

# **Montreaux Apartments**

**Body Corporate**

**349051**

## **Information Handbook**

**February 2019**

**The Montreaux Information Handbook  
is an important reference.**

**Please familiarise yourself with the contents.**

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## **Glossary**

The following are an explanation of the terms and abbreviations used in the Handbook -

**Body Corporate:** A legal entity accountable for the ongoing operation and compliance of the building. Each and every Owner is automatically a member of the Body Corporate.

**BC:** the abbreviation used for the Body Corporate.

**Body Corporate Committee:** The Body Corporate members elected at each Annual General Meeting who represent the Owners and are responsible for fact finding, reporting and decision making on behalf of all Owners.

**BCC:** the abbreviation used for the Body Corporate Committee

**Body Corporate Secretary:** The function of the Secretary shall be to keep proper books of account in which shall be kept full, true, and complete accounts of the affairs and transactions of the Body Corporate and to carry out such functions as may from time to time be delegated by the Body Corporate. Each year the Secretary shall prepare statements of financial position and performance showing the Body Corporate financial dealings during that year, and shall, within 6 months of each Annual General Meeting, send a copy of the annual accounts to every Owner.

The BCS provides administration and management of Owner's Levies, invoice payments and accounting. The BCS **do not** have any responsibilities in regards to matters or issues related to managing the building and its infrastructure.

**BCS:** the abbreviation used for the Body Corporate Secretary

**Building Manager:** The Body Corporate Building Manager provides administration and management of the building and its infrastructure and is the central point of contact for Common Area issues. He/she provides building facility advice, manages Service Providers, and is the overseer of contracts, warranties, and building certificates.

**Commercial Units:** Those who own or lease the ground floor and basement areas strictly for business purposes.

**Common Areas:** These are areas shared by Residents within Montreaux. They include the Level 9 Amenities, lift lobbies, front foyer, corridors, the rubbish room, the building exterior and grounds. The BC is responsible for all Common Areas.

**Mx:** the abbreviation used for Montreaux

**Owners:** Those people who own Apartments or commercial spaces in Montreaux (also referred to as Proprietors).

**Owner levies:** The fees collected from the Body Corporate to cover the administration and management of Montreaux.

**Residents:** The people living in Montreaux Apartments. They are Owner Occupiers or Tenants who rent Apartments from Owners. All Residents are equally accountable for their actions and behaviours, and for questioning undesirable actions and behaviours of others.

**Unit:** the space which an Owner or Tenant occupies.

**Unit Titles Act (UTA) 2010:** A legal framework for the ownership and management of the land, building and facilities of Montreaux and that covers the rights and responsibilities of our Body Corporate. Further information is available at <http://www.linz.govt.nz> and <https://www.tenancy.govt.nz/uta/>

### **Body Corporate Communication**

Please feel free to send any suggestions, ideas, complaints and compliments to the BCC Chair in the first instance, and we will bring those issues to our meetings for review. All feedback and comments are welcome when presented in a constructive manner and especially when accompanied with possible solutions that are thought to be feasible. The mailbox labelled “BC” situated on the north side of the foyer can be used to send your feedback to the Body Corporate Committee Members, or you can make contact via email.

### **Montreaux Guiding Principles**

Apartment living is a lifestyle that requires ‘give and take’, mutual respect, and consideration for one’s neighbors. As a result, the Body Corporate Committee has developed guidelines for the use of all Common Area and facilities within the building and your Apartment. These **Body Corporate Rules** were also written to comply with **The Unit Titles Act, 2010**. All Tenants and Residents must abide by these rules, and doing so ensures that everyone’s responsibilities are met with respect and within the law.

Of equal importance is the tolerance and patience required to live side-by-side in harmony. We acknowledge that it may not always be easy, but it is our hope that any conflicts, no matter how big or small, will be handled with grace and fairness to achieve an amicable resolution.

This is a great place to live and work - safe, convenient, and comfortable. Take pride in your home or office and assist when you can in caring for our building. Above all, when needed, make conscientious choices that consider everyone’s rights to peaceful and quiet enjoyment, and abide by the rules. With everyone’s help and co-operation, we hope that you will be a proud Owner or Resident of Montreaux.

## **Important Information For Owners**

### **BC Operating Levies**

The payment of Body Corporate levies on time is necessary as it ensures cash flow to meet our financial commitments.

If a payment becomes overdue, the BC Secretary will contact the Owner concerned directly, requesting that the overdue payments be resolved as soon as possible.

Body Corporate Levies are payable quarterly in advance and should be deposited to the bank account advised in the Levy invoice. Levy Statements are sent to Owners prior to each Levy payment date. After the Annual General Meeting, a Statement is sent to Owners detailing Levy payments for the coming year. Levy Payment due dates are: January 1<sup>st</sup>, April 1<sup>st</sup>, July 1<sup>st</sup>, and October 1<sup>st</sup>.

Please ensure that your Unit number and the Montreaux Body Corporate Number 349051 are shown in bank reference fields for easy identification.

Cheque Payments: Any Apartment Owner who pays a Montreaux Levy by cheque must add a \$10.00 handling fee to the payment.

### **Annual General Meeting (AGM)**

An AGM is held every year, usually in May, and is required by law. It is where the BC elects the Chairperson and Committee and the BC members are informed of previous and future activities. It is an opportunity for Owners to discuss Montreaux's operations and finances, and approve the budget and levy collection for the next financial year.

