



LIVING AT SUGAR DOCK

RESIDENTS GUIDE

OCTOBER 2019

DOCUMENT HISTORY

Date/Version	Details of main changes	Made by
April 2011	First version created	S Byrne
June 2012	Updates to moving procedure, SC members	S Byrne
Nov 2012	New SC, JLEM contact, Air conditioning, Facebook	S Byrne
Sep 2013	New building management, New SC makeup, parking lot bylaw	S Byrne
Feb 2014	Updating SC members and officeholders, miscellaneous changes	A Pickles
Aug 2014	New SC, New building manager (Steve Attard)	S Byrne
2016	New Building manager (This version never issued)	S Byrne
Feb 2017	New SC, new strata manager, Strata Schemes Management Act 2015 updates	A Pickles
Jun 2019	New: Utility metering; staying informed, fire alarms, JL admin illustration. Removed some sections that date too quickly; miscellaneous tweaks.	S Byrne

Dear Sugar Dock Resident,

This booklet has been compiled by the owners corporation Strata committee (SC) to assist residents, especially new residents, to discover how our strata plan operates here at Sugar Dock and to bring a shared understanding to all regarding our respective rights and responsibilities.

This document complements the guide provided by Lend Lease. While there is some overlap, the Lend Lease guide in particular provides comprehensive information about your specific apartment.

More formal documents as well as useful tips are referenced at the end of the document.

Please take the time to become familiar with this document and if you still feel the need to contact someone for further information or help – take a look at ‘Who do I contact – quick reference’ to guide your next step.

The goal of your SC is to maintain and enhance the value of your property; provide you with good facilities within the constraints of our levy structure and offer clear guidelines to your rights and responsibilities so as to ensure a harmonious community life for all.

We are sure you will come to enjoy the many benefits of life here at Sugar Dock.

Cordially,

Members of the Owners Corporation Strata Committee

ACKNOWLEDGEMENTS

The Sugar Dock Strata Committee would like to acknowledge the contribution by Stonecutters and other Jacksons Landing Strata Committees who created guides for their buildings, on which this guide was based.

Additional material provided by Mary Mortimer, Jacksons Landing Community Association

Front cover image: Artist impression, Sugar Dock courtesy of Lend Lease.

TABLE OF CONTENTS

DOCUMENT HISTORY	2
TABLE OF CONTENTS	4
ABOUT SUGARDOCK	6
History website	
Map of Jacksons Landing	7
SUGAR DOCK AND JACKSONS LANDING ADMINISTRATION STRUCTUe	8
Who do I contact – quick reference	
SugarDock Facebook group	
Owners corporation Strata Committee (SC)	
Strata manager: Whelan property group	
Building manager	
Jackson's Landing Community Association (CA)	
What your levy supports	
SUGAR DOCK FACILITIES	13
Gymnasium & swimming pool area	
Bicycle rooms	
Car wash bay	
Gardens	
COMMUNITY FACILITIES	14
Glass House gymnasium and swimming pool	
Tennis courts	
The Station	
Jackson's Landing whats on	
LIVING AT SUGAR DOCK	15
Moving in/moving out	
<i>Making a booking</i>	
<i>Removalist access</i>	
Storage cages	
Balconies	
Mailroom	
Noise	
Parking	
Vehicle tailgating	
Common area cleaning	
Garbage and recycling	
Disposal of large Items	
Structural alterations	
Soundproofing	
Pets	

Smoking restrictions
Utility metering – electricity, gas, hot water

STAYING INFORMED..... 20

Overview
Fire alarms
Renovation in other apartments
Maintenance in your apartment
Move in/move out disruptions:
Disruptive common property maintenance:

FIRE ALARM FAQ'S..... 22

How does the fire alarm operate?
What causes an alarm to go off?
What typically triggers an alarm at Sugar Dock?
How to find out the cause of the alarm?

SECURITY 24

Personal attentiveness
Grey fobs
Garage remote (air key)
Safety habits
Emergency stairs and procedures
Community Association security service

USEFUL TIPS AND OTHER INFORMATION 26

Water usage & drainage
Air conditioning / heating
Painting
Air vents
Smoke detectors and fire sprinklers
More Information online
Useful Contacts
Non Jacksons Landing contacts
Jacksons Landing related contacts

ABOUT SUGARDOCK

Sugar Dock was designed by Francis-Jones Morehen Thorpe (FJMT). The following commentary was provided by FJMT (<http://www.fjmt.com.au/>):

Sugar Dock provides 132 residential units, associated communal open space and underground car-parking. The design of the development seeks to complement and respond to the building forms and open spaces within the masterplan and its urban context characterised by its relationship to large scale elements such as the Harbour, the working dockyards, silos and the Anzac Bridge as well as the immediate topography and the streetscape of Jacksons Landing. The building design has been developed to provide a graduation in scale to relate to the greater context.

Informed by a long trapezoidal masterplan envelope, the tower consists of a series of glass residential apartments enclosed and anchored by two precast shells combining the visual language of the new development with that of the old Pyrmont. Within the glass form, apartments are turned away from their primary boundary, and the adjacent tower, towards the view and optimal orientation. A podium element grounds the tower's masonry walls and reinforces the sandstone cliff-like Bowman street alignment. A generous communal and private landscaped space links the Sugar Dock to the next tower under development. Apartments along Bowman Street have been articulated to read as a series of houses inserted into the cliff face. They have an intimate character with their connection to the park on Bowman Street and are restricted in height allowing clearer views through site views from Distillery Hill and from the communal open space.

The material chosen for the shells, is vertically articulated light coloured precast concrete providing a relationship with the prominent sandstone outcrops of the Distillery Hill development. The elevations have been developed to correspond with the more private functions within and to provide protection from afternoon sun. They are articulated by an apparently randomised but ordered pattern of standard sized window modules.

