

Eureka Tower

Welcome Guide



Welcome to Eureka Tower,

On behalf of the Eureka Tower team, welcome to Melbourne's finest apartment building! Hopefully your move was stress free and we look forward to getting to know you as you settle in to this magnificent building.

At Eureka Tower we pride ourselves on providing a world class service, Concierge services are available 24 hours a day for your convenience and they are your first point of contact for any questions or issues you may have.

The information in this Welcome Guide has been produced to assist you with some of the more commonly asked questions by new residents.

Please take a moment to read it and if you have any further questions feel free to contact Concierge at any time who will be happy to assist.

Concierge



03 9685 0188



concierge@eurekatower.com.au

Building Information



Secure Entry To Main Foyer - Between 6:30am and 8:30pm the external front door is unlocked—residents and visitors can enter through to the airlock without using an access pass. From the airlock residents must swipe again at the reader to enter the main foyer. Visitors need to use the intercom to gain entry.

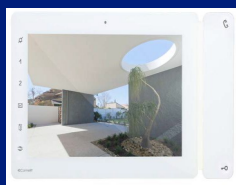
For additional security the external front door is locked between 8:30pm and 6:30am. During these times Residents must swipe at the external entry to enter the airlock as well as within the airlock itself. Visitors will need to use the external intercom to gain entry and cannot enter the airlock.

Depending on events around Southbank, these times may change. Residents will be notified.

Intercom System - Full colour Comelit intercom screens are installed in all Eureka Tower apartments. Intercoms to call apartments are located at the main external entry, the entry airlock and at the base of each lift lobby entry. There are also intercoms at the Cook St and the Car park entries.

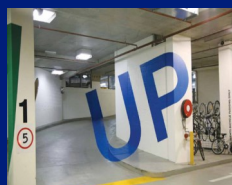
To call an apartment, visitors enter the four numbers of your apartment and press the bell. You can release the door from within your apartment.

A intercom instructions sheet has been included with this welcome pack. For a full copy of the intercom instruction manual please speak to Eureka Concierge



Car Park - Access to the car park is via Cook St using your access pass or remote for entry. All cars entering and located within the car park must provide registration details to Concierge. There is no visitor parking at Eureka, however if you have a visitor who will be using your car space concierge must be advised in advance.

Please use the pedestrian crossings when possible, especially at the gate entry/exit.



Bikes - Bikes can only be stored in the car park and MUST be registered with concierge. Concierge will allocate you a bike rack. There is also the option of securing your bike in a secure storage cage. (Speak to Concierge) We recommend always using a good quality 'D' lock for extra security.

Our Security team undertake regular checks of the car park to ensure all bicycles are registered. If a bike is not registered, it may be removed.

Eureka Tower, it's owners or employees take no responsibility for lost or stolen goods in the car park.

Bicycles are not permitted in the lifts.



Visit the Eureka Tower Website www.eurekaliving.com.au

Building Information



Waste disposal—River Rise (Levels 11-24) & Premier Rise (Levels 26-52)

On each floor opposite the 07 apartment is a door that leads into a small room that contains the rubbish chute. Opposite the 08 apartment is another small room with shelving installed to dispose of your small recyclables.

Waste disposal—Sky Rise (Levels 54—87)

Both rubbish and recyclables can be disposed of through the door opposite the 07 apartment on your floor.

All rubbish placed down the rubbish chute must be in strong, small plastic bags and properly tied. Do not place, doonas, pillows, umbrellas and large items down the rubbish chute. Place recyclables in the black tubs provided.

Please contact the loading dock on 9685 0116 to dispose of larger items.



Moving In or Out – All Large Deliveries - All deliveries must be moved in or out of the building via the goods lift. Please book your move in or out well in advance of any delivery to ensure the lift is available.

For all goods lift bookings please contact the Loading Dock on 9685 0116 - Monday to Friday from 7am to 5pm.



Parcel deliveries - If too big for the mail box your parcel will be placed in a parcel locker directly by Auspost or your courier. This ensures your parcel delivery is safe and secure and allows quick, contactless delivery. The parcel lockers are located next to the mailboxes. Please see the attached My Parcel Locker flyer for further information and registration details.

