



Resident Guideline for Living at Elevate

Welcome to Elevate Apartments.

The following guidelines are a living document for residents at Elevate and are tailored for Apartment residents. This information is drawn from the Elevate Body Corporate Rules and Policies for the harmonious and smooth running of the complex. Importantly there is an ongoing requirement to ensure the complex continues to be a desirable place for residents to live. All of this information is important and relevant to all residents so please take the time to read it.

For residents of rental apartments who are not on a Residential Tenancy Agreement (RTA) i.e. they are “flat mates”, it is the responsibility of the tenant to ensure that their flatmates are given a copy of the Body Corporate Rules and these guidelines to read and understand. Remember that it is the tenants on the residential tenancy agreements that carry the responsibility for their flatmates and their guests/visitors for any breach of the Body Corporate Rules.

It is a requirement of the Residential Tenancy Act that the Body Corporate Operational Rules form part of their tenancy agreement.

Topics Covered in this Guideline Document

- ✚ Fire Evacuation of Building
- ✚ Moving Instructions for incoming and outgoing residents and Furnishings
- ✚ Body Corporate Operational Rules
- ✚ (No) Smoking in the Common Areas
- ✚ Mail, Courier Delivery and Advertising Material
- ✚ Electricity Meters
- ✚ Rubbish Facilities
- ✚ Water & Power Services - Isolation in Emergencies
- ✚ Keys and Security Access
- ✚ Front Door Intercom
- ✚ Residential Noise and Noise Complaints
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- ✚ Building Security
- ✚ Windows: Clothes on View and Cleanliness
- ✚ Car Parking
- ✚ Contractors and Suppliers

Fire Evacuation of Building

- In the event of the Elevate Apartment building fire alarm sounding, immediately proceed to muster point as notified on the evacuation notices found around the building.
- Where apartments are rented, this evacuation information should also be provided as part of an apartment's induction compendium provided by the apartment's landlord or property management agent.
- Please make yourself familiar with the fire evacuation notice and the emergency path to safety.

Moving Instructions for Incoming and Outgoing Residents and Apartment Furnishing

Please download, read and digest all documentation relating to moving into and out of Elevate Apartments from the Elevate Apartments website www.elevateapartments.org.nz, please read and digest all documentation associated with Elevate.

- Notify the Body Corporate Facilities Manager (elevate.bm@administrators.co.nz) with moving dates; minimum three (preferably five) working days ahead of the expected move date. There are lift covers available to protect the lift from damage caused by loading possessions into the lift whilst moving.
- A lift lock off key is available from the Facilities Manager and is required to be used to lock off the lift while it is being loaded and unloaded.
- At the conclusion of moving in:
 - Clean up any mess caused during the move
 - Return the lift covers to their storage location, and
 - Return the lift lock off key to the Facilities Manager
 - Report any damage caused as a result of moving – marked or damaged walls and doors.

Note: that moving residents will be liable for the cost to repair any damage caused to common areas.

Body Corporate Operational Rules

- The Body Corporate Operational Rules are the formal behaviors 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 tenant's Residential Tenancy Agreement.
- A breach of any Body Corporate Operational Rules is also a breach of their Residential Tenancy Agreement.
- All owners are responsible for ensuring the Body Corporate Operational Rules are complied with. Where non-residents are given/invited access to the body corporate complex as a guest of a resident, the resident (and thus the owner) is ultimately responsible for their actions until they leave.

(No) Smoking in the Common Areas

Smoking is not permitted in any of the Body Corporate common areas; this includes but not limited to:

- The building entrance, lift lobbies, passages, fire escapes, foyers, outside common areas and car parking.
- Where unit owners permit smoking within their units, the occupant residents must ensure that smoke does not interfere with the enjoyment of surrounding units.
- Cigarette ash, cigarette butts or any other items are not to be disposed of through apartment slider windows into the common area (or the street – WCC Bylaw).
- If apartments are smoke free, this effectively leaves the footpath as a place for residents or their guests to smoke. Please do not dispose of your cigarette butts on the street.

Mail, Courier Delivery and Advertising Material

- Elevate apartments mailboxes are located in the ground floor lift/lobby area.

- Mail, when delivered is placed in the appropriate apartment mailbox; items not able to be put in the mailbox will be left on top of the mailbox cluster, along with non-signature required courier parcels.
- Mis-delivered mail should be put in the correct mailbox.
- Mail for past residents is to be readdressed to any known address, otherwise it should be returned to the sender and posted not left in the mailbox area for the building manager to sort out.
- Unaddressed mail (aka advertising mailbox drops) if not required is not to be left on the top of the mailboxes; please remove and dispose of responsibly.
- Owners are requested to ensure that there is always a spare mail box key held for their apartments mail box; lost mailbox keys are often difficult to replace.

