



Martin Towers

Welcome – Resident

Introduction

The purpose of this document is to welcome new residents to Martin Towers.

In Brief

Caretaker and Body Corporate Manager

James Neisler is the Caretaker for Martin Towers. The Caretaker should be contacted prior to you moving in on **0407 404 501**. The Caretaker will arrange for lift protection to be installed to assist in moving furniture in and out of the premises.

If an emergency occurs requiring maintenance action (e.g., flooding due to a burst water pipe) you should contact the Body Corporate Management (Whittles) on **8291 2300** during office hours or on **1300 888 275** after hours.

Resident Access

There are two towers i.e., **North Tower** (apartment numbers 1 through 66) and **South Tower** (apartment numbers 67 through 111).

The **North Tower** ground level entrance is approximately 30 metres south from North Terrace along Charles Street. North Tower access is granted by presenting your fob to gain access to the post box area, then presenting your fob again to enter the lift foyer, and then presenting your fob again, once in the lift, prior to selecting your floor number.

The **South Tower** ground level entrance is approximately 60 metres south from North Terrace along Charles Street. South Tower access is granted by entering the Charles Street Mall and you will see three lifts on your right, shortly after entering. Chose only the right-hand side lift; the fob sensor to call the lift is located behind you, when facing the lift. The commercial car park patrons have right-of-access to use this lift and you will note that there are two sets of floor buttons when you enter the foyer. Those buttons are for the use of the commercial car park patrons and only give access to the commercial car park floors. Presenting your fob, to the sensor on the wall behind you, will automatically call your lift. Once in the lift, present your fob to the sensor in the lift and use the lift buttons on the **right-hand side** to select your floor. The lift buttons on the left-hand-side are only relevant to the commercial car park and not to your apartment floor.

Locked Out of Your Apartment

You have just moved into a new apartment and you have left your keys and/or your fob inside. What to do? If you have your mobile telephone on you, you would have already saved the Caretaker's



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telephone number i.e., **0407 404 501**, and you should have previously given the Caretaker your mobile phone number so that your residence status can be confirmed by the Caretaker. In this case, the Caretaker can let you back into your apartment. The Caretaker will be available between the hours of 07:00 (7 AM) to 15:30 (3.30 PM) week days. Outside of these hours there may be a call out fee of \$100, depending on the time of the call. If you don't have your mobile phone on you and it is a reasonable hour, you could try knocking on the door of a neighbour and ask them to call the Caretaker on your behalf. However, if you have not previously registered with the Caretaker, you will need to contact a locksmith.

Car Park Access

Enter from North Terrace, swing hard left then right and you will see a boom gate blocking your entry to a down ramp. Present your fob at the White sensor with the blue light (not the one with the intercom – this is for Wilsons parking). Progress down, then second right, then right, pull the car over to the left (just before you would need to turn again) – you will see a yellow rectangle painted on the ground, your car needs to be over that to give you a green light to proceed. Turn right and present your fob at the sensor, the cage gate will open. If the cage gate is already open, present your fob anyway as there have been incidents where the gate has closed on cars that had not presented their fob. Then progress down the ramp.

On exit, your car should be over the yellow rectangle painted on the ground prior to progressing up the ramp, your car needs to be over the sensor to give you a green light to proceed. The cage gate should open automatically but if it doesn't there is a green button on the left just before the cage gate. Turn first left, travel up the ramp and turn right at the wall, turn right and travel up the ramp to the boom gate. Present your fob at the boom gate to exit at ground level. When at ground level, if there are no other cars exiting the commercial car park, you may need to reverse up to just shy of the commercial car park exit boom gate to trip the sensor to operate the traffic lights for exit on North Terrace. If it is very late in the evening or early in the morning, the commercial car park roller doors may be down. In that case, drive across the exit/entry lanes of the commercial car park (towards where you enter as a resident but don't turn right), keep heading for the smaller roller doors that open onto Austin Street. You need to get your car front really close to the roller door, about 30 cm should do it, and the roller door will automatically open for you.

