

www.pacificwavesmanly.com
**RESIDENT INFORMATION
BOOKLET**



This manual is for residents of 9-15 Central Avenue, Manly. It provides essential information about the Building, its layout, facilities, operation, rules and regulations. Owners and tenants are asked to familiarise themselves with the contents so that everybody may have a safe and enjoyable time.

www.pacificwavesmanly.com

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IMPORTANT

The Owners' Corporation (OC) has approved and registered 11 additional Special By-laws since 2014. The OC enforces these new By-laws and all By-laws rigorously. Please comply with them.

“Special Bylaws have been added to address the areas of major concern to the Owners Corporation and as between residents. Please read and understand them.”

66. Special By-Law - Prohibition on smoking
67. Special By-Law - Fire Alarms
68. Special by-Law - Lot Owners Works
69. Special by-law - Goods left on common property and activities on common property
70. Special By-law - Hard Floors Residential Lots
71. Special By-law - Use of pool courtyard
72. Special By-law - Lot Heating
73. Special By-law - Use of Car Parking Spaces
74. Special By-law - Right of Owners Corporation to Ensure Security and Safety
75. Special By-law - Installation of Non-Carpet Floor Coverings
76. Special By law - Prohibition of Short Term Accommodation

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INTRODUCTION

The “Pacific Waves” Building (PWB) is a unique 8 story building located in the heart of Manly. Containing 124 residential apartments, there is a well balanced blend of owner occupied and tenanted apartments. There are restaurants, two levels of Northern Beaches Council public car park, some retail shopping on the ground floor and the offices of the local paper, The Manly Daily. In the residential part of the building there is a pool and gym accessible to all residents. An integrated security system provides protection by limiting access with all movements recorded by electronic key and video CCTV systems. The Building was constructed in the late 1990’s and opened in 2000.

OWNERS’ CORPORATION (OC)

The OC meets on an annual basis or on special occasions as need arises. The Strata Committee (SC) usually meets quarterly. Details of upcoming meetings and the minutes of previous meetings are emailed or posted to Owners.

Owners who would like to receive information via email only should contact the Strata Manager with their email address.

All owners and residents are welcome to attend SC Meetings and where appropriate, participate in the OC and SC meetings. If attending a meeting please make yourself known to the Secretary or other SC members. **Please Note:** Whist owners and residents can attend SC meetings , they cannot speak unless invited to by the Chairman.

Owners and/or tenants who would like to contact the OC or SC are requested to forward all correspondence in writing. Letters and documents may be delivered to the Owners’ Corporation mailbox which can be found within the buildings mailbox area on the ground floor or alternatively please email the Building Manager (buildingmanager@pacificwavesmanly.com) or the Strata Manager.

RESIDENTS' INFORMATION

As required by the Strata Schemes Management Act (SSMA 2015), it is essential that the Building Manager on behalf of the OC maintain up-to-date details of all owners and tenants who reside in the Pacific Waves Building. Information is used for security, management and emergency purposes only. It is securely stored on-site and is not shared with any external agencies unless needed for operational reasons (e.g. electrical or plumbing problems) and emergency service providers such as Police, Ambulance or Fire Brigade.

When moving into the Pacific Waves owners and tenants are required to complete a Resident Information Form and to inform the Building Manager if details change.

These forms are available from the Building Manager on the ground floor, your lot owner or your real estate agent if you are a tenant. Please return the completed form to the Building Manager . Alternatively, complete the form electronically by requesting an emailed electronic copy from the Building Manager (buildingmanager@pacificwavesmanly.com).

COMMON PROPERTY USAGE

Facilities in the building are made available for the convenience of you and your visitors. Part of this convenience means being considerate and respectful to others. As the saying goes 'do unto others as you would have done unto yourself'. As excessive noise can be a problem the OC and SC require your co-operation not to create noise that disturbs other residents. **Please note:** Many elderly and shift worker folk live in the Building with you. If you are entertaining please ensure that visitors are made aware of the situation and are always accompanied by you while on common property (this includes corridors, car park and pool areas).

