MANLY NATIONAL RESIDENT INFORMATION



This manual is for residents of 22 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.

> Published by the Owners' Corporation SP 7114 December 2021 (also available on our website at <u>www.manlynational.com</u>)

EMERGENCY AFTER HOURS CONTACTS



Fire/Police/Ambulance	000
Manly Police	02 9976 8099
Electrician (Y2K Electrical)	0409 746 939
Electrician (Fully Charged Electrical)	0435 499 030
Electrician (Handos Electrical)	0458 767 225
Elevator Service (ThyssenKrupp)	1300 799 599
Locked out of Apartment? Call Manly Locksmiths	0499 775 625
Parking issues with NBC pass card	02 9976 1693
Plumbing Service (Rapid Response)	0419 978 987
Plumbing Service (Super Plumbers)	0413 166 851
Plumbing Service (RAAM Plumbing)	0424 392 688
Power failure (Energy Australia)	13 13 88
Roller Door R4 (MDI)	02 9698 7533
Security Service (Allied Pacific)	02 8746 0682

BUILDING DETAILS

Address:	22 Central Avenue, Manly, NSW 2095
Web:	www.manlynational.com

BUILDING MANAGEMENT (BM)

Company:	Property Management Professionals Pty Ltd	
Office Location:	Ground floor of building (lift lobby), Short St Plaza	
Building Manager: Tony Strati		
Office Hours:	8:30am to 5.00pm Monday to Friday	
Email Address:	buildingmanager@manlynational.com	

STRATA MANAGEMENT (SM)

Company:	Lamb and Walters
Contact:	Nikki Hopkins
Address:	Shop 1, 13 Belgrave Street Manly 2095
Postal Address:	PO Box 95, Gordon NSW 2073
Phone Number:	(02) 8935 8533
Email Address:	nikki@lambandwalters.com.au

STRATA COMMITTEE (SC)

Secretary: mail@manlynational.com

MANLY NATIONAL BUILDING REGULAR CONTRACTORS PREFERRED BY THE OWNERS CORPORATION



Air Conditioning (Fully Charged Electrical)	0435 499 030 🦼
Air Conditioning (Cool Temp Air Conditioning)	0404 066 644
Apartment demolition/renovations/bathrooms (TS Ren	medial)
	0407 102 081
Electrician (Fully Charged Electrical)	0435 499 030
Electrician (Handos Electrical)	0458 767 225
Glass Repairs and Shower Screens (Premier Glass)	0414 647 634
Locksmith (Barrenjoey Locksmiths)	02 9938 6600
Locksmith (Manly Locksmiths)	0499 775 625
Painter (Crystalica)	0429 472 850
Pest Control (Impact Pest Management)	0422 839 904
Plumbing Service (Rapid Response)	0419 978 987
Plumbing Service (Super Plumbers)	0413 166 851
Rubbish/Furniture Removal (Cowboy Rubbish Removal)	
	0415 992 616
Smoke detectors in apartments - lot owner property (A	Abate Fire
Services)	02 9939 8107
Tiler (GD Tiling)	0412 100 444
Water proofing (Antoine's Tiling)	0412 060 522
Window Cleaning (Insite Services)	0420 363 431

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1. INTRODUCTION

The Manly National Building (MNB) is a unique 20 story building located in the heart of Manly. It is one of the few true high rise apartment buildings in Manly and boasts stunning unrivaled views of the beach and glimpses of the Harbour. Containing 160 residential units, there is a blend of owner occupied, tenanted and holiday apartments. There are professional offices on level 5, six levels of Northern Beaches Council public car park and some retail shopping on the ground floor, including Manly Post Office. There is a small plunge pool and free electric BBQ on the rooftop (Level 9) 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 early seventies and has recently undergone a significant amount of upgrade work.

2. OWNERS' CORPORATION (OC)

The OC meets on an annual basis while a Strata Committee (SC) usually meets quarterly. Details of upcoming meetings and the minutes of previous meetings are emailed to Owners.

It is assumed Owners prefer to receive information electronically, please contact the Strata Manager, Nikki Hopkins, nikki@lambandwalters.com.au and provide a preferred email address.

All owners and residents are welcome to attend and where appropriate, participate at the OC and SC meetings. If attending a meeting please make yourself known to the Secretary, the Strata Manager or other SC members.

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 foyer mailboxes on the ground floor or alternatively please email the Building Manager (buildingmanager@manlynational.com) or the Secretary (mail@manlynational.com).

