



2022

Practical Guidelines for Owners
Piermont Apartments, 82 Cable Street, Wellington

All owners should ensure that they are familiar with the contents of this document and the Piermont Body Corporate rules. View the Body Corporate rules and other information online at www.piermontapartments.co.nz

This document should be supplied to the residents of your apartment, and be left in the apartment if there is a change of ownership or tenancy.

Contents

1. BUILDING AND SECRETARIAL/FINANCIAL MANAGEMENT

2. EVERYDAY LIVING IN PIERMONT

- 2.1. Apartment décor information
- 2.2. Apartment maintenance
- 2.3. Balconies and windows
- 2.4. Bicycle racks
- 2.5. Car parks
- 2.6. Common areas
- 2.7. Electricity meters
- 2.8. Faults and repairs
- 2.9. Fire alarms and evacuation
- 2.10. Lifts faults
- 2.11. Lobby and common area lighting
- 2.12. Noise and disruptive behavior
- 2.13. Pets
- 2.14. Power failure
- 2.15. Proximity access tags
- 2.16. Residents' notice board
- 2.17. Rubbish disposal
- 2.18. Security
- 2.19. Sky television
- 2.20. Sprinklers
- 2.21. Telephone
- 2.22. Window cleaning and building wash

3. TENANTED APARTMENTS

4. STRUCTURAL ALTERATIONS AND REPAIRS

5. MOVING PROCEDURE

6. APARTMENT SALES

7. INSURANCE

8. BODY CORPORATE LEVIES

APPENDIX 1: Tenant Guidelines

APPENDIX 2: Moving Policy and Procedure

APPENDIX 3: Complaints Procedure (complaints about residents behavior)

APPENDIX 4: Complaints Procedure (complaints about general issues)

APPENDIX 5: Reputational Statement (includes illegal substances policy and guidelines around drug detector dogs)

APPENDIX 6: Health and Safety Policy

APPENDIX 7: Dog Policy

1. BUILDING AND SECRETARIAL/FINANCIAL MANAGEMENT

The Piermont Body Corporate Committee, elected by owners at the Annual General Meeting, administers the building. The Body Corporate has appointed Alive Building Solutions Ltd to manage our day-to-day building requirements and Thompson Brothers Ltd to manage our secretarial/ financial functions.

For day-to-day building issues contact Alive Building Solutions Ltd:

Building Manager, Manie van Emmenes

0272844858

Manie@abswellington.co.nz

OR

Justin Leonard

0272844858

Justin@alivebuildingsolutions.co.nz

Tenants should report issues through their landlord or property manager.

For secretarial/ financial issues contact Thompson Brothers Ltd:

Warren Press

0274436176

Warren@tbl.co.nz

OR

Helen Rollings

021775321

Helen@tbl.co.nz

2. EVERYDAY LIVING IN PIERMONT

We are privileged to live in Piermont but should strive to be mindful of the fact that we live in a close community. Body corporate rules are developed to ensure respect for both the building and building residents. These rules state that *Unit proprietors and persons under their control shall at all times consider the rights of all other occupiers and proprietors of other Units to the quiet use and enjoyment of those apartments.* View the Body Corporate rules online at www.piermontapartments.co.nz

The following information relates to both common areas and individual apartments.

2.1. Apartment decor

The original owners decided the apartment colour schemes, including carpets, floor and wall tiles, kitchen splash backs, kitchen cupboards and walls. For more information on the colour schemes for your apartment please contact Alive Building Solutions Ltd.

2.2. Apartment maintenance

If you require the services of contractors for maintenance of your apartment, and wish to use contractors who have knowledge of the fixtures and layout of your apartment, please contact Alive Building Solutions Ltd for a list of the original contractors.

2.3. Balconies and windows

Balconies must not be used for clothes drying or for general storage (e.g. bicycles)

Articles must not be hung outside from windows and nothing, including cigarette butts may be thrown from the balconies.

Laundry should not be left to dry in view of the front windows of your unit.

2.4. Bicycle racks

Bicycle racks for resident use are located in the basement car park at the Te Papa end of the building. These are provided on a *first come, first serve* basis. It is recommended that all bikes stored on these racks be locked. No liability for bicycle damage or theft will be taken by the Body Corporate. Please respect other peoples' property when using these racks. If you move out remember to remove your bicycle.

2.5. Car parks

The use of car parks should not obstruct or interfere with the use and enjoyment by other residents. Please drive slowly and watch for children.

Car parks are only for the storage of a car, motorbike or scooter. Please ensure that vehicles are parked within the car park boundary.

Owners are responsible for the maintenance of their car park/s and keep them clean and free of oil spills.

Flammable substances must not be stored in the car parks. Any damage caused by an owner or tenant through negligence may result in a liability claim against them.

Parking is not permitted in the common areas of the car park. A *tow away* policy exists.

2.6. Common areas

The common areas of the building are for everybody to enjoy, if you drop rubbish or spill something, please clean it up.

Smoking or the consumption of food and beverages is not allowed in any of the common areas of the building, including the car park.

2.7. Electricity meters

Meters are situated in a secure area. Access for approved contractors can be organised through Alive Building Solutions Ltd.

