REFLECTIONS

Information for residents of Reflections, 24-32 Refinery Drive, Pyrmont 2009.

Welcome to Reflections, we hope you enjoy being part of our community. Some of you may be new to strata living, others have been here for some years. This short document is intended to provide some useful information about how our strata plan operates.

Who is the Strata Manager for our building?

Tiffany Chambers: Dynamic Property Services:
Ph: 02 9267 6334
E: tiffany.chambers@dynamicproperty.com.au

The strata manager coordinates all legal obligations for owners, including coordinating AGMs and committee meetings, preparing budgets and issuing levies to owners, paying invoices and insurance.
For any general matters or enquiries, please contact the building manager.

Who is our building manager?

Sarah Casey| Manage Meant
Ph: 0417 609 556
E: sarah@manage-meant.com.au

The building manager is responsible for managing common property, access to common property for tradespersons doing work and repairing common property. If you are planning to undertake renovations please contact Sarah in the first instance.

How do I contact Security?

Sentinel Security
Ph: 02 8565 9494
E: security@jacksonslanding.org.au

Our security team patrol the estate and are available 24 hours. The office is located at 58 Bowman Street.
As well as overall security issues the security office is responsible for move-in/move-out arrangements, bookings for the Station (located at 58 Bowman Street) and the Tennis Courts (Located at 19 Cadigal Ave). They also assist with replacing fobs and air keys and have parking keys for visitor parking.

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What is the Strata Committee?

The Strata Committee is a group of volunteers elected at the AGM each year, who manage the day-to-day aspects of the strata scheme. The main responsibility is ensuring proper maintenance of the building, finances (budgets, levies, insurance, etc), and making sure by-laws are upheld. The Strata Committee approves building applications and works with our Strata Manager and Building Manager

to handle the legal, financial and infrastructure issues relating to the strata scheme. Minutes of strata meetings are placed on the notice board near the pool and circulated to owners by email.

Chair: Allen Blewitt allen.blewitt@allenblewitt.com

Our strata Reflections:

Reflections has two buildings: Clearwater and Bridgeview, with 78 apartments in total. We are fortunate to live in buildings which have been well maintained since being completed at the end of 2003. We have no cladding to cause problems, and structurally everything seems sound. A major project to replace the lifts was completed at the end of 2018 and further maintenance of the lifts carried out in 2025, to ensure no major breakdowns for the foreseeable future. The air conditioning system on the roof of each building is cleaned and maintained on a regular basis, as is the swimming pool infrastructure.

Reflections is one strata of several in the development known as Jacksons Landing. There is an overall Community Association, composed of representatives from the various strata schemes. There are rules regarding the maintenance and appearance of the whole estate which are available on the Jacksons Landing website http://jacksonslanding.net.au which covers all strata plans.

The specific by-laws relating to Reflections are available at the Reflections website, dealing with various issues including getting approval for renovations, replacing flooring, resident and visitor parking, use of common property and other matters http://jacksonslanding.net.au/strata/reflections

Air conditioning:

Apartment air conditioners are the responsibility of individual owners. The Building Manger can advise on good and experienced service companies for maintenance and repair. Regular servicing of air conditioners is advised to avoid costly repairs.

Balcony use:

Smoking: Among the problems neighbours experience is smoke drifting off balconies and being funnelled into other properties. Throwing butts off your balcony is a particularly egregious infringement of our by-laws and has caused considerable problems to people below.
Water: Please be careful when washing your balcony or watering plants that water does not drip down below. It is best to wet-mop balconies rather than use a hose. Note also that our enclosed balconies can amplify sound.

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Washing: May be dried on balconies but must not be visible from outside the strata property. Hanging washing over balconies is not permitted in any of the Jackson Landing buildings.

Common property:

In a strata plan some property belongs to individual owners, some is common property. For insurance purposes, strict rules apply to common property such as foyers, lifts, outdoor areas, the car park and similar places, which must be kept free of obstructions, stored or dangerous items.

Damaging, defacing or altering common property is not allowed, including perimeter walls, windows and doors of your apartment. Balcony walls and floors are common property.

Dogs:

Our strata is a pet friendly environment. Our building by–law allows pets pursuant to certain conditions, which include ensuring they are on leash in common property areas, do not soil common property, and do not cause noise problems for neighbours. Please be aware that dog noise may be one of the main issues neighbours experience so do try to minimise any barking from your pet. We have a dog washing facility located in one of the car wash bays to allow for washing and drying your dog. Please enjoy using this to avoid dog hair clogging the drains of your apartment.

Electric vehicles:

Our building has the infrastructure to allow installation of individual chargers for EVs in all car spaces. This service is available to both owners and tenants (with the approval of the landlord). If you are considering the purchase of an EV you should contact Nick Gardner and he will advise regarding the steps you need to take to fit an approved charger, and sign up with the billing software. For full details please contact the building manager.

Garbage and recycling:

Apartments have access to a garbage chute for non-recyclable rubbish. Ensure garbage is securely bagged before going down the chute to avoid the loading dock area becoming smelly and attracting vermin. There are recycling bins in the garbage room on each floor. Please consider the cleaners and collapse cardboard boxes, make sure food containers are clean and do not leave general rubbish for them to remove. A Nespresso recycling box is available in the loading dock, as well as a battery recycling bin and a compost bin, as part of the Sydney City Council compost scheme. For large items/packaging/etc. please go to the loading dock and place neatly in the appropriate area. The loading dock is open during the daytime and accessible from a lift at the far end of each floor of the car park out of hours.

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Moving in/moving out/builders and bulky deliveries:

Please advise security who will organise for lifts to be padded and for access to the goods lift if possible. It is important not to have our entrance or flooring damaged by the movement of bulky items or building materials.

Noise:

Please do not use loud stereos or sub woofers; in apartment living we need to be mindful of our neighbours and noise travelling through the building. You may find noise reverberates on balconies; phone calls/conversations can travel.

Parcel delivery and pick-up:

A secure parcel cage with fob access is located on the left hand side of the visitor parking area at the bottom of the driveway, to prevent theft from near the front door and to maintain a clear entrance to the building. Australia Post has a fob to enable placement inside the secure cage, other parcels can be left next to the cage and will be relocated inside by our cleaner on a regular basis. Please try and ensure couriers/delivery people know about this system. Parcels just dropped at the front door or near the letterboxes are not secure.

Pool:

The building has an indoor pool and spa. Please observe health and safety rules concerning showering before entering the pool and ensuring you dry off before leaving the pool so as not to leave wet areas on the deck or in the building. Children under 15 are to be accompanied, guests are limited to two per apartment.

Smoke detectors:

Apartment smoke detectors have a 9 volt battery which will need changing; intermittent chirping will indicate this. Each landing has a smoke detector. If your apartment smoke alarm goes off due to burnt toast (rather than a real emergency) please open your balcony door, NOT the front door as this will trigger a false alarm and incur a hefty fee from the Fire Brigade. Please note this fee may be charged to the owner.

Soundproofing:

Significant design effort and specialist materials have been incorporated into Reflections to minimise the transmission of sound between apartments. Even minor work such as drilling a hole to hang a picture could disturb this. Please consult the building manager to discuss even minor work. Installing hard floors is subject to our by-laws and noise standards and must be tested for compliance.

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Storage:

Legislation prohibits the storage of flammable and hazardous items in storage cages. Storage lockers for general items may be installed in car spaces if approved under the strata by-law.

Ventilation:

Our building is well ventilated by the air vents located in bathrooms and laundries. Clean these regularly as dust will build up. Consult the Building Manager if you feel you have any ventilation issues.