3. RESIDENTS INFORMATION

As required by the Strata Schemes Management Act 2016 (SSMA) section 258, it is essential that the Building Manager on behalf of the OC maintain upto-date details of all owners and tenants who reside in the Manly National 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 Manly National 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, 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 at <u>www.manlynational.com</u> or request an emailed electronic copy from the

Building Manager (buildingmanager@manlynational.com).

4. COMMON PROPERTY USAGE

Facilities in the building are made available for the convenience of all owners and residents and their 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/BBQ areas).

Common property areas such as stairwells beside apartments, hallways, lobbies, the car park and the pool/BBQ 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, bicycles, surfboards, prams, luggage, golf clubs, furniture and the like. Any items left

on the common property will be removed daily by the cleaners or the Building Manager and where relevant costs passed back to the lot owner.

5. SUMMARY OF MANLY NATIONAL BY-LAWS AND RULES

Please refer to the Registered By-Laws for a full list of rules for the Building. The MNB By-laws must be supplied to you by your real estate agent or the owner of the apartment. They are also available at the MNB website (<u>www.manlynational.com</u>) and a reference copy is held by the Building Manager.

Some of the more common rules for the building are summarized below. The cooperation of all residents and their visitors is sought to maintain a high standard of quality of life for all who live and/or work in the MNB. Accordingly, please **DO NOT**:

- deposit any beach sand/water on the common property (dry off and brush off before returning back into the Building)
- 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
- feed birds on balconies or by throwing bread, seeds or other food scraps from windows or balconies
- leave children unattended on common property, this includes the car park, the roof top, corridors, lifts
- smoke, eat or drink on the common property
- 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 street
- display signs, install aerials, satellite dishes or the like
- drop or throw any items from your apartment's windows or balcony
- deface or attach items to the common property
- move or authorise someone else to move furniture through a common area without the Building Manager's prior approval
- store toxic, putrescent or flammable materials

- keep animals, except for a guide dog, in your apartment or on the common property without prior approval in writing from the SC/BM
- park or stand a vehicle on common property except as authorised by the By-Laws or under licence from the Building Manager
- loiter or congregate on stairs, outside lifts or in foyer areas
- interfere with building security systems
- block fire escapes or interfere with fire services
- change the locks to the front door of your apartment. Discuss any security concerns you may have with the Building Manager

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).

6. INTERCOM

The 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. From inside your apartment, the intercom can be used to allow entry into the Building of your guests, Button 1 the upper button on the handset, opens the lobby auto door. Button 2, the lower button takes the lift off security and allows it to take your guest to your floor. Please be mindful to only let people you know into the Building. Mischief makers may randomly buzz apartments in an attempt to gain access. Note that Emergency Services personnel (Police, Ambulance and the Fire Brigade) are able to enter the building with their own access code.

7. 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 Manly National then you must book the lift in advance with the Building Manager. You will be provided with a lift key and protective curtains to line the lift 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.

8. 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 9976 8099, Security 02 8746 0682 and the Building Manager (buildingmanager@manlynational.com).

9. RESIDENTS' PARKING (Level R4)

Use of the R4 car park is available to LO and those live and/or work in the MNB.

Should you wish to apply for access to the car park please contact the Building Manager for an application form.

If you are eligible, **ONE** of your Manly National Building access fobs will be enabled to provide access through the roller door to the Level R4 (the residents' car park). Note: this fob will only work to let one car in and the same car out.

There is no visitor parking permitted due to the shortage of car parking spaces. Car park access is **NOT TRANSFERABLE, SUB-LEASING is not permitted.**

Anyone who passes on their access to the car park will have their Council access card and fob **CANCELLED**.

IMPORTANT: to be used successfully the fob must be scanned on the way in and on the way out every time (including when the R4 roller door is open). If the fob is not registered at entry/exit it will not work at exit/entry.

To determine whether or not you are eligible for parking on R4 please contact the Building 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 car park - the first 2 hours are free.

There are a few car parking spaces available to license from the OC for an annual fee paid in advance.

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.

10. PARKING SPACES

All residents should note that there is NO storage allowed within the car park area. It is expressly forbidden under fire and building codes and the Building's by-laws. Residents are also requested to keep the car park area in a clean and serviceable condition.

11. SECURITY ACCESS CARDS/FOBS

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

Please promptly report lost or stolen access fobs to the Building Manager who will deactivate that fob. Replacement fobs will be issued upon payment

of the fee determined by the SC from time to time; this is a cost recovery fee. The number of fobs granted to each unit is strictly controlled. If you would like an additional fob please contact the Building Manager.

