

α Alpha Apartments α

Guide for residents

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Community
Corporation 22806
Alpha Apartments

Alpha Apartment Management Committee members:

Presiding Officer- David Simmons

Phone: 0412662211

Email: david@803capital.com.au

Secretary-Serina Wright

Committee members: Pompey Donato (L5), Ralph Dantonio (L5), Malcolm Longhorn(L6), Kerry Teague and Peter Welch (both L7)

Manager Alpha Apartments:

Steve Geyer

Whittles Management Services P/L

178 Fullarton Rd

Dulwich SA 5065

Phone (During office hours): 8291 2325

Email: steve.geyer@whittles.com.au

Caretaker Alpha Apartments:

Greg Powell

Site Services SA

Phone: 0402 214 109

Email: contact@siteservicessa.com.au

Emergency Maintenance:

Automated service provided by Whittles. 24 hours, 7 days a week.

Contact in case of an emergency.

Phone: 1300 888 275

By-Laws

Please note that owners and residents should be fully aware of the by-laws that apply to the Alpha apartments. These are available on the Whittles SA website (www.whittles.com.au), in the owner portal section. Many issues are covered in detail in the by-laws, a few of which we detail here.

There are specific references in the by-laws to the installation of curtains (approved colours) and blinds (approval required and only approved colours). The by-laws also state that that an owner / resident must not lease or rent an apartment for a period less than 2 months. Importantly, the by-laws make it clear that no resident is allowed to ride, lead or drive any horse or horse drawn vehicle!!

What follows should be read in conjunction with or knowledge of the by-laws.

Alterations to Structure/Unit:

Any apartment owner wishing to modify their unit and/or associated balcony, car parking or storage facility, which results in a change of the external appearance, a change in the structure or a change in use, must seek the approval of the Corporation prior to proceeding with the work. Approval can be applied for by submitting a letter to the Corporation via the Corporation Manager, Whittles Management Services.

Annual General Meeting:

An AGM is held for the Corporation once a year, usually in July.

Ambulance access:

In case of an emergency telephone 000.

A system is in place whereby the ambulance service can gain access to the residential floors through the Vaughan Place entry door and if necessary they can gain entry into an apartment.

Balconies:

No clothing, portable clothes airers, towels, laundry, bedding or decorations are to be displayed on any balcony. Residents must not cause in any way whatsoever water, dust, dirt or rubbish of any kind to blow off or fall onto adjoining or lower balconies.

Caretaker:

Greg Powell of Site Services SA is the caretaker for the building. He can be contacted 0402 214 109, email: contact@siteservicessa.com.au. Greg maintains all Common Areas of the building.

Car park access cards:

Replacement cards are available through ACC/UPark. Keep a record of your card number(s)

Fire:

In case of fire, an alarm will sound within the building. Follow the automated spoken commands of the alarm. Exit the building through the stairwells, located at each end of the corridors. Do not use the lifts.

Keys/fobs:

Replacement keys/fobs can be organised through the Presiding Officer. There will be a charge for these. Please note that we run a master key system at Alpha with different levels of access rights from individual apartments only, through to common areas and up to all areas. For this reason, you must get the Presiding Officer to email the lock company (ARA Locksmiths) effectively authorising them to issue a key to you. You will need to pay the lock company directly. For safety and emergency access purposes, it is a requirement that you remain on the Alpha master key system.

Lifts:

If one of the lifts is not operating correctly, please contact Whittles.

Moving in/out:

Please use the Frome Street western lift when moving in or out of the building. The lift is bigger and has a removable panel to accommodate larger items of furniture. The western lift has these dimensions Height 220, Depth (door to back of recessed area) 190, width 160

Permit parking area:

The permit parking areas, at the south eastern corner of the building (Vaughan Place), is available for contractors, cleaners etc to use when working in the building. The areas are available on a daily "first in" basis. Your apartment key operates the bollards. Insert the key, turn and then lift the bollard up before you lay it down. Do the reverse to put the bollard back up. As a courtesy, if a contractor parks in the laneway immediately adjacent to the rear of the Exeter Hotel, please ask them to leave their mobile on their dash in case others need to exit.

Pets:

Please refer any pet requests to the Presiding Officer.

Recycling:

Bins are available on level four (resident's car park) for recycling. The bins are at the eastern and western ends of the car park. There are also battery and electronic recycling boxes on the 4th floor near the book shelves.

Hard Rubbish:

The council collects hard rubbish on nominated days throughout the year. Please see dates / instructions on the notice boards on the 4th floor. Please do not dump hard rubbish / non-recyclable items on the 4th floor.

