

Information and Practical Guidelines for Owners and Tenants of

# **CITY LODGE APARTMENTS BC 335843**

115 Vivian Street Wellington



**This Handbook is supplied for your Apartment**

**Please read this handbook to ensure all occupants are familiar with its contents.**

**This Handbook must be read in conjunction with the Body Corporate Operational Rules.**

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# Introduction

When you purchase an apartment in a unit-titled building you automatically become a member of its Body Corporate. As such you are a part of a legal and physical community which arguably imposes a higher level of responsibility and greater levels of cooperation on you than when living in a suburban stand-alone house. It is therefore important that both owners and tenants are mindful of the various relationships within your complex – with fellow owners, tenants, the building and body corporate management, and any suppliers providing services to the complex. An understanding of the various facilities and systems within your Body Corporate is also important if you are to enjoy living in your complex in a safe and cooperative manner.

This manual's aim is to be of assistance with these issues, providing some basic information related to both common areas and your own individual apartment, thereby assisting you in both; protecting your investment and in getting the most of out of body corporate living.

## 1. FIRE PROTECTION, FIRE ALARMS AND EVACUATION

**Please study the evacuation plan for the complex.**

### IMPORTANT

If you discover or see a fire:

- In your apartment – **IMMEDIATELY ring 111 and ask for 'Fire'**. Give the address as 115 Vivian St, Wellington (and the building name City Lodge Apartments).
- In any of the common areas – **activate the nearest manual fire alarm**, and then **ring 111**.
- ***Then evacuate the building via the nearest exit.***

If the building alarm sounds:

- Leave the building via the stairwell;
- Do **NOT** use the lift
- Do **NOT** leave your apartment carrying food and drink;
- Should you have mobility difficulties, please ensure that the NZ Fire Service is notified when an alarm sounds so that appropriate assistance can be provided by the Fire Service;
- Do **NOT** attempt to remove vehicles;
- Assemble and assemble outside the School of Architecture on Knigges Ave.

All Fire Escapes must be kept clear at all times. Smoke doors will automatically change to free access and will not require a swipe card.

### Fire protection

The fire protection systems at City Lodge are designed to ensure maximum safety for people and the buildings. The systems provided in all apartments and common areas include:

- Smoke detectors, fire sprinklers, a fire alarm siren, an automated speaker to advise evacuation details, automated mechanisms to ensure exit doors can open if the power supply is cut, manual 'break the glass' fire alarm boxes (common areas).
- Automatic connection to the Fire Service if a heat detector is activated.

### **Fire alarms**

The alarm system is a two-phase system:

#### 1. Phase 1 **smoke alarms** (this does not call the Fire Service)

- There are smoke detectors in each apartment. These are hard wired-in with backup 9 volt batteries. The smoke detectors are interconnected to the other smoke detectors in your apartment. If you remove them, you are not only compromising the safety of occupants in your apartment, but also other occupants in the building. Please do not remove them at any time.
- If the smoke detector activates (burnt toast may do this) a beeping alarm will ring, but only in your apartment. You'll know this because there won't be an automated voice message telling you to evacuate. The activation of a smoke detector does not call the Fire Service.
- Stay calm. Just press the hush silencer button on the smoke detector that has activated. This will stop the alarm. Open all exterior windows to allow the smoke to clear. Do NOT open your apartment exit door, as the smoke could trigger the common area alarms and set off the Stage 2 alarm. If this occurs and the Fire Service is called as a result, you could be charged any associated call out fees.
- Please note that the hush silencing button on the smoke detector doubles as a test button, press once to hush, or hold to test.

#### 2. Phase 2 **fire sprinklers** (this automatically calls the Fire Service)

- If a sprinkler is activated, three things will happen:
  1. The fire alarms will ring throughout the building.
  2. An automated voice will announce that everyone must evacuate the building.
  3. The Fire Service will be called automatically.
- All residents must immediately evacuate the building. Close doors behind you as you go.

The fire alarm system in common areas is a single phase system.

- Activation of a common area smoke alarm will operate all speakers in the building and automatically call the fire service.
- Activation of fire sprinklers in the common area will operate all speakers in the building and automatically call the fire service.
- Activation of a manual call point in a common area will operate all speakers in the building and automatically call the fire service.



