302 Abbotsford St

North Melbourne VIC 3051

Manual for
Owners and Residents

Created by:
Owners Committee of Management
No. 302 Abbotsford St Pty. Limited
Version: 1.1 (04-2023)

This document is intended for:

- All residents, including ‘owner occupiers’ and tenants of the building at 302 Abbotsford St, North Melbourne, henceforth to be referred to as ‘the Building’ in this document; this includes the common areas, gardens, and the surrounding property.

- All landlords with tenants residing in an apartment at the Building.

- All real estate agents or similar type agents acting on behalf of a landlord responsible for managing tenants in an apartment in the Building.

This document provides the reader with an introduction to the role of the Owners Corporation manager (Inner Owners Corporation), the Committee of Management, and the rules that have been established to ensure all residents enjoy, benefit and understand how the Building’s community and common services function.

The rules are in place to assist with providing guidance on how each resident can:
- Respect the peace and privacy that each resident of the Building should expect
- Care for the Building and surrounding gardens and grounds so that ‘our home’ looks the best it possibly can at all times
- Be familiar with the Building and related services

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Introduction

This Building of twenty-seven (27) apartments was built and opened in late 1965.

Since the Building first opened, the property has been and continues to be under a single stratum title and has yet to convert to strata title.

Once all the necessary major Building repair works have been completed (i.e., external building painting, etc.), the Committee of Management aims to complete a project, where the property's title will be converted from stratum to strata.

The Building consists of three separate sections or 'wings':

- The **Southern wing** is adjacent to O'Shanassy St and forms one side of the Building.
  - This wing consists of apartments 1, 2, and 3 on the ground floor, apartments 4, 5, and 6 on the first floor, and apartments 7, 8, and 9 on the second floor.
  - There is access to the top floor of the western wing from the third floor of the Southern Wing.
- The **Northern wing** is adjacent to the Building's private car park, located beside 61A Haines St.
  - This wing consists of apartments 10, 11, and 12 on the ground floor, apartments 13, 14, and 15 on the first floor, and apartments 16, 17, and 18 on the second floor.
  - There is access to the top floor of the western wing from the third floor of the Northern Wing.
- The **Western wing** is adjacent to Abbotsford St and forms the front of the Building.
  - The ground floor of this wing consists of two (2) sections of carport areas as well as four (4) utility rooms in the centre.
  - This wing consists of apartments 19, 20, and 21 on the first floor, apartments 22, 23, and 24 on the second floor, and apartments 25, 26, and 27 on the third floor.
  - Note that the apartments in the Western Wing are accessible from the stairs on either end of the Southern and Northern wings.
- **Utility rooms** are for use in Building management and are not available for the storage of personal items from apartments.
  - The doors to the Gas Meters room and the Building's Storage room face out into the central courtyard area.
    - Note that physical access to the relevant gas meter will be required to commence gas service for any new tenant of an apartment.
    - The combination to the lock for access to the door key can be obtained from Inner Owners Corporation. A neighbour may also be able to assist.
  - The door to the Electricity Meters Room faces into carport space M (north side) near the front of the Building.
  - The door to the Caretaker's room faces into carport space L (south side) near the front of the Building.
  - This room contains a toilet and sink for tradespersons working onsite.
  - The key to the Caretaker's room is stored in the Gas Meters room.

The middle of the driveway at the rear of the property marks the boundary of the property. This driveway is shared with the adjacent property, 80 O'Shanassy Street.

The Building has been managed since April 2023 by Inner Owners Corporation, which acts as the Owners Corporation management agent.

The contact details for Inner Owners Corporation are:

332 Kings Way
South Melbourne VIC 3205
Telephone: 03 9804 5551
Email: mail@iocm.com.au

Management Roles and Responsibilities

The Owners Corporation managers (i.e., Inner Owners Corporation) and the Owners Committee of Management are responsible for the management, maintenance, and services that exist at the property.

The Committee of Management

- Consist of members are unit owners nominated and elected at the Annual General Meeting (AGM) each year
- Represents all owners and the Building and meets up to four (4) times per year
- Works with Inner Owners Corporation to oversee the day-to-day maintenance, upkeep and management of the Building

The AGM is scheduled to be held in the weeks following the end of the Building's financial year, i.e., the end of September (30/09).