Rubbish Rooms:

There are two rubbish rooms on each residential floor, east and west. Please put all rubbish down the chute and note the signs in each room re what should NOT be put down the chute.

Resident Car park roller door remote control:

Remote controls are available for the roller doors of the resident's car park and for the sliding gate on the ground floor. Button with one dot for the entry gate, button with 2 dots for the exit gate, both buttons simultaneously for the sliding gate. Remote controls are issued according to the number of car parks attached to each apartment. The initial cost is \$100 + GST each. If a remote is damaged, a replacement will cost \$100 + GST. If a remote is lost, a replacement will cost \$250 + GST, as the old remote needs to be programmed out of the system to maintain our security and to guard against abuse.

Please note the batteries in the remotes will need to be replaced periodically. They take CR2032 batteries available from The Battery Bar, Jaycar or online at www.batteriesdirect.com.au

When you have replaced the batteries.

Second/Resident's Car Park Entrance:

A second entrance via a sliding gate is in operation to allow access by residents in the event that entry through the UPark boom gate is not possible for some reason (for example when the car park is full). The gate is operated using the remote referred to above. Please use your council issued car park access card to enter / exit on all other occasions. If abuse of the remote is detected, you risk forfeiture / cancellation of it. From time to time, the second entrance will be out of service for maintenance. Signs will be posted accordingly.

Public Car Park

Please be aware that the ACC/UPark have issued fines in the past to residents who have parked in the public car park floors rather than in the dedicated resident's car parks on the 4th floor.

Smoke Alarms:

In the event of accidental activation of a smoke detector within your apartment, open all doors/windows (excluding the door to the corridor) and fan with a towel/sheet of paper under the detector to disperse the smoke. A substantial cost will be incurred (around \$900) if the Metropolitan Fire Service (MFS) attends a false alarm. Any MFS charges for false alarms will be charged to the resident who caused the alarm, no exceptions. You will only have a few minutes to try and disperse the smoke. If you are not successful and the system goes into full alarm (with audible advice to evacuate the building) the MFS **will** attend. There is no point ringing the MFS as they are obliged to attend once the system goes into full alarm.

By opening the door to the corridor, the smoke may activate the smoke detectors in the corridor, which will automatically result in the MFS being called.

Television Reception (Free to Air and Satellite)

There is a master antenna (for FTA) and a master satellite dish (for **Foxtel**) installed on the roof. These service all apartments. Schematics showing how signals are distributed throughout the complex (including the location of amplifiers and splitters) are attached to the rear wall of each garbage chute on each level. Each apartment is fitted with a multiswitch, which is used as part of the Foxtel set up. We have ongoing problems with technicians who claim our building is not suitable for the installation of Foxtel IQ boxes, or who claim inadequate Foxtel signal levels. Many Foxtel IQ boxes are installed in our building. If you have any issues with your FTA TV, our recommended service agent is Craig Matters from Total Antenna (see Recommended Trades People). If you have any issues that Foxtel claim are building related, please call the Presiding Officer.

Window cleaning:

The building has professional window cleaners scheduled for September each year. Only the inaccessible glass is cleaned by these cleaners (the “skin” of the building). You are responsible for the cleaning of the windows facing your balcony and the balustrade glass on your balcony (both sides).

Embedded Electricity Network:

There is an embedded electricity network installed in Alpha. It is currently managed by Supa Energy who guarantee to beat any offer available from any

electricity retailer (including all settlement and other discounts) by 15%. This system was installed in November 2019 and utilises digital electricity meters (smart meters). A full Q&A pack is available at www.alpha.unrelated.net.au

You will be invoiced by Supa Energy monthly for your network and usage charges. You can access your own account to check daily usage, usage history etc via the Supa Energy web site. You will require your user name and password.

Turning the water off to your apartment and turning your HWS off completely are sensible things to do if you are going to be away for an extended period. Given your HWS heats up every day whether you use it or not, you can save quite a bit by turning the unit off (simply turn the relevant switches off on your power board).

MDF (Communications) room

The MDF room (where all telephony and internet connections are housed) is on basement level B1, western end. The room is triple locked for security. Access can be arranged by contacting the Caretaker or a member of the Management Committee. If you are having the NBN connected, you do not need any specific approvals from the Body Corporate.

Letter Box Keys

Available from Heatlie at North Plympton.