However, be aware that it is possible for the parking control system to lose count of the car count for your apartment if you do not present your fob every time you enter the boom gate and present your fob every time you leave the boom gate – **even and especially when the boom gate is up**. Failure to do so will result in the system not letting your car re-enter the car park. This situation can be cleared by walking over to the exit boom gate and presenting your fob (the boom will not go up but that is OK). However, leaving your car blocking the entry area while you walk across the car park to the other boom gate is bad form as permanent Wilson car park patrons also use this ramp to gain access to their car parks.



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On entry, when the main roller doors are down, you need to enter from Austin Street, present your fob on the sensor, to the right of the roller door and the roller door will open for entry (the roller door close automatically after a specific time).

Your individual car parks are to be used only for storing your car. The storage of other items is a potential fire hazard and must not be left in the car park area.

Common area power points should not be used to charging an electric car. The power cables are not rated for this activity and a potential to damage the building's electrical circuits is a possibility.

There are two lifts that grant access to the North Tower and there is a single lift for access to the South Tower apartments. Any resident can use any lift to gain access from the sub-basement, ground level and to the Plaza level (i.e., level 1). To call a North Tower lift, from the sub-basement, present your fob on the sensor and then press the lift call button. To call the South Tower lift, from the sub-basement, you only need to present your fob on the sensor.

Deliveries

To offer some security for any parcels that you wish to be delivered and left in the mailbox area, you should identify the key pad code for the parcel delivery service to access this area. We suggest that you use the following address format (where "N" is your apartment number) when you give the address to your relative or to a parcel service:

(Code: 4563*)

N / 4 – 8 Charles Street

Adelaide SA 5000

Australia

Visitors

Your intercom has just rung, you have picked up the handset and you recognise the person calling. You can use the intercom system to bring them up to your apartment level. However, it may be easier to just go down and collect them yourselves.

- If you are in the North Tower: Tell your guest to wait for the door to buzz and then open that door and then the next door, then call the lift and press the button for your floor. What you need to do is, without hanging up, first press the left most button and hold it in for about one and a half seconds. Then about **THREE SECONDS** later press the second to left button and hold it in for about one and a half seconds. If you live on the first floor, you will need to greet your guest at the security door on that level.
- If you are in the South Tower: Tell your guest to wait at the lift while you press and hold for about a second and a half the "O" on the intercom panel. Also, you will need to tell your guest



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to only use the lift on the right-hand side and to only press the buttons of the right on the lift control panel. You will need to greet your guest at the security door on your level.

Rubbish

Please ensure that you bag and tie all non-recyclable rubbish. Recyclables (such as paper, cardboard, drink containers, old clothing, etc.) can be taken down to the sub-basement. Paper, cardboard, drink containers can be placed in the large bins on the Western side of sub-basement, near the North Tower lifts. Please note that old clothing for recycling can be deposited in the “Vinnies” ‘wheely’ bins that is located in the extreme North-West corner of the sub-basement car park.

- If you live in the **North Tower**, you can deposit your bagged rubbish into the rubbish chutes that are located in the utility room, just to the right of the lifts on your floor. To gain access to the utility room you need to use the key with the green plastic dot in it. Please be aware that there is a long drop when using the rubbish chutes and it would be appreciated if you could securely bag your rubbish when disposed via the rubbish chute. Do not send cardboard down the rubbish chutes – it gets stuck.
- If you live in the **South Tower**, you can deposit your bagged rubbish into the rubbish chute that is located on the Plaza level (i.e., level 1) with the rubbish chute located outside around to the left, down a corridor and at the extreme South-East corner of the Plaza.

Note that glass bottles, food or cardboard is not to be disposed of via the rubbish chutes. You need to take this material down to the sub-basement and place the items in the appropriate rubbish bins.

Utilities

A utility company may pressure you into amalgamating your gas and electricity bills with the promises of greater discounts. **Under no circumstances should you attempt to bundle the electricity and gas bills as there is only one gas bill for the entire apartment complex and your first bill will be enormous.** It then takes considerable effort for the Body Corporate manager to transfer the gas bill back to the strata.

Gas is provided by the apartment complex; you do not pay for gas directly as an individual resident.

Foxtel:

Please contact the supplier and ask them to contact the Caretaker to gain access to the Foxtel equipment for your apartment. The Foxtel equipment is located in the utility room. Foxtel can be contacted on 1300 138 989.

Gas:

Gas is a communal resource and is paid for by the Body Corporate – there is no charge to you and there is no connection required.



