Resident Guidelines for Apartment Living at Monument Apartments

The following document is a snapshot of guidelines for living in Monument 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 new resident are given a copy of the Body Corporate Rules and these guidelines to read and remember. Remember that it is those on the Residential Tenancy Agreement 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.

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This Residents Guideline Document has been collated by Administrate Body Corporate Management with the intention to assist all owners, property managers and residents living in the Monument Apartments complex with reference Body Corporate information (common systems and services).

Apartment specific information not covered by this document may need to be sourced independently – tenants should contact their property managers in the first instance.
Fire Evacuation of Building
In the event of the Monument Apartments building alarm sounding, you are to immediately proceed to muster point as notified on the evacuation notices found around the building. Where an apartment is 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.

All apartments should be equipped with smoke alarms – please test these alarms regularly to ensure they are operational; once per year (beginning of daylight savings) change the batteries in each alarm.

Building Fire Systems
Monument Apartments has three major components to the buildings fire system. In addition to fire sprinklers and smoke detectors, in the event that a general alarm is activated, a stairwell pressurization system will also be activated.

Stairwell Pressurisation
This system when activated will open all apartment motorised windows and start fans at the top of the stairwells. The stairwell fans positively pressurise the stairwells keeping them clear of smoke by forcing any smoke out through the apartment windows.

Sprinklers
Your apartment has sprinklers through the apartment. Residents are asked not to interfere with these in any way to ensure they work promptly and properly when they need to. In the event a sprinkler is activated the building alarm will be set off and summon the NZ Fire Service. Vacate the apartment promptly and do not return until the all clear has been given by the Fire Brigade.

Smoke Alarms
Your apartment building is fitted with a Type 5 Fire Alarm System - this type is for buildings with sleeping accommodation areas. Smoke detectors do not sound a general alarm or call the fire brigade, but instead sound a “hush”-able local alarm and alert building management.

In the event that there is smoke within an apartment and the apartment smoke alarm is activated, do not open the door to the passage to clear the smoke as this may set off the building alarm and summon the NZ Fire Service.

In the event of a genuine fire inside your apartment, vacate the apartment promptly and activate the manual call point in the passageway. Vacate the building and do not return until the all clear has been given by the Fire Brigade. All these systems are regularly maintained and inspected annually by an Independent Qualified Person (IQP) for the issue of the Building WOF.

Body Corporate Rules
- The Body Corporate Rules are the formal behaviours all residents are expected to abide by and where apartment is rented they are required to be appended to and become part of the Residential Tenancy Agreement. A breach of any Body Corporate Rule is 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.

Moving Instruction for Incoming & Outgoing Resident and Apartment Furnishing
- Download the New Residents Checklist or Departing Residents Checklist. This covers generic moving information
- Contact the Body Corporate Facilities Manager with confirmation of moving dates; minimum 3 working days – preferably 5 days required. The Facilities Manager will indicate if there are any other known mover to de-conflict with.
• Confirm a day before moving and ensure there will be lift covers up and a lift lock off key available - No lift covers; No lock off key; No Moving!
• Access to the apartments may be via the main foyer doors however these doors cannot be wedged open - only held open by hand.

Smoking in the Common Areas
• There is to be no smoking on any 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 an apartment owner permit smoking within their apartments, 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 other apartments.

Drug Detection Dog Inspection of Apartments
• The manufacture and/or use of illegal drugs within any apartment or common of the Monument Apartment complex is a behaviour that will not be tolerated; consequences include:
  a. a potentially expensive clean-up for the apartment’s owner/s,
  b. a latent and adverse health effect on future apartment residents, and
  c. damage to the reputation of the Monument Apartments complex itself.
• From time to time, Administrate Body Corporate Management will engage a drug detection agency to walk drug detector dogs through all common areas of the complex as a fast, reliable and cost-effective screening tool for detecting the presence/manufacture/use of drugs.
  a. On a positive indication from the detection dog; the Facilities Manager will notify the apartments owner or property manager for comment or to initiate a property inspection for signs of manufacture or use.
  b. On a positive validation, the matter will be brought to the notice of the Body Corporate Chair to discuss and agree on further action.
• Drug detection dogs have extremely sensitive noses and by simply sniffing under an apartment door, can detect scent of drugs up to 10 days prior. Unfortunately, this scent can be carried in by recent visitors and this may initiate a “hit.”.