Common property areas such as stairwells beside apartments, hallways, lobbies, the car park and the pool area must be kept free of personal belongings in keeping with fire and occupational health and safety regulations. This includes bags of rubbish, doormats, rugs, shoes and bicycles. Any items left on the common property will be removed daily by the cleaners or the Building Manager and where relevant, costs to remove these items will be passed back to the lot owner.

INTERCOM

The video intercom is located on the ground floor next to the main automatic door. To use, simply enter the number of the unit you wish to contact and press the bell. The intercom can be used to allow entry into the Building and your specific floor for your guests. Please be mindful to only let people you know into the building. Mischief makers may randomly buzz apartments in an attempt to gain access.

SUMMARY OF PACIFIC WAVES BY-LAWS AND RULES

Please refer to the “Registered By-Laws SP61139” for a complete list of OC’s By-laws, this can be found at; www.pacificwavesmanly.com. If you are a tenant, these by-laws must be supplied to you by your real estate agent or the owner of the apartment. An E copy is also held by the Building Manager.

Some of the more common rules for the building are summarized below. The compliance of all residents and their visitors is required to maintain a high standard of quality of life. Accordingly, please **DO NOT**:

- deposit any beach sand/water on the common property (dry off, brush off or shower before entering the foyer of the building) Admin. Fees apply to offenders
- place or attempt to store anything on the common property without the prior written approval from the Building Manager
- create excessive noise or use offensive language that disturbs other residents
- leave children unattended on common property, this includes the car park, the pool and eastern court yard
- smoke on the common property, on your balcony or in your lot.
- carry out any renovations to your apartment, including replacing floor coverings without the Building Manager’s prior approval
- hang washing, towels, etc. on the balcony so that they are visible from the outside of the building
- move furniture across the common property without the Building Manager’s prior approval
- keep animals, except for a registered guide dog, in your apartment.
- park or stand a vehicle on common property except as authorised by the Building Manager
- block fire escapes or interfere with fire services
- use the gas supply to your lot for any other purpose other than cooking
- **sub let or short term lease your lot, the OC is very rigorous at enforcing this By-law, offenders will face the full extent of the Law.**

SUMMARY OF BY-LAWS AND RULES CONT.

Residents and their visitors **MUST**:

- properly sort and dispose of garbage into the bins provided in the ground floor garbage room
- accompany all guests and visitors while on common property
- be adequately clothed when on common property
- keep their property clean and free of vermin
- maintain the appearance of their lot in keeping with the Building (e.g. white curtains only) no storage of goods on the balconies.

MOVING IN AND OUT

Hours for moving in and out of apartments are:

Monday to Friday 9:00am to 4:00pm

Saturday 9:00am to 4:00pm

If you are moving furniture and/or bulky items into or out of the building then you must book the lift in advance with the Building Manager, You will be provided with Instructions, a lift key and protective curtains to line the lift, this equipment assigned to you. Please note that if any damage occurs and procedures are not followed you will be liable for reimbursing the Owners' Corporation with the cost of repairs.

SECURITY CAMERAS

In addition to the Access Key system the OC has installed a security CCTV system that records activities in areas such as hallways, lifts foyers, car park etc. Should you encounter a safety or security problem please contact the local Police on 9977 9499 and the Building Manager: buildingmanager@pacificwavesmanly.com.

RESIDENTS' PARKING

Use of the car park is restricted to Pacific Waves **Residents** only.

If you are eligible, your Pacific Waves Building Access Cards/fobs will be enabled to provide access through the Garage door to the residents' car park.

Visitor parking is not permitted or possible due to the shortage of car parking spaces. Car park access is **NOT TRANSFERABLE to non Pacific Waves Residents. SUB-LEASING** may be permitted between residents (please inform the Building Manager). Anyone who passes on their access to the car park to non Pacific Waves Residents will have their access card/fob **CANCELLED**.

To determine whether or not you are eligible for parking please see your Real Estate Property Manager. If eligible you will be provided with instructions outlining parking procedures.

Visitors to the Building may choose to park within the Northern Beaches Council (NBC) car park - the first 2 hours are free.

If you need additional parking you may be eligible for a NBC on-street parking permit. Residential and visitor parking permits are relatively inexpensive. NBC can be contacted on 9976 1500 or at their Manly Office (Town Hall Belgrave Street, Manly), open 8:30am to 5:30pm Monday to Friday.