### **Important Information For Landlords**

If you are letting a Unit, please

- ensure that the Building Manager is advised prior to tenants moving in or out of the building. The Building Manager arranges for covers to be placed on the lift walls to prevent damage.
- ensure the Tenant has a copy of the **Montreaux Information Handbook**, the details of the Montreaux website link, and has read and understood our rules and policies. The Tenant must be contracted to abide by these rules and policies in their Tenancy Agreement (This must be specifically stated under "Other Terms of the Tenancy").
- ensure that a Fire Evacuation Card is clearly visible and securely fastened to the back of the front entrance door.
- should Tenant behaviour issues arise, the Body Corporate Committee (BCC) will notify these directly to Owners or their Agent.
- Owners ultimately remain liable for all costs resulting from Tenant damage in Common Areas. The BCC recommends any bond is not released until post move inspections have been completed and signed off by the Building Manager.

### **Important Information For Tenants**

If problems occur *within* your Apartment, your Landlord or agent should be your *first* point of contact, so make sure you have all their details. This would include any issues involving fixtures, fittings, or equipment within your Apartment. Examples could include the oven and hotplates, hot water cylinder, taps,

electrical faults that only affect your Unit, blocked drains, and problem toilets. Montreaux's Building Manager is only to be contacted for general Common Area and building infrastructure repairs and maintenance, faults, and failures.

## **For Everyone**

### **BC Rules Defined**

The BC Rules is a legal document that state specific conditions in respect of living in Montreaux. The rules are contained in the Appendix of this booklet. Legal ramifications can follow if Owners and/or Residents breach these rules. The Unit Titles Act 2010 and its associated Regulations govern how the Body Corporate should be administered (<http://www.linz-govt.nz/survey-titles/land-registration/land-registration-legislation/unit-titles-act-2010>)

### **Montreaux Owners and Tenants Register**

For legal, security and safety reasons the Montreaux Apartments register must contain the names and contact details of all of all persons living within the building, and all owners who do not live in the building. **It is the owner's responsibility to provide ALL these details to the BC Secretary and to update them when things change.**

Under the Unit Titles Act, 2010, an Apartment owner absent for more than three weeks must advise the BC Secretary, providing a contact person's name and their contact details. This person, who should hold a key, acts as your 'authorised agent' for any matter concerning your Apartment.

## **The Common Areas**

Common Areas are the areas within Montreaux available for common use by all Residents and Tenants. Owners have no rights other than to use the Common Property for its designated use or to pass through or over it. The Common Areas are an important part of our building, and the standards to which they are maintained will enhance the quality of living in the building as well as the value of the Apartments.

Therefore:

- There is to be no smoking in any Common Areas including the front steps and entrance way, and garages and entrances.
- No one is to restrict access in Common Areas at anytime (e.g. furnishings and deliveries being transported in and out of the building must be taken directly to the Apartment, and not left in the lift lobbies). All deliveries and moves must be made via the B2 car park entrance on Kumutoto Lane.
- If you dirty the Common Areas by spilling anything, or dropping rubbish, you have an obligation to clean it up immediately. If external cleaning is required because of activities of owners or tenants the costs of doing so will be charged back to the owner.

- Ensure your guests leave quietly. Do not extend hospitality events into the Common Area(s).
- Pool parties are not allowed. No alcohol or food is to be taken into the pool or gym areas.
- Always maintain security. Do not let unauthorised people into the building. If they are entitled to be let in, the person they are visiting or have business with should arrange access for them.
- Report problems with any security doors to the Building Manager immediately.
- The fire doors are heavy and when left to slam shut the noise resounds through the building. Please control their closure.
- Fire doors must not be left open.

Remember the entrances and common foyers belong to everybody. Please pick up litter and dispose of it properly. If there is any mess that is beyond your control report it to the Building Manager

## Cleaning

We have contracted cleaners for 20 hours per week, to clean the Common Areas three times a week – normally Monday, Wednesday and Friday. If you have any questions or concerns in regard to the cleaners or cleaning standards, please forward them to the BCC.

## Faults and Repairs

For urgent and critical common property matters, please contact the Building Manager.

For non-urgent matters (such as burnt out light bulbs, unusual noises etc.) you can email the Building Manager.

Residents who cause damage in Common Areas will be responsible for the cost of repairs. Damage identified can and will be tracked by CCTV, Proximity Tag usage and Resident observations, and remedial work and costs will be passed on to those involved.

## Lift Faults

Faults may be indicated by the illuminated “Out of Service” sign at the lift. First establish if the lift has failed or if someone is using the lift lock off key by going to the floor where the lift has stopped. If the lift lock off key is not in use, and the lift has indeed failed, please call **Schindler’s - 24-hour number – 04 802 1420**.

They will attend to the failure as soon as possible. Please pass on as much information as you can about the lift stoppage so that they can better identify and resolve the problem. It is also important to let them know if there are people trapped in the lift, and if you can, reassure those trapped that help is on the way.

Please note that the BC will be charged a substantial call-out fee, so we urge you to take the time to first check for the lock off key usage before calling



Schindlers.

## **Security Doors and Garage Doors Faults**

If there is a problem with any Common Area door where a Proximity Tag is used, including the 9<sup>th</sup> Floor Amenities area, it needs to be reported to the Building Manager *immediately*.

## **Your Unit**

### **Rules**

The following should be observed in terms of the Unit that you own or occupy.

- Your Unit is for Residential use only.
- No structural alterations are to be made to your Unit without prior Body Corporate approval. (See our Website – Rules/Policies – Your Unit for the Alterations Authority request form)
- Do not make any alteration to your Unit that will impact on the common services or acoustics without prior Body Corporate approval.
- Do not remove or interfere with any smoke detectors or sprinklers in any Unit or anywhere in the building.
- Fire regulations require that any front door modifications such as installing deadlocks (key-less opening on inside of door) or peep holes are performed by authorised agents.
- At all times keep noise at levels that do not interfere with other people's enjoyment of the building in both Units and Common Areas.
- Keep your windows clean.
- Do not hang washing out to dry in your windows or on your balconies.
- Do not put "To Let" or "For Sale" signs in Unit windows or on the building - please ensure that this advice extends to your real estate and letting agents.
- The only animals permitted are one cat and fish, and they are to be restricted to your apartment.