### **Evacuation**

Evacuate by the stairs and assemble in the nearest designated assembly area.

If it's safe to do so, change the indicator on the Evacuation Board to show that your apartment is clear.

### **Maintenance of the fire protection systems**

Your Body Corporate has arranged a contract for the annual servicing of all fire protection systems. Access to your apartment will be requested at that time.

Fire protection, including any trial evacuations, should be treated as real and residents are asked to comply with all the instructions and procedures mentioned.

## **2. HEALTH AND SAFETY**

Health and Safety Legislation places shared obligations on both owners and occupiers of buildings. These obligations also extend to visitors such as Contractors carrying out work on site.

Where hazards cannot be eliminated, the law requires that the Body Corporate implement procedures to keep people safe. Wherever practicable, the BC will install signage as a guide for all concerned.

While mindful that owners have control of their own unit, there are however, some building areas of mutual responsibility with the Body Corporate (refer to page 8). Guidance is available from the Facilities Manager (YPM). Please report any accidents incidents or near misses to YPM on 04 4737330.

## **3. BUILDING MANAGEMENT**

### **YPM**

YPM look after the running of both the internal and external common areas of the complex including but not limited to cleaning, gardening, refuse collection and general maintenance of these areas.

If you have any issues or see any damage to the Common Areas of the complex please contact YPM on (04) 473-7330 and ask for Sheryl Ferguson, or Elicia Gold. This is a **24/7** service.

### **Residential Tenancies (RTA)**

If you are a tenant living in City Lodge Apartments, **your line of communication is with your Property Manager or Owner**. Please notify your Property Manager of such things as lost keys, damage to the building, damage to the apartment etc.

## **4. BODY CORPORATE OPERATIONAL RULES**

Any tenant or occupier of a unit must be provided with an up to date copy of the Body Corporate Operational Rules for the complex, by the Owner/Property Manager.

These set out the expectations and responsibilities of Owners and Occupiers and are available in Appendix 1.

The following information relates to both common areas and your own individual apartments.

## **5. INSURANCE**

Insurance is a major cost to the body corporate and generally makes up a significant portion of the operating budget. The cost is therefore included in your body corporate levies.

The Unit Titles Act requires bodies corporate to insure the building for replacement value, provided it is available. It is therefore important for you to know where the body corporate insurance stops and your liability starts. To assist you with this, a summary of what is covered by the body corporate insurance is posted to your body corporate web page upon each annual renewal.

As each owner's position is different, e.g. some are owner occupiers, some are landlords who may or may not be providing chattels, we advise that if you need assistance with this you should contact the body corporate's insurance broker.

Please contact YPM if you need contact details, general advice or need to file a claim.

**Please note:** If you operate your unit as short term accommodation, i.e. letting the unit for 28 days or less for more than six months of the year, then the unit will not be eligible for EQC cover. You must inform Your Property Matters Ltd so the equivalent cover can be arranged with the Insurer. Failure to do so could leave you, the Owner, liable for the first \$100,000 of natural disaster cover.

**The above is inserted as a guide only in reference to insurance cover and each unit owner should check with the building insurers and their own insurers to satisfy themselves as to coverage.**

## **6. LIVING IN CITY LODGE APARTMENTS**

### **Introduction**

It is important that all occupants are mindful of the fact they live in a close community.

### **Animals**

In accordance with the Body Corporate Operational Rules; City Lodge Apartments is a pet free environment.

This provision also applies to visitors to the complex.

### **Balconies**

Balconies must not be used for general storage. No clothes, towels etc. are to be hung over the balustrades, nor should any laundry be dried within sight from the road.

No items, including cigarette butts and offensive material, shall be thrown from the balconies.

Please make sure all furniture is placed well back from the balcony edge as it can be a climbing hazard for children.

### **Car Parks and Garage**

Car parks are for the storage of vehicles only.

Only authorised vehicles are to use the City Lodge Car Parks. Owners must only use their allocated car park. All vehicles are parked at the owner's risk. As the spaces are quite narrow, please ensure you park within the marked lines and always lock all vehicles when parked.

Car parks must be kept clean (no oil stains please) and not be used for storage.

