

Kia Ora Handbook



Kia Ora
449-453 St. Kilda Road,
Melbourne, 3004
Owners Corporation Strata Plan 13539

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Important Contacts

| Service | Provider | Contact Details |
|---|----------------------------|---|
| Managing Agent | Gough Partners | Phone: 9509 7887 Email: reception@goughpartners.com.au |
| After Hours Emergency Service ¹ | Tymaline | Phone: 9737 6088 Web: http://www.tbsaust.com.au |
| Security Gates | Gough Partners Tymaline | Phone: 9509 7887 (business hours) Phone: 9737 6088 (after hours) |
| Plumber | Brand & Son | Phone: 9583 0355 |
| Police | St Kilda Road | Phone: 9865 2102 or 000 (emergencies) Web: http://www.police.vic.gov.au/ |
| Waste and Rubbish Disposal | City Wide | Phone: 1300 136 234 Web: http://www.citywide.com.au/ |
| Council Offices | City of Melbourne | Phone: 9658 9658 Web: http://www.melbourne.vic.gov.au/ |
| EPA Information Centre | | Phone: 9695 2722 Web: http://www.epa.vic.gov.au/ |
| Gardener | Les Woodhall | Phone: 0407 865 330 |
| Website | Management Committee | Web: http://www.kia-ora.org.au/ Email: webmaster@kia-ora.org.au |

¹ Please Note: Emergency call outs may be charged to the owner if the service provider deems that the call-out is not a Kia Ora Owners Corporation issue

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Introduction

Kia Ora was completed in 1936 in the style of Steamline Moderne. Kia Ora was commissioned by the Dixon Family, who owned the “Kia Ora” cordial factory, and designed by architect Lewis Levy (1890-1970). When first built, they boasted wall panel hydronic heating, walk-in closets and modern kitchens.

Kia Ora is located at 449 - 453 St. Kilda Road, Melbourne, 3004. It is on the east side of St. Kilda Road, half-way between Toorak and Commercial Roads.

Kia Ora is subdivided as a Owners Corporation Strata Plan.

Owners Corporation Management Committee

The Owners Corporation Management Committee is a small group of Owners Corporation members, elected at the annual general meeting (AGM), who meet regularly to oversee the management of Kia Ora. The Management Committee prepared and distributed this document which contains rules, information and advice to all owners and residents.

We encourage all Owners Corporation members to attend the AGM and nominate if they wish to become part of the Management Committee. The continued smooth operation of Kia Ora depends on owners being willing to make a commitment to serve time on the Management Committee. All owners can contact the Management Committee in writing, through the Managing Agent (Gough Partners), if they have a matter they would like discussed at one of the regular meetings.

Owners Corporation Emergencies

For all after hours emergencies (such as hot water service pump failure or security gate breakdown) please contact our After Hours Emergency Service (Tymaline).

Tymaline will require the following details from you when you log a call:

- Your name and unit number.
- Whether you are an Owner/Occupier or a Tenant.
- The date and time the problem arose and when it was reported.
- The nature of problem in as much detail as possible.

For any other damage, defects of a non-urgent nature or concerns regarding security, please report the problem promptly to the Managing Agent (Gough Partners).

Fire Precautions

Every resident should make sure that they know the location of the nearest fire hoses and extinguishers. Most are located on the balconies adjacent to the back door of each unit.

All units are required by law to have effective smoke alarms installed. It is the responsibility of the owner of the unit to make sure the smoke alarm is properly fitted. If you are a tenant and you are concerned about the smoke alarm, please contact the owner or your real estate agent manager.

Smoke alarms need to be checked regularly and the battery must be replaced annually. A good housekeeping suggestion is to change the batteries in your alarms when we switch over to daylight saving time in late spring.

Car Parks

There are 45 car parks to the rear of Kia Ora which are owned by the Owners Corporation. Car park licenses have been granted to a number of units for a 50 year period; the current arrangements are due to expire in 2030. It is the owner's responsibility to make it clear that any car park with a license is not on freehold title in any notice of sale of an apartment in Kia Ora.

Residents must not park in any car park for which they do not have a license, unless prior arrangements have been made with the licensee or their proxy. There are no visitor car parks.

A quarterly fee is payable to the Owners Corporation for each car park licence. If this fee is not paid within 14 days of the stated due date, the Management Committee may cancel the license.

Some owners have arranged to rent their unused car park to other residents on a monthly basis. This can be arranged privately between owners and is subject to approval by the Management Committee. Car parks can not be rented to people who do not reside at Kia Ora. If you are not using your car park and wish to rent it out, or are looking to rent a car park, please contact the Managing Agent (Gough Partners).