### **Changes or Renovations**

The BCC must give approval in advance of any work involving alterations within any Unit, to any Common Area, to commercial property and to the appearance or structures in and around the Montreaux building. Failure to advise the BCC could mean reversing any work completed and making good any other items related to the work undertaken. So, **please** seek approval from the BCC in advance of any planned work.

**Note:** This includes any additions or structural modifications to Units or alteration of the appearance, surface colour, decoration or design of the exterior of the Unit

## **Faults and Repairs**

To establish who is responsible for the cost or repair of the item, you can apply a simple “test” — if you can see it / touch it (such as a faucet or light fitting or services within your unit) the Unit Owner is likely to be responsible. If not, (like common purpose pipes and beams behind the walls), the BC is likely to be responsible.

Tenants should always discuss the problem and solution with their Landlord or Agent before involving the Building Manager or BCC.

Owners are responsible for arranging their own trades people. Tenants should consult their Landlord first.

Because Montreaux has contracts with multiple Service Providers, the BCC has issued many of them with Proximity Tags to our building, which reduces some of the access issues encountered by Residents having to arrange entry. If you require a service provider for repairs you may want to choose one familiar to Montreaux from the list ‘Mx Service Providers’, available from the website or at the end of this Handbook. Note: Service providers are only permitted to park in the basement service providers’ park if on BCC business.

Where faults and damage occur within your Unit it is the Owner’s responsibility to make repairs and pay the bill(s).

## **Maintenance Chores**

A common misconception is that Apartment Owners have no maintenance concerns. While it is true that there are far fewer weekly, monthly, and yearly chores to do around an Apartment, there are still some ‘must do’ activities.

**Balcony:** Your balcony is a part of your Unit. The Body Corporate rules are very clear on what an Owner is accountable for and this includes; the floor to ceiling glass ranch slider doors and the windows on either side of them, exterior adjoining wall and tiles, and both sides of the glass balustrade. Please occasionally check the glass and wall for damage.

Also, your **balcony drain** needs to be cleaned at least annually, as dirt, leaves and other debris can obstruct water flow along the drainage channel and ultimately block the drain. Simply lift the plastic channel covers, sweep out any debris, and wash it down once or twice a year if necessary.

**Drains:** Sink, shower, and tub drains with traps need to be cleared of hair, soap and other waste often. Because they are directly linked to the floor drains, a blockage can very quickly cause flooding and extensive damage. Water and waste may flow back onto your floors and then seep through the porous concrete and into the ceiling of the Unit below.

Please take some time to make sure all of your drains are running freely and remain clear. ***Do not use commercially prepared caustic products such as Drano or Mr. Muscle, as they can dissolve the glue that is used to join the pipes together.*** Instead, try the drain cleaner recipe found in the **'Tips for Mx Residents'** at the end of this Handbook and if the drains don't clear, call a plumber.

**Internal fuse box:** You need to know where your internal fuse box is located. These are generally white, have two plastic doors hinged on each side, about 450mm wide and 300mm high, and placed about 2 metres up on a wall. It may be situated in a wardrobe or a cupboard. If you have problems with an electrical overload, your fuse box is the first place you need to look to reset the circuit breaker switch. If the problem persists you may need to get an electrician to investigate further. (If you are not sure of what a fuse box looks like, have a look at the fuse box in the gym.)

**External fuse box and electric meter:** Apartments have external electrical meters and circuit breakers that are in the stairwells in locked cupboards. For your safety, only the meter readers, Building Manager and BC Chair have a key to gain access when required.

**Halogen wall washer lights** with bulbs facing upwards can overheat with dust build up and that also reduce the life of the bulb. When the lamp is cool, a quick wipe with a damp cloth will avoid any hot burning smell.

**Hob and fan screens** can build up with grease and dust and need to be removed and washed regularly with hot soapy water. Push each screen back and pull down to remove from the fan unit. Remove grease and dust (see 'Tips for Mx Residents'). Reinsert the wall end first, then and push back up to reinstall.

**Toby valve or water stopcock:** It is important to know how to turn off the water supply to your Unit should a pipe burst, you need to fix a tap etc. Please take the time to locate it and ensure that you can get to it quickly should the need arise. A flood can have serious consequences to you and the Apartment below you! It is normally found near the hot water cylinder. Test to make sure that you have indeed found your Toby valve by turning it off and checking a tap for the stoppage of water flow.

## **Body Corporate A - Z Rules and Policies**

## Bike Storage

The BCC believe it is important to restrict bike movements to avoid damage to Common Areas, and will seek reimbursement of any costs incurred for remedial work for any damage caused by bike owners.

Therefore, the BCC has installed **bike hooks** in each of the three basement Common Areas; B1, B2 and B3. Provision of bike hooks means a ban on bicycles in all other Common Areas including the main front entrance, hallways, lifts, and carparks (except where a bike is stored within a free standing enclosed cupboard). This means that bicycles are not to be stored on balconies or car parks.

If you require a bike hook fill in an application form downloaded from the Montreaux website and place it in BC letterbox or email it to the Building Manager. Bike hooks are allocated to an individual, not an apartment, based on one hook per person.

Please affix your name and apartment number on your bike hook, so that we can maintain our Bike Register. Bike security is at the owner's risk and expense.