To the north/east, a metal/glazed balustrade system has been developed to utilise daytime reflections to provide a surface to the building at the balcony line, suppressing the slab edge. This system continues to the parapet to capping the building and providing environmentally controlled enclosure to the penthouse open spaces. Behind the balustrade is a series of fritted glass panels, arranged to create a greater sense of privacy and to provide a 'screen behind a screen' effect which operates both at the individual apartment scale and the scale of the whole elevation. The metal/glazed system provides a lightness to the buildings material character appropriate to its height and heightened environmental screening to the recessed balconies.

HISTORY WEBSITE

Historical information about Sugar Dock and the area generally is available at www.jacksonslanding.net.au/history/

MAP OF JACKSONS LANDING



SUGAR DOCK AND JACKSONS LANDING ADMINISTRATION STRUCTUE

	Responsible entity	Buildings	BMC	Services
Community	Jacksons Landing Community Association	Gatehouse Station Tennis courts Glasshouse and gym		- Upkeep of community assets - Assists when multiple buildings are negotiating services from a single provider: especially security, building mgt, property mgt, cleaning, insurance
Strata	Antias	Antias		
	Cadigal Terraces	Cadigal Terraces		
	Cooperage	Cooperage	BMC	
	Escarpment	Escarpment		
	Distillery Hill	Quarry Distillery Jones St Townhouses Refinery Apartments		
	Elizabeth	Elizabeth	BMC	
	Rum Store	Rum Store		
	Evolve	Evolve		
	Fleetview	Fleetview	BMC	
	Tablet House	Tablet House		
	McCafferys Hill	The Tower Johns Court Cliff-top The Stables Chalet Mews		
	Mount St Walk Terraces	Mount St Walk Terraces		
	Reflections	Clearwater Bridgeview		
	Regatta Wharf	Eventide Watercrest Edge Water Solander		
	Knox on Bowman	Knox on Bowman	KSSS BMC	
	Stonecutters	Stonecutters		
	Sugar Dock	4 Distillery Dr (Tower) 25 Bowman St (Terraces)		
	Silk	2 Distillery Dr (Tower) 15 Bowman St (Terraces)		

BMC is a Building Management Committee, answerable to their respective strata committees and manage facilities shared between those buildings including parking, gardens, pools, gym. Knox, Stonecutters, Sugar Dock, Silk BMC (KSSS) is our BMC and manage the parking, pool and other shared facilities. Significant changes to these shared facilities must be negotiated with the other three buildings.
Note that some multi-building complexes do not have a BMC because they are administered as a single strata.

WHO DO I CONTACT – QUICK REFERENCE

Navigating the management structure Sugar Dock and Jacksons Landing can be confusing. This is a quick reference guide to who to call.

Community facilities: to book the Station or tennis courts: contact the JL **Residents Services Manager (RSM)** located in the Estate Management Office. Contact details on page 11.

Moving and replacement or lost keys: to get a FOB or air-key replaced, book the lift for moving in or out of Sugar Dock: contact the **RSM** located in the Estate Management Office. Contact details on page 11

Sugar Dock administrative matters: if you have an administrative or a legal issue, a query about Strata levies, want to contact the Owners Corporation Strata Committee, find out about planned SC meetings or the results of meetings, get permission to have a domestic animal, change floor coverings, report a breach of by-laws: contact the **Strata Manager at Whelans** – see page 10.

Common Property maintenance and cleaning: If you notice a problem with the building or that something seems not to be working correctly (e.g. doors or lifts or air conditioning), something needs cleaning, building defects: contact the Building Manager – see page 10. For cleaning you can also make an entry into the log-book located in your mail room.

Ideas, complaints and applications: If you have ideas for improvement about the way Sugar Dock is run, wish to make alterations to your apartment including floor coverings, have a domestic animal, report by-law breaches, report (non-urgent) concerns about cleaning, maintenance or building defects: contact the **Strata Committee** by e-mail sugardock@jacksonslanding.net.au .

Criminal or suspicious activity: If you notice trespass, break-in, anti-social behaviour, dangerous activity at Sugar Dock or on the Estate: contact **Security** on 8565 9494 and/or the **Police**.

SUGARDOCK FACEBOOK GROUP

The SC have created a Facebook group (www.facebook.com/groups/sugardock/) that allows residents and owners at Sugar Dock to communicate informally with each other.

The Facebook group is a place for:

- informal messaging between residents
- polite, positive and helpful interactions
- constructive comments and suggestions

Sugar Dock group is **not** the place for

- commercial advertising
- formal Strata communications
- making commitments on behalf of the Strata
- finger pointing, airing grievances or engaging in heated discussions

Remember Facebook is **NOT** a substitute for reporting important matters relating to Sugar Dock to the appropriate authority. See contact details above for appropriate points of contact.

OWNERS CORPORATION STRATA COMMITTEE (SC)

Your Strata Committee is composed of Sugar Dock residents elected by apartment owners. Elections are held at the Annual General Meeting (AGM), which is conducted in or around August each year. There must be a minimum of seven and a maximum of nine elected members of the SC, three of whom are office bearers (elected at the AGM): Chairman, Secretary and Treasurer.

The primary purpose of the SC is to manage common property on behalf of the Owners Corporation. The SC meets regularly and oversees the activities of the Building Manager and Strata Manager; give direction to the strata's Community Association representative; and, in general, represent the collective interests of owners and residents. You are welcome to attend SC meetings and especially the AGM or any Extraordinary General Meetings (EGM). Meeting dates, agendas and minutes are published on building noticeboards and at Whelan's: www.whelanproperty.com.au/strata-management-services (Login username and password provided by the strata manager). For those using Facebook, the meeting details are also on the sticky post at the top of the Sugar Dock group site.

Other attendees at meetings of the SC include our strata manager and building manager, detailed below.

