












Resident Guidelines for Apartment Living at Atrium Towers Apartments

The following document is a snapshot of guidelines for living in Atrium Towers Apartments, these are drawn from the Body Corporate Rules but the majority of the information material is operational related. All of this information is important and relevant to all residents so please take some time to read and remember them.

For residents of rental apartments who are not of the Residential Tenancy Agreement (i.e. “flat mates”), it is the responsibility of the head tenant to ensure that these resident are given a copy of the Body Corporate Rules and these guidelines to read and remember. Remember that it is those on the RTA that carry the responsibility any breach of the Body Corporate Rules by those who are not of the Residential Tenancy Agreement and all guests of the apartment.

Topics Covered

-  Fire Evacuation of Building
-  Body Corporate Rules
-  Smoking in the Common Areas
-  Mail & Courier Delivery
-  Electricity Meters
-  Rubbish Facilities
-  Services Access in Apartments (Water - Powers)
-  Keys and Security Access
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-  Residential Noise & Noise Complaints
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Fire Evacuation of Building

In the event of the Atrium Towers Apartments building alarm sounding, you are to immediately proceed to one of the muster points as notified on the evacuation notices found around the building (muster outside either: 142-158 The Terrace, or 158 the Terrace.)

Where apartments are rented, this information (hopefully) is provided as part an apartment's induction compendium provided by the apartment's landlord or property management agent.

Please make yourself very familiar with the fire evacuation notice and the emergency path to safety.

In the event that there is unintentional smoke generated within the apartment, do not open the apartment door to the passageway as the smoke may set off the buildings Fire Alarm resulting in the evacuation of the building and a Fire Service callout.

Body Corporate Rules

The Body Corporate Rules are the formal behaviours that all residents are expected to abide by. Where apartments are rented, the Body Corporate Rules are required to be appended to, and become part of, the occupants Residential Tenancy Agreement. A breach of any Body Corporate Rule is also a Breach of the Residential Tenancy Agreement. Under the definitions in the Unit Titles Act, tenants take on the responsibilities of an owner.

All owners are responsible for ensuring the Body Corporate Rules are complied with, where non-residents are given/invited access to the apartment complex as a guest of the apartment, the owner is responsible for their actions until they leave.

Smoking in the Common Areas

- There is to be no smoking on any of the Body Corporate common areas; this includes but not limited to the building's entrance, lift lobbies, passages, fire escapes, foyers and car parking floors.
- Where apartment owners permit smoking within them, the residents must ensure that smoke does not interfere with the enjoyment of surrounding apartments. This effectively prohibits smoking on an apartment's balcony as smoke and ash will drift to these apartments.

Mail, Courier Delivery & Advertising

Atrium Towers Apartments has its mailboxes located in the main lift foyer lobby

- NZ Post Mail.
 - When delivered by NZ Post, mail is placed in the appropriate apartment's mailbox
 - items not able to be put in the mailbox will be left on top of the mailbox cluster
 - Mis-delivered mail should be put in the large returned mail drop mailbox on the right hand mail cluster.
 - Mail for past residents is to be readdressed to any given address, otherwise redirected back to the sender and posted.
- Courier Deliveries.
 - Courier parcels will be left on the mailbox cluster located inside of the access controlled doors in the lift foyer where the courier has been provided access by the Body Corporate to do so.
 - Typically, residents of apartment buildings nominate their work address for parcels to be delivered to.
- Unaddressed Mail (aka advertising mailbox drops)

This mail is not to be left on the top of the mailboxes. Please remove and trash responsibly.
- Owners are requested to ensure that there is always a spare key held for their apartment's mailbox; lost keys, broken locks after time are hard if not impossible to replace with exact or similar replacements.

Electricity Power Meters

- Meters for all apartments reside in a secure (locked) service room on each floor; access is restricted to service provider personnel and the facilities manager.
- When requesting a new connection from your preferred power retailer, you will/may be asked for access to the power meter so they can read it; as you cannot provide this ask the supplier to use the access instructions of other customers that they have in the apartment building. If you are using a retailer and you are their first

customer, you will need to supply them with a FOB and a key which they will need to organize delivery of from the Apartment's Building Facilities Manager.

- There is no obligation for the Body Corporate facilities manager to read meters for residents. One off readings for initial and final readings may be done where there is sufficient moving notice given prior to a move.
- The landlord /property manager should have a record of their apartment's ICP number to pass onto the resident/tenant as part of their building induction.

Rubbish Facilities

The Body Corporate provides facilities located on the B1 car park level for the removal of domestic rubbish. Domestic rubbish is defined as that waste generated day to day and that generally associated with food and beverage, its packaging but can include small volumes of other daily general waste items. As the facility is shared equally by all apartments, so each apartment does not have a huge allocation (daily equivalent of 2x tied off supermarket bags). Daily allowances are not transferable. Please ensure;

- Domestic rubbish is bagged and tied off to contain all waste contents; if your bag is holed – please double bag. Any broken glass is to be well rapt in newspaper to prevent injury to those handling the waste down the line.
- Liquids
 - All unconsumed fluids (milk, soft drinks, alcohol, dregs etc) empty down the kitchen sink or flushed.
 - No toxic liquids or oils are to be disposed of via the general waste bin; please dispose of these properly and responsibly.
- Bulky containers are to be crushed or opened and flattened to fit in with the apartment's reasonable usage policy.