Financial reports are tabled and major decisions regarding management of the Building make up the business of this meeting.

Inner Owners Corporation circulate a notice of the AGM with associated documentation to owners in the regulated timeframe prior to the meeting.

Membership of the Owners Committee of Management for the following financial year is noted in the minutes of the AGM.

1. Health, Safety, and Security

1.1 Health, safety, and security of owners and residents

An apartment owner and/or resident must not use the apartment, or permit it to be used, so as to cause a hazard to the health, safety and security of other owners and tenants.

1.2 Storage of flammable liquids and other dangerous materials

Except with approval in writing of the Owners Committee of Management, an owner or tenant of an apartment must not use or store in the apartment or on the common property any flammable chemical, liquid or gas or other flammable material.

This rule does not apply to:

- Chemicals, liquids, gases or other material used or intended to be used for domestic purposes; or
- Any chemical, liquid, gas or other material in a fuel tank of a motor vehicle or internal combustion engine.

1.3 Waste disposal

An owner or tenant must ensure that the disposal of garbage or waste does not adversely affect the health, hygiene or comfort of the tenants or users of other apartments.

1. The waste disposal area is in the north-east corner of the property in a locked bin hive.
    - This is accessible from the rear of the Building.
    - Please do not use our neighbouring building's bins; their bins are outside the bin hive.
2. The keypad entry code is C for 'clear' followed by 1503, i.e., the reverse of North Melbourne's post code.
3. The red and dark green lid bins are for general waste.
    - All rubbish is to be securely bagged.
4. The yellow lid bins are for recycling items only.
    - There are to be no plastic bags in the recycling bins.
5. The lime green lid bins are for food and garden waste.
6. Bins are emptied weekly by a council service on Monday mornings between 6am and 4pm
7. Rubbish may not be stored on the walkways or balconies.
8. Hard rubbish may not be left outside bin hive or in any of the common property areas.
    - Hard rubbish is to be organised via Council collection only.
    - Residents may book hard rubbish collection via City of Melbourne – Hard waste
    - Contact Inner Owners Corporation to advise pickup details once arranged. They will inform the Committee of Management.
9. E-waste must not be disposed of in general rubbish or recycling. See City of Melbourne – electronic waste for information on how to dispose of e-waste such as computers, mobile phones, TVs, batteries, etc.

2. Management and Administration

2.1 Improvements and maintenance

1. Owners receive a quarterly Maintenance Levy invoice from Inner Owners Corporation, Owners Corporation Managers. This amount covers general maintenance and improvements.
2. When major construction improvements are planned for the Building, the matter will be tabled at the Annual General Meeting and a special levy raised to cover the cost of the project.
    - See the Committee of Management report to AGM for details of forthcoming projects.
3. Gardening and exterior window cleaning contractors are employed to carry out regular cleaning and gardening services.
    - A memo will be circulated prior to window cleaning to allow for the removal of flyscreens by the resident.
4. Plans to make changes to external parts of the Building; i.e., installation of air conditioning units, changes to windows and doors, any fittings such as window security bars, security cameras, etc. require plans to be submitted in writing in advance to the Committee of Management via Inner Owners Corporation.
5. Paint colours for the Building, i.e., external apartment elements, such as windows, doors, etc., must be consistent with the following:
    a Dark grey: Dulux Colorbond Monument C29
    b Light grey: Dulux Colorbond Shale Grey C4
    c If any owner is unsure about these colours, please contact the Committee of Management.
6. Exterior security doors are not to be overly decorative and are to be of a standard grill pattern, i.e., any new security door is to be a dark grey colour, similar to the colour listed in item 5 above.
    - The Committee of Management plans to agree on a standard security door design for the Building.
7. Reporting issues. If a resident observes an issue with the Building, such as leaking water, please report the issue to Inner Owners Corporation as soon as possible.
    - Please do not assume that another resident has already reported or will report the issue.