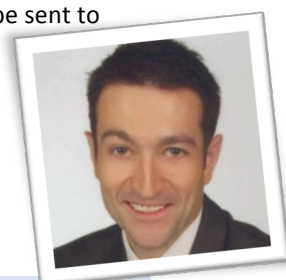
STRATA MANAGER: WHELAN PROPERTY GROUP

Whelan Property Group is the Strata Manager appointed to enter into service provider contracts on our behalf and to ensure our own compliance with government regulations. Whelan's is responsible for the calculation, issue and payment of quarterly levies. They also manage our trust accounts for both administration and sinking funds and are responsible for organising our AGM and any extraordinary general meetings should the need arise.

If you want to make a formal submission to the Strata Committee for consideration, it should be sent to Whelan's.

The Whelan's representative responsible for the management of the Sugar Dock strata plan is:

Chris Whelan 277 Pyrmont Street chris@whelanproperty.com.au
Whelan Property Group Ultimo, NSW 2007 Tel: 02 9219 4111



BUILDING MANAGER

The Sugar Dock building maintenance (tower, terraces and dedicated Sugar Dock common property) is managed by our building manager. Building management services are contracted to Manage Meant.

At time of writing, the BMC areas of the complex (those shared with other KSSS buildings – car park, swimming pool, gym etc.) are contracted to Brookfield (BGIS), a different building management company.

For simplicity, if you are reporting an issue related to building maintenance, please report this to the Manage Meant representative who will follow up with BGIS as required.

The most convenient location for Manage Meant representative details, is on the lift notice board. For those using Facebook, the building manager details are also on the sticky post at the top of the Sugar Dock group site.

JACKSON'S LANDING COMMUNITY ASSOCIATION (CA)

The various strata plans including Sugar Dock make up our Jackson's Landing Community Association (CA). The CA owns and manages certain community assets (swimming pool, gymnasium, The Station, The Gatehouse and tennis courts). The members of the CA Strata Committee are elected at the CA AGM by representatives from each strata plan.

As with the strata plan SC, CA office bearers are chosen by CA representatives who are elected at the AGM of the Owners Corporation for the strata concerned. The CA can have a maximum of 9 members.

The purpose and function of the CA includes the following:

- Select and oversee broad based community services such as security and cleaning contracts, property insurances, energy and information technology.
- Select and oversee the performance of our Resident Services Manager (RSM).
- Marshall the combined financial resources of our community to negotiate economically favourable service provider contracts.
- Establish and maintain relationships with external service providers, police, council and relevant authorities.
- Provide and manage community facilities such as the tennis courts, central swimming pool and gymnasium, website and news journal.

Community Association contacts:

Resident Services Manager

9518 8656 / rsm@jacksonslanding.net.au

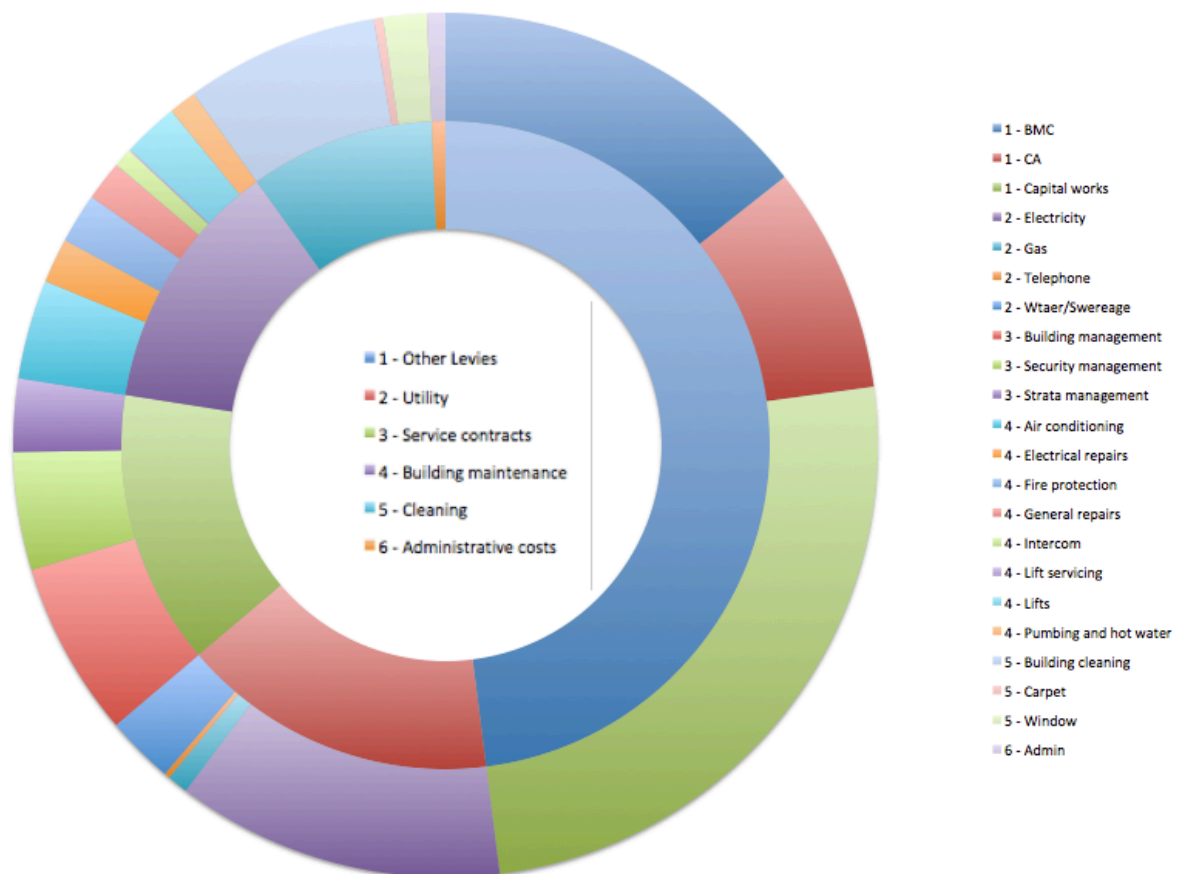
Jackson's Landing Security

8565 9494 / security@jacksonslanding.net.au

WHAT YOUR LEVY SUPPORTS

Sugar Dock strata levies fund several of the entities and services outlined in the Jacksons Landing Administrative Structure that directly or indirectly support the residents of Sugar Dock. The largest part of the levies goes towards management, maintenance and utilities expenses for Sugar Dock. A portion goes into the sinking fund for longer term capital costs and repairs, a proportion is also contributed towards the BMC responsible for shared services between the four buildings Knox, Stonecutters, Sugar Dock and Silk sharing a common basement and other facilities and the balance goes to the Community Association to fund the community facilities. So for example, cleaning and pest control includes: areas exclusive to Sugar Dock buildings, a proportion of areas shared with Stonecutters and Knox on Bowman, plus an appropriate portion of community precinct building cleaning.

The approximate breakdown of the FY2019 fees across Sugar Dock, the BMC and CA are shown in the pie chart below:



SUGAR DOCK FACILITIES

GYMNASIUM & SWIMMING POOL AREA

Sugar Dock shares an outdoor pool, a small gym and a garden with Silk, all behind the Tower building. Access is from the Tower Level 1 or Distillery Drive. The fob-accessible gym/pool/steam room facilities are available for daily use by yourself and your guests under your supervision between the hours of 6:00am and 9:00pm.

Take care not allow others who do not live at Sugar Dock to “tailgate” as you enter the foyer. Several incidents of unlawful use of the pool facilities have occurred through this method. Also do not lend fobs to friends or relatives to use the facilities in your absence.

We ask that you accept personal responsibility for ensuring the quiet enjoyment of others, especially neighbours, particularly in the earlier and later hours of the day. At all times children under 15 years of age must be accompanied by a responsible adult. Antisocial behaviour will not be tolerated.

Please shower before using the pool or steam room and use a towel when sitting on gym equipment where practical. Gym equipment should be wiped clean of perspiration after use. It is your responsibility when leaving the gym/pool area to be well dried and suitably attired.

Please ensure you are dry before re-entering the building to prevent any injury to others by water being left on the floor.

Dogs are strictly prohibited in the enclosed pool area.

BICYCLE ROOMS

Bicycle rooms are located within the residential car park behind the lift stack on levels B3, B4 and B5. From time to time the BMC undertakes an audit of bicycles and any which appear to be abandoned may be removed in order to ensure that facilities are available for all.

Bicycles may not be brought through the building foyer, lifts or stairwells.

CAR WASH BAY

Two car-wash bays are located in the car park – one below Silk on level B3, and one below Stonecutters on level B3. This bay must not be used for parking.

Please ensure that the facility is left in a clean and tidy condition after use and that the water hose has been re-wound.

GARDENS

Our garden area is available to all Sugar Dock (and Silk) residents to enjoy and it is important that this part of our common area is kept in a presentable state with no rubbish, cigarette butts or refuse being left behind by people using the garden. The Sugar Dock garden is not a pet toilet area.

COMMUNITY FACILITIES

GLASS HOUSE GYMNASIUM AND SWIMMING POOL

These community facilities are available to all residents of Jackson's Landing and are located in Bowman Street immediately adjacent to The Station and security gatehouse. Entry is by fob and hours of operation are similar to those at Sugar Dock facilities. The same requirements of personal responsibility apply to these facilities as apply to Sugar Dock.

TENNIS COURTS

The tennis courts are located at the corner of John Street and Cadigal Avenue. One hour block bookings may be made with the RSM or with on-duty security staff. Personal fob keys are exchanged for tennis court door swipe keys and these are re-exchanged at the end of your session. It is your responsibility to ensure the tennis court door remains closed so as to prevent unauthorised entry and use of the courts. It is also your responsibility to wear appropriate clothing and footwear and to ensure the quiet enjoyment of neighbours. For reasons of personal safety and potential court surface damage, play is not permitted at dusk or later.

THE STATION

The Station function room is available to all residents of Jackson's Landing for private functions and may be booked through the Resident Services Manager (RSM) located next to the Security centre. The Station is routinely used for the AGM and EGM meetings of each strata plan and is often used for community functions. Conditions apply to bookings.

JACKSON'S LANDING WHATS ON

A monthly local activities newsletter is produced by residents for the interest of community residents and your input to this journal is very welcome.

The latest issue of this publication is available for download at

<http://jacksonslanding.net.au/about-us/whats-on>

LIVING AT SUGAR DOCK

MOVING IN/MOVING OUT

Contact the Resident Services Manager (RSM) located in the Estate Management Office (at 45 Bowman Street) on 9518 8656 to book your move. They will request a completed booking form (this can be downloaded along with the moving in procedures from www.jacksonslanding.net.au/stratas/sugar-dock). The main points of the procedures are outlined below and should be followed for all movements of household furniture and white goods into or out of the building.

MAKING A BOOKING

- A fee is charged to cover the cost of a security guard attending the move. As at February 2017 this fee is \$167.20 and is not refundable.
- A refundable deposit bond of \$300 must be lodged with the RSM (at the time of booking a move in or a move out. This will provide the person responsible for the move with key access to lift controls. Security will provide instruction as to locking off the lift.
- The RSM can be contacted Monday to Friday, 8:30am to 5:00 pm & Saturday 8am to 1pm. Phone 9518 8656 / email rsm@jacksonslanding.org.au. Outside of these hours, please contact Security on 8565 9494.
- Persons carrying out a move are to arrange with The Security Gatehouse for supply and installation of protective lift covers (as per by-law).
- A gatehouse security representative will conduct a pre and post move inspection prior to lift key hand over and return. Any damage to common property or additional cleaning requirements caused by the move will be at the resident's expense.