## Car Parks

Montreaux car parks are privately owned, clearly marked, and are in the basement parking garages known as B1, B2, and B3. Car parks are for parking cars, motorcycles, mopeds, scooters, and electric bicycles only. All vehicles must fit comfortably within the white painted lines. If you lease your carpark you must advise the Building Manager of the details.

You are asked to always keep your carpark tidy and free of debris and any owner of a vehicle that leaks motor oil is expected to clean it up. A carefully placed drip tray to capture the fluid helps (from Repco or Super Cheap Auto), but is not an acceptable long-term solution.

The storage of household property on a car park is only allowed in a storage locker – see section on **Car Park Storage**.

No other items are to be kept on your car park.

## Car Park Storage

You are welcome to install a locker or cupboard on your carpark subject to these guidelines:

- You must make an application to the BCC with details of your request **before** permission for installation will be granted. The application form can be found on the Montreaux website. Should any storage unit be found to breach building compliance the Owner must remove or amend that Unit to ensure compliance.
- The storage unit shall not exceed maximum height 2100mm x depth 600mm and must not come within 500mm of the fire sprinklers or vents.
- The unit shall not block any drain, must be fully enclosed, and be secured to the wall.
- The storage unit, plus vehicle in the parking space, shall not encroach into any Common Areas or neighbouring spaces and must not exceed the painted white lines of the parking space.

- Nothing is to be stored on top of, beside or under the storage unit.

## Earthquakes

Do take the time to prepare some emergency supplies for the residents in your Unit.

When an earthquake strikes – drop, cover, and hold. If in bed, stay there and cover your head with your pillow.

When the shaking stops, the most basic rule is to **stay where you are if it is safe to do so**. If (as we are) you are in an area of high-rise buildings, stay inside. If the building shows no obvious signs of distress, the safest place is to **stay inside and away from falling glass and debris**. If you do have to evacuate, take your wallet, mobile phone, coat and emergency supplies with you.

For more information visit [Wellington Region Emergency Management Office website](#) or [Civil Defence NZ](#)

## EMERGENCIES

***In case of fire or any life-threatening situation, the manual call point box can be used.*** They are the red metal boxes situated at every stairwell exit door.

Breaking the glass and flicking the switch in the box will automatically activate emergency services. ***They are to be used in emergencies only.***

### Fire Alarms

**Internal Alarm:** If the internal smoke detector is ***accidentally*** set off, a Resident can silence the alarm by pressing the local alarm silence switch, located adjacent to the front door inside every Unit. To expedite the detector reset, open your balcony doors and some windows and wave something (like a tea towel) underneath the smoke detector, being careful not to strike the detector itself. This will help to increase clean air flow, thereby removing the cause of the triggered alarm. **It may take a few minutes for the alarm to stop – do not repeatedly push the button.**

**Building Alarm:** When the building fire alarms sound, you are required to:

- Leave your Apartment ***IMMEDIATELY***, closing the door behind you.
- Take with you your magnetic ID Tag that features your Apartment Number.
- Follow the exit signs and leave the building via the stairwells.
- Place your Tag on the evacuation board on the ground floor at the South Tower entrance.
- Assemble on the footpath well away from the building so emergency response teams can do their job.

**Note:** There is a laminated Fire Information card in each Unit. Please make yourself familiar with the details contained on it and hang it on the back of the door to your Unit.

If you are unsure of any procedures, please contact a BCC member.

## **Fire Doors**

The doors leading in and out of the building, the stairwells and your Apartment are fire doors. These are doors with a fire resistance rating and are part of Montreaux's passive fire protection system to reduce the spread of fire and smoke throughout the building. The closers on the doors are designed to shut the doors automatically, slowly, and quietly. For these doors to be effective, they must **always** remain shut. The stairwell doors have additional magnetic systems that will automatically release and close a fully opened door when the fire alarm is activated.

If you find that your Apartment door closer is not operating as it should – snapping shut or slamming shut – please refer to the Montreaux website for instructions on how to fix the problem. It is against fire regulations and building compliance to remove the closer from your front door.

**Peepholes and Deadlocks:** Fire regulations require that any front door modifications such as installing deadlocks or peep holes are performed by an authorised locksmith. A deadlock that can only be opened with a key from the inside is not allowed. If any lock is changed on your door, please ensure a new key is issued to the BCC for the **Secure Key Cabinet** – see section on Security.

## **Insurance**

Residents should arrange their own contents insurance policy to cover their personal belongings, and ensure there is a Public Liability component (most policies have this cover), to give protection for an accident within an Apartment.

Owners should also insure all items that can be removed from the Unit such as window dressings, carpets that are not fixed and appliances that are not permanently wired in.

Anything that is permanently fixed in the Apartment is covered by the Body Corporate insurance. Claims can be made against the BC insurance cover. Please refer to the Montreaux website for complete details on inclusions and exclusions of the BC insurance cover and excess amounts.

Note: Landlords are responsible for their own 'loss of rents' policy and Owners should ensure their contents policy includes an 'alternative accommodation' provision.

## **Laundry**

Residents of a Unit shall not hang any clothing, bedding, or other articles on the outside, or from windows and/or balconies of the Unit. This is strictly enforced in the interests of the building's presentation and aesthetics.

## **Level 9 Amenities - Gym, Pool, and Theatre**

The Residents of Montreaux have the use of a gym, swimming pool and a theatre, situated on the 9<sup>th</sup> floor.

Operating Hours:

Monday – Friday	6:00 am to 10 pm
Saturday, Sunday	8:00 am to 10 pm

The Level 9 Amenities area is automatically locked off between 10:00 pm and 6:00/8:00am. The area is checked at closing time nightly by a Volunteer, ensuring that all users have left the premises and that all lights and equipment have been shut down for the night. BC Committee members have 24/7 access for emergencies and for your safety, the doors will automatically unlock should the fire alarm be activated.