Community Shed

The community shed/lock up is on the 4th floor eastern end just above the exit gate. The shed contains ladders, tools, hardware items (nails, screws etc), a battery charger, jumper leads and a lot more. Please help yourself. The shed can be accessed using your apartment key.

Locked out?

Try calling the Presiding Officer who may be able to help.

**Do you know how to turn the water off in your apartment?
If you don't, you need to.**

Your shut off valve is located in your laundry cupboard, typically above your hot water service. There is an excess of \$10,000 on our building insurance for water related damage. If you cause damage because you did not know how to turn your water of, you will be responsible for any resultant damage up to \$10,000. We recommend that you turn the water off to your apartment if you are going to be away for an extended period (say longer than 2 weeks).

Watering Systems

The installation of watering systems on balconies is not permitted.

Parcel Courtesy

Parcel theft has been an issue from the outer foyer. If you see a parcel in the outer foyer, please take the time to move it to the inner secure foyer. This area is under constant video surveillance.

Fire Indicator Panel (FIP) in the Frome Street Foyer

If this is making a constant alarm noise, please advise the Presiding Officer. Please **do not** contact the fire service maintenance company.

Lithium Ion Batteries

Charging e-bikes, e-scooters etc is totally banned in apartments and on balconies. See warning signs on the 4th floor.

Recommended Trades People (these people know our building well)

Electrical: Everything Electrical. Call Nick Pink on 0408802481

CBus : Davies Electrical. Merv Davies 0417770227

Hot Water System replacement: D&R Electrical. Call on 83730691. These guys also carried out the modifications a few years back to many of the Hot Water Systems in our complex, so that water only heats at night on the off-peak tariff. If you are interested in having this modification made to your HWS, contact D&R Electrical direct.

Small “handyman” jobs: Currently vacant

Plumber:

TV Reception including Foxtel issues: Craig Matters, Total Antenna 0417875151

Air Conditioner issues: Nelson Air Conditioning. Call Mark Nelson on 0418897316. Mark can also assist with any filter issues (see below)

Window cleaning (internal, external): Currently vacant

And some more useful bits to know!

Have you just moved in?

Please email the presiding officer so that you can be added to the residents mailing list which is used for all of apartment related communications. Name and apartment number is all that is required.

Bunnings: We have a cash account at Bunnings. Normally 5% off trade items. You can get the card from the Presiding Officer.

Car Park Clean: This will be done once per year.

What is the button in the laundry with a little red light?

If you press the button, you will boost the heating of your hot water system

Library/DVD Collection

Magazines, Books, DVD's etc can be left and then borrowed by other residents. There are shelves on the 4th floor (eastern end) for these items.

Air conditioner filters: You should remove the air intake grills (attached with 2 finger tightened screws) every year and clean the filters.

Where are the electricity meters?

These are on the 4th floor, either the western end or the eastern end depending on your apartment number. Each apartment has 2 meters (one for off peak) and a master safety switch (in the lower cabinet). See more information below:

Each apartment has an internal safety switch (in your electricity distribution cabinet). In addition, there is a "master" safety switch for each apartment on the 4th floor in the grey electricity cabinets (east or west dependant on your apartment number / location. If you have an issue with your "master" safety switch, you will need to guide your electrician to the 4th floor.

Notice Board: Located on the 4th floor east. You can read and leave notes.

Toilet System: Parts for the Geberit systems that are installed throughout are available from Reece outlets.

Access Code – Front Door: 2468# during working hours (7am – 7pm) 1515# after hours.

Tiles: There is a selection of spare tiles in a room on the 3rd floor eastern end. Contact the Presiding Officer

Electric Vehicles

Currently we do not have any community facilities to charge electric vehicles. If you are contemplating purchasing an electric vehicle, please contact the Presiding Officer. You will need to run a power cable from your meter on level 4 to your car park location (10 -15 amp double power point). The cost is likely to be in the order of \$1000.

Renting out you dedicated parking space(s)

For security reasons, this is currently not allowed.

Insurance

The Community Corporation insures the building, fixtures and the common areas. It does not insure the contents of each apartment. Insurance is a complex area. For example, are floating floor boards a fixture or something that would be covered by contents insurance? It is not intended to cover all the complexities and vagaries here. Ultimately the insurer will rule on what is covered by the building insurance via our broker. All potential insurance claims need to be notified to Whittles in the first instance who will then seek instructions from the insurer via our broker. It is our clear recommendation that all residents should have contents insurance in place and that what is covered is clearly understood.