REMOVALIST ACCESS

- Access for the furniture removalist will be dependent on the size of the removalist truck. The driver should be advised to park either in the Sugar Dock loading dock accessed via the car park entry on Tambua Street, or directly opposite this Tambua Street entrance.
- All cardboard waste from your move should be left in the Delivery Storage Room on the B1 car park level for removal. Please flatten any boxes and leave at the location assigned for cardboard box disposal.
- The lift car that services Sugar Dock has the approximate dimensions:
 - Tower - 2850mm high x 1390mm wide x 1970mm deep (door 1100mm wide x 2100mm high)
 - Terraces - 2430 mm high x 1290mm wide x 2000mm deep (door 1100mm wide x 2100mm high).
- The car park entry height is: 3600mm high.
- Please note it is a requirement of the strata owner's corporation that all moves are to be carried out through the building loading dock and not through the foyer.

STORAGE CAGES

It is prohibited by State legislation to store hazardous items such as flammable liquids, car batteries and BBQ gas bottles in any storage cage. It is also a requirement of the Strata Management Statement that you do not store goods above the red indicators.

Storage cages can be enclosed for privacy with shade cloth or other material which does not impede air flow through the cage, but not above the red indicators in each cage.

If the fire extinguishers are activated, your stored goods may be water-damaged, so it may be advisable to store things in water-proof containers.

BALCONIES

Laundry must not be hung on balconies or be visible from the outside. Balcony furniture is limited to outdoor seating (table and chairs), a barbecue, umbrella and planter boxes. Balconies must not be used as general storage areas.

Please be mindful of apartments below and beside you when cleaning balconies and if entertaining, as noise does carry.

Nothing should be thrown from a balcony.

Smoking is not permitted on balconies.

MAILROOM

If mail is put into your letterbox by mistake, please make the effort to put it into the correct letterbox. There is a marked "Junk Mail" bin in the mailroom adjacent to the main notice board in the mailroom to dispose of unaddressed literature. Wrongly addressed mail should be placed in the "Return Mail" box. Please do not leave junk mail on the floor or place it in the Return Mail box.

Notices about upcoming meetings, agendas and minutes from those meetings will be displayed in the locked notice board in the mailroom and also posted on www.jacksonslandings.net.au. In the Tower mailroom there is also a notice board available for resident use.

NOISE

One of the responsibilities of living in an apartment building is ensuring that you do not impair your neighbours' peaceful enjoyment of their apartment.

Please be mindful of others, both in the level of any noise you generate and the hour you generate it. Be aware that if you have hard floors, noise is more easily transmitted. Also, any noise in the lobbies, in the lifts or the pool may be transmitted to other apartments.

If you believe you have been unreasonably disturbed by the actions of another resident after 11.00pm, contact Jackson's Landing Gatehouse Security (Tel: 8565 9494) in the first instance who may then attempt to resolve the matter or may contact the police if necessary.

Strata by-laws require SC approval before the floors in living rooms or bedrooms are changed from carpet to hard surfaces such as timber or tiles. If you wish to change your floor coverings to hard surfaces in living areas or bedrooms, you must provide details to the SC with your application demonstrating that the floor will comply with the highest noise ratings for hard floor surfaces.

PARKING

Lots have one or two car park spaces in the basement of the building that can only be used to store a vehicle and with the approval of the SC, a dedicated storage unit. Unauthorised parking on another resident's car parking space is a trespass.

There are a limited number of visitor car parking spaces that are shared with Stonecutters, Knox on Bowman and Silk. To manage the use of visitor spaces, a system of lockable bollards is used. The intent is to provide reasonable and equitable parking for visitors. Contact the RSM or the security gatehouse to book a visitor space. Rules relating to use of visitor spaces may change from time to time and is managed by the BMC.

VEHICLE TAILGATING

The practice of tailgating is when one vehicle tries to gain entry immediately behind a vehicle that has entered the car park (and whilst the roller shutter may still be on its downward travel). This practice has been the means of entry for burglars of cars and apartments. If you are tailgated consider reporting it to Security if you do not recognize the person involved and the person appears not to be familiar with the building. Be particularly cautious about pedestrians accessing the residents' car parking area by following your vehicle and not appearing to have used a grey fob key to gain access.

COMMON AREA CLEANING

Sugar Dock enjoys the services of on-site cleaners. Working one shift per day, the cleaners not only attend to the appearance of common areas but also collect and remove recyclable items from the garbage rooms. If you have an accident resulting in a garbage spill, please do not leave it to the cleaner who may have left for the day. All residents are asked to act responsibly and clean up after themselves as best they can. In the event of a substantial accident, please contact the Gatehouse for assistance or email Havencab at jacksonslanding@havencab.com.au.

GARBAGE AND RECYCLING

Every apartment has access to a garbage chute for non-recyclable garbage (one chute per floor) and recycling bins in a small garbage room on each floor. In the Sugar Dock Tower the garbage chute is concealed behind a wall panel opposite the lifts. In the Terraces the chute is near the car-park access.

Garbage must be sealed in plastic bags before being placed down the chutes. Garbage should be double bagged because single bags often break on impact. This ensures that chutes remain clear of organic material that will attract vermin and other pests. Coat hangers should not be placed into the garbage chute.

Recycling bins are provided on each floor in the garbage room, please follow the instructions provided on the wall for recycling. Do not leave non-recyclable rubbish in the recycling bins and please wash all containers that are to be recycled so that they are free of food and scraps – that includes removing the leftover pizza from pizza boxes!