We welcome all Residents and their guests to enjoy the gym, pool, and theatre, but remind all of you that:

- **Liquids and food are strictly prohibited** in the Level 9 Floor Amenities
- A high standard of safety and behaviour is expected at all times.
- You must ensure noise levels do not unreasonably interfere with the peaceful enjoyment of Residents in the other Apartments.
- You are mindful of others waiting to use the equipment and facilities.
- When you finish using the gym, pool, or theatre, please take all personal items with you, and if you are the last to leave, please turn off the lights and/or theatre equipment.

### **Gym Facilities**

- Gym users are to be clothed to help prevent the transfer of sweat onto the equipment. Take a towel to mop up any sweat from your body or on the equipment.
- Due to Health and Safety regulations, closed toe shoes must be worn in the training area. Wear clothing that you feel comfortable and safe in.
- As a courtesy to others, please wear deodorant at the gym.
- Keep gym bags and personal items in a safe area, as they can obstruct the use of equipment and could cause someone to trip over.
- Children under 13 years of age should be supervised at all times.

**Operating Hours: 6:00 am - 10:00 pm weekdays, 8:00am-10:00pm weekends**

## Pool Facilities

- Because our pool is chlorine free and uses Ozone gas to keep the water clean, users need to ensure that they don't contaminate the pool water with hair products or body lotions and oils. It is important to shower off **before** entering the pool to rinse away anything that could impact the pool's water and filtration system.
- Wear appropriate swimwear at all times, i.e. **NO** jeans or other street wear.
- **NO** food and glass in the pool area - broken glass closes pools - use unbreakable water bottles only.
- **NO** running – to ensure your safety walk around the pool surrounds.
- **NO** diving or jumping into the pool. The pool is only about 1 meter in depth; therefore it is unsafe to dive or jump into the pool.
- All children under 14 years of age must be **actively** supervised by a parent, guardian, or caregiver who is sixteen years or older and who is able to provide immediate assistance at any and all times.
- All swimmers must dry themselves before leaving the pool area. Do **NOT** leave the pool area or enter the lifts or stairwells wet. Water may cause damage to the carpet in the Common Areas and leave wet spots in the lifts and on the stairs, which could cause injury to you or others.
- Balls and tubes are **NOT** permitted due to the small size of the pool. Float rings and kick boards should be used with discretion.
- Please keep voices down and your steps light within the pool area as the sounds carry through to the surrounding Apartments.

### **ALL parents, guardians & caregivers should ensure all toddlers and under 5s;**

- Have been to the toilet prior to entering the swimming pool. (This helps stop unwanted accidents occurring)
- Are in appropriate swimwear to contain any unforeseen accidents while they swim.

**SUPERVISION - Children have the right to be protected. It is the responsibility of adults to ensure that children in their care are safe.**

**Operating Hours: 6:00 am - 10:00 pm weekdays, 8:00am-10:00pm weekends**

## Theatre Facilities

- Theatre booking sheets are located just outside the theatre. Please enter your Name and Apartment Number on the sheet, and on arrival fill out the "Condition on arrival" column.
- If the Theatre is booked and the door is closed, please respect those who are using the room and do not disturb their enjoyment of the facility.
- If you have booked a time and have decided not to use the theatre at that time, please cancel your booking promptly to allow others to use the theatre.
- Please contact a BCC member if the equipment is not working properly or if you do not know how to operate the sound and movie systems.
- Keep the chairs and floor area free of food crumbs and drink spills.
- Please turn off all equipment and lights and remove all rubbish as you depart the Theatre.



**Operating Hours: 6:00 am - 10:00 pm weekdays, 8:00am-10:00pm weekends**

### **Mail and Parcel Deliveries**

Each Unit is allocated a locked mail box, labelled with your Unit number. The boxes are located on either side of the ground floor foyer, in the side door corridors of each tower. Please note that each box measures H 160mm x W 240mm x D 270mm and is only suitable for small items, such as letters, magazines, and slim packages. Larger parcels will be left in the foyer box and a card delivered to your box to let you know a parcel has arrived.

Make sure that all incoming mail is addressed with your **Apartment number** as well as the **street number** – e.g.

Apartment Owner  
Montreaux Apartments  
16B/164 The Terrace  
Wellington 6011

Mail received in error in your box needs to be redirected, and should be marked with **Return to Sender (RTS)** and reposted in a letter box in the street.

### **Moving Procedures**

The BCC believes it is important to manage moves to avoid damage of decorated Common Areas (the ceiling, walls, floors, and lifts) and allow for peak lift use demands for other Residents.

Any Resident moving into or out of Montreaux, or receiving or sending numerous or bulky items, shall respect other Residents rights by following the policies and procedures in effect to protect and preserve our building. Further information is available on our website.

Key points to note:

- All information and forms are available on the Montreaux website. A completed Moving Agreement will be required prior to the move.
- A Moving Notice is posted on the lift notice board to advise other lift users of possible short lock-offs.
- Contact the Building Manager **at least three days prior** to any move or delivery.
- Follow the Moving In / Out Checklist.
- All costs to repair damage in the Common Areas will be passed back to the Apartment Owner of those responsible for the move. Moving insurance is recommended.
- The lift lock off key must be used for the duration of the move to avoid lift damage and failures.
- All items must go through the Kumutoto Lane B2 entrance to your tower and to / from your Unit level. Please make sure the B2 door is correctly turned off – do not place anything over the laser light to keep the door open.

## Residents moving in / out checklist

- Refer to the Montreaux website for full information on the processes and forms and advise the Building Manager to assist you with your move.
- Register your move with the Building Manager **at least three days prior**. Provide them with your Unit number and contact details.

