

Norman Court Apartments

Body Corporate # 55016

C/O Red Rocks Property Management
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Island Bay, Wellington 6023



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LIVING AT NORMAN COURT INFORMATION FOR OWNERS AND RESIDENTS

To ensure that all owners and residents can enjoy living at Norman Court, it is important that some general guidelines or rules are followed. This document outlines the general information and guidelines and should be read in conjunction with the registered Norman Court Body Corporate Operational Rules.

RUBBISH/ WASTE MANAGEMENT

Please do not leave rubbish on the common property except in areas designated for rubbish collection (ie along the East boundary fence).

Rubbish collection day is THURSDAY.

Please put your rubbish out in the designated area after 8pm on Wednesday night or before 8am on Thursday morning.

Each unit should have two bins i.e. a general waste bin and a recycling bin, to store rubbish in between rubbish collections. Each bin should have your unit number on it so it is easy to identify. It is important that the bin has a secure lid. If you do not have bins, please purchase some. Suitable aluminium lidded bins can be purchased from Bunnings for around \$30.

General Waste

Place your general household waste in yellow council bags. Yellow council bags can be purchased from supermarkets and some dairies. The retail price is \$12.50 for five bags or \$2.50 per bag.

The WCC collection will only pick up rubbish contained in an official WCC yellow rubbish bag so please do not put waste in anything other than WCC yellow rubbish bags as it will not be collected.

A tip for storing food scraps which are not able to be composted (for example meat scraps) – place these in the fridge in a plastic bag until rubbish day!.

Recycling

We are strong supporters of recycling at Norman Court & we encourage you to be too!

The WCC roadside recycling collection is on Thursday mornings on a fortnightly rotation – one week is paper, tins & plastics and the following week is glass. The calendar is provided as Annex A to this document for your information.

Please use green / clear recycling bags for paper, tins, recyclable plastics, paper and cardboard. WCC recycling bags can be purchased from Wellington City Council service centre on Wakefield Street or from Newtown or Kilbirnie libraries for 26 bags (\$13).

Norman court has four green recycling crates for common use stored under the East stairs on ground floor next to the garden waste bag. Please put your glass in here. **Do not put broken glass or drinking glasses into the glass crate or any other non-glass material as it will not be collected.**

This website provides some useful information on recycling:

<http://wellington.govt.nz/~media/services/environment-and-waste/rubbish-and-recycling/files/recycling-outsidecbd.pdf>

The recycling calendar can be found:

<http://wellington.govt.nz/services/environment-and-waste/rubbish-and-recycling/collection-days/suburban-collections>

Please contact Wellington City Council on 801 4205 with any queries.

Composting

There is a community compost bin at Norman Court. Please note below what you can compost:

- Roughly chop or break up with fingers all fruit, veg, eggshells etc before adding to compost bin;
- Unbleached paper towels, tissues and egg cartons can be torn up and added in small amounts;
- Tea and coffee grounds and tea bags are fine;
- Throw in a few handfuls of pea straw from the aluminium rubbish bin on right hand side of compost bin, on top of the organic matter you've put in;
- PLEASE NO MEAT, FISH, DAIRY PRODUCTS OR WEEDS as these will attract rodents and sprout in the compost, respectively

Other

Please be responsible when moving in or out of your apartment - do not leave any of your unwanted possessions, furniture or packing boxes in or around the common areas, rubbish area or car park for others to dispose of on your behalf. The cost of removal will be billed to the offending unit.

GROUNDS AND GARDENING

Norman Court owners are lucky enough to have lovely grounds and gardens as part of the complex which makes it a great place to live. Some owners are keen gardeners and there are ongoing gardening projects underway. If you're keen to join in, contact Colette or Fey (see end of this document).

Working bees

From time to time, it is necessary to hold a working bee at Norman Court where all owners and residents are welcome to tidy up the grounds, remove any personal rubbish and generally have a spruce up around the complex. A skip bin is usually hired by the body corporate for the week of the working bee to allow removal of larger items. Advanced notice is given of the working bee all owners and residents have an opportunity to help out.

Care of native wildlife

The Body Corporate Committee would like to recommend a two-part strategy to owners/residents to help protect local wildlife. You may already be aware that the natural behaviour of our moggy mates is to engage in the predation of native birds, insects and skinks, even when they are well-fed. To do our bit towards urban conservation we suggest that owners collar and bell their cats, as a warning to wildlife. Evidently the snap-lock collars are safest for our furry friends. The other prevention activity is to keep kitties INSIDE overnight as this is a key time when hunting occurs. Thanks for considering the local environment!

PARKING

Each owner/resident has an allocated car park. Please ensure that you only use the correct park.

Signs are displayed around the car park clearly stating that this is private parking and that illegally parked vehicles will be towed.

If others are parking in your allocated car park, in the first instance, please try to speak to the offender if at all possible, to inform them of the incorrect parking and hopefully this will resolve the situation.

If you are having continual trouble with vehicles parked in your car park, please phone the body corporate management company or the body corporate Chairperson to have the vehicle towed. Please take note of the model of the car and the registration number before reporting.

Please also let friends, visitors & tradespeople know that there is no casual parking available (other than on the street) - they don't want to suddenly find their cars have vanished!

WASHING

As per our Body Corporate Rules, we do not allow any permanent structure to be installed on the exterior of the building; this includes clothes lines.

Please do not hang washing on landings or anywhere on common property other than the designated washing line areas.

PETS

The Norman Court Body Corporate rules state that up to two cats per apartment can be kept at Norman Court. Dogs are not permitted at all and other pets are only allowed with the written consent of the body corporate.

NOISE

We all enjoy the social aspect of apartment living. However, partying into the wee small hours does not work for anyone. Please be aware of others when entertaining.