DISPOSAL OF LARGE ITEMS

Large items, such as cardboard boxes, that are recyclable should be taken to the recycling bins on level B1 adjacent to the loading dock behind the Tower lifts (Please flatten boxes). Non-recyclable household items that are too large for the chute should be placed next to the bins adjacent to the loading dock on level B1.

STRUCTURAL ALTERATIONS

You are not permitted to alter, interfere with or otherwise damage or deface any structure that forms part of the Common Property. Common Property not only includes the common areas such as lifts, stairs and foyer, but also all the perimeter walls, windows & doors of your apartment. It also includes the doors to your balcony and balcony balustrades.

If you wish to make alterations to your own apartment you need to obtain written approval from the SC. Sketches and details of proposed works will be required.

SOUNDPROOFING

Significant design effort and specialist materials have been incorporated into Sugar Dock to minimise the transmission of sound between apartments. Even experienced trades people may not be aware of how easily this can be compromised. For example, drilling a single hole to hang a picture can significantly compromise the soundproofing materials sitting just behind the wall surface. If you are having even minor work done, we ask that you err on the side of caution and discuss how best to proceed with those familiar with Sugar Dock construction by contacting the building manager at Estate Management.

PETS

Pets are allowed at Sugar Dock under the following conditions:

- Written SC approval must be obtained before any animal may be kept within an apartment. The form is available on-line at www.jacksonslanding.net.au/stratas/sugar-dock or from Whelans. The form makes clear what information and covenants are required to obtain approval.

In general:

- Guide dog approval will be automatically granted upon application.
- Pets must be kept under control and within the confines of the pet owner's apartment and otherwise must be accompanied by their owner or designated responsible carer.
- The pet owner is responsible to their neighbours for any noise reasonably considered to be disturbing and for any property damage or personal injury caused by the animal.
- The pet owner is responsible at all times for cleaning up after their animal.
- All pets are to be carried, or kept on a leash, through common property areas; especially in lifts and carpeted areas such as foyers.
- These rules also apply to visitors with accompanying pets.

SMOKING RESTRICTIONS

In 2015 a change was made to the by-laws, and smoking is now only allowed inside your apartment. Smoking on balconies and common property is not permitted.

While smoke-nuisance itself was a consideration in making this change, so too was the impact and fire-risk that unextinguished butts and other debris discarded from upper level apartments landing on apartments below.

The relevant by-laws:

- 51.1 Owners and occupiers and their visitors are not permitted to smoke cigarettes or other substances on common property and balconies, courtyards and terraces forming part of any lot.
- 51.2 Owners and occupiers and their visitors must not allow cigarette smoke or smoke from other substances to drift outside of their apartments in a way that is likely to interfere with the peaceful enjoyment of an owner or occupier of another lot or a person lawfully using common property.

UTILITY METERING – ELECTRICITY, GAS, HOT WATER

In addition to standard electricity and gas meters, all Sugardock apartments also have a hot water meter. This measures the amount of hot water you use and this is converted into gas usage by your utility retailer and billed on your gas bill.

Meter locations:

- Gas and hot water meters are located within each apartment, usually in the laundry area
- Electricity meters are located outside of the apartment and you must contact the building manager to get access

Meters are read electronically using telemetry and while this generally works well, there are several ways this can fail. The meter itself can fail or the telemetry communication can fail. When either of these things happen you will continue to receive bills, but they will be estimated. You can receive estimated bills for a long period of time before a meter fault is detected and rectifying disagreements with your retail provider can be fraught. **Note that it is the responsibility of you the consumer to check your bills against the meter readings on a regular basis. If you receive an estimated bill you should immediately follow up to ensure that any faults are identified and rectified.**

Who is responsible for what (for those who like the detail):

- Gas and electricity are supplied to the building by the utility wholesaler (Ausgrid for electricity; Jemena for gas), and includes gas supplied to heat the hot water. They are also responsible for the meters themselves, and collection of the meter readings.
- The readings are provided to energy retailers (e.g. Energy Australia, Origin, AGL) who are responsible for billing and account management.
- The gas pipes, electricity supply cables and telemetry circuits/equipment are mostly common property. Some components within the apartment may be the responsibility of the owner.
- The consumer is responsible for closing the loop between readings they receive on their bills, and the readings on their utility meters.

STAYING INFORMED

OVERVIEW

The following helps you understand how formal and informal information is communicated to residents and owners.

The executive committee do not have direct access to private contact details for owners or tenants. This is held by the strata manager and only when we have legitimate reason to communicate with you, do we instruct the strata manager to send a message - individually (e.g. breach notification), or collectively (legal notifications, significant owner risk related, etc.). We do have other methods depending on the need, and with the exception of distribution of formal owner correspondence, are available equally to residents and owners:

- Lift noticeboards (with lobby level door-drops) - principal method for building matters that are likely to impact residents
- Apartment mail-box or door-drops - more important messages that we need to ensure everyone has seen
- Notice boards in mail rooms/car parking area - EC/BMC meeting details
- Face book - very immediate but informal, because only a portion of owners/residents are members
- EC meetings - formal - formal discussion and decision making
- EC meetings - informal: opportunity get to know your committee members, neighbours, building manager, strata manager

Absent from this list is email - as indicated this is a blunt tool and generally only used for more formal communications, but if you have a specific question you can reach selected EC members on sugardock@jacksonslanding.net.au.

FIRE ALARMS

The alarm itself is the most critical communication. The cause of the alarm is secondary, can be days/weeks before a specific and detailed explanation is available, by which time most people have forgotten about it. Security / Building Manager are good sources if you wish to be proactive. Communicating the cause of a false alarm is not a priority though if available, will be communicated informally, and discussed at the next EC meeting if necessary. (See also a more complete 'All about fire alarms' below.)