### Read and understand the procedure and requirements:


- Moving is permitted between 9.30 am and 4.00 pm week days, and 8.00 am and noon on Saturdays.
- Access for moving items is via B2 on Kumutoto Lane **only**. **NO** items are to be moved through the main entrance on The Terrace under any circumstances without prior approval from the BCC.
- Ensure that you have insurance that covers all damage while moving.
- If you are a Tenant, ensure that your Landlord or their Agent is aware of the Common Area Inspections that will take place and the requirement to sign the moving agreement.
- Do not dispose of unwanted household items, surplus furniture, or oversized cardboard boxes in the bins in the Rubbish Room – you must arrange to dispose of all surplus items yourself.
- After the move, the Building Manager will carry out an inspection to review the condition of the Common Areas involved in the move. Any damage will be repaired at the expense of the person moving. Any mess left in Common Areas must be vacuumed or swept up.
- After the move, the lift lock off key is to be returned to the Building Manager (via BCC Letterbox) as previously agreed.

### Brief your movers on the procedures they must follow to minimise inconvenience to other Residents and maintain the security of the building

- Advise any moving company, delivery company or helpers who will be involved that they will be using Kumutoto Lane as the access point for Montreaux, and organise the activity within the approved times.
- Items are to only be left in transit in the basement lobbies and the Unit lobby level involved. No items are to be left in any other Common Area.
- No item is to touch any ceiling or walls, either while being moved or when stacked during transit.
- Space must be left in the lift for at least one other person who is not involved in the move.
- The lift lock off key is only to be used while loading and unloading the lift to and from the lobby. When items have been cleared from the lift, the key is to be removed to allow other Residents to use the lift.
- Lifts should only be locked off for periods of up to 5 minutes at a time as they are filled or emptied.
- No item is to be positioned in front of the lift doors to obstruct the door operations, and nothing is to be forced under the lift door to achieve the same purpose. Damage to the lift resulting from this type of activity will be charged back to the person(s) involved in the move.
- The garage roller door must be opened and then switched off so that the garage door remains open. Do not place anything in front of the electronic beam. When the move is complete, switch the roller door mechanism back on, and allow the door to close.

**Please note: The Building Manager will track any noncompliance of policies and procedures with the help of CCTV and Proximity Tag usage.**

**Map of Montreaux showing where the B2 entrance is and how to access Kumutoto Lane from The Terrace and Boulcott Street here**



## **Newsletter – Montreaux Matters**

This is published on a regular basis as a means of providing important information relevant to Montreaux Owners and Residents. Back issues can be found on our website. The newsletter covers:

- Updates on what the Body Corporate Committee is working on
- Planned activities, inspections and remediations in and around the building
- Tips and “did you know” topics that will enhance the quality of living for us all

## **Newspaper Deliveries**

The newspapers delivered to the building each morning belong to those who have subscriptions. Unless you are a subscriber, you are not entitled to these newspapers. Subscribers are asked to collect their newspaper promptly, and cancel their delivery when going on holiday.

## **Noise**

We live near each other by residing in an Apartment building. At times noise may cause tension between residents, even though both parties believe they are being reasonable. Our Guiding Principles seek to maintain a balance through personal responsibility and courtesy towards our neighbours by asking each Resident and their Visitors to:

- Keep noise at levels appropriate for the time of day, both in Apartments and in Common Areas.
- Be aware that noise travels in all directions from the balconies.
- Keep sliding balcony doors closed whenever possible.
- Keep TV and stereo volume down (especially the sub woofer).
- Remind Visitors to keep voice levels down when moving through Common Areas and while waiting for the lift, especially after 10.00 pm.

### **Resolving Noise Disturbances**

Loud party and stereo noise are by far the most common complaints, but any noise that unreasonably interferes with the peace, comfort and convenience of any Resident should be addressed.

Once you have established where the noise is coming from, it is preferred that you begin by approaching your neighbours yourself. Simply ask them, in a calm and rational way, to reduce the noise to a level that no longer disturbs the peaceful enjoyment of your home. Often a friendly word is all that is required.

If that action fails, your next option is to call a BCC member. Names and contact details can be found on the Mx website or under **Contacts** in this Handbook. They may be able to assist in seeking a reasonable outcome to the matter.

The final option is to contact the Wellington City Council. They have Noise Control Officers who will move to resolve the issue with whatever steps they deem necessary. They will require access to the building and they will need your contact details.

### **WCC Noise Control – 24 hours – 04 499 4444**

Noise Control can also be contacted to address excessive noise coming from nearby buildings, the streets, or the car park at the rear. A call to Police is also an option for the South Clifton car park.

### **Parking**

There is zero tolerance for unauthorised parking in Common Areas. Any area that is not a designated car park is a Common Area and a tow away zone. Anyone who finds a vehicle parked in his/her Car Park has the right to contact a tow company and have that vehicle towed away at the owner's expense.

As Montreaux has no allocated parking for BC Service Providers, BC Service Providers are permitted to park in a Common Area outside the B2 rubbish room – only while on BCC business. If one of these vehicles is an obstruction in any way, please contact the Service Provider to resolve the issue.

**Leasing a Car Park** is permitted, but the BCC requires details of the arrangement. The Proximity Tags issued to the lessee must be restricted to the parking level of the designated car park only and their registry by the BCC ensures proper security. Please notify the BCC via the BC Letterbox in the North Tower, including details of the park number and access tag provided to the lessee.

**Visitor Parking:** Montreaux has no allocated visitor parking. Visitors can use metered parking on the street or the nearby public parking buildings.