There is to be no parking in the common areas of the garage and entry and exit ways are to be kept clear at all times.

Bike storage is available at the marked locations within the garage, by the rubbish room.

### **Cleaning**

The Body Corporate has a contract with a cleaning company to clean the common areas. This requires the minimum of sweeping all floors and dusting once a week with other cleaning such as cob webs and garage floor sweeping at less frequent intervals. BC policy is to maintain a reasonable standard of cleaning, but not "hospital standards".

The BC will arrange to have the exterior of City Lodge Apartments, including windows, washed at least annually.

### **Common areas**

To keep the common areas tidy at all times. Occupants can assist by refraining from dropping litter or spilling liquids, but if someone else unknowingly has done so then, please, do not be too proud to pick up the odd piece of paper or rubbish. If you make a mess, clean it up.

### **Electricity**

Your Body Corporate operates an electricity customer network in your building. This is the most competitive form of network as all residents contribute to volume purchasing allowing access to wholesale electricity rates.

Switch Utilities is the electricity retailer who specialises in these types of networks and has been appointed by your Body Corporate to operate the network. All Occupiers will be required to use this provider.

*Note: All relevant forms are attached to this Handbook, to be passed when ownership/tenancies change.*

### **Faults and Repairs**

Faults and damage involving communal areas (except that which results from an individual's action), together with general wear and tear of these areas, is the responsibility of the Body Corporate. Please advise the Facilities Manager (YPM) of any problems (electrical etc.) in the common areas as soon as it is noticed, on 04 4737330, this is a 24/7 service.

Owners are responsible for any faults or repairs, which occur within their Apartments.

In an emergency, water to the Apartment can be turned off at the toby in the hot water cupboard. Photo One shows the access by removing the washing machine, sometime also the dryer, unscrew the panel and the toby is located under the hot water cylinder. The second photo is the valve train under the hot water cylinder. The water flows from right to left. The problem valve is the one on the far right.

The second fitting with the square shaft is an isolator but only isolates water to the left of it.



A list of some of the maintenance contractors, who owners may wish to contact, is included on Page 13 of this handbook.

### **Insulation**

Archive specifications for the 115 Vivian St apartment building construction (dated 2003) identifies that all exterior wall cavities were to be fitted with R2.2 polyester or glasswool batts insulation (eg Autex greenstuff or pink batts) and the roof spaces were to have R2.6 batts insulation laid over the ceiling linings. Each apartment ceiling cavity was specified to have 100mm batts insulation (providing insulation and acoustic attenuation for the apartment above). Installed correctly, this should have met minimum code requirements for insulation at the time of construction.

115 Vivian St was also a conversion of an existing commercial building with a concrete floor slab. The original ground floor slab will not be insulated but the RTA requirement for under floor insulation applies to timber framed subfloors not concrete slabs. On this basis the specified insulation for 115 Vivian St would therefore meet the minimum insulation compliance level set by the RTA.

### **Intercom**

Non operational.

### **Internet**

Freedom internet is available in the building- [www.freedominternet.co.nz](http://www.freedominternet.co.nz)

The building is fibre ready, with a roll of fibre rolled up in the ceiling space ready to be dropped down in the cavity wall for ONT installation.

### **Keys**

Replacement Fobs are available from YPM at a cost of \$65.00.

Replacement apartment keys are available through YPM for a cost of \$25.00.



### **Letters and Parcels**

A numbered letter box is provided for each Apartment at City Lodge.

It is recommended that all courier packages are signature on receipt.

Residents who receive incorrectly addressed mail should please write on the envelope "Not known at this address" and then post the amended envelope.

### **Lift faults**

In case of a fault, please contact Otis on 0800 65 684, or use the phone in the lift if you are stuck there.

If you find the lift is not operational do not leave it to others to ring Otis – they do not mind if they get repeat calls.

### **Lobby and common area lighting**

A monthly inspection is made to replace any non-working bulbs. Report any other lighting problems immediately to YPM on (04) 4737330.

### **Noise**

City Lodge Apartments has "zero tolerance" to parties and noise.

It is important therefore that in the close community in which you all live, **every effort be made by Residents and their visitors to keep noise to the minimum in consideration of others.** Don't be offended if someone requests you to reduce noise, which you may not be aware of.