If you are adversely affected by excessive noise from others, please speak with them first. If that is not successful action, please immediately contact the Noise Control people at Wellington City Council:

How to make a noise complaint

- ✓ Excessive noise complaints are investigated by a security company under contract to the Council.
- ✓ Noise complaints should be made to the Council's **24 hour telephone number: 04 499 4444**.

SMOKE FREE

Norman Court is a smoke free building in its entirety. In consideration of others, if you need to smoke, please do so outside, well away from open doors & windows. Please dispose of cigarette butts in the correct manner, and not flick them off the balcony.

ACCESS TO/THROUGH YOUR UNIT

From time to time the Body Corporate will need access either to or through your unit for emergency maintenance or repair purposes. Plenty of notice will usually be provided to you (and your landlord/property manager where applicable), most often by email, however in the case of emergency, the notice period may be very short. In the usual repair situation, we will always need your confirmation that you have received notification and we will do our best to work with you on timing.

UNIT ACCESS KEYS

Our body corporate management company are happy to hold a door key for each unit which can be used in case of an emergency only or when advised by the owner. They will always request your authorisation prior to any use of this key. If you would like them to hold a key, please contact them to arrange.

Please ensure you inform the body corporate management company and provide them with a new key if you change your door lock at any time.

ABSENCE FROM HOME

The body corporate is required to know if the unit owner is to be out of the country for more than three consecutive weeks. It would also be very useful to know if your unit is to be vacant for a long period of time. Please be sure to advise the Chairperson and/or the body corporate management company by email.

EVACUATION PROCEDURES IN CASE OF AN EMERGENCY

In the event of a fire, sound the fire alarm, call 111 and confirm nature of emergency, location & address of the building.

Fire Alarm

When the alarm sounds, grab your unit tally, vacate your apartment and go to the evacuation board on the ground floor under the East stairs.

IF it is safe, hang your tally on the evacuation board, located on the wall beneath the East stairs. (Opposite the letter boxes)

Assemble beside the letterboxes.

First person at the evacuation board is to act as the Chief Warden.

Chief Warden Duties:

- Place the tally for your apartment on the evacuation board and remain stationed at the board.
- Assist others by placing their tally on the correct hook.
- Ensure a 111 call to Fire and Emergency New Zealand is made giving the building details and if possible, provide any information about the type of fire and its precise location within the building. This may be delegated to another building occupant, but the caller must confirm a call was made.
- Await clearance reports from other occupants.
- Make enquiries if reports are not received from any apartment.
- Appoint the first available occupants to direct others away from the building and to correct assembly area(s).
- Ensure all entrances to the building are monitored for the purposes of safety and security.
- Liaise with Fire and Emergency New Zealand and/or emergency personnel in attendance.
- Advise building occupants when it is safe to return to the building.

TRIAL EVACUATIONS

Trial evacuations are held 6 monthly to ensure that evacuation process is adequate. If you are at home at the time the exercise is held, you must participate.

The building fire alarm will signal the start of the exercise. Fire and Emergency New Zealand will have been advised (as is required) and may choose to attend any trial evacuation. Ideally, residents should be able to complete an evacuation in 3-4 minutes. The whole exercise should last no more than about 10-15 minutes.

Please re-acquaint yourself with the Apartment Instruction Notice, in particular, the duties of the Warden.

Evacuation Board.

The first adult to reach the evacuation board is to act as the Chief Warden. A list of the Warden's duties is posted next to the Evacuation Board if you need to refresh your memory on the day. The next person arriving should be sent to make the 111 call (Fire and Emergency New Zealand knows it is a trial evacuation and will be expecting the call – tell them that your call is in relation to a scheduled trial evacuation). In real emergencies this 111 call is essential to ensure that the emergency is reported. Other residents, having delivered their tally, should assemble on by the letterboxes.

Smoke detectors. To ensure residents safety there needs to be early warning of any fire. Please make sure that you have two domestic smoke detectors in your units in working condition. This is the owner's responsibility.

FIRE

IF YOU DISCOVER FIRE

- Activate the nearest fire alarm.
- Search all areas of your apartment ensuring everyone is accounted for and evacuate the building.
- Call Fire and Emergency New Zealand – **Dial 111** and ask for fire. Confirm the nature of the emergency and address:
 - **Norman Court, 9 Blucher Avenue, Newtown, Wellington.**
- Report to the evacuation board (in the electrical cupboard located at the bottom of the east stairs) and hang your tally on your apartment number.

IF THE FIRE ALARM SOUNDS

- Clear your apartment and ensure anyone needing help is assisted to evacuate.
- Evacuate your apartment and take the external stairs to the Ground Floor.
- Report to the evacuation board (in the electrical cupboard located at the bottom of the east stairs) and hang your tally on your apartment number.
- Assemble in the designated assembly area (beside the letterboxes).

CHIEF WARDEN (the first adult to the evacuation board located on the Ground Floor under the East stairs)

- Ensure a 111 call has been made to Fire and Emergency New Zealand.
- Remain next to the evacuation board (in the electrical cupboard located at the bottom of the east stairs).
- Receive reports from occupants, ensuring each tally has been hung on the evacuation board correctly.
- Appoint occupants to clear the carpark areas, monitor entrances and ensure that the designated assembly area is being used.
- Liaise with Fire and Emergency New Zealand or any emergency personnel in attendance.

PERSONS REQUIRING ASSISTANCE

- If you require help to evacuate, make your neighbours aware and ensure you have a plan in place that will enable you to evacuate safely.
- Wait at the exit from your apartment for assistance.
- If you are aware of neighbours who might need help, check on them and if required assist them to evacuate.
- Report clearance at the evacuation board (in the electrical cupboard located at the bottom of the east stairs)

CONTACTS

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