PARKING SPACES

All residents should note that there is NO storage allowed within the private car parking spaces, EXCEPT where goods are stored within an OC approved storage device (please see the Building Manager for direction with compliance). Residents are also required to keep their car parking spaces in a clean and serviceable condition. Please see Special By-law 73 for further details.

SECURITY ACCESS CARDS/FOBS

The Pacific Waves Building has installed a security access key system which controls and logs access. When you move into the Building you will be given an access card. Cards are programmed individually with access limited to the areas relevant to your occupancy. Each card is engraved with a unique number and it is advisable that you take note of this number in case the card is lost or stolen.

Please promptly report lost or stolen access cards/fobs to the BM who will deactivate that card/fob. Replacement cards/fobs will be issued upon payment of the fee (\$50) determined by the SC from time to time. (**Note:** The OC will replace a broken or malfunctioning card “free of charge” once per annum if that problem card is returned to the BM).

The number of cards granted to each unit is strictly controlled: 3 per 1 bedroom apartment, 4 per 2 bedroom apartment and 6 per 3 bedroom apartment. If you would like an additional card please contact the BM.

WASTE REMOVAL

Recycling bins for glass, plastic bottles, cans, paper and cardboard are located in the garbage room on the ground floor, next door to the BM office. Please flatten all cardboard boxes and remove lids from plastic and glass bottles before depositing them in the appropriate bins.

Non-recyclables and organic material (including foodstuffs and their containers) may be placed in the large green garbage bins. Organic material must be bagged with the top tied securely.

Please dispose of nappies, sanitary pads, cotton buds, etc. with your general garbage in the garbage room. Do not flush them down toilets as this has in the past blocked the sewage system.

If you have large amounts of rubbish (e.g. the result of moving) or wish to dispose of bulky goods such as fridges or furniture, please contact the Building Manager to arrange collection. Such items **MAY NOT** be left in the garbage room as the contractor will not collect these. **CCTV** is in use. Costs will be recovered from the resident or lot owner.

NOTE: All garbage must be placed in the bins provided.

IMPORTANT: Under no circumstances should rubbish be deposited or left on common property. This includes, garden beds, the car park areas and all other common property. The OC will take action against those found to be

POOL RULES AND HYGIENE

The pool, located in the eastern side courtyard, is for the use of all residents.

Please note: The OC takes Pool, Spa and Gym Safety very seriously.

Your compliance with ALL signage, pool rules and By-law's 71 and 74 is required.

An offender who does not comply may have their pool access restricted in accordance with By-law 74.

Further to the above, It is a requirement that you shower before entering the pool and that you take a towel with you to dry off before re-entering the building from the pool area. Following this practice will ensure the highest possible levels of hygiene and safety are maintained.

FIRE ALARMS AND EXITS

All residents, should familiarize themselves with the emergency exits. There are emergency stair exits located at the end of every hallway.

Should the fire alarm sound, please proceed immediately to your nearest emergency exit and exit the building. **DO NOT USE THE LIFTS**, as there may be a power failure and you may become trapped in the lift.

The NSW Fire Brigade is conveniently located 2km away so you can expect them to respond promptly.

Residents are directed to be careful opening front doors when cooking as steam or smoke WILL set off smoke detectors in the hallways. These detectors are linked "back to base" and will trigger a response from the Fire Brigade. The detectors within the apartments are not 'back to base' in type and will not trigger a response from the Fire Brigade. If you have a lot of steam and/or smoke when cooking please promptly open your balcony doors or windows. **DO NOT LEAVE FRONT DOORS TO THE HALLWAY OPEN.**

The NSW Fire Brigade charges a fee of \$1600 + GST for attending false alarms. The Owners' Corporation will pass these fees on to the responsible resident or lot owner.

FIRE STAIRS AND ENTRY DOORS

The fire stairs are for use in emergency situations and the entry doors to the fire stairs should always be securely closed.

Please Note; The Fire Stairs have been wired with a closed circuit alarm system.

In order to maintain security in the building residents must ensure that the fire doors close completely. Please report any problems to the Building Manager.