In the event that noise from an Apartment is an issue and is disturbing other Occupants, please contact the local Noise Control Officer in the first instance.

**The 24/7 phone number is (04) 479 4444**

### **Parking**

There is paid parking available in Knigges Ave.

### **Power Failure**

If there is a mains power failure please ring the Facilities Manager YPM on (04) 473 7330, who will find out the cause of the problem and take steps to rectify the power as soon as possible.

In the event of a power failure affecting the building, a battery-operated system will ensure that EXIT signs remain illuminated and emergency lighting is situated in all stairwells and car park areas. Security is still maintained as the pedestrian doors all have a battery backup.

The exit roller door in the car park can be opened using the manual chain.

If unfortunately you are in the lift when there is a power failure, the lift will stop. You will then need to use the emergency lift telephone by pressing the yellow push button and then speak to an automated recorder.

### **Rubbish Disposal/Recycling**

A rubbish cage is located on the ground floor garage.

The BC has a contract with a waste removal firm for the household rubbish to be removed. As part of the rubbish removal there are specific bins provided for the removal of recycling items glass, plastics/cans and cardboard. Please use the appropriate bins provided.

**PLEASE DO NOT DUMP RUBBISH IN THE RUBBISH AREA, FOYER or GARAGE.**

Any rubbish/furniture that is dumped will be traced back to its owner and the cost associated with collecting the CCTV footage and rubbish removal will be charged back to the person responsible.

The rubbish room MUST be left in a tidy condition when your rubbish has been deposited in the bin. If not, rodents will become a problem and they are not wanted, either in the rubbish room or in the Apartment complex.

**Security Access/CCTV**

City Lodge Apartments is a secure environment. It is essential this is maintained for the protection of all owners. It is an individual resident responsibility to ensure that a security compromise does not occur.

There are three exterior entry points (apart from those apartments that open directly onto Knigges Ave) to the building all, with a secure access;

- Basement garage (Wide Roller Door);
- Two entrances onto Knigges Ave; being the Main entrance foyer and small entrance.

A fob is required for building access, available from YPM.

Please do not allow persons who are unknown to you to tailgate when you enter the building. This also includes persons or cars entering through the garage door. Please report suspicious cars to YPM with the vehicle licence number. Do not hesitate to ask any strangers or suspicious characters that may be on the premises why they are there.

To ensure security integrity at all times please check that:

- The front door closes properly after use;
- The roller door to the car park closes following entry or exit at all times;
- The fire doors to the car park levels close fully after use, especially in strong winds.

The emergency release button for each of the security doors is only to be used in an extreme emergency. Should it be found that an occupant has used the emergency release button when there is not an emergency situation, then that owner will pay for the callout fee for the technician to reset the device.



Your apartment door should be locked at all times. Keys to the apartment doors are the responsibility of the apartment owner.

There is a CCTV installation throughout the building.

This is installed primarily for your safety, but also to identify culprits who may cause wilful damage to the building or persons within it. Unfortunately this has been needed in the past to identify and charge people who dump oversized rubbish in the rubbish cage.

### **Security Patrols**

The BC employs mobile guards to patrol the building during the weekend nights. Their role is to monitor people who gather outside, to monitor noise and to ensure the building is secure.

### **Smoking**

This complex is smoke free in all the common areas; which includes the garage.

Cigarette butts are not to be thrown from the balconies or dropped on the ground.

### **Sprinklers and Fire Detectors**

Sprinkler heads and smoke and heat detectors in apartments must be treated with care as they are delicate. Damage to them may result in setting off the fire alarm system. Any deliberate damage to the fire alarm system will cause the cost of remedy being on-charged to the owner.

**If redecorating, please ensure smoke and heat detectors and sprinkler heads are protected.**

Any paint on a sprinkler head will result in the unit requiring replacement and this cost will be on-charged.

Smoke alarms are hardwired into each apartment; and operate on a battery backup. It is advised that these smoke alarms do require their batteries to be changed.

The test button requires activation with each battery change and it is recommended to be activated 6 monthly.