Electricity Meters

- Electric power meters reside in a secure cabinet along with the building main and individual apartment circuit breaker panels. Being located in a secure cabinet, there is no general access available; this is only available to authorised personnel.
- The power meters are all digital meters and capable of being read remotely by your preferred electrical suppliers meter reading company.
- Administrative facilities managers will read meters for incoming and departing residents with advanced notice of moving; all other readings need to be organised through your preferred electrical retailer.
- The owner/landlord/property manager of apartments should have and maintain a record of their apartment's electric power meter's ICP number to pass onto incoming residents/tenants as part of their building induction.

Rubbish Facilities

The Body Corporate provides removal of domestic rubbish from the rubbish room. Domestic rubbish is defined as that regular waste generated day-to-day, generally associated with food, beverage and its packaging but can include small volumes of other daily general waste items. As the facility is shared equally by all units, each unit has a daily allocation equivalent to two tied off supermarket bags. Daily allowances are not transferable.

General Domestic Waste; Please ensure:

- Domestic rubbish is bagged in kitchen tidy sized bags and tied off to contain all waste contents. If your bag is holed – please double bag to prevent spillage in the common area whilst transferring waste to the rubbish bins.
- Broken glass is to be well wrapped in newspaper to prevent injury to those handling the waste.
- Liquids
 - All unconsumed fluids (milk, soft drinks, alcohol, dregs etc) must be emptied down the kitchen sink.
 - Toxic liquids or oils are **NOT** to be disposed of via the general waste bin; please dispose of these properly and responsibly.
- Bulky containers and non recyclable boxes are to be opened and flattened to minimise space taken in the waste bin; this assists with the reasonable usage daily volume policy and that the bins are able to be fully filled.
- All unit domestic waste is to be placed in the facility waste bin located in the rubbish room.

Recycling

To minimise landfill waste, all residents are requested to separate, clean and place glass bottles, plastic containers, newspaper and cardboard in the appropriate recycle bins found at the apartments rubbish facilities.

As a practical method to recycle, residents are encouraged to separate, clean and hold recycling using square plastic carry boxes (up to 40 litres); this container can then be used to bring recycling to the rubbish room where it can be transferred into the appropriate recycle wheelie bin.

Paper and Cardboard

Remove all plastic bags and packing material from paper and cardboard packaging, deconstruct the joins and flatten to maximize the amount of material able to be removed without over filling the bins provided.

Glass, Plastic and Tins

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

Removal of 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, donating to charity or selling. This includes but is not limited to - household cleanouts, furniture, TVs, and packing material. These items are NOT to be left in the rubbish room for the body corporate to deal with.
- 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 removal.

Water and Power Services - Isolation in Emergencies

- Every unit has the ability to isolate its water and electricity supply.
- As soon as occupancy starts, please make sure that all residents are familiar with where to find and isolate their unit water and power services.
- Where units are rented, it is the unit landlord or property manager's responsibility to identify to the incoming tenants where to find and demonstrate how to isolate their apartment's water and power services in the event an emergency isolation is required.

Keys and Security Access

Unit Keys and Door Access Control Key FOBs:

- Unit door keys are not on a master key system so can be cut at any locksmith or kiosk.
- For lock-outs or lost keys requiring open up of your apartment, the Body Corporate managers recommend that you leave a spare set of keys elsewhere (work or a trusted friend); tenants – keep your landlord or property manager's contact numbers in your phone, otherwise call Beverage Locksmiths 0800 566 1111 to arrange entry at your cost.
- Additional hardware (locks, spyholes, knockers, numbering and the like) are not to be installed on the doors or the common area without having Body Corporate approval.

Security Key FOBs:

- Access Control Security Key FOBs (swipes) are used for electronically opening the door to the apartment building.
- All issued Key FOBs are electronically numbered and these numbers are maintained on a register kept with the Body Corporate; each Key Fob is assigned against the apartment that it was issued to.
- Any change of a FOB registered user must be notified to the Body Corporate Facilities Manager, via email (elevate.bm@administrative.co.nz) to enable the records to be updated.
- Replacements and additional Key FOBs can be purchased from Mainline Electrical - the Security Supplier for Elevate. Mainline Electrical are located 149 Thorndon Quay and are open Monday to Friday 6:30am – 3:00pm.

- As the Body Corporate Facilities Manager, will not accept instruction from tenants directly for replacement FOBs; resident tenants will need to first request replacement FOBs via either their owner landlord or their Property Manager.