PROPER USE OF BALCONIES

Under NB Council regulations and the Pacific Waves By-laws washing may not be hung to dry on balconies such that it is visible from outside the building, e.g. from the footpath or neighboring buildings, nor may satellite dishes be erected or material stored for extended periods, especially if the goods are flammable (e.g. packaging, newspapers, clothing, paint, etc.). Please see By-laws 10 and 16 for further details.

Throwing or dropping solids or liquids from balconies is dangerous, illegal, inconsiderate and a nuisance. Of particular concern are cigarette butts and empty drink containers.

IMPORTANT: Please ensure to keep children safe whilst on the balcony's. Furthermore, improper balcony usage is considered a serious breach of the Pacific Waves rules. As with incorrect garbage, excessive noise, pet and pest management, strong action will be taken by the OC.

PETS

Please be aware that bringing animals (other than registered assistance animals) into the building is against the Building's by-laws. Pets such as dogs, cats or birds are not allowed to be in apartments or on the common property. Please see By-law 32 for further details.

GYM ACCESS

Hours of Operation—Daily – 5:30am to 9:00pm unless otherwise authorised.

The Pacific Waves Building has a small gym located on the eastern side courtyard. The gym is only accessible by an authorized access card/fob. To be eligible for Gym access you will need to undertake the mandatory induction procedure. Please email the BM. You will be required to formerly agree to the Gyms rules. A \$60 admin fee will be payable to the OC by you via the BM. This fee entitles you to gym access for a six month period.

Please note that strict rules particularly in relation to excessive noise apply and leaving the area in a clean and tidy manner. Breaches of Gym Facility rules may result in access being cancelled.

NOISE

It is unacceptable to create noise that interferes with the peaceful enjoyment of fellow residents in their apartments in the Pacific Waves Building. Noise from slamming doors, parties, sound systems, televisions, musical instruments travels through the building, particularly at night. If problems are encountered residents should contact the Building Manager (9976 6091) or the local police (9977 9499). Please keep a note of the occurrence (date and time) and provide these details to the Building Manager during office hours or by email.

RETURNING FROM BEACH

IMPORTANT: Your compliance is required: Please remove all sand and water from feet, wet suits, surfboards etc, of yours, your children and visitors before entering the foyer areas of the Pacific Waves Building. Lack of compliance with this requirement not only makes the Building appear unsightly but is a breach of the OC's registered, "Goods and activity's on common property" By-law, no. 69. Please dry off thoroughly before entering the Building. **Cleaning and Admin. fees will apply to offending residents. CCTV is in use 24 hrs per day, 7 days per week.**

Please Note: There is a FREE "hot" shower/change room facility located in the rear of the garbage room, please use it to clean up and dry off! Further, as of November 2016 a "NEW and FREE", lockable surfboard storage area is available to surf board owners, this is located in the loading bay area. Please Note: there is a limited number of surfboard storage available so surfboards must be registered. Please contact the BM. buildingmanager@pacificwavesmanly.com

POSTING OF SIGNS

The posting of signs in/on the Building is not permitted. There are two notice boards located in the secondary foyer for use by the Owners' Corporation and residents. The Owners' Corporation reserves the right to remove any notice it believes to be inappropriate or offensive. To place a notice in the Residents' Notice Board please contact the Building Manager via email or leave the note under the BM door.

RENOVATIONS/REPAIRS-TRADE PERSONNEL

Before carrying out renovation works to a unit or replacing floor coverings you must contact the Building Manager to seek the approval of the Strata Committee. Please see By-laws 14, 68 and 70.

Many activities which on the surface might appear minor (e.g. installation of air-conditioning, blinds or floor covering) will require Owners' Corporation approval. Failure to gain such approval may result in costly rectification.

Should you have trades people attending your premises and/or deliveries being made please ensure the Building Manager is notified in advance, as issues such as the protection of common areas, facilities and parking need to be managed.

LOCKS/KEYS TO UNIT DOORS

Please be aware that the use of dead bolts on apartment entry doors is illegal. Please contact the Building Manager prior to any installation of new locks. If an incorrect/inappropriate lock is installed it will be replaced by the OC and the cost charged to the relevant lot owner.