12. WASTE REMOVAL

Recycling bins for glass, plastic bottles, cans, paper and cardboard are located in the resident's common property garbage room on the ground floor off Central Avenue, next door to the F45 gym. 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 garbage bins with red lids. Organic material must be bagged with the top tied securely.

Please dispose of all wet wipes, nappies, tampons, 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, it may result in your apartment and/or neighbours apartment being flooded with sewerage.

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 rooftop areas, garden beds, the car park areas and all other common property. The OC will take action against those found to be dumping rubbish on the common property. Cleaning and removal costs will be recovered from the resident or owner.

13. POOL/HYGIENE

The small plunge pool on the roof is for the use of all residents and their visitors. Please note all depth and safety signage posted in the pool area.

It is a requirement that you shower before entering the pool. It is also a requirement 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.

14. FIRE ALARMS AND EXITS

All residents, including short stay residents, must familiarize themselves with the emergency exits. There are three emergency stair exits, one located on the northern end of the Building, one opposite the central twin lifts and one on the southern end of the Building.

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 stair landings or in the hallways. The detectors within the apartments are 'thermal' in type and will not be set off by smoke or steam. 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. FALSE ALARMS ARE PREVENTABLE.

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.

15. FIRE STAIRS AND ENTRY DOORS

The fire stairs are primarily for use in emergency situations and the entry doors to the fire stairs should always be securely closed. However, it is acceptable to use the <u>central</u> fire stairs (next to the lifts) to move between floors and to exit and enter the building. Your apartment front door key can be used to exit the central fire stair only.

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.

16. PROPER USE OF BALCONIES

Washing may not be hung to dry on balconies such that it is visible from outside the building, e.g. from the footpath or neighbouring buildings. Satellite dishes may not be erected or materials stored for extended periods on balconies.

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 - in the past these have blocked the Building's drainage system.

IMPORTANT: please ensure children are supervised and kept safe whilst on the Building's balconies. Furthermore, improper balcony usage is considered a serious breach of the Manly National rules. Action will be taken by the OC for breaches of the Building's By-laws, the Strata Scheme Management Act and Regulations.

17. PETS

Please be aware that bringing animals (other than a registered assistance animal) onto the common property or your lot without prior approval in writing from the Owners' Corporation is prohibited. Please familiarise yourself with the Building Animal Keeping by-law.

18. LAUNDRY AND ROOFTOP ACCESS

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

The Building's laundry is located on the roof top and can be accessed by using your enabled Manly National Building access fob via the level 9 foyer. You will need your own washing powder and gold coins to operate the washers and dryers, \$3 for washing and \$3 for drying - \$6 in total to wash and dry.

The rooftop is otherwise available as a recreational area to all residents of Manly National. The roof top features a small plunge pool, amazing views of Manly beach and the peninsula, also access to free electric BBQ and seating facilities. You are welcome to use this area. Please note that strict rules particularly in relation to excessive noise apply and leaving the area in a clean and tidy manner apply. These are detailed on p.15. Breaches of roof top rules may result in access being cancelled. **NOTE: CCTV is in use.**

19. NOISE

It is unacceptable to create noise that interferes with the peaceful enjoyment of fellow residents in their apartments in the Manly National 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 (buildingmanager@manlynational.com) or the local police (9976 8099). Please keep a note of the occurrence (date and time) and provide these details to the Building Manager by email.

Note: If you are finding it hard not to slam your front door when arriving or leaving, it may be that the closer is not properly adjusted. Contact the Building Manager if this is the case.

20. RETURNING FROM BEACH

IMPORTANT: your cooperation is sought: Please remove all sand and water from feet, wet suits, surfboards etc, of yours, your children and visitors before entering the ground floor foyer area of the Building. Lack of cooperation with

this request not only makes the Building appear unsightly but is an Occupational Health and Safety issue. Other residents and visitors (particularly the very young, elderly and infirm) may slip and fall in the sand and/or water you bring up from the beach and leave on the common property. Please dry off thoroughly before entering the Building. **Cleaning fees will apply to offending residents. CCTV is in use.**

21. POSTING OF SIGNS

The posting of signs in/on the Building is not permitted. There are two notice boards located in the foyer; one for use by the Owners' Corporation, the other for use by 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 first contact the Building Manager (buildingmanager@manlynational.com).

22. RENOVATIONS/REPAIRS-TRADE PERSONNEL

Before carrying out renovation works to a lot in the MNB you must contact the Building Manager to seek the approval of the Strata Committee. Please see **Special By-Law 25** available on the MNB website (www.manlynational.com).