Non Domestic Waste

- Anything other than domestic waste or legitimate recycling is to be disposed of by the resident either by delivering to the nearest transfer station or recycling. This includes but is not limited to - household cleanouts, furniture, TVs, and packing material.
- Do not leave unwanted personal items in the common area for others to pick over; these items will get removed by the Body Corporate, the body Corporate will seek full recompense including administration for doing so.

Recycling

To minimize landfill waste, all residents are requested to separate, clean and place glass bottles, plastic containers, newspaper and cardboard in the recycle bins found at the apartments rubbish facilities. As a practical method to recycle, I have noted many residents are using square plastic carry boxes (up to 40 litres) for holding recycling in their apartment before carrying to the recycling room when this is full.

Paper & Cardboard

- Remove plastic bags & packing material from paper & cardboard packaging, deconstruct the joins and flatten to maximize the amount of material able to be removed without overfilling the bins provided

Glass, Plastic & Tins

- Empty containers of liquid & solids; clean/rinse, store before recycling.

Services Access in Apartments (Water - Powers)

- Every apartment has the ability to isolate its water and electricity supply. As soon as an occupancy starts, please make sure that all residents are familiar where to find and how to isolate their water and power services.
- Where apartments are rented, the apartment's landlord or PM is to identify to the incoming resident tenants the location of and demonstrate how to isolate these services in case of emergency.

Keys and Security Access

- Apartment Keys:
As all Atrium Towers Apartments are on a master key system, keys cannot be cut at any locksmith or key kiosk - they need to be cut at the Atrium Towers Apartments service provider (Beverage Locksmiths Ltd), with the

authority of the facilities manager. Once the facilities manager receives an email request for replacement keys from the apartment owner or property manager, approval will be forwarded to the locksmith and the keys can be paid for and picked up. Beverage Locksmiths located on the corner of Vivian & Marion Street, Wellington are the service provider locksmiths for Atrium Towers Apartments.

- The Body Corporate Facilities Manager will not accept instruction from tenants directly; tenants will need to request replacement keys via either their owner landlord or Property Manager.
- Always ensure that you have your apartment keys with you when you leave your apartment; make sure you have a plan in the event that you do lock yourself out – leave a key at work, with a neighbour or friend, the alternative is to call a locksmith and the Body Corporate would suggest that you have Beverage Locksmiths (0800 566 1111) details in your phone contact.
- Security FOBs:
Access Control Security Fobs like apartment keys on a master key system - are controlled by the facilities manager and are only issued on an email request from the apartment owner or Property Manager (as agent). Once an email request for a new Fob is received, an invoice is generated; once paid for (by cash, cheque or internet transfer) the Fob can be picked up at the Administrative Office.

Please state in the key /or fob request the:

- Resident's Name,
- Apt Number, and
- Access required (Car Park or No Car park)

- *Fobs being replaced because of damage or having been lost, the Facility Manager must immediately be notified so it can be removed from the access control system.*
- *Fobs must not be reallocated by the owner or property manager to any other apartment; they must remain with the apartment of initial issue.*

Front Door Intercom – Guest Entry

Normal access to the Atrium Towers Apartments building by residents is by holding a FOB at any security door with FOB reader. Visitors to Atrium Towers Apartments can gain access without the resident having to go to the front door by the visitor calling the apartment from the intercom panel at the foyer door. On receipt of this call, the apartment resident can then remotely open the door as well as release the lift to the apartment's floor..

Residential Noise & Noise Complaints

Residents who live in an apartment complex without ongoing consideration of their immediate neighbours entitlement to peaceful enjoyment of their do not make good neighbours.

Often people living in apartments may not appreciate the fact that walls are not totally soundproof so if your neighbour is disturbing your peace and quiet, before calling in the Council Noise Control Officers, do introduce yourself to them and tell them of the issue. After having met you face to face, most neighbours may then remember this going forward. However if this approach does not work, the immediate option is to then contact the Council Noise Control Officers; please also document & report the incident to the Body Corporate Facilities Manager.

Residents that create noise that denies neighbours of their entitlement of peaceful enjoyment use of their apartment will not be tolerated; issues will be directly addressed to apartment owners for remedial action. Where the apartment is tenanted, owner landlord/property managers will be requested to formally issue a 14 day Notice to Remedy to the Tenancy Tribunal.

Television Signal Distribution

The Atrium Towers Apartments complex has a Multi Access TV Distribution (MATV) system which delivers Freeview, Igloo and Sky Television digital channels to all apartments. Igloo and Sky will require Set Top Boxes and an appropriate subscription to receive programming.

Each apartment has a TV signal amplifier located in the apartments ceiling space, this amplifier is powered from an external power pack – generally located in a room where there is a TV signal outlet. If there is poor or no reception, check that this power pack is plugged in and the power to it is turned on.