## Parties

The chances are that we will all host an event or party at some stage while living at Montreaux. This may generate more noise than usual, thereby interfering with the peaceful enjoyment of other Residents. Here are some things to consider:

- Think about the number of people you are going to invite – many parties spiral out of control due to the number of people attending.
- Let your neighbours know you are planning a party – leave them with your name and contact numbers in case they need to get hold of you during the party.
- Think about how and when your guests enter the building and leave your Apartment. Lapses in security affect everyone. When possible, meet and farewell your guests personally, taking them through the building yourself.
- Keep the party confined to your Unit – don't let it spill out into the Common Area hallway and lift lobby area.
- When windows and the balcony doors are open during a party, be aware that the noise will travel widely. Music and voices must be kept in check.
- Overloading and rowdy behaviour in the lifts will cause the lift to stop. Be aware that any lift call outs, and/or damage, or clean up of any kind, will be on-charged to you and these costs can be very expensive.
- Do not hang decorations from smoke detectors or sprinklers. Do not remove any smoke detectors or tamper with the fire sprinklers, as taking such an action will invoke an expensive callout on-charged to you.
- Think carefully about allowing your guests into the 9<sup>th</sup> Floor Amenities area as alcohol and numbers can make for inappropriate behaviours and outcomes. Absolutely no alcohol or glass is allowed in the pool area at any time.
- At the end of your party please check to make sure there is no rubbish or other mess outside your Apartment, around and in the lift, or the ground floor entry areas – if so, it is your responsibility to clean it up immediately.
- The Body Corporate Committee will get involved if affected Residents fail to have their complaints addressed. If this occurs, a formal letter will be issued to the Owners and assurances sought that poor behaviour will not reoccur again.

## Pets

The **ONLY** animals permitted in an apartment are one cat and fish and they are to be restricted to your apartment. Cats must be contained in a carry cage when travelling through Common Areas.

## Pests

The Body Corporate is responsible for pest inspections, prevention and treatment work carried out in Common Areas, and Residents are responsible for their own Units. Pest control is extremely important to ensure no damage or harm is done to any person, Unit, or Common Areas. If you see any pests or vermin in the Common Areas, please contact the Building Manager promptly. If sighted in your Unit, please notify the Building Manager and the BCC for assistance in addressing the problem without delay.

## **Power Meters**

Your power meter is in a cupboard in the stairwell. For safety reasons, these cupboards are kept locked and only the Building Manager, meter readers and BCC Chair have a key to gain access when required. If you are moving and need to read your meter, the Building Manager should be able to help you, otherwise please contact the BCC Chair for assistance.

## **Proximity Tags** – also see section on [Security](#)

Proximity Tags are purchased from the BC Committee. There is a \$20 (inclusive of GST) payment required for each Tag. Application forms are available on the Montreaux website. Cheques should be made payable to Montreaux Body Corporate, Number 349051.

For security reasons, Tags will only be issued to Owners. Once authorisation is verified and the application and payment is received, the Property Manager will register the requested Tags within the security system. All Proximity Tags issued are registered, and this register is closely monitored.

The BCC endeavours to process all Proximity Tag applications promptly and to have Tags available as soon as possible after receiving a completed form and payment.

The BCC will not issue Tags to Tenants or to any person other than those contracted by the BC for Common Area works.

Where Tags have been lost, the BCC requires notice as soon as practically possible so the Tag can be blocked in our security system.

We also ask that Owners and Residents do not label their Tags in any way that would allow the Tags to be identified as being a Montreaux security key, to prevent unauthorised entry to our building.

## **Rubbish – Recycling**

The rubbish area is located on level B2 and is to be used by Residents only for:

- The disposal of every day household rubbish
- Recycling of rubbish which is clean, sorted and placed in the appropriate bins.

**The large rubbish skip is for general waste only.** The bin capacity and collection has been based on the normal household rubbish needs of Montreaux. Residents must take responsibility for any other rubbish and take it to the Southern Landfill themselves. "Spring Cleaning" or the disposal of moving materials (pallets, very large cartons etc.) can place unnecessary demands on the bins that are not provided for. Rubbish or any other unwanted items are not to be left on the rubbish room floor or any other Common Area inside or outside of Montreaux.

Recycling bins have been installed in the rubbish collection area with signage indicating the recycling options (see below). The BCC asks all Residents to use the recycling facilities. This will enable rubbish collection costs to be maintained at a reasonable level.

To recycle is your choice, but we ask for your help in reducing the amount of material going to the landfill.

Microwaves and other old household appliances, as well as TVs and furniture can be taken to the Southern Landfill and Recycle Centre, Landfill Road, off Happy Valley Road between Brooklyn and Owhiro Bay. There are also clothing bins for items that still have wear left in them. The Recycle Centre is on the right-hand side of the road, with the turn-off just before the landfill weighbridge. For further information visit <http://wellington.govt.nz/services/environment-and-waste/rubbish-and-recycling/rubbish-and-recycling-directory>

### **Use the Recycling Bins in B2 as follows:**

#### **Paper Items**

- All paper
- All newspapers
- All magazines

#### **Glass, Plastic and Can Items**

- Glass - to avoid injuries from broken glass, please place items carefully in the bins.
- Any plastic with the triangular recycle symbol numbered 1, 2, 3, 4, 5 and 7. (The Southern Landfill takes 6 now).
- Plastic carry bags, tied up securely inside a plastic carry bag.
- All aluminium drinking cans, metal food tins and jar lids.
- Please ensure items are rinsed clean before placing them in the bin.

#### **Cardboard Items**

- All cardboard – broken down and flattened.
- Pizza boxes that don't contain any food scraps.

#### **Please note the following CANNOT be recycled:**

- General waste – food and liquids, cloth, or clothing.