Mail, Courier Delivery & Advertising
Monument Apartments has its mailboxes located inside the entrance door in the main foyer. Although the boxes do have locks on them, they are not secure as mail can be removed from them without opening the door. This to date has not been an issue.
• The Body Corporate accepts no responsibility for items that go missing.
• In the event items left at the mailboxes do go missing, where delivery information from the courier firm is available, the Body Corporate may be able to validate if the delivery was made and potentially see if an item had removed from the mailbox cluster – and by who

General Mail – NZ Post
• Mail when delivered, will be to the appropriate apartment mailbox; items not able to be put into the mailbox will generally be left on top of the mailbox cluster.
• Mis-delivered mail should be put into the correct mailbox and not left on top of the mailbox cluster. Mail left on top of the mailbox cluster will be put into the addressed mailbox.
• Mail for past residents of your apartment is to be readdressed to any given forwarding address or redirected and posted back to the sender.
• Unwanted unaddressed mail (advertising) does not get left on the top of the mailboxes – dispose of responsibly.
• Owners are requested to ensure that there is always a spare key held for their apartment mailbox; lost keys are hard if not impossible to replace.

Courier Deliveries.
• Currently all the popular courier companies delivering to Monument Apartments have been issued access to the building and deliveries not requiring signatures will be left on top of the mailbox cluster.
• With signature required deliveries, residents will generally be left a note from the courier firm with a nominated alternative delivery date, to nominate an alternative delivery address or an option to go to the depot and pick up their delivery.

Electricity Meters
• Power meters for all apartments reside in a secure (locked) service room on the ground floor; access is restricted to service personnel and the facilities manager.
• There is no obligation for the Body Corporate Facilities Manager to read meters for residents however one-off readings for initial and final readings may be done where there is sufficient moving notice given prior to a move. Power meters can be read remotely on instruction to your power supplier.
• When requesting a new connection
  a. Most power meters are “Smart Meters”
  b. The apartments ICP can be found by following this link to the Apartment Power Meter ICP Register
  c. Where the power to the apartment is not connected, access to the power meter may be arranged with the Facilities Manager for a power company service agent to physically connect the meter.
• A good landlord /property manager should have a record of their apartment’s ICP number to pass onto the incoming resident/tenant as part of their building induction information.

Rubbish Facilities
• The Body Corporate provides facilities for the removal of domestic rubbish. Domestic rubbish is defined as that waste generated day to day associated with food and beverage, its packaging and other daily general waste items.
• The body corporate does allow small quantities of other waste but remember 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 apartment allowances are not transferable.

Please ensure;
• Domestic rubbish is to be bagged and tied off to contain all waste contents; if your bag contains damp or wet material – 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
  o All unconsumed fluids (milk, soft drinks, alcohol, dregs etc) empty down the kitchen sink or flushed.
  o 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 crushed or opened and flattened to fit in with the apartment’s reasonable usage policy.

Non Domestic Waste
Anything else other than domestic waste or legitimate recycling (furnishings, TVs packing material,) is to be disposed of by the resident, by delivering to the nearest transfer station. Do not leave these items in the common area and hope they will disappear; if these items 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. I have noted many residents are using square 40 litre plastic carry boxes for storing recycling in the 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 can isolate its water and electricity supply. As soon as occupancy starts, please make sure that all residents are familiar where to find and how to isolate their water and power services.
- The apartment’s Landlord /PM is to identify to incoming resident tenants the location of the apartment’s water and electrical services entry points and demonstrate how to isolate these in case of emergency.