Parcels too big to fit in the lockers will be processed by Eureka Tower staff and a mail slip will be placed in your mailbox.



Gym & Pool - Level 10 The gym and pool areas are open from 4:30am to 11:00pm daily. Attached to the pool area is an outdoor terrace, saunas, and male and female changing rooms.

For health and safety reasons all residents must complete an Induction prior to being granted access to these areas. Gym inductions take place weekly and bookings are to be made through Concierge for more information.

Please familiarize yourself with the Owners Corporation Rules for the gym area.



Cinema - Level 10 Eureka Tower Residents have access to a private 30 seat cinema 24 hours a day, free of charge, with the availability of Netflix, Foxtel, Blu-Ray and can accommodate USB or HDMI input.

Contact Concierge to book a time. Maximum booking times are 4 hours.



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Building Information



Utilities

Water - On behalf of the Owners Corporation, water use is billed by Active Utilities based on individual apartment consumption. Water and sewerage rates, including Parks Victoria and Melbourne Water Corporation service charges, will be separately billed to the owner via the supply authority South East Water.

Electricity - Currently residents choose their own supplier. However, an embedded electricity may be introduced to the building at a later date.

Gas - There is no need for residents to connect to gas as these costs are covered through the Owners Corporation annual service charge.

Internet - Residents have the option to choose an internet provider of their choice.

The NBN is available throughout the building with fibre to Level 10 and then copper to the apartment. We recommend you speak with your provider regarding connection, as some only provide a service to the node (Level 10) which then requires a bridging connection to supply internet to the apartment.

Faster internet speeds are available through **Pineapple net Internet**. Pineapple have their own dedicated fibre network running all the way up the building to a connection point on your floor. If you decide to take up a Pineapple offer, the Ethernet cable terminating in your apartment will be configured for their network without disrupting any existing services. Pineapple net Internet provides Eureka Tower the best internet speeds currently available in the market place. A separate flyer with details of **Pineapple Net Internet** is included in this welcome pack.

Apartment Key Handling and Storage - Concierge can hold and store keys at the Concierge desk for you. This provides you with an emergency set for you to access when required or if you would like to allow access to your apartment when not at home for family, friends, contractors or cleaners.

When leaving your keys at Concierge for the first time, you will be asked to provide a list of those permitted to access your keys. You can authorise people to pick up the keys on an ongoing basis or on a once-off basis.

All key sets stored at Concierge are fitted with a barcode and tamperproof security wire. This allows Concierge to electronically record your keys being signed in or out and ensures the key set has not been changed by anyone.

For more information on how to set up a secure key set and store them at the desk please speak to Concierge.



Visit the Eureka Tower Website www.eurekaliving.com.au

Important Information



Evacuation



Please acquaint yourself with the evacuation procedure in your apartment and the location of the emergency stairwell.

Residents who cannot self evacuate in the event of a building evacuation should notify Concierge so a suitable action plan can be put in place. A separate form is included in this welcome pack.

Any resident who would like any additional briefing on our evacuation procedures can contact Concierge to arrange a briefing with building management.

Contact Information



If you have not already completed a contact details form and returned it to concierge please do so.

It is a building requirement that all residents are registered on our database. A form is included in this welcome pack or Concierge have forms available at the desk if required.

Gym inductions, cinema bookings, fault reporting etc. can only be logged / processed until we have received a completed contact details form. Concierge uses a range of methods to contact our residents and we aim to be as discreet as possible.

Building Rules



Eureka Tower is a communal living environment. To ensure the peaceful enjoyment of all residents in the building, the Owners Corporation has a set of rules all residents are encouraged to familiarise themselves with.

A full copy of the rules are included in this welcome pack. The rules are also available on the Eureka Tower website: eurekaliving.com.au

Need a Tradesperson?



Our list of recommended contractors is available on the Eureka Living website: eurekaliving.com.au. You can also speak to Concierge who will be happy to assist.

All tradesperson's are required to enter via our Loading dock and sign in with Security before commencing any apartment works.