- Aerosol cans – fly spray, spray deodorant, cream cans.
- Wax coated or lined cartons – milk or juice cartons and Tetra-pak's.
- Specific types of glass – Pyrex, ceramics, mirrors, light bulbs, and broken drink ware.
- Specific types of plastic and metallic wrap – bubble wrap, Glad Wrap and tin foil.
- Polystyrene packaging and meat trays.
- Hazardous items – sharp objects, batteries, paint and oil.

Any Resident found leaving non-day-to-day household refuse, unwanted items or dangerous goods in the rubbish room will be charged all costs of removal incurred by the BC. The rubbish room is under camera surveillance always.

## Security

Being security conscious is up to everyone.

- Don't allow others to “tailgate” through the front doors or garage doors without being challenged as to whether they are Residents.
- Don't jam open any doors and leave them unsupervised, especially when moving in or out.
- Don't be offended if another Resident checks that you have your Proximity key.

The security system currently in use defines specific access, and maintains security measures to ensure that people can only access appropriate areas. This is done primarily with Proximity Tags, although please note that there are CCTV cameras in operation within the building.

## Secure Key Cabinet

Montreaux holds a secure cabinet (locked safe) with a full key register aligned to the Montreaux BC Owner database. The keys are to be ***used ONLY in a medical or hazardous emergency or for Unit compliance inspections following prior owner notification*** and can ***only*** be accessed by either two BC members together, or a BC member with the Property Manager. They must ***NOT*** be released at any other time or for any other reason.

## Smoke Detectors and Sprinklers

Montreaux has a sophisticated fire management system and it is important that Residents do not remove or interfere with smoke detectors or sprinklers in any way. The system monitors every smoke detector, and as each is uniquely identified, any accidental callout to an Apartment for an alarm event will be on-charged to the Apartment Owner.



You are required to keep a clear space of 500mm around all sprinklers, including those in cupboards and enclosed spaces, so that they can work effectively. Do not hang or tie items to your fire sprinklers, and keep them free of paint.

**Inspections:** There will be regular compliance inspections for Building Warrant of Fitness purposes and other fire safety matters. Smoke detectors are checked annually and fire sprinklers biennially. Residents are notified of these inspections and keys from the Secure Key cabinet are used for access to Units.

## **Vacations**

Before you leave on vacation, it's a good idea to let a neighbour know you'll be away. Making them aware of your absence and the length of time you'll be gone – even where you are going – is a good way of taking care of each other. Should disaster strike Montreaux, the neighbour will be able to tell a BC Committee member and/or emergency services personnel that you are safe.

It is also suggested that you take a sensible approach to your departure. Suggested actions are:

- ensure the only windows left open are those under cover
- ensure everything on your balcony can withstand Wellington weather
- cancel your newspaper subscription
- turn off the water supply to the Unit
- check all your taps and toilets
- unplug your TV and any electronics
- take out your rubbish.

***If you are going to be absent for three (3) weeks or more, to comply with the Unit Titles Act – 2010 you must advise the BC Secretary and provide them with a contact person's name and their contact details.*** This person, who should hold a key, will act as your 'authorised agent' in any matter related to your apartment.

## **Tips for Mx Residents**

**Drains: Daily Use of Food Waste Disposer** (if you have one)

Use cold water. The sound of the disposer will change when there is no more food in the grind chamber. After the appliance is switched off, it is important to continue to run cold water for 15 – 20 seconds to flush out the grind chamber. If your disposer gets a bit smelly, put in some baking soda to freshen it up. For extra freshness, grind a lemon or citrus fruit for a few seconds without water. **Do not** use bleach.

**Drains: Monthly Maintenance**

This is a safe, effective, environmentally friendly way to prevent clogs.

Mix together

1 part baking soda

1 part salt

¼ part cream of tartar

Pour ¼ to ½ cup of the drain cleaner into your drain. Follow with a flush of boiling water. Then run hot water into the drain for a few minutes and follow with cold water for a few minutes. Using the drain cleaner once a month should get rid of any buildup in your drains and help keep them running freely.

### **Drains: Removing Clogs**

***Do not use commercially prepared caustic products, as they can dissolve the glue that is used to join the pipes together.***

Instead, use this safe, effective environmentally friendly recipe.

If your drain is blocked, first remove as much of the excess water from the drain as possible. Then

Pour into the drain ½ cup baking soda

Follow with 1 cup white vinegar

Plug up the drain as quickly as possible. This combination causes a bubbling reaction that helps to push the clogs out of the drain. Let this sit 10 – 30 minutes and then flush with boiling water. Repeat if necessary.

### **Heat Pumps**

Clean or replace your filter monthly. When your filter collects dust and dirt, it reduces airflow, wastes energy and can cause equipment damage or failure.

Make sure the outdoor condenser unit grille is clean also. A qualified technician should perform any other maintenance. An annual maintenance check-up of your heat pump is advisable.

### **Hob Extractor Fan Screens**

These need to be cleaned regularly. Use a scrub brush and hot (grease cutting) soapy water. Rinse well. Then put them through a cycle of your dishwasher.

### **Window Cleaning**

***Do not use solutions containing ammonia to wash your windows, as ammonia can pit and damage aluminum joinery.***

Here is an economical and environmentally friendly window cleaner recipe.

4 litres water

¼ cup vinegar

1 tsp. liquid dish soap

To help prevent streaks, use crumpled newspapers to dry your windows.

## Montreaux Service Providers

The BCC receives queries from time to time about service providers that are used for Common Area BC work. The following is a list of service providers that the Body Corporate have arrangements with that may be of use to Residents. A number of these have Proximity Tags to our building which reduces some of the access issues