Security Gates

Access to the car parking area is via the automatic security gates at the driveway entrance and exit. Security cards activate the gates when they are held close to the proximity readers mounted adjacent to each gate.

The gates and proximity readers operate on a 'loop' system; each entry recorded on the card must be followed by a single exit. The system relies on the resident completing the loop sequentially. If either of the gates will not open, walk over to the opposite side and activate the proximity reader with your card. When you return to the original gate it should be able to be opened with your security card.

If problems are experienced with the security gates during normal working hours please contact the Managing Agent (Gough Partners). If there is a problem after hours please contact our After Hours Emergency Service (Tymaline). Before contacting either service, please check both gates to ensure that the loop is complete as outlined in the previous paragraph.

If you do not have a car space and need temporary access to the car park, i.e. for removals or deliveries, please contact the gardener (Les Woodhall), or any other person with a car park security card.

Resident Priority Parking Permits

All unit residents can apply for a parking permit from the City of Melbourne which will allow them to park for an unlimited amount of time in on street car parks in areas designated *Area 1C Permit Excepted* or *Permit Zone Area 1C*. Please note that a fee applies which must be paid to the City of Melbourne. *Permit Zone 1C* areas are located in the adjacent side streets (Armada and Slater Streets).

Waste and Rubbish Disposal

Large bins are provided in the refuse corrals designated for each block, located at the bottom of the stairs next to unit back doors. Please be responsible with the disposal of waste; do not over load the bins, and ensure the lids are closed to discourage vermin. The bins are placed out each Tuesday night by the gardener and returned on Wednesday mornings.

The Green bins with green lids are for general rubbish.

All such rubbish needs to be placed in plastic bags with the tops secured before being deposited in bins.

The Green bins with yellow lids or red bins with blue lids are for recyclable materials only.

Items that can be placed in these bins include glass, aluminium, paper, cardboard, tin cans and some plastics; refer to the inside of the bin lid for more details. Please rinse items such as tins and jars before depositing them in the recycle bins. The Council will refuse to empty recycling bins that contain other non-recyclable rubbish so please make sure you correctly sort your rubbish.

Hard Waste Removal

Each household in the City of Melbourne is entitled to one free council hard waste collection per year. This may be arranged by contacting the Waste and Rubbish Disposal service (City Wide).

It is the resident's responsibility to dispose any waste that does not fit easily within the bins; please do not leave excess items next to the bins or on the nature strip. The gardener may be able to arrange the removal of awkward or not readily disposable items. This will be a private arrangement between the resident and the gardener and may involve a direct payment, to the gardener, by the resident.

Plumbing

All units are connected to a central hot water service provided and maintained by the Owners Corporation. Unless you have a shut-off valve (see below) fitted to your apartment, plumbing work such as changing tap washers, installation of new fittings and other maintenance will require the hot water to be turned off to all apartments. The Owners Corporation's preferred Plumber (Brand & Son) must be used to turn off the central hot water service. This is in order to avoid damage to the service, which can occur if it is incorrectly disconnected or reconnected.

Twice a year, the Managing Committee arranges for a central hot water service shutdown, to enable unit owners to perform minor plumbing repairs and maintenance, such as changing tap washers. This per-apartment work is done at the owners cost. Notices informing residents of when the shut down will occur and how long hot water will be unavailable will be mounted to all entrance ways and the notice board near the letter boxes.

Unless it is an emergency, owners requiring plumbing work within their unit need to contact the Managing Agent (Gough Partners) at least 2 working days before the work is due to be performed. The cost of these non-scheduled water shutdowns will be charged back to the owner. Whenever the hot water is scheduled to be turned off, owners should consider installing shut-off valves inside their units. This will enable future plumbing works to be carried out at any time without affecting other unit residents.

Noise Regulations

Residents are requested to respect the rights of all residents at Kia Ora to live in a quiet residential environment.

Section 48A of the [Environment Protection Act 1970](#) makes it an offence to cause unreasonable noise from any residential premises. Residential noise may be unreasonable at any time of the day, depending on its volume, intensity, duration, time, place and other circumstances. Between 10pm and 8:00am no residential or domestic noise should be audible outside each individual unit. Residential or domestic noise is any noise including, but not limited to, voices, music, machinery, hammering, communication equipment (such as telephones, faxes, etc), televisions, slamming doors or cupboards, heavy walking or running, dragging items across floors, and so on. Between 8:00am to 10:00pm, residents should attempt to keep all other noise to a minimum so that other residents are not inconvenienced.

Undue noise must not be made in or about the common property (see below). Sound travels very easily in the central garden area and back balconies; open doors to these areas will lead to noise from inside the apartment being heard in other apartments.