RENOVATION IN OTHER APARTMENTS

Most noisy renovations, generally flooring replacement, require permission from the EC. However, the EC has no specific information about when that work might commence and finish. We advise owners to notify their neighbours when their work is likely to be disruptive, and for how long, however we have no control over this. If you need to know more about what your neighbours are doing, try to discuss with the owner conducting the work. Note, that attending an EC meeting may not help - permission can be given in between EC meetings, and the work conducted before the next EC meeting.

MAINTENANCE IN YOUR APARTMENT

In recent times this has related to one of the following: air conditioning maintenance; change of tap washers, fire inspection. These are usually communicated via lift notice boards, or a note by door-drop or mail-drop. Timing of these and execution of them is via the building manager.

MOVE IN/MOVE OUT DISRUPTIONS:

Bookings for move-in/move out, which block off the lifts for significant portions of a day are not day-to-day EC business. These are managed through the RSM and security. It would be very difficult to get any systematic solution to communicating this type of information in advance.

DISRUPTIVE COMMON PROPERTY MAINTENANCE:

Communicating to residents about common property work that is likely to be disruptive is the responsibility of the building manager and generally happens via notice boards in the lifts and door-drops for those on foyer levels (as they may not use the lifts). Examples include lifts out for maintenance, car-park door closures/repairs, utility disruption, imminent window cleaning, etc. It has been made clear to the building managers that this communication is an essential function, not just because it informs residents of potential disruption, but also because it reassures everybody that the building manager is fully across all planned and emergency maintenance activities.

FIRE ALARM FAQ'S

The most important message relating to fire alarms, IS THE FIRE ALARM ITSELF. If you are not receiving the fire alarm (when others are) this is a serious issue to be resolved immediately. Every time you hear the fire alarm, this is confirmation that this essential system continues to operate, and many false positives (false alarms) are much more favourable than a single false negative (a genuine emergency without any alarm). You can argue that there is a degree of cry-wolf and this desensitises people to the alarm, but this remains an individual decision. Just because you do not see smoke and flames crawling up the side of the building do not assume there is no cause for alarm. We have had several real alarms, and via the fire detection system and alarm, the emergency was contained and dealt with.

HOW DOES THE FIRE ALARM OPERATE?

The following description of how the fire alarm operates across KSSS may help you understand why we sometimes get the alarms that we do.

The fire alarm system connects across all four KSSS buildings. This means that a fire system activation in any one of 450 apartments and related common property areas, can potentially cause the alarm to sound across the entire BMC in a cascading manner.

The cascading process is best illustrated using an example:

- Fire detection on level 10 of Stonecutters.
- Alarm sounds on level 10, on one floor below and two floors above (Levels 9,10,11,12 are in alarm).
- A set time later, one lower floor and two upper floors alarm (Levels 8, 13, and 14 are now also in alarm).
- This sequence continues until the alarm reaches the basement levels.
- When the basement levels go into alarm, the sequence now cascades to the adjacent buildings, and sequences up each building two floors at a time.
- Unless cancelled by the attending fire chief, eventually all floors on all buildings go into alarm.

WHAT CAUSES AN ALARM TO GO OFF?

Four most common causes:

1. A drop in water pressure in the sprinkler system
2. A common property smoke detector detects smoke
3. A press-button-in-case-of-fire is activated
4. Equipment failure

WHAT TYPICALLY TRIGGERS AN ALARM AT SUGAR DOCK?

Below is a list of typical alarm triggers along with mitigation approaches to minimize their recurrence:

- Leaks in the sprinkler system (mostly early in the life of the building) - (Cause #1)
- Sprinkler activation - e.g. exhaust from garbage truck sitting directly beneath sprinkler head - #1
 - Mitigation: Higher temperature rating sprinkler heads - activate in fire, not from hot exhaust
- Sprinkler head damage e.g. trade vehicles with high loads in car park - #1
 - Mitigation: Trade vehicles no longer permitted on ramps
- Apartment residents 'burning the toast', then opening door to lift lobby to dissipate smoke - #2
 - Mitigation - Make residents aware of this cause
 - Note: Apartment smoke alarms will not trigger building fire alarms
- Delinquent smashing glass to foyer emergency button #3
 - Mitigation: Identify delinquent, and send them false alarm call out bill - \$900
- Air-conditioning fire - genuine emergency - #2
 - Mitigation: This was not a false alarm!
- Electronic equipment failure (they fail safe by triggering an alarm - we do not want to find out it does not work after the building has burned down) #4
 - Mitigation: Scheduled maintenance, but failures are inevitable with time

HOW TO FIND OUT THE CAUSE OF THE ALARM?

In order of effectiveness, the following list may help you identify the cause of the alarm:

- Seek out the fire chief who is on site when the alarm is being attended to
 - Result: They may tell you which of the four causes, and a floor it occurred on, but not much beyond this
- Seek out the security officer who was attending with the fire brigade
 - Result: Same as fire chief, or they may not even have this
- Some time later: Talk to the building manager after the fire maintenance contractor has investigated and identified the specific cause
 - Result: Most definitive source of information, but can take weeks
- Come to the next EC meeting:
 - Result: Discussed if deemed relevant, including mitigation measures if required
- Go on Facebook and ask "Does anyone know ..."
 - Result: Hope someone has done one of the above steps and has an answer

SECURITY

There are a number of aspects to consider when ensuring that our environment is safe.

PERSONAL ATTENTIVENESS

- Attempt to get to know your neighbours. This is basic civility and common sense but an amazingly effective part of your personal security.
- Keep close control over the grey fobs assigned to your apartment.
- Check that your door keys have not been left in the door!
- Be very aware of whom you allow to enter the building and even more so of those you allow into your apartment. Be prepared to challenge unidentified trades people. It is a CA requirement that visiting trades people be badge and photo identifiable.
- If a stranger arouses your suspicion (unidentified trades people, tailgaters, apparently confused lift riders or loiterers), call Security and alert them of your concern.
- Ensure that your doors and windows are locked.
- Do not leave valuables in your car in the car park or in your storage cage.