2.2 Apartment renovations and private contractor works

1. Notification of apartment renovation works are to be submitted in writing to the Committee of Management via Inner Owners Corporation.
2. Waste materials are to be removed via the owner's contractor. If a skip is required, this must be included in the renovation plans, so that approval for the skip to be placed in the courtyard for a period of time can be given.
3. Out of courtesy, residents of apartments in the same wing (i.e., the nine-block section of the Building) are to be notified in writing via the mailboxes at the front of the Building within a reasonable time prior to commencement.
4. Plans to install wooden floors in apartments on floors other than the ground floor must be submitted to Committee of Management for approval to ensure appropriate insulation has been included.

5. To ensure Building integrity, plans to change load bearing (structural) walls must be submitted to the Committee of Management via Inner Owners Corporation for approval. These plans must include supporting evidence from a qualified builder.
6. The Committee of Management reserves the right to seek further information for all renovation plans that require approval for works to proceed.

2.3 Use of common property

1. Apartment balconies and the external ground floor areas outside apartment living rooms are not part of the apartment. These are common areas of which the resident has exclusive use.
    - Residents are to keep balconies in a tidy manner, i.e., outdoor furniture and some plants are acceptable (within reason).
    - Balconies are not to be used as storage areas.
    - The air drying of laundry on the balcony is to be temporary and kept inside the constraints of the balcony, so as not to detract from the tidy appearance of the Building.
2. For all doors that swing out, i.e., apartment security doors, are to be kept closed when not in use.
    - Utility room doors and the bin hive door are to be kept closed when not in use.
3. Exhaust fan covers for the kitchen and bathroom are the responsibility of the owner and/or tenant and are to be kept clean.
4. Advertising, including political signs, posters, etc. are not permitted anywhere in the common areas or on apartment windows.
5. 'For Lease' signs and 'For Sale' and 'For Lease' stickers are not permitted on the Building or the surrounding property.
    - A permit is required for all signage regarding the sale of an apartment; i.e., the owner and/or the estate agent need to request permission from Inner Owners Corporation in advance, and be advised where the sign can be mounted, and the period of time allowed.
6. External building lighting is managed by the Committee of Management.
    - Please report any external light faults for attention to Committee of Management via Inner Owners Corporation.
7. Each apartment has a mailbox on the ground floor at the front of the Building facing onto Abbotsford St.
    - Keys for mailboxes are the responsibility of the apartment owner and/or the real estate agent.
        - If the mailbox key is lost or the mailbox lock is damaged, the owner of the apartment must arrange for a locksmith to replace the mailbox lock and key(s).
    - The Committee of Management strongly encourages the use of 'No Junk Mail' signs.
        - Signs should be affixed neatly to the mailbox.
        - Please do not use temporary stickers, paper signs, and do not use permanent markers to write on the mailboxes; if this occurs, the owner of the apartment will be billed for the cost of cleaning the mailbox.
    - Please dispose of unwanted 'junk mail' and 'advertising mail'; do not leave it on top of the mailboxes.
    - If you receive mail addressed to your address, but it is not for you or anyone currently living at that address, simply mark it as 'Return to sender - unknown at this address' and post it using a red Australia Post post box or take it to any Post Office for return.
        - Please do not leave unwanted mail on top of the mailboxes.

8. Laundry is not to be hung in common walkways or to extend beyond the rails on personal balconies.
    - An exception is made for residents in ground floor apartments who may utilise a portion of the apartment's adjoining patio space, equivalent to the size of a balcony area, for neat laundry purposes. This must not obstruct passage via the patio common walkways.
9. If an owner or tenant utilises any common area for a purpose that Inner Owners Corporation or the Committee of Management reasonably deems to be unsafe or otherwise contrary to the letter or spirit of these rules, e.g., the installation or storage of items, the operation of equipment, the owner and/or tenant will be required to cease that specific utilisation of the common area.
10. Windows. For consistency of appearance, only standard blinds, preferably with a white backing that faces out of the Building are to be used, i.e., new blinds and curtains.
    - Temporary window coverings, such as newspapers or advertising material on windows are not permitted, unless a temporary exemption has been granted by Inner Owners Corporation and/or the Committee of the Management.