Sometimes neighbours are unaware that they are making an unreasonable amount of noise which others may find disturbing and annoying. Often discussing the issue with neighbours can lead to changes that will benefit both parties. You can take steps to ensure that you reduce the noise issuing from your apartment. Carpets and other rugs will substantially reduce the sound transmitted between floors, particularly if there are bare floorboards within the apartment. Removal of hard soled shoes, particularly high heels, when inside each unit can substantially reduce the noise between floors. For further information on noise and the best methods of dealing with a problem, contact the Environmental Protection Authority.

The Residential Noise Regulations are used by the Management Committee to deal with persistent noise problems. Any unresolved issues between residents should be submitted in writing to the Management Committee, addressed via the Managing Agent (Gough Partners). The section in this handbook on ***Renovations and Maintenance*** sets out restrictions on noise relating to construction and maintenance works.

Common Property

The Common Property refers to all areas outside each individual apartment including walkways, landings, stairs and foyers. Residents, their families and visitors are asked not to use the common property in a manner that unreasonably interferes with its enjoyment by other residents.

Personal items such as bicycles, BBQs, prams, furniture, firewood (with the exception of door mats) are not to be left or stored in the walkways and foyers, unless authorised by the Management Committee, or as noted in this document. Fire fighting equipment and gas meters are to be readily accessible at all times and access must not be obstructed. Motor bikes, boxes not used for storing wood and other household items are not to be left or placed on landings in the courtyards. BBQs are not to be stored permanently on landings or in courtyards; when not in use they are to be stored inside the resident's unit or vehicle.

Only items which improve the look of the area (such as pot plants, statues and garden furniture) are to be stored or placed on landings. They must be placed in a position that will not obstruct other people or access to doors and fire equipment. Pot plants must be set on a drip tray to catch any excess water.

The Management Committee disapproves of, and strongly discourages, the placing of pot plants on any of the balcony ledges in Kia Ora as they present a safety risk to other residents. In addition the water drain-off from pot plants on balcony ledges can damage the exterior paint of the building and cause excess water to enter other apartments, potentially causing damage to ceilings and internal walls.

Bicycle Racks

Bicycle racks provided by the Owners Corporation in several under cover locations – at the ground level in the rear service courtyards and the first level under the rear stairwells. These are the only designated areas for storage of bicycles; they must not be chained to service pipes, stairwells or in any other common areas not designated for this purpose.

In addition, the Store rooms adjacent to the ground floor bike racks must be readily accessible at all times, unless the lessee has given permission to place items in front of the door.

Washing

Washing must not be visible to people using the main pathway between the two main blocks. It is not to be hung on lines or on drying racks in the common property, car spaces, common property or private balconies. However a retractable clothes line (subject to Management Committee approval) can be installed, on the landings between the storerooms located on the ground floor of the rear service courtyards.

Mailboxes

Mailboxes are to be kept locked and cleared of junk mail. Please re-address misdirected mail; if there is no forwarding address for previous tenants, clearly write 'Return to Sender' (R.T.S) on the envelope and deposit in Australia Post mail box (no stamp is required).

Number of Residents

Neither owners, nor residents, may allow as permanent residents of their unit any more than two individuals per bedroom. Thus a two bedroom unit may accommodate a maximum of four residents and a three bedroom unit only six residents.

Pets

Residents are permitted to keep small domestic pets, provided they adhere to the standard ruling regarding “animals causing a nuisance” in the *Owners Corporation Regulations*. If these rules are not adhered to the Management Committee may issue the resident/owner with a Breach Notice. The committee retains the right to demand the removal of any animal it judges to be a nuisance to others, particularly if the problem has been previously brought to the owner’s notice.

It is a City of Melbourne regulation that no more than two cats are permitted per dwelling. Common property areas are not to be used for exercising dogs; they must be kept on a lead at all times in these areas. Owners are asked to ensure noise from their animals does not disturb other residents. It is your responsibility to clean up if your pet fouls any area within the Owners Corporation Common area. Failure to clean up after your pet may result in the pet owner being charged by the Management Committee for any professional cleaning that may be required

Problems or Complaints

If tenants of units have any problems or complaints they should refer them to the owner or letting agent. If a satisfactory response is not received, the matter can be referred to the Managing Agent (Gough Partners).

Real Estate Boards

The following policy guidelines are to be followed for the erection of For Sale or Auction signboards on the common property of Kia Ora. These standards have been established to preserve the unique style and character of this graceful property and are as follows:

Under no circumstances will 'For Lease' boards be acceptable, either at the front of the block or in windows of individual apartments.