Maintenance and painting

All maintenance and painting internal to your apartment plus your balcony are your responsibility. The Corporation will paint and maintain common areas. Our policy is that your front door and your door frame (facing the corridor) are your responsibility to maintain and paint. The paint for your balcony ceiling is Solver

Polyvinyl flat, Parchment (colour). The balcony walls are Solver Duraguard matt, Liliun (colour).

Security Protocols

Please see attachment

Who pays for what?

As a general rule, you are responsible for the maintenance and repair of everything within your apartment, plus your subsidiaries. Alpha is established as a Community Strata Scheme. The Strata lots (that is, what you own) include subsidiaries. In our case, subsidiaries consist of balconies, air conditioners, car parking spaces and private lock ups. A simple example is that if the lock on your balcony door has failed, you need to fix it, not the corporation. For the same reason, painting and maintaining balconies is the responsibility of owners, not the corporation. By policy, the corporation will fund the replacement of any fire related equipment in apartments (detectors, sounders and sprinkler heads) unless wilful damage is the cause of the problem. The repair / replacement of intercom door stations is the responsibility of owners.

2/21/2026

Your Notes:

ALPHA APARTMENTS - RECOMMENDED SECURITY PROTOCOLS (placed in all letter boxes)

Recently there has been an increase in rough sleepers, vandalism and other anti-social behaviour in and around Alpha Apartments. What follows are the recommended security protocols. All alarm incidents will be monitored by a security company who will generally send a patrol to attend to any security breaches. For this reason, please closely follow these recommendations. If a resident persistently breaches these recommendations, the cost of the security patrol will be re-charged to the individual concerned.

1. In the eastern entry (Vaughan Place end) we have the benefit of two security points – the front door and the inner door. The eastern entry is therefore the safest entry point and provides the best opportunity for residents to observe and react to unauthorised individuals.
2. We have had unauthorised people enter the resident's car park and then catch the lift on the 4th floor when activated by a resident on the ground floor, so vigilance is required. If you believe there are unauthorised people anywhere in the building, call 000.
3. In the western entry, it is much more difficult to identify unauthorised individuals. However, the presence of someone in the shared lift where a residential floor has **not** been selected, would be cause for concern and vigilance. We have had incidents where individuals ride the shared lift until a resident gets in and then exit on a residential floor.
4. Smart CCTV cameras have recently been installed in the 4th floor car park. These cameras monitor the entry and exit gates. These cameras will report an alarm if they detect a person entering or exiting the car park by foot (vehicles will not set the alarm off). **This means you must not enter or exit the car park by foot or on a push bike.**
5. A smart CCTV camera has been installed in the shared fire escape stairwell on the 4th floor, western end. Residents can use the fire escape to enter the car park on the 4th floor or to access residential floors from the 4th floor, **but please do not open the security door in the fire escape** because that will trigger an alarm. The objective is to identify anyone breaching the security door.
6. Signs are present at the exit roller door, the entry roller door and in the fire escape, warning residents and others that the areas are armed. We may need these signs in different languages.
7. An additional security camera has been installed in the lane behind the Exeter Hotel in an attempt to deter graffiti attacks. Report any suspicious behaviour in the laneway to SAPOL on 131444.
8. Notwithstanding the smart CCTV cameras on level 4, please be vigilant when entering or exiting the car park to ensure that as far as possible, unauthorised people do not gain access whilst the roller doors are open. At this time all residents are asked to **clean up as much clutter as possible** in and around car parking spaces on the 4th floor. Things like bikes and golf clubs are attractive targets, particularly those that are visible from the 3rd floor.
9. If you detect unauthorised people in the public car park (rough sleepers etc) or in the fires escapes that service the public car park, please report the issue directly to the Adelaide City Council on 08 82037203 (or you can make contact with UPark through the "call" feature at the ground floor exit gate to the public car park).
10. If you detect unauthorised people (rough sleepers etc) on Alpha property, such as on the front veranda on Vaughan Place, please report the issue to one of the committee representatives on your floor. Arrangements will then be made for a private security patrol to attend. Your committee representatives are:
 - **Pompey Donato level 5: 0418828174**
 - **Ralph Dantonio level 5: 0414642624**
 - **Malcolm Longhorn level 6: 0438314162**
 - **Peter Welch level 7: 0409099815**
 - **David Simmons level 8: 0412662211**

- **Serina Wright level 8: 0438812879**
- **Kerry Teague level 7 0488353600**

11. Whittles have been asked to include this document in their “Welcome Pack” which is given to all new residents

Alpha Management Committee

February 2024



