The MVTV website has lots of useful information, for example: by-laws, house rules, how to book facilities, etc. Check it out at www.moretonview.com.
- Watch out for the Building Manager's monthly newsletter, which is emailed to all residents.
- Look out for notices of meetings, sausage sizzles, other social events etc. These notices are posted in the notice holders in each of the lift lobbies.
- Consider attending or getting involved with the Kangaroo Point Neighbourhood Watch meetings.

Important telephone numbers

Emergency Fire, Ambulance, Police	000
Police (for non-emergencies e.g., noise complaints), Dutton Park Station	(07) 3020 8111
Building Manager (office hours)	(07) 3393 1555 or dial 900 on the intercom
Body Corporate Manger , Richard Meek	(07) 3236 1000
Dockside Security (6.00 pm to 6.00 am)	0401 035 310

For MVTV Body Corporate emergencies:

Plumber Z-Men Plumbing	0417 633 347
Electrician PTC Electrical	0404 038 868
Access System Eagle Technology	0410 410 310

Please note: These numbers are for emergencies related to the common property. Residents should have their own contacts for emergencies in their own apartments.

Operating the Intercom system

1. Your visitor or caller needs to **key in your unit number on the intercom panel at the Main Entry or Visitor Carpark**, e.g. for Unit 6, press the 6 pad; for Unit 66, press the 6 pad twice and the person then **presses the call button—the telephone icon** at the bottom left of the panel.
2. When someone calls you from the Main Entry intercom panel, or from the Visitor Carpark intercom panel, their image will appear on your screen. To speak to the person, press the **green call receiving telephone icon**. If the person is not entering the building, press the red telephone icon to end the call. If the person is at the Main Entry and you wish to grant access, press the lock icon to (a) unlock the main entry door, (b) provide lift access to your level and (c) end the call. The person can use any lift but must **press your floor number** on the lift panel. If your visitor is at the Visitor Carpark and you wish to grant access, press the **lock icon** to raise the boom-gate. The visitor must then call again from the Main Entry, as above.
3. For points 4 – 6 you need to be able to **access the address book**: (a) Press the telephone icon at the bottom left of your panel, when the screen will light up; (b) Press the address book button—the white light at the top left of your panel. Your 'highlighted' floor level is the first address listing (or rear foyer door in the case of the villas); (c) If you need to scroll down to other addresses, press the white light adjacent to the 'down' arrow at the bottom right of your panel.
4. Your visitor can also gain **access by calling you using a mobile phone**, without the need to operate the intercom panel. When the person phones you from the Main Entry (or Visitor Carpark), you can unlock the Main Entry door and release the lifts to your level (or raise the boom-gate) by **scrolling through the address book**, highlighting 'Main Entry' (or 'Visitor Carpark') and pressing the lock icon. The visitor must press your floor number in the lift. If you have granted access to the Visitor Carpark, the visitor must call again from the Main Entry, or proceed as per item 1 above.
5. **To grant a resident (or person in the foyer) access to your lift level**, press the address book button. Press the lock icon to release the lifts to your floor (or rear foyer door in the case of the villas). Your impending visitor must press your floor number in the lift.
6. **To call another unit**, press the address book button, use the arrow buttons to scroll to the highlighted desired address (unit number) and press the green telephone icon. To end the call, press the red telephone icon.
7. **Please note** that access to your floor will be denied if a third party keys your floor number in a lift before your visitor does. If this occurs, your visitor should repeat the entry process, or call you on mobile, whereby you proceed as per (4) above.
8. For further information it is recommended that you view the set of **demonstration videos** which are available on the MVTV website.

If you lock yourself out of your apartment or the building

Prevention

- Leave a spare key left with the Building Manager, which can be retrieved during business hours.
- Leave a key with a neighbour, friend or relative who does not live too far away.
- Hide a key (but not in your letterbox)—upon proof of residency, Security will be able to allow you to access your floor but Security does not hold keys for individual apartments.

Too late! You are locked out! Options include:

- If after hours and you have left a key with the Building Manager, check into the hotel until morning when you can retrieve your key from the Building Manager.
- Call a locksmith.
- Call a friend, especially one who has a key to your apartment.

Going away?