Many activities which on the surface might appear minor (e.g. installation of airconditioning, blinds or floor covering) will require Owners' Corporation approval.

Failure to gain such approval may result in costly rectification works. Should you have trades people attending your lot/apartment 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.

23. LOCKS/KEYS TO UNIT DOORS

Please be aware that the use of dead bolts on apartment entry doors is illegal. Also, it is against the Building's By-laws to replace an apartment entry door lock with an unauthorized lock (see **Special By-law 27**). 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 respective unit owner.

Should you require an additional apartment front door key please contact the Building Manager as this is a restricted key for which cutting must be authorized.

Please note that your front door key can also be used to open the fire doors in the central fire stairwell only and the ground floor toilets (northern end of arcade, past Australia Post mailboxes.

24. ANNUAL FIRE CERTIFICATION

Once a year the Owners Corporation is legally obliged to have the MNB's fire control systems tested. This involves testing all fire control services within the building including individual apartment doors, thermal detectors inside apartments and the like throughout the MNB. Notices are sent out 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 apartment/lot.

25. TELEVISION AND COMPUTER FACILITIES

The television antenna connection in your apartment provides free to air reception for digital signal only.

The Manly National 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 get the approval of their letting agent or the lot owner.

26. SERVICES AND RESPONSIBILTIES

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

All services inside your apartment/lot 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 letting agent. **NOTE**: repairs to the <u>intercom</u>, <u>hot water heaters</u> and the back-to-base fixed <u>fire detectors</u> must be overseen by the Building Manager.

The Building Manager will provide you with the names and phone numbers of experienced, approved tradesmen and service providers familiar with the MNB 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.

27. ROOF TOP POLICY

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

Who may use the Rooftop? All residents of Manly National and up to six (6) of their guests, all guests must be accompanied by a MNB resident at all times. Failure to comply with this maximum number of guests per resident will likely result in your roof access being terminated.

General Behaviour/Noise: any excessive noise on the roof top caused by you or your guests will result in your future access to the rooftop being denied.

Cleaning: the rooftop pool and BBQ areas must be left in a clean and tidy manner. A garbage bin has been provided for your convenience. If you leave any rubbish on the rooftop, the costs associated with cleaning will be charged to **you**.

Smoking: smoking is not permitted on the common property, including the rooftop, recreational areas and laundries.

28. REAL ESTATE RENTAL

All sales/leasing for Manly National Building apartments is carried out by external real estate agents or by lot owners themselves. Should you require a list of agents please contact the Building Manager. Lots for sale or for rent may only be promoted using a sign that complies with By-law 47.

29. MAIL/COURIER

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

Note: the Building Manager is not authorised to accept parcels.

30. COMMON PROPERTY TOILETS AND SHOWER ROOM

The OC own and maintain several toilet rooms around the building. These rooms are located on:

Level 5 – there are 2 sets of male and female toilet rooms (renovated as new in 2020).

Level Ground – (northern end of retail arcade) there are 2 sets of toilet rooms (due for renovation in 2025).

Level P2 – (next to lift 3) there is 1 unisex accessible toilet room available. This room also has a shower in it and was built as new in 2019.

Toilets and shower are available to all MNB occupiers.

31. PUSH BIKE / ELECTRIC BIKE PARKING

A purpose built bicycle parking facility is located on the northern end of the resident's car park (R4). The facility consists of 10 bicycle hoops accommodating 20 bicycles.

Note - Bicycles that are left without attention for a long period of time will be considered abandoned and disposed of by the Owners Corporation.

32. PEST CONTROL

The Owners Corporation (OC) carries out Pest Control prevention services on a 4 monthly cycle to the common areas of the building only. The OC contracts with Impact Pest Management to provide this service. Should you wish to have Pest Control Services carried out in your apartment or lot, please consider using Impact Pest management, they are located in Manly. Phone - 0422 839 904

33. ANNUAL INSPECTION AND MAINTENANCE OF COMMON PROPERTY IN APARTMENTS

The "Common Property" (CP) of the Manly National Building is owned and maintained by The Owners Corporation SP7114.

The Building Manager acting as a representative of the SC is required to undertake annual inspections and maintenance of common property in all lots/apartments. Common property in apartments includes door closers, intercom handsets, windows, balcony doors, child locks, fire detectors and the plumbing in the hot water heater cupboards.

As a result, the BM together with the appropriate service providers will be in from time to time as required throughout the year to arrange the maintenance and repair of the above-mentioned items. The publishing of this Booklet has been proudly sponsored by

TS Remedial Building and Rapid Response Plumbing.



