Resident Guidelines for Apartment Living at Stadium Gardens Apartments

The following document is a snapshot of guidelines for living in Stadium Gardens 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.

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**Fire Evacuation of Building**

In the event of the Stadium Gardens Apartments building alarm sounding, you are to immediately proceed to muster point as notified on the evacuation notices found around the building. Where apartment 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.

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**

Stadium Gardens Apartments is a residential Apartment building with fire sprinklers through the complex and in the common areas fire call points and smoke alarms either of which are activated will set off the buildings general fire alarm and summon the NZ Fire Service.

*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*

Individual apartments are not connected to the buildings system alarm however they all should have a full complement of working smoke alarms installed as per the NZ Fire Website

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 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.
Drug Detection Dog Inspection of Apartments

- The manufacture and use of drugs with in an apartment complex is a behaviour that is not tolerated within this apartment complex as it has an adverse effect on all residents and to the reputation of the 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. This has been found as a fast, reliable and cost effective screening tool for detecting the presence/manufacture/use of drugs.
- 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” which will be reported to the Body Corporate - then onto owner/property manager - to action.

Mail, Courier Delivery & Advertising

- Stadium Gardens Apartments has its mailboxes located inside the main foyer near the lifts; all mailboxes are in a pair of mailbox clusters and can only be accessed by NZ Post or the building facilities manager.

General Mail – NZ Post

a. 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.
b. Mis-delivered mail should be put onto the noticeboard and not left on top of the mailbox cluster. Mail left on top of the mailbox cluster and the noticeboard will be put into the addressed mailbox.
c. Mail for past residents of your apartment is to be readdressed to any given forwarding address or redirected back to the sender.
d. Unwanted unaddressed mail (advertising) again does not get left on the top of the mailboxes – dispose of responsibly.
e. 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.

a. Currently all the popular courier companies delivering to Stadium Gardens Apartments have been issued access to the building and deliveries not requiring signatures will be left on top of the mailbox cluster.
b. 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.

- The Body Corporate accepts no responsibility for items that go missing.
- In the event items left at the mailboxes do go missing and 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.

Electricity Meters

- 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 is there is sufficient moving notice given prior to a move.
- As you live in an apartment complex, when requesting a new connection
  a. ask the provider to find reference to current or past accounts on their database for access to the apartment building power meters;
  b. this information can then be made available to their meter readers of how / where to access the power meter for your power account.
- The 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 located on the ground car park level behind or through the #2 service lift and is only 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 includes 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 in the apartment 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 Stadium Gardens Apartments are on a master key system, keys cannot be cut at any locksmith or key kiosk - they need to be cut at the Stadium Gardens 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 Stadium Gardens 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 and Garage Remotes:**
Access Control Security Fobs and Garage Door Remotes are like apartment keys on the master key system – they 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 or garage remote is received, an invoice is generated for its payment; once paid for (by cash, cheque or internet transfer), the fob can be picked up at the Adminstrate Office.

Please state with the request:
- Resident’s Name,
- Apt or Carpark Number
- Access required (Keys - Fob – Remote - Both)

- **For Fobs and Remotes 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 and Remotes 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 Stadium Gardens 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 by depressing “9” on the touch tone phone, this in turn will open the front door and release the lift to the apartment’s floor.
- Before this feature is operational for an apartment, the apartment must have a fixed network telephone number and have instructed the facilities manager (by email) to program this number against the apartment.

**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 Stadium Gardens Apartments complex has a Multi Access TV Distribution (MATV) system which delivers Freeview, Igloo and Sky Television digital channels to all apartments. Additional to this there is a single analogue channel with video from the CCTV camera on the front door to identify visitors that may call. When tuning your television you will need to set up to install analogue as well as digital if you do wish to monitor the front door.
• Any issues regarding television reception should be referred to the Facilities Manager in the first instance.

Public Network Telephone
• All Stadium Gardens Apartments have been prewired for fixed public access network telephone. Contact any telecommunications company (telco) service provider of your choice.

UltraFast Broadband (UFB)
• All Stadium Gardens Apartment floors have been provisioned 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.
• You will need to understand and discuss your requirements with Chorus during the scoping visit.

Before any apartment installation of UFB proceeds, please advise the Facilities Manager of installation dates as well as have the installation tech contact the Facilities Manager prior to installation; this is required to provide access to service areas, also to ensure that agreed build requirements in the Common Areas are understood complied with by Chorus.

Building Security
• Security at the Stadium Gardens 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, you may be held responsible for their actions!

Closed Circuit TV
• Stadium Gardens Apartments complex has a CCTV system that monitors strategic areas of the Stadium Gardens 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 Stadium Gardens 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 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.

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 initiate work, the 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 the apartment.
- Parking for their contractor is provided if required – there is no BC parking available for non BC contractors

At all times contractors carry building materials through the building must

- Access the apartment via the garage and the service lift.
- Ensure the lift covers will be up & the lift lock-off key used at all times.

Before any work is conducted in the apartment complex’s common area, contractors are required to:

- Contact the Body Corporate Facilities Manager requesting permission for what is required
- Supply the Body Corporate with a Health & Safety Plan for the duration of the work.

Moving Instruction for Incoming & Outgoing Resident; and Apartment Furnishing

Download from the website, read and digest all documentation associated with moving into and out of the Stadium Gardens Apartments complex; please:

- Contact the Body Corporate Facilities Manager with confirmation of moving dates; minimum 3 working days – preferably 5 days required; lift covers will be put up prior to your move.
- Ensure a lift lock off key is used to hold the lift on the floor and the lift doors open whilst possessions and furnishings are loaded & unloaded - No lock off key; No Moving!
- Access to all floors is by the ground level car park – parking in Davis 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.