- Only 'For Sale' or 'For Auction' signboards are permitted in front of Kia Ora and only one will be displayed at any time.
- A request for consent should be submitted to the Managing Agent or the Management Committee prior to any board being erected. The Management Committee will take applications on a first-come-first-served basis.
- A signboard can be up for a maximum of five (5) weeks total, including up to one week after the sale or auction.
- Signboards will not be larger than 2 metres by 1.2 metres with the top of the board no more than 4 metres above ground level.
- These signboards will be erected on the lawn in front of the block in which the unit being advertised is located, i.e. signboards for units 1-30 should be in front of the block 449 St. Kilda Road and for units 31-60, in front of 453 St. Kilda Road.
- Under no circumstance should timber support beams, nails and such be driven into the front brick fence.

Arrangements for lighting for the signboard shall be the responsibility of the company erecting the signboard. All cables must be professionally and safely connected so as not to create a potential liability to the Owners Corporation. A charge of \$10 per week will be made for the supply of electricity from the common area supply.

Any damage to the lawn, brick fence or common property shall be the responsibility of the unit owner whose apartment is to be sold or auctioned. The damage shall be restored to the satisfaction of the Committee.

Storage Rooms

Kia Ora has six storage rooms which are located at the ground level. These rooms are for the storing of goods only; they are not to be used as laundries. Rental of these rooms is controlled by the Managing Agent.

Leases to the individual storage rooms do not belong to the unit. When the unit is sold, or changes ownership, the lease of the storage unit reverts to the Management Committee; it does not automatically pass onto the new owner of the unit.

The Management Committee will re-allocate the lease to another owner/resident on a waiting list for the next available storeroom. Owners who would like access to a storage room must place their names on a register with the Managing Agent (Gough Partners).

Commercial Premises

In some cases, owners may wish to use their unit predominantly as a commercial premise, on the basis that Kia Ora is located in an area that is zoned Business and Residential. On advice to date, the Management Committee understands that a permit would be required from the City of Melbourne for such use; the Management Committee would not support such a request. Kia Ora has always been a primarily residential property and is insured as such. The use of a unit in a commercial way may jeopardise that insurance.

Window Coverings

All interior window coverings must be designed for the purpose and in a good state of repair. Temporary window coverings, such as sheets, are only to be used for a limited period while permanent ones are being arranged. The period is at the discretion of the Management Committee. No external window treatments, such as grills, blinds and awnings, will be permitted at any time.

Security Doors and Grills

Only approved security doors, sympathetic to the style of Kia Ora, will be permitted for installation on rear access doors. These include styles that are already in place at other rear doors. No security grills or doors will be permitted to the front doors of each unit.

Overflow Drains

Internal bathroom and toilet overflow drains exist in the floors of all bathrooms and toilets in the units. It is the owner/resident's responsibility to ensure that these do not become clogged with dust and grime so that they can allow the free flow of water. Blocked floor waste drains can overflow and cause damage the apartments below.

External private balcony overflow drain-holes allow excess water to flow away from the unit and into the down pipes. Unless these are regularly maintained they can very quickly become blocked by debris, leaves and dust. It is the resident's responsibility to ensure that these drain-holes are clear at all times.

Toilets and Cisterns

The original toilet flushing in the building was provided by "Flush-o-meters" supplied by header tanks located in the roof of the building. These are subject to malfunction whereby the tanks do not fill up properly after use, causing an endless flow of water. This noise can often be heard in other units.

Fortunately, over time, most of these have been replaced with standard toilet cisterns. There are now very few of these original flushing systems remaining. The Management Committee strongly encourages all unit owners to replace these old fashioned systems as soon as possible, thus allowing the Managing Committee to arrange for the dismantling of the deteriorating old header tanks.

Renovations and Maintenance

Owners are reminded that if they are planning any works that may affect the common structure, internal walls, service pipes and drains, they must seek the consent the Management Committee. Even if planned works are considered cosmetic, they are likely to create noise and inconvenience to other residents.

Any work must be done within the time restrictions set out in the City of Melbourne regulations.

Monday – Friday 7:00am to 7:00pm

Saturday 8:00am to 3:00pm

No works at all on Sundays, Christmas Day or Good Friday.

Any work outside these times requires an after-hours permit from the City of Melbourne.

The owner should advise any trades people working on their unit that they are responsible for the rectification and making good of the common areas on a daily basis. Trades people are also responsible for cleaning the external toilet which is available for their use whilst working at Kia Ora.

Security Doors and Pedestrian Gate Keys

Access to the security door and pedestrian gates master keys is controlled by the Managing Agent (Gough Partners) on behalf of the Management Committee. Each apartment owner has been issued with two keys; the numbers issued to each unit are recorded by the Managing Agent. If an additional key is required, due to family requirements or for additional tenants, the Management Committee must be advised through the Managing Agent and new keys will be issued if they are deemed necessary. Please report lost keys promptly to the Managing Agent. A cost of \$50 for each additional or lost key will be charged.