Concierge



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Apartment Trouble Shooting



Power

There is no electricity in my apartment

Check all circuit breakers are on - The apartment switch board is located in the cupboard of the bedroom closest to the common corridor (usually the main bedroom). Check all circuit breakers are in the UP position.

If a circuit breaker has tripped, this is usually the result of a new appliance being plugged in that has overloaded the circuit or a faulty appliance that has caused the system to trip out for safety. You can check this by unplugging your appliances then plugging them back in one at a time to see when the circuit trips.



All my circuit breakers are on but I still have no electricity

This may be because the common area circuit breaker that supplies power to the apartment has tripped. Give Concierge a call and a member of the team will check the common area switchboard for you.

We have checked all the above but still have no electricity

This would indicate that there is either a local power outage to the area which can be confirmed by contacting City Power, or your electricity has been disconnected which you can confirm by contacting your chosen electricity supplier.

Why does the power trip out

For safety all switchboards are fitted with earth leakage circuit break protection and circuit breakers for lights and power.

Beeping Smoke Detector

Check the circuit breaker

Check the circuit breaker is in the UP position on the main apartment switchboard.

Replacing the unit /checking the battery

Remove from the ceiling by sliding in the direction of the arrow on the detector. All smoke detectors are hardwired. However some units do have a back up battery that can be removed and changed. If the unit has no back up battery and continues to beep the unit will need to be replaced.

Please speak to concierge for details of where to purchase a replacement detector.



Visit the Eureka Tower Website www.eurekaliving.com.au

Apartment Trouble Shooting



Water

There is no water in my apartment

Check to ensure the water valves are turned on. Water valves are located behind the grill above the front door to the apartment.

The water in my apartment is murky/dirty

Try running all the taps in the apartment for around 30 seconds to 1 minute. Also flush all the toilets in the apartment.

I have a water leak in my apartment what should I do?

CONTACT CONCIERGE IMMEDIATELY We will send a member of the team to your apartment so that the possible source of the leak can be located as soon as possible to prevent any further damage.

You will be asked to complete a service request form. If required we can then recommend a plumber or handyman to undertake works to rectify the fault.



Gas

There is no gas in my apartment

Check the gas valves are turned on. These are located either in the cupboard or behind the drawers under the hot plate cook top.

You will see two yellow levers, these should both be parallel to the pipes.

The gas will not stay on when using the cook top

This may be because the cook top has not been used in some time. Try holding down each cook top knob individually for about 10 seconds.

The electric igniter is not working

Ensure the igniter is plugged in and switched on. The plugs are located in the same position as the gas valve.



There is a strong unpleasant smell in my bathroom/laundry

Check if the smell is coming from the vanity unit. If the smell is coming from the vanity it may be because the studor vent needs cleaning or could be faulty.

As a temporary measure you can try flushing all the pipes with warm water and detergent. Do this with the floor drains as well.

To fix the problem speak to the Concierge who will provide an information sheet on how to check if the vent requires cleaning or has a fault. If there is a fault it will need to be replaced.



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Apartment Trouble Shooting



Air Conditioning

There is no power on my air condition unit

Ensure the circuit breaker for the air conditioning is in the UP position on the main switchboard in the apartment.

E/C is displayed on the control unit

Turn off the circuit breaker for the air conditioning by putting the switch in the DOWN position on the main switchboard. Wait 2-3 minutes before turning the switch back on. This will reset the unit. If E/C is still displayed you will need to have the unit serviced.

E/P is displayed on the control unit

This may be because general maintenance is being undertaken in the main plant room. Call Concierge who will have a member of the team check the plant room. If Concierge advise there is no maintenance taking place in the plant room it is most likely that the unit in the apartment requires a service or general maintenance.

Filter light is displayed on the unit

The filters probably need to be cleaned. You can do this by taking them out and washing them, allowing them to dry before replacing them. Speak to Concierge for information on the location and how to remove the filters.

We strongly recommend that air conditioning units are serviced at least once a year.

Any apartment faults should be reported to Concierge .

If you are a tenant you will also need to report the fault to your real estate agent.



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