Lots can happen when you are away from your apartment for a little while—a leaking pipe can do untold damage if left to leak for a few days or weeks. Here are some simple 'To do' tips if going away:

- Leave your contact details and a key with the Building Manager in case of emergency.
- Turn off the water to the fridge and dishwasher.
- Turn off the water and power to the hot-water system.

Need to turn off the water urgently?

- The tap for water going into the apartment is typically located in the ceiling of the main bathroom.
- The water going to the air-conditioning unit is controlled by two valves adjacent to the unit—one is a lever and one is a tap. Both need to be turned off.

Commonly breached By-Laws

The by-laws of residency are in place to ensure a relaxed and comfortable lifestyle for all residents. Following are some of the ones to keep in mind:

- Please keep NOISE levels to a minimum.
- SWIMMING POOL hours are 6.00 am to 8.00 pm. Please make yourself aware of the Pool Rules located beside the pool, noting that there is to be strictly NO GLASS in the pool/spa area. Please be considerate of residents living near the pool as noise travels easily.
- CHILDREN must be accompanied by adults when they are on common property, e.g., at the swimming pool or in the children's playground.
- SMOKING is not permitted in common areas or on balconies.
- WATER must not be allowed to run off your balcony when you are watering plants or washing your balcony.
- ANIMALS are not permitted on-site without pre-approval in accordance with By-Law 16.
- CAR PARKING SPACES are meant only for vehicles; additional items may be stored in an approved storage locker.
- Please do not hang WASHING on balconies or over railings. Washing lines are located on level 4.
- Owners must seek approval from the Body Corporate Committee before undertaking any ALTERATIONS or RENOVATIONS.
- FURNITURE delivery/removal is permitted only during the hours of 8.30 am to 4.30 pm from Monday to Friday. Weekend delivery/removal is not permitted. Please contact the Building Manager to arrange delivery/removal. The lift key, covers, mats etc., will be provided to protect the lift. Never try to hold the lift doors open, as this will damage the lift.

Noisy neighbours (not at MVTV of course), partying at the hotel ... ?

As with all neighbourhoods, from time to time, neighbours either within MVTV or in a neighbouring building may be having fun, not realising that for others it is way past bedtime. Here are a few tips to deal with noise issues:

- Typically, a call to Security will sort things out. Security will politely knock on the offender's door and request that the noise be subdued. Usually this works; often the people having fun just go inside and turn the music down.
- If Security is unable to resolve the issue, please call the police.
- As this is not a body corporate issue, please do not call the Building Manager.

Fire in the building

How to raise an alarm

If a fire occurs or you smell smoke:

1. Operate the BREAK GLASS ALARM located in each of the lift lobbies beside each of the Fire Exit doors. Please make yourself aware of their locations in case one is blocked by a hazard.
2. Ring the Fire Service on 000.
3. During office hours, contact the Building Manager; after hours, contact Security on 0401 035 310.

Emergency procedures

MVTV alarm system has two alarm tones:

- **Alert alarm**—'beep beep'—to which the Fire Service and Security staff will respond. There is no need to evacuate on this alarm unless there is fire or smoke in the immediate vicinity.
- **Evacuation alarm**—'whoop whoop'—which means that conditions exist in the building requiring complete evacuation.

Evacuation procedures

All persons must evacuate from your apartment. Please familiarise yourself with the fire evacuation diagrams—each apartment should have a copy and there is a copy in each lift foyer.

- Exit via the fire exit stairwells. Do not use the lifts.
- Go to the assembly areas and stay there until directed to return to the building.
- If you have mobility-impaired persons in your apartment, stay in your apartment but notify the Building Manager of your position. Alternatively, recognising that the Building Manager might not be in his office at this time, notify a friend or neighbour and ask them to advise the Building Manager or Fire Service officers on site. The Fire Service will make the call as to whether it is safe for you to stay in the apartment or they will arrange assistance for the evacuation of the mobility-impaired person.

Fire hoses and extinguishers

Fire hoses and extinguishers are located throughout the residential areas, including on each residential floor. They are clearly signed and directions for use are clearly marked on the appliances. The fire extinguishers are the dry-powder variety. For additional safety, it is recommended that each apartment be equipped with at least one smaller model carbon dioxide fire extinguisher and a fire blanket, located near each kitchen. All apartments should be fitted with smoke detectors and the batteries tested regularly.