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Internet:

Martin Towers has been fibre optic cabled for fast (NBN speed) Internet. *Telstra* & *TPG* can provide access at a competitive rate; so too can at least another 20 providers. Please contact a provider and ask them to contact the Caretaker to gain access to the patch-panel for your apartment. The contact number for TPG is **8291 8800**, for Telstra it is easier to go to the Telstra shop in Rundle Mall.

Power:

Please contact a supplier and ask them to contact the Caretaker to gain access to the power meter for your apartment. The meter is located in the utility room on the level you reside on. There are many power providers (e.g.: AGL, phone: 131 245).

Land Line Telephone:

Please contact a supplier and ask them to contact the Caretaker to gain access to the patch-panel for your apartment. For *Telstra* it is easier to go to the *Telstra* shop in Rundle Mall.

Water:

Water rates are applied to the address and there is no apartment water meter. *SA Water* will mail the apartment owner a statement which is calculated on the empty apartment value.

Bylaws

A full copy of the bylaws is available on the website – these are the laws specific to the Martin Towers apartment complex and they address aspects of communal living. However, a tenant may have, in addition to the Bylaws, requirements placed on them as described in their specific tenancy agreement. The bylaws in short are listed below:

- Management Committee consent is required before any resident can carry out any business from their apartment.
- Apartment residents are requested not to display laundry on a balcony.
- The corporation has the power to tow away any motor vehicle parked in another apartment owner's car park.
- The corporation has the power to remove any item(s), that is not an automobile, from the resident's car park.
- The maximum fine the corporation can charge to an apartment resident on breach of the Bylaws is \$500.
- Apartment owners must maintain insurance cover to a minimum of \$10,000,000 third-party coverage in the case of an accident.
- Apartment owners are responsible for the air conditioner condenser and for the upkeep of the balcony tiles.
- Trades person activities are to be limited to the hours 7:30 am through 5:30 pm.



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Resident Complaints

We all have to live together but sometimes antisocial activities need to be addressed. Depending on the severity of the antisocial activity, you have several options:

- If the activity is life threatening (including vagrants in the stairwells), then you should call the Police on 13 14 44.
- If the activity is property threatening (including common area maintenance issues), then you should call the Caretaker on 0407 404 501.
- If the activity is disturbing in nature (e.g., washing displayed on balconies), then you should contact the Management Committee. The contact information is maintained on our website, just click on the Secretaries image under Contacts > Committee. The website address is: www.223northtce.info and password: resident

However, some resident complaints can be addressed directly by the resident. For instance, in the case of one of our lifts failing:

- You can call Kone directly on 1300 362 022, for lift number 3 (right-hand side looking at the lift from the outside), in the **South Tower**.
 - The lift is identified as being at 4 Charles Street, Adelaide.
- You can call Otis directly on 8374 7292, for lift number 4 (left-hand side looking at the lift from the outside) or 5 (right-hand side looking at the lift from the outside), in the **North Tower**.
 - The lifts are identified as being at 4 Charles Street, Adelaide.
- You can also report a failure of the **Wilson Parking** lifts either lift 1 (left-hand side looking at the lift from the outside) or 2 (middle lift), as this will alleviate the load on the South Tower lift. To report a Wilson Parking lift failure, you need to call Otis directly on 8374 7292 and reference a failure in a lift.
 - The lifts are identified as being at 225 North Terrace, Adelaide and they come under the ownership of Adelaide Central Car Park.

Smoke Detectors

The apartment smoke detectors are checked each year (50% of the apartments – by law – must be entered and the smoke detectors exercised to verify their function). However, of possibly greater concern is the smoke detector responding to burnt toast (or similar). You can clear the smoke out of a chirping smoke detector by fanning it with newspaper (i.e., create a draft to blow the smoke out) and it helps to have your balcony door open at the time too. Failure to do so, within three minutes of the initial chirping alarm, can result in the alarm being reported to the main control panel, and then the entire building will receive an evacuation alarm and ten minutes later several fire tenders will attend the building. This has a substantial cost (over \$1,000 per call out) to the apartment owner and it also annoys all the other residents, especially if it occurs at 03:00 – which has occurred several times in the past. Please, don't let the smoke vent into the corridor as that will definitely set off the building fire alarms.