GREY FOBS



Each apartment can have two fobs per bedroom. If you lose a fob, please report this to the Resident Services Manager (RSM) ASAP so that the lost key may be disabled.

If you are locked out of your apartment without your fob, the Resident Services Manager can authorize a temporary one. To do this, you must show photo ID. If your photo ID is in your apartment, Security will still need to be shown photo ID once you are in the apartment.

GARAGE REMOTE (AIR KEY)



Each apartment can have one air-key per car space. If you lose one, you should apply to the RSM for a replacement. Under the RSM and BMC car security policy no more than one remote per car space will be allocated. It is also recommended that you not leave your air key in your vehicle in the car park.

SAFETY HABITS

The RSM and Security assists the SC in ensuring that our Card Access Policy is strictly enforced. Please do not allow access to the building to anyone unless you know them. Each resident must be responsible for granting access to his/her own guests. Do not provide fobs to friends or relatives to use the facilities in your absence.

Living in a secured building does not absolve you from the responsibility to lock your own doors and windows. Jackson's Landing is routinely targeted by burglars. These criminals are on the lookout for apartment owners who believe security guards and cameras have made them immune from security risks. **So please – make sure your doors are locked.**

EMERGENCY STAIRS AND PROCEDURES

- Doorways must not be blocked
- Doors must never be kept ajar as this will degrade the performance of the stairwell pressurisation system and reduce building security
- Items must never be stored in Emergency Stairwells

Information on emergency procedures can be downloaded from:

www.jacksonslanding.net.au/stratas/sugar-dock

COMMUNITY ASSOCIATION SECURITY SERVICE

Our Community Association Security Service is responsible for maintaining the security of all building and CA common areas. These guards are not equipped with weapons and they are not a private police force. Illegal activity requires the involvement of the police.

CA Security guards are based at the Security gatehouse on Bowman Street (adjacent to the Glass House Pool and The Station). One officer is always on duty at the gatehouse. Another officer patrols the common areas of all Jackson's Landing properties (this includes Sugar Dock). You will become familiar with the sight of the CA patrol car on our streets. This constant surveillance requires three shifts of guards to cover each 24-hour period.

A very important element of our security system is Closed Circuit Television (CCTV). The crime deterrent role of CCTV cameras is strongly endorsed by the NSW Police. Effective CCTV can also be very useful in crime detection. One of the main everyday management attributes of CCTV is to draw attention to matters of concern regarding car parking areas, unauthorised goods movements and entry points to our buildings and sensitive service areas.

USEFUL TIPS AND OTHER INFORMATION

WATER USAGE & DRAINAGE

Apartments at Sugar Dock have been fitted with Thermostatic Mixing Valves (TMV), generally near the supply into the apartment. These blend hot water with cold water to ensure constant, safe shower and bath outlet temperatures, preventing scalding. However, TMV's must be maintained annually by a qualified plumber. This must be done by the owner/occupier. Failure to maintain the TMV can also result in loss of water pressure.

Drainage odours may occur from time to time. These odours may be caused by a lack of usage of the second toilet or bathroom or by a build up of deposits in S traps or washing machine tubing. In the case of bathroom or laundry odours, simply charge the system by flushing the floor waste with a half bucket of warm water and disinfectant. Baking soda is a great cleanser for smelly tubing. If a drain becomes clogged then the S trap may need to be serviced by a licensed plumber. A commercial strength drain cleanser (e.g. Drano or similar product) is a useful adjunct in cleansing S traps.

AIR CONDITIONING / HEATING

Apartment air conditioning units are common property and are serviced regularly by an approved contractor. If you have issues with your air conditioning unit please contact the Building Manager.

PAINTING

Sugar Dock apartments were designed with different paint schemes. The standard paint codes are contained in the Owners Manual. Due to paint variation over time, it is highly recommended that a small sample tin of paint is first obtained to double check colour matching.

AIR VENTS

To assist air circulation, the air vents located in bathrooms and the laundry should be cleaned regularly to remove any build up of debris.

These air vent fans can be extremely quiet. If you need to check their operation, turn on the light (or dryer in the laundry), wait 2 minutes or so and hold a tissue close to the inlet. If the vent is operating correctly the air current should hold the tissue to the vent.

SMOKE DETECTORS AND FIRE SPRINKLERS

Apartment smoke detectors contain a 9-volt battery. If you hear an intermittent chirping sound, this is an indication the battery needs replacing.

Under no circumstances should anything be hung on the fire sprinklers located in your apartment. Significant water damage will occur should the sprinkler be triggered.

MORE INFORMATION ONLINE

More recent information about Sugar Dock and Jacksons Landing including social activities and various meeting times and outcomes of past meetings visit <http://www.jacksonslanding.net.au>

If you want to read more generally about living in a strata community we strongly recommend the following publications from the Department of Fair Trading

Strata Living

Living in a community scheme

These with many others are available at:

http://www.fairtrading.nsw.gov.au/About_us/Publications/Download_publications.html

USEFUL CONTACTS

NON JACKSONS LANDING CONTACTS

Police, Fire, Ambulance

dial 000

Police City Central Command

9265 6499

City of Sydney Council

9265 9276

Sydney Water

132092

Energy Australia — Electricity/Gas

131535

AGL — Electricity/Gas

131245

Telstra smart community

<http://www.telstra.com.au/smartcommunity/>

JACKSONS LANDING RELATED CONTACTS

Resident Services Manager

9566 4321 / rsm@jacksonslanding.net.au

Jackson's Landing Security

9552-1706 / security@jacksonslanding.net.au

Building Manager

See lift noticeboards

Strata Manager - Whelan Property Group

See lift noticeboards

Sugar Dock Owners Corporation SC

sugardock@jacksonslanding.net.au