Any other issues regarding television reception should be referred to the Facilities Manager in the first instance.

Public Network Telephone

All Atrium Towers Apartments have been prewired for fixed public access network telephone. Contact any telecommunications company (telco) service provider of your choice for the provision of voice and data services.

Ultra-Fast Broadband (UFB)

Atrium Towers has been installed with Ultra-Fast Broadband (UFB) therefore the building is “fibre ready” for those looking for fibre optic cable connectivity.

- If individual apartments do not have access to the UFB network, then this can be provisioned through the resident’s telecommunications company (telco) service provider.
- If the apartment is rented, then tenants will need to have the apartment’s owners approve the fibre installation “consent” as the installation will potentially require some intrusive work to locate fibre into the apartment to where the termination equipment (the “ONT”) is to be located.
- To maintain clean aesthetics of an apartment it may require to have an electrician with data experience install power outlets where the ONT and modem is best located –m additionally some consideration needs to be given if CAT5 or 6 cabling is to be run,
- You will need to understand and discuss your requirements with Chorus during the scoping visit .

Please ensure that Chorus have the contact details for the Facilities Manager to get access to service cupboards before they turn up to site.

WiFi

Atrium Towers Apartments currently has a public subscription WiFi service available to all apartments on monthly subscription basis. This service is supplied from www.freedominternet.co.nz.

- Join online; follow the onscreen prompts when you first access the WiFi service
- Subscription and renewal is monthly; payment by credit card payment.

Building Security

Access Control

Security at the Atrium Towers Apartments complex is everybody’s responsibility; every resident has a duty to ensure non residents do not enter the building uninvited.

- All residents will have an electronic swipe for the complex’s access controlled doors- be it the main foyer doors, the lift or the car park access.
- ***Do not allow people to follow you into the building - if you open the door for them, you may be held responsible for their actions!***

CCTV

Atrium Towers Apartments complex has a CCTV system that monitors strategic areas of the Atrium Towers Apartments complex. The usage of recorded data is only available and used for the investigation of behavioral issues that are non compliant with the Body Corporate Rules and for identifying those responsible.

Access to the CCTV system and its recorded data is only afforded to those that are directly involved with the day to day management of the Atrium Towers Apartments complex; every effort is made that management of CCTV information and the privacy of all residents complies with the Principles of the New Zealand’s Privacy Act.

Balcony Usage & Cleanliness

- Balcony must not be used for the storage of any personal belongings or apartment furniture. Check the Body Corporate Rules for clarity what furniture is permitted.
- Barbeques are only permitted on balconies where the balcony is protected by a fire sprinkler – this is a requirement under the Buildings Warrant of Fitness
- Balconies, associated glass windows, doors and balustrades are to be regularly cleaned of salts and grime with warm soapy water.
- The Body Corporate will clean all areas non accessible to the apartment.

Car Parks:

- Car parks are only for the use of parking motor vehicles and not for the storage of personal belongings or unwanted apartment furnishings.
 - Motor vehicles must be parked within the boundaries of the titled park.
 - Residents parking multiple vehicles in a single park still must not park outside of the parks titled boundaries.
- Car parks are to be kept clean of spilt motor fluids.
 - Landlords/PMs that let parks with apartments or independently are requested to include inspections of car parks as part of the tenancy inspection and be left clean at the end of each tenancy.
 - If the body Corp considers that the state of the park necessitates cleaning it will be firstly requested of the current resident's landlord/PM to be done and if not done / done to the satisfaction of the Body Corporate, the Body Corporate will engage a contractor to do it at the expense of the owner.
- Cars parked (or any items left) on the common area will be removed by the body corporate; items left in the common area are done so at the owners own risk of loss or damage.

Contractors & Suppliers:

The Body Corporate has relationships and contracts with a number of suppliers and as these firms are regular visitors to site, most have access granted to them to enable them. Owners may like to request who these people are where they are looking for trades' people to undertake work within their apartment.

Where Apartment Owners or their appointed agent initiated work: owners organizing or having maintenance work undertaken within their apartments are responsible for ensuring that:

- The Body Corporate is informed of planned work within an apartment,
- The owners suppliers at all times comply with the body Corporate rules in relation to
 - Minimising noise
 - Maintaining the cleanliness of the common areas,
 - Not smoking or drinking anywhere on the common areas.
- Access is provided to the apartment complex and apartment.
- Providing parking to their contractor if required

Moving Instruction for Incoming & Outgoing Resident; and Apartment Furnishing

Download from the website, read and digest all documentation associated with the Atrium Towers Apartments complex; please:

- Contact the Body Corporate Facilities Manager with confirmation of moving dates; minimum 3 working days – preferably 5 days required
- Ensure a lift lock off key is used to hold the lift whilst possessions and furnishings are loaded & unloaded - No lock off key; No Moving!
- Access to all floors is by the B1 level car park - accessed off Kumutoto Lane | Boulcott Street; *no apartment furnishings are to enter or leave the apartment building via the main foyer door entry.*
- At the conclusion of moving in;
 - Clean up any mess caused during the move
 - Return the lift lock off key to the facilities manager