2.8. Faults and repairs

General repairs and maintenance to all common property is the responsibility of the Body Corporate. If an occupant or their guests cause damage, the Body Corporate will seek the total cost of reinstatement.

Please advise Alive Building Solutions Ltd of any problems or damage to the common property.

Owners are responsible for any faults or repairs that occur within their apartment.

2.9 Fire alarms and evacuation

All apartments should have an information pack and an individual unit tally tag relating to the building fire evacuation procedure. These should remain in the apartment at all times. Contact Alive Building Solutions Ltd if you require a replacement. If a fire is discovered:

- Telephone 111 immediately and ask for *fire*
- Give the address and location of the fire
- If the building alarm sounds (this is accompanied by a recorded message), take your magnetic tally tag with you for foyer tally board
- Leave the building via the stairwells and do not use the lift
- Notify the fire warden if disabled occupants need assistance in any of the apartments
- Do not attempt to remove vehicles
- Assemble in the locations identified in the fire evacuation procedure
- Smoke stop doors in the building must not be wedged open.

Note: If you have smoke without fire, for example, burning toast, do not open the apartment entry door, as this will activate the building alarm causing a full building evacuation. Silence alarm by pressing the *Silence Alarm* button in the hallway next to your kitchen.

Inform your neighbours if you feel you may need assistance should an evacuation occur.

The Body Corporate is charged for false fire call outs and this will be on-charged to those responsible. Remember you are responsible for your guests.

2.10. Lift faults

In case of a fault with any of the lifts, notify Alive Building Solutions Ltd with details including the lift, time of the event, and a description of the event.

Push the emergency call button to connect directly to Schindler if the lift stops while you are inside.

2.11. Lobby and common area lighting

Please report any lighting problems in the lobby or common areas to Alive Building Solutions Ltd.

2.12. Noise and disruptive behavior

Noise travels through entry doors and open balcony doors. In an apartment environment, you have neighbours very close by. Please be considerate regarding noise levels and behaviour within your apartment, on your balcony and in the common areas.

If you are disrupted by excessive and or prolonged noise that is intruding on the quiet peace and enjoyment of your property, please try contacting those in the apartment responsible for the noise/behavior asking them to reduce the noise. If this is unsuccessful, the following action is recommended:

- Contact the WCC Council Noise Control on 04 499 4444
- If you deem the disturbance to be dangerous to yourself or others do not hesitate to dial 111 and ask for the *Police*
- Notify Alive Building Solutions Ltd, by email, advising the time and date of the disturbance, the apartment concerned and the nature and impact of the disturbance as well as any action taken by yourself to abate the matter.

2.13. Pets

Owners may keep a domestic cat. They can also apply to keep a dog subject to meeting specific conditions and the written approval of the Body Corporate.

Tenants are not permitted to have dogs in residence under any circumstances.

2.14. Power failure

In the event of a building power failure affecting the building:

- A battery-operated system will ensure that EXIT signs remain illuminated and emergency lighting is situated in all stairwells and car park areas
- If you are in a lift at the time of a power failure the lift will stop and you must use the emergency lift telephone to call the lift company who will attend and release you
- The exit roller door in the car park can be opened using the manual chain
- The door keypads deactivate when the power is off enabling the doors to open without security tags.

2.15. Proximity access tags

Replacement or additional proximity access tags need to be authorised by Alive Building Solutions Ltd who will forward your request to Mainline Electrical.

Only owners, who are responsible for payment and pick up, can order proximity access tags. Payment instructions will be advised at the time of confirmation.

Damaged or unrequired tags must be reported to Alive Building Solutions Ltd for deactivation. It is important that you keep track of all security tags issued in your name.

2.16. Residents' notice board

There is a residents' notice board beside the door to the rubbish room. This is provided to aid in the communication of relevant events and issues within Piermont and may include such things as a newsletter, notification of people moving in or out and items for sale or rent.

2.17. Rubbish disposal and recycling

Piermont's rubbish room is located at the eastern access to the foyer from the ground floor car park.

- Only household rubbish may be disposed of
- Rubbish is not to be left on the rubbish room floor
- It is your responsibility to dispose of items that do not easily fit into the bin

If you are unsure if an article can be recycled, or you have not sorted your rubbish for recycling, please use the general waste bins.

Currently:

- **Only plastic with the recycle grades 1 and 2 are recyclable.** In general this just includes rinsed and squashed milk and drink bottles (not their lids)
- Recycled tins and cans must be clean
- Unbroken, rinsed glass bottles and jars (not their lids) **are the only type of glass that is recyclable**
- Place all recyclable plastic, glass, tins and cans loosely in the appropriate bin – i.e. do not put plastic or paper bags or cardboard containers in the bin as well
- Wax-coated or lined cartons such as milk and juice cartons, lolly-wrappers, shopping receipts, gift-wrapping and cards, frozen cardboard containers and disposable coffee cups are **not** recyclable
- The paper bin, as distinct to the cardboard bin, is for newspapers and magazines, junk mail, office paper and envelopes
- Cardboard boxes must be flattened before putting in the bin
- Bubble wrap, Styrofoam and Polystyrene are **not** recyclable

2.18. Security

All residents should ensure that access to the apartments is not afforded to any person that that have no rightful purpose to be entering the property. If you invite visitors into the complex you are responsible for them until they leave.