All requests must be by email to elevate.bm@administrate.co.nz; please state:

- The residents name authorised to pick up the Key Fob, and
- Unit Number

- *Where Key FOBs are being replaced because of damage or having been lost, the Facility Manager must immediately be notified of the Key Fobs number so it can be removed from the access control system.*
- *Key FOBs must not be reallocated by the owner or property manager to any other unit unless specifically notified to the Facilities Manager (elevate.bm@administrate.co.nz); they must remain with the unit of initial issue.*

Front Door Intercom

- Visitors to Elevate Apartments can gain access to a resident's apartment by calling the apartment from the intercom panel at the foyer door.
- On receipt of this call, the apartment resident can then remotely open the front door allowing the visitor to enter and find their way to the resident's apartment.
- For security purposes, do not remotely open the door to people you do not know.

Residential Noise and Noise Complaints

- Residents who live in an apartment complex without any ongoing consideration of their immediate neighbours entitlement to peaceful enjoyment 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 with 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 and report the incident to the Body Corporate Facilities Manager via the Elevate website (www.elevateapartments.org.nz)

Disruptive residents that deny neighbours of their entitlement of peaceful enjoyment should not be tolerated; issues need to be directly addressed to unit owners for remedial action. Where the unit is tenanted, owner landlord/property managers will be requested to formally issue a 14 day Notice to Remedy to the tenant.

Television Signal Distribution

The Elevate Body Corporate complex has a Multi Access TV Distribution (MATV) system which delivers High Definition digital television signals from both Terrestrial (UHF Sky, Igloo & Freeview) and Satellite (Sky & Igloo) transmission. Any issues regarding television reception should be referred to the Facilities Manager (elevate.bm@administrate.co.nz) in the first instance or to the nominated service supplier for the complex.

(Refer to Elevate website www.elevateapartments.org.nz)

Public Network Telephone

All apartment units have been planned for the delivery of internet and telephony communications via fibre optic cable only. You are still able to use any telecommunications service provider for your choice but it may pay to mention this when you order your telecoms.

Access to the data room needs to be arranged with the Body Corporate Facilities Manager, Monday to Friday during business hours; please pass on the [contact details](#) of the Facilities Manager at the time of ordering your services.

Building Security

Security at the Elevate Body Corporate complex is the responsibility of everyone; every resident has a duty of care to ensure non residents do not enter the building uninvited.

- Do not allow anybody to tailgate through access controlled doors
- Do not open the front door to anybody you do not know via the intercom door release.

Only current owners, residents and authorised service providers should hold access Key FOBs for access controlled doors to the Elevate Apartments.

Do not allow people to follow you into the building - you may be held responsible for their actions!

Although the car park is secured with an access controlled roller door it is still possible for people to tailgate through the open garage door or access from within the apartment towers; please ensure that you:

- Lock all motor vehicles before leaving them and going to your unit.
- Do not leave valuables in parked and locked motor vehicles.

Drying Clothes on Air Drying Frames

To maintain the aesthetics and good reputation of a body corporate complex, responsible Bodies Corporate's do not permit domestic washing to be placed on drying frames that are visible from the street. If drying racks are to be used please ensure the placement of them is:

- Far back into the room so not visible from the street,
- Behind lowered blinds or net curtains.

Car Parking:

- There are no visitor car parks at Elevate Body Corporate
- All car parks are privately owned. All vehicles parked in private parks without the authority of the unit owner or authorised resident can have them towed without the consent of the Body Corporate.
- All cars parked on the common property can and will be towed without notification by the body corporate.

All car parks are to be used in compliance to the Body Corporate Operational Rules and policies; car parks are:

- Only to be used for the parking of motor vehicles and not to be used for the storage of private belongings; apart from the aesthetics loosely stored possessions could both create a fire hazard and become a haven for rodents.
- Not to be used for more than one motor vehicle unless both are parked within the car park boundaries with a mutual courtesy space to open car doors and egress along the shared boundary.
- to be kept clean of rubbish and of motor vehicle oils (consider using a drip tray instead of having to regularly clean with a degreaser)

Contractors and Suppliers

The Body Corporate has relationships and contracts with a number of suppliers and as these firms are regular visitors to Elevate, most have access granted to them. For owners looking for trades people to undertake work within their units, these trades people and others used by the Body Corporate Managers are available for your information on the Elevate Website.

Where unit owners or their appointed agent initiate internal unit maintenance work these people are responsible for ensuring that:

- The Body Corporate is informed of the planned work within an apartment and potential impacts to neighbouring units.
- The hours of disruptive work will not be before 8:30 am or after 5:00 pm.
- Floor and wall covers are used in the lifts where the lifts are used for the transporting of construction materials
- The owners suppliers and contractors must 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.
- The owners will provide access to their contractors:
 - to the complex and to their unit
 - At the conclusion of work it is the responsibility of the owner or agent to recover access keys and Key FOBs from their contractors.
- Parking is not available in the complex for unit owner's contractors (apart from any car parks owned by that particular owner)