Keys and Security Access

**Apartment Keys:**

- As Monument Apartments are on a master key system, individual apartment keys cannot be cut at any locksmith or key kiosk, these need to be requested through the Facilities Manager from either the apartment owner or registered property manager for the apartment. The Facilities Manager will approve Beverage Locksmiths (50 Kent Terrace Wellington) to cut and release requested keys to the apartment owner, tenant or property manager.
- The Facilities Manager securely retains a master key for all Monument apartment doors, with the key only being used to access apartments as permitted under the Unit Titles Act for the purpose of Building Warrant of Fitness inspections; these inspections are notified by email with reasonable notice to all apartment owners, property managers and tenant residents. Property Managers and landlords are responsible for notifying tenants of these visits.
- Emergency use of the master key to access apartments may be done without notice where there is an identified emergency (to isolate water leaks or check for damage from water leaks) or at the request of NZ Police or NZ Customs.

**Security FOBs:**

- Access Control Security Fobs are controlled by the facilities manager and only issued on an email request from the apartment’s owner or property manager (as agent). Once an email request for a new fob is received, the current provider (Mainline Electrical Ltd; 149 Thorndon Quay) will be authorized to release the requested fob.

Please state for a fob request:

- Residents 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

- Visitors to Monument 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 main foyer door. On receipt of this call, the apartment resident can remotely open the door allowing the visitor to enter the apartment complex.
- Residents are encouraged to meet first time visitors at the main door and escort them to and from the apartment.
- Normal access to the Monument Apartments building by all residents and contractors is by using an issued access FOB, no PIN codes are issued to effect access to the complex.

Residential Noise & Noise Complaints

- Residents who live in apartment without ongoing consideration of their immediate neighbours entitlement to peaceful enjoyment of their do not make good neighbours.
- New people to apartment living may not appreciate the fact that walls are not soundproof so before calling in the Council Noise Control Officers, do introduce yourself to your neighbours and tell them of the issue. Having met you face to face most will remember going forward.

Residents that create ongoing noise or disturbance that denies neighbours of their entitlement of peaceful enjoyment use of their apartment will not be tolerated. Issues initially addressed/actioned by the building Facilities Manager, will be directly addressed to apartment owners/property managers 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; this notice can potentially be used for termination of the tenancy.

Television Signal Distribution

- The Monument Apartments complex has a Multi Access TV Distribution (MATV) system which delivers digital television signals from both Terrestrial (UHF Sky, Igloo & Freeview) and Satellite (Sky & Freeview) transmission.
- In the lounge there is a panel where the UHF and Satellite signals are available to the apartment; see this diagram to help you correctly connect your television set, and Sky, Igloo & Freeview set to boxes if applicable.
- Any issues regarding television reception should be referred to the Facilities Manager in the first instance or to the contact person on the connection document.

Public Network Telephone

- All Monument 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)

- Monument Apartments 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 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.
- Although Chorus currently provide a “free” installation for UFB, they are on a budget and the installation of the termination equipment (the ONT) or the fibre cabling to it, may not be overly “discreet.” To maintain the ascetics of the apartment, it is recommended to have an electrician with data experience, install power outlets where the ONT and modem is best located - near the apartments power panel. Near the same panel there is access to the apartments CATS cabling which can be accessed to move date to the rooms that have phone jacks – they can be re-terminated with RJ45 data cable sockets.
- 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.
Building Security

- Security at the Monument 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 access controlled doors—be it the main foyer door or the car park access. **Do not allow unknown people to follow you into the building - if you open the door and allow others to follow in with you, you may be held responsible for their actions!**

CCTV

- Monument Apartments has a CCTV system that monitors strategic areas of the 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 for non-compliant behavior.
- Access to the CCTV system is only afforded to those that are directly involved with the day to day management of the CCTV system.
- Every effort is made so that management of CCTV information and the privacy of all residents complies with the Principles of the New Zealand Privacy Act always.

Balcony Usage & Cleanliness

- Balcony must not be used for the storage of any personal belongings other than appropriately sized balcony furniture.
- 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 with consideration to neighbouring car parks usage.
  - Where residents parking multiple vehicles in a single park, they still must not park outside of the car park parks titled boundaries with consideration to neighbouring car parks usage.
- 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.

- See Monument Website - [Car Park Usage](#).

Contractors & Suppliers:

- The Body Corporate has relationships and contracts with several 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.
- Owners of Apartment or their appointed agent who initiate work or are having maintenance work undertaken within their apartments are responsible for ensuring that:
- The Body Corporate is informed of planned work within an apartment,
- The 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