### **Storage Cupboards**

It is expected that all owners will maintain the storage area in a tidy manner at all times. Owners may, at their expense, provide shelving in their storage cupboard, however, any work done shall not obstruct fire protection detectors or access to pipes and or wiring.

**Inflammable fluids must not be stored in any unit** and any damage caused by an owner or tenant through negligence may result in a liability claim by the Body Corporate against that owner (and tenant, by an owner).

### **Telephones**

The switching equipment for telephones at City Lodge Apartments is housed in the Staff Area Room off the entrance foyer. Should an owner need telephone repairs or a fault remedied please inform the YPM Ltd (Owners) or your Property Manager (Tenants) who will provide the appropriate advice.

### **Television**

Both FTA (Free to Air) and satellite are available.

### **Ventilation**

Extract fans are controlled via a central system on the roof on common area power, operational and common to bathroom, laundry and toilet within the apartment.

## **7. MOVING**

Please notify the Body Corporate Manager, YPM Ltd, when owners / tenants move in or out of a unit. In accordance with the Unit Titles Act the Body Corporate must be made aware of all changes in occupancy.

Please refrain from wedging open the front entrance door. The common area floors and walls must be protected against damage.

Hallways and stairs must not be blocked from use by other residents.

Damage caused by moving will be charged to the owner/tenants responsible.

Please do not dump unwanted furniture in the Rubbish Area.

## **8. STRUCTURAL ALTERATIONS AND ADDITIONS**

Apartment owners are required to obtain **prior approval** of the Body Corporate Committee before undertaking any building work that in any way alters the external appearance of the building, making any installation or construction on an outside deck or balcony, or carrying out any structural or building alterations to the interior of an apartment.

Please contact YPM for advice and to obtain the necessary **WORKS REQUEST** form.

## **9. TENANTED APARTMENTS**

If you are tenanted your apartment please ensure that your tenants and letting manager have a copy of the Body Corporate Operational Rules and a copy of this Handbook. It is an owner's responsibility to ensure that tenants abide by both the BC Rules and also the advice provided in this Handbook. In particular, no smoking in the common areas, laundry is not to be hung to dry so that it can be seen from the road and rubbish must be disposed of as advised above.

Kindly note that, under the Unit Titles Act, every owner when creating a lease or tenancy must notify the Body Corporate Management in writing of the name and contact details of any such person. Owners may find it more convenient to provide the name and contact details of the property manager as tenants may only be short term.

Owners must also ensure that the provisions are incorporated into the lease agreement so that tenants abide by the provisions of the Body Corporate Operational Rules. It is advantageous to insert a clause in the tenancy agreement to be able to recover Body Corporate on-charges from your tenants should the likes of damage to the common areas occur that has been caused by them or the likes of failing to dispose of large rubbish items.

## 10. Preferred Service Providers

Tenants contact your Property Manager/Owner in the first instance as there could be charges associated with calling a contractor directly.

Service Contracts		
<i>Service</i>	<i>Supplier</i>	<i>Contact Details</i>
Building Wash	Dentice Property Services	
Cleaning	JL & RL Carver	04 3882324
Doors - Access Control	Waterford Security Ltd	04 3844172
Doors – Garage Roller	Commercial Doors	0800 863493
Electricity	Switch Utilities	0800 794824
Emergency Lighting/Electrician	Mainline Electrical	04 4992290
Fire Alarm Monitoring	ADT Fire Monitoring	0800 238111
Fire Alarm System Provider	Chubb- Fire Services & HVAC	0800 203040
Glass Repair	Mr Glass	0800 6745277
Handyman	RK Builders/Rendercon	027 2152684
Intercom	Waterford Security Ltd	04 3844172
Lift	Otis Elevators	0800 656847
Locksmith	Beveridge Locksmiths	04 566111
Rubbish	Waste Management	0800 101010
Rubbish- oversize	0800GOJUNK	
Plumbing	In Sink Plumbing	021 339113
Security Patrol	First Security	0800 347787
Ventilation	Hot Chilly	04 3844247
TV Technician	City Aerials	04 5676000
YPM Facilities Co-ordinator	Sheryl Ferguson (A/Hours)	04 4707330
YPM Body Corporate Manager	Elicia Gold	04 4737330