**Welcome to Goldsbrough**

**Overview & General Information**

The Goldsbrough building has 526 apartments & 48 commercial offices including 4 cafes, gift shop, convenience store. The building complex contains mix use apartments including owner occupiers, rental, short term rental, serviced apartments.

Prior to the big move in it is always best to have a building through for 10-15mins run through with me to find out, the who, what, when & how, introduce you to the concierge, walk through dock etc. so that you understand how the building operates in your new home environment.

**Goldsbrough Website** [**www.goldsbrough.com.au**](http://www.goldsbrough.com.au) **has detailed information including all the building forms.**

**Related to lift bond, lost/replacement fobs/pet applications/minor& major works/HW Active account.**

**Building Management**

1. On site between the hours 8am-5pm Mon-Fri excluding Public Holidays
2. Contact via. email fmgoldsbrough@theoaksgroup.com.au Phone 85862525
3. For urgent contact after hours see Concierge who will liaise.

  **Concierge Services 9692 9455**

        operates 24/7 and is your first point of contact for:

1. All general building information
2. Complete the internal Residential Form – occupant details, agent, emergency contacts, etc
3. Service Lift bookings policy minimum 48hour notice see below.
4. Deliveries; how to use service lift, getting a service lift Fob, sign out/in .
5. always if in doubt ask a question of the concierge, they are here to help.

**Concierge & Security**

1. Concierge on duty 24/7
2. Security 5pm-6am 7 days per week, communication is via 2-way radio system.
3. Complete the residential form with your contact details & lodge with Concierge (note your private information is only used internal)

**Fire System & Your Life Safety**

The Goldsbrough building installed a state of the art multi-criteria (smoke & heat) monitoring & detection system detectors are located in each apartment & common area for the safety & protection of all occupants.

1. This system operates as a back to base system which is linked directly to the NSW Fire Brigade.
2. there are 2 fire panels (FCR & Concierge) which registers any changes to the status of each detector.
3. pre-alarm status during the hours of 5am-midnight, when the detector sense smoke &/or heat.
4. How the system operates, when the detector senses smoke & starts sounding the alarm in the apartment & at the fire panel at concierge.

**The standard operating protocol is that Smoke/Fire is present until proven otherwise.**

Concierge will call & staff will check the apartment to ensure you are safe & there is no risks.

1. after midnight – 5am the NSW Fire Brigade are automatically called (cost is $1776).
2. See document attached. Smoke Alarms

**Security Fobs**

1. for lost cards complete the form attached & lodge this with Concierge.
2. Entitlement as follows:
	1. Studio 2 fobs
	2. 1bed 2 fobs
	3. 2bed 4 fobs
	4. Penthouse 6 fobs

**Lift Bond**

**Service Lift & Usage**

How to get to the Goldsbrough dock :

It is at the rear of the building, Camden Lane is a private laneway between MCentral, 235 Pyrmont & Goldsbrough to enter Camden Lane use Allen St, drive directly between the buildings to the boom gate, use the intercom to contact Concierge for access & follow their directions.

The receiving dock & service lift are located half down the lane.

1. complete the form attached & EFT payment to Strata, send receipt to fmgoldsbrough@theoaksgroup.com.au
2. Contact Concierge to book lift minimum 48hours notice.
3. note the service lift is share usage & always busy.
4. to minimise moving time recommend to be organised & efficient understand the location & talk the Concierge.
5. On completion email to FM/Strata.

**Garbage Waste**

1. each floor located next to Lift3 are the double doors to garbage room & service lift.
2. RED bins are for general waste
3. YELLOW bins is recycling
4. WHITE bins are for old clothing to be recycled. Not a donation bin but for saving items from going to landfill.
5. Cardboard Recycling bins are located in Dock area, note: there are 4 x 1100lt YELLOW Bins, all cardboard is to be FLATTERNED & PLASTICS REMOVED
6. Council Pickup for household waste, contact Concierge 9692 9455
7. **NO CONSTRUCTION/ILLEGAL DUMPING IN RED BINS. Council contractors will reject the building’s waste collection. You are then liable for costs.**

**Pool, Gym, Spa, Sauna**

Hours of Operation 6am-12 Midnight 7 days

1. NSW Health restrictions apply in accordance with the latest directions.

**Contractors & Internal Renovations**

please find attached package of information:

1. Bylaws
2. Building Works Application – Approval from Owners Corporation
3. Impairment Notice
4. Induction Form- contractors
5. WH&S; & Fire Safety is paramount in the building.
6. failure to comply with SAFETY or RISKS to the Building will result in works immediately STOPPED.

Before considering renovations, it is always best to have a site meeting for 10-15mins run through with me to find out, the who, what, when & how, introduce you to the concierge, walk through dock etc. in

It is essential that you are managing your contractors & understand your responsibility.

MUST haves prior to commencement & works :

* insurances P/L, workers Comp, SWMS, risk assessment, site inductions.
* Noise management notification to surrounding residents (start-end dates)
* Hours of work M-F 8-4:30pm Sat 9-1pm (contractors must adhere to hours)
* dust control, managing the Fire System isolations to prevent activation ( false alarm fines - $1776)
* waste management plan **NO CONSTRUCTION/ILLEGAL DUMPING IN RED  BINS. Council contractors will reject the building’s waste collection. You are then liable for costs.**
* under the bylaws, The Owner’s Corporation may place a bond during the works.
* Cleaning outside your apartment & common property, NO DUSTY FOOTPRINTS…. Back charges will be applied.
* Clear access to the isolation valves both Hot/Cold
* Hot Water digital metering connection must remain operational, issues with connect loss will be back charged.
* Inductions pertain to safety in the building, fire system, cleaning, waste removal

**Energy Costs**

Electricity & Hot Water supply costs had to be separated as of 1st July 2022, as per Ausgrid/AER/AEMO.

Owners & tenants are free to choose the retailer for electricity.

Hot Water is one electric system, supplying the entire Goldsbrough Building, the Owners Corporation installed a user pays network with the administrator Active Utilities.

Cost charges are based on daily supply rate & usage.

Note: the Owners Corporation have held the cost price as at install 1/07/2022.

**Please register with Active follow the link to signup :**

<https://signup.activeutilities.com.au/Form/Index/4/prospecting>

1. Choose "I am not an existing customer"
2. Choose customer type “Residential”
3. Put your address (Street No. and Name) or Use Site Code: AUPN92937
4. Complete the information “Bulk Hot Water”
5. Skip Telco
6. Complete the remaining information

**Pets (as per 2022 Bylaw update)**

Please refer to the Goldsbrough website [www.goldsbrough.com.au](http://www.goldsbrough.com.au)

Regarding the Bylaws & the application forms for dog & cat approval registration, etc.