Do not allow persons who are unknown to you to *tailgate* when you enter the building. This also includes persons or cars entering through the car park doors.

To ensure security integrity please check that the electronically controlled entrance door, the entrance and exit doors to the car park, the fire doors to the lower car park levels and your apartment door close properly after use.

Do not wedge open the entrance door.

The Body Corporate operates CCTV security cameras in common areas. Alive Building Solutions Ltd or Committee members will view footage when necessary.

2.19. Sky television

The building is wired for Freeview, Igloo and Sky digital television services. For new residents to the apartments requiring technical support to set up your Sky Decoder call Sky Television 0800 759 759 and request Sky Technician #12203. This technician is the building contractor and knows the installation well.

2.20. Sprinklers

Sprinkler heads in the apartments are delicate and must be treated with care. Damage to them may result in setting off the sprinkler causing widespread water damage for which the owner will be held liable.

2.21. Telephone

In the event of a telephone failure you may need to advise your supplier that there is a secure communications room in the ground floor car park. Access for contractors can be organised through Alive Building Solutions Ltd.

2.22. Window cleaning and building wash

The outside of all windows and external surfaces of the building are cleaned at least once a year by the Body Corporate. Owners are responsible for keeping all accessible glass clean.

3. TENANTED APARTMENTS

Please ensure that your tenant(s) are provided with a copy of the Body Corporate Rules, this document, the Tenant Guidelines for Living at Piermont and the Fire Information pack referred to at 2.11 above.

Our Body Corporate Rules stipulate that every owner, when creating a lease or tenancy, must notify the Body Corporate secretariat, Thompson Brothers Ltd, in writing, of the name of their tenant(s). They must also ensure that under the Residential Tenancy Act and the Unit Titles Act 2010 the Body Corporate Rules are appended to the Residential Tenancy Agreement and the tenants will abide by such rules as part of the tenancy arrangement.

To assist owners/landlords in this respect, the Committee has prepared a short guide for tenants living at Piermont and recommends that this be provided to the tenant(s) at the start of their tenancy. These guidelines are set out in Appendix 1 of this document.

View the Body Corporate rules, Tenant Guidelines for living at Piermont, Moving Policy and Procedure and this document, online at www.piermontapartments.co.nz

4. STRUCTURAL ALTERATIONS AND ADDITIONS

Apartment owners are required to obtain prior approval of the Body Corporate Committee before undertaking any building work that in any way alters the external appearance of the building, making any installation or construction on an outside deck or balcony, or carrying out any structural or building alterations to the interior of an apartment.

5. MOVING POLICY AND PROCEDURE

This has been developed by the Body Corporate Committee to ensure that disruption to residents and damage to the internal and external common areas are minimised during a move in or out of the building.

This Policy and Procedure is set out in detail in Appendix 2 of this document and all owners and occupiers are expected to comply.

6. APARTMENT SALES

At the sale of an apartment, a copy of this document should be given to the new owner with particular attention drawn to the Moving Policy and Procedure.

Details of the new owner must be supplied to Thompson Brothers Ltd.

Thompson Brothers Ltd will make pre-contract and pre-settlement documentation available to vendors and purchasers.

7. INSURANCE

Insurance premium costs are a major item in the Body Corporate budget and is recovered via body corporate levies. The building is insured for replacement value plus floor coverings and contents in common areas. There is also a property owners Public and Statutory Liability policy as well as Directors and Officers Liability insurance for the Body Corporate Committee.

Each individual apartment owner is responsible for insuring their own household contents and personal effects.

Some may consider that because the building is secure and the risk of fire and burglary minimal, insurance is unnecessary. However, even a minor earthquake could result in the breakage of ornaments or a small kitchen fire that could result in costly smoke damage.

Of particular importance are the personal liability insurances that can be part of a home contents policy. This provides protection from legal liability resulting from damage to

another person's property arising from the insured's negligence, such as an overflowing basin or laundry tub damaging the property below. The Body Corporate Committee recommends that each apartment owner or tenant takes out household contents insurance at an appropriate level of cover and ensures that the cover includes a liability section.

Any claims made under the Body Corporate insurance must be done through the Body Corporate via Thompson Brothers Ltd.

8. BODY CORPORATE LEVIES

These cover the costs of running the building, including rubbish removal, building cleaning, building insurance, lighting of common areas, security systems, lift maintenance, metered water, exterior maintenance, building warranties, insurance valuations, contract management and secretarial services etc. The amount of the levy is set by the Body Corporate at its Annual General Meeting, based on the budget approved at that meeting.

The Body Corporate levies are payable quarterly in advance by automatic payment at the beginning of each quarter (1st of January, 1st of April, 1st of July and 1st of October) and are the responsibility of the owner. Payment of these must be made by the due date. Failure to do so will incur a late payment penalty charge under the Unit Titles Act.

Owners and/or tenants are responsible for paying their own rates, power, contents insurance, apartment repairs and maintenance costs.