ANNUAL FIRE CERTIFICATION

Once a year the Building is legally obliged to be tested for fire certification so that it complies with Australian Standards. This involves testing all fire and mechanical services within the building including individual unit doors, thermal detectors and locks. Notices are sent out two weeks prior to inspection and you are required by law to provide appropriate access. If you expect to be unavailable during one of these inspections please contact the Building Manager in advance to discuss access to your unit.

TELEVISION AND COMPUTER FACILITIES

The television antenna connection in your apartment provides free to air reception for digital signal only. If you wish to receive digital signal you will need appropriate equipment including a suitable TV and/or set top box.

The Pacific Waves is wired for Foxtel pay TV. To have this service installed to your apartment please contact the Building Manager for approval and instructions. Tenants must first contact their real estate agent or the lot owner.

SERVICES AND RESPONSIBILITIES

If you experience problems with services or utilities (e.g. lighting, water leaks) within the common property area please contact the Building Manager.

All other services are the responsibility of the lot owner. If light fittings, stoves, fridges, etc. break down or you need light globes, tap washers, etc. inside the apartment you occupy, please contact the lot owner or your real estate professional. **Please Note;** repairs to the intercom, windows, sliding doors and apartment front doors must be managed by the Building Manager as these are the property of the OC.

The Building Manager will provide you with the names and phone numbers of tradesmen and service providers to the Pacific Waves OC from whom you may obtain quotes for the work required in your apartment. In providing this information the Building Manager is not making a recommendation.

SMOKING PROHIBITION

The OC has registered a By-law which seeks to regulate smoking in the PWB. Smoking is not permitted on the common property at anytime. Smoke drift from a lot which is detectable in another lot is also prohibited. Please see Special By-law no. 66 for further details.

SHORT TERM LETTING

The minimum term for renting in the Pacific Waves Building is strictly 3 months (90 days). Heavy fines apply to offenders that do not comply with this By-law and Development Application Condition.

NOTE: The Owners Corporation will not tolerate short term letting and will seek orders from the local regulator, local court or NSW Civil & Administrative Tribunal (NCAT) in all instances to enforce this policy.

REAL ESTATE RENTAL

All sales/leasing for Pacific Waves Building apartments is carried out by external real estate agents or by lot owners themselves.

IMPORTANT, Please Note. Section 258 of the SSMA 2015 obliges the Lessor to provide details of the Lessee to the OC with 14 days of commencing a new Lease. Please do this if you are Leasing a lot in the PWB.

MAIL/COURIER

Australia Post delivers normal mail on weekdays at approximately 10:00 a.m.

If you are expecting a parcel please ensure you have it delivered to an address where there will be somebody to receive it.

The BM is not in a position to accept parcels on behalf of residents.

EMERGENCY AFTER HOURS CONTACTS

Locked out of Apartment? Call Locksmiths (Manly Locksmiths)	0499 775 625
Fire/Police/Ambulance	000
Building Manager (PMP) (after hours listen to the message in full)	9976 6091
Elevator Service (Liftronic)	9666 3922
Electricity (Power Failure)	13 13 88
Plumber (Rapid Response)	0419 978 987
Plumber (Super Plumbers)	0413 373 314
Plumber (Paul Reed Plumbing)	0412 400 559
Electrician (Paul Dwyer)	0418 248 219
Electrician (Fully Charged electrical)	0435 499 030
Electrician (Kim Kong electrical)	0439 994 574
Council Ranger	9976 1633
Cleaner (Insite Services)	0420 363 431

WEBSITE

www.pacificwavesmanly.com

BUILDING DETAILS

Address: 9-15 Central Avenue, Manly, NSW 2095

BUILDING MANAGEMENT (BM)

Company:	Property Management Professionals Pty Ltd
Office Location:	Ground floor of building (adjacent to lift lobby)
Building Manager:	Tony Strati
Office Hours:	By phone and email Monday to Friday
Phone Number:	02 9976 6091
Email Address:	buildingmanager@pacificwavesmanly.com

STRATA MANAGEMENT (SM)

Company:	Lamb and Walters
Address:	53 Sydney Road Manly 2095
Postal Address:	PO Box 133 Pymble, NSW 2073
Phone Number:	02 8935 8533