2.4 Vehicles and parking

1. There are sixteen (16) carport spaces underneath the Western Wing of the Building, with each space identified with a letter, i.e., A to P.
    - These spaces are private and have been allocated to individual apartments.
    - Carport spaces are only available for the use of the apartment to which they belong or their guests.
2. The carport spaces are only to be used for standard passenger vehicles.
    - Damage caused to the concrete pillars or ceiling of the carport areas will result in the owner or the tenant responsible, being charged with the full cost of repairs to the Building.
3. Carport spaces may not be used as storage areas.
    - This is particularly the case for apartment renovations.
    - If an owner or resident wishes to use their carport space for storing items for a very short period of time, they may request written permission in advance, including start and end dates, from Inner Owners Corporation and/or the Committee of Management.
4. Vehicles, including moving trucks, may only be parked in the courtyard for loading and unloading and must allow entry and exit to other apartments at that time.
5. The shared parking area on the north side of the Northern Wing is for resident's parking.
    - Cars parked in shared parking must be registered with the Committee of Management and in regular use by the resident, i.e., the car park is not to be used for vehicle storage.
6. The guests of residents are not to park on the Building's property, unless they are using the resident's carport space.
    - Street parking is a two-hour parking zone available between 7:30am and 6:30pm, Monday to Friday, and between 7:30am and 12:30pm on Saturdays.
7. Visitor parking vouchers may be purchased from the City of Melbourne
    - Residents can purchase a booklet of 18 single-use visitor vouchers.
    - A resident may buy one booklet every two months.
    - A booklet contains 12x 3-hour, 4x 24-hour and 2x weekend vouchers.
    - All permits are issued for 12 months.
    - Vouchers do not have an expiry date.

- Refer to the City of Melbourne Parking Permit for details.

2.5 Pets

1. Pets must be managed so as not to cause an inconvenience to other residents.
2. The Committee of Management strongly discourages residents from keeping breeds of dogs that are prone to barking when left in an apartment alone for extended hours.
3. For the safety of all residents, dogs are to be kept on a leash at all times while on the property.
4. If an issue arises regarding a noisy or aggressive animal, the owner will be required to comply with the request of the Owners Corporation.
5. Pet registration. Residents are reminded that pet cats and dogs are to be registered with the City of Melbourne. See City of Melbourne pet registration details.
6. Under no circumstances are residents permitted to feed possums or other native animals on, or in the vicinity of, the property.

2.6 Damage to common property

1. An owner or tenant of an apartment must not damage or alter the common property or associated structures without the written approval of the Owners Corporation.
2. Any damage caused accidentally or noticed as having been caused by other person(s), is to be reported to the Owners Corporation for repair.

3. Behaviour of Persons

An owner or tenant of an apartment must take all reasonable steps to ensure that the use of their apartment or the common property is not likely to unreasonably interfere with the peaceful enjoyment of any other person entitled to use an apartment or the common property.

3.1 Residential noise

All residents are requested to adhere to the rules as specified by the Environment Protection (Residential Noise) Regulations 2018, Statutory Rules (S.R.) No. 146/2018.

Group	Items	Prohibited Times
1	A motor vehicle (other than a vehicle moving in or out of premises), lawn mower or other grass cutting device and any equipment or appliance with an internal combustion engine that does not fall within group 2.	Monday to Friday: before 7am and after 8pm Weekends and public holidays: before 9am and after 8pm
2	An electric power tool, chain or circular saw, gas or air compressor, pneumatic power tool, hammer and any other impacting tool and grinding equipment.	Monday to Friday: before 7am and after 8pm Weekends and public holidays: before 9am and after 8pm
3	Excessive noise from a musical instrument and any electrical amplified sound reproducing equipment including music and public address system.	Monday to Thursday: before 7am and after 10pm Friday: before 7am and after 11pm Saturday and public holidays: before 9am and after 11pm Sunday: before 9am and after 10pm
4	Any electric equipment or appliance that does not fall within groups 2 to 5, including electric gardening equipment, other than electric equipment or appliances for personal domestic use.	Monday to Friday: before 7am and after 8pm Weekends and public holidays: before 9am and after 8pm

As we live within a close community, consideration of others within these guidelines is appreciated.

Some residents have varied working hours and are often involved in shift work, have irregular sleeping patterns, while some residents work from home on a regular basis.

3.2 Bicycles and motorcycles

1. For safety reasons, bicycles may not be stored in the common areas, i.e., walkways, where they create a hazard for people walking past, in particular evacuating the Building in an emergency.
2. Motorcycles belonging to residents must be parked in a carport or the side carpark.
3. Motorcycles are not to be parked or stored anywhere in the courtyard or common areas.
    - This particularly applies to the area in front of the utility room doors facing the courtyard.

3.3 Moving in/out of the property

Please ensure that adequate care is taken to safeguard the external lights, walls, stairs, and paintwork on the balustrades and railings when moving furniture in and out of apartments.

- It is recommended that residents and hired movers use blankets where it is deemed necessary to protect the balustrades and railings from any damage.

4. Services

4.1 Internet connectivity

There are two options for broadband internet connectivity at 302 Abbotsford St.

1. TPG Wholesale FTTB (non-NBN)
    - This service provides fibre to the two (2) main distribution frame (MDF) locations in the carport areas on either side of the Building; the 'last mile' of the service is provided via VDSL from each relevant MDF to each apartment via the legacy copper pair wiring.
    - This service generally provides 80+ Mbps download and 30+ Mbps upload with unlimited data.
    - The packages have been less expensive than NBN Co's unlimited bandwidth options.
    - If a resident is looking to connect to this service, they must contact a retail ISP, such as Belong, Exetel, TPG (Retail), etc.
2. NBN Co. FTTB connectivity is also available.
    - As noted above, the NBN Co services are more expensive for the same type of service from the TPG Wholesale FTTB provider.

4.2 Utilities

1. **Electricity** –Smart meters have been installed.
    - Residents do not need access to the Electricity Meters room.
    - CitiPower is the wholesale electricity provider, responsible for the streetlights and service outages.
    - Residents have a choice of retail electricity provider.
    - Electricity fuse boxes are located within the apartments; if the fuse box in your apartment is not easily visible, check the hallway cupboards.
2. **Natural Gas** – Apartments are supplied with natural gas.
    - As per section 2.1, the gas meter for each apartment is located in the Gas Meter room.
    - Access details for the initial connection of gas to an apartment are detailed in the Introduction (P.4) of this manual.
3. **Water** – Greater Western Water provide the water service and invoicing for each resident.
    - Individual water meters are connected to each apartment and are located outside the kitchen on the walkway area.
    - Note: there is an option to turn water off at the water meter if water is leaking from an unattended apartment.

5. Emergency Incident Reporting

In the event of a maintenance emergency, e.g., a natural gas leak, a water leak, a fallen tree, etc., please contact MG Property Solutions via telephone on 1300 454 411.

During normal business hours, please contact Inner Owners Corporation.

6. Dispute Resolution

A grievance procedure is available for difficult to manage disputes involving an apartment owner, manager, or tenant or the Owners Corporation. You are encouraged to resolve disputes as quickly as possible and, if necessary, contact Inner Owners Corporation or a representative of the Committee of Management.

7. Short-stay Rental

Owners letting out their apartments for short-stay accommodation, e.g., Airbnb, are governed by the provisions of the Owners Corporations Act which sets out a structured dispute resolution process. The owner is to notify the management services company, i.e., Inner Owners Corporation, prior to engaging in any short-stay services hosting activities.

If a short-stay occupant breaches the provisions of the Act, VCAT has power to make a compensation order against the apartment owner, awarding compensation to affected owners.

Breaches include:

- Causing unreasonable noise
- Unreasonable interference with the enjoyment of other lot owners
- Creating a hazard
- Obstructing the use of the common property by others; or
- Damaging or altering the common property

The quality of life at 302 Abbotsford Street is dependent on everyone acting with consideration and respect for each other and the Building in which we all live.

Many residents are long-term owner-occupiers or tenants.

If you have a question, consider asking another resident for assistance as they can often help.

Thank you for your cooperation and welcome to this community.

Owners Committee of Management
No. 302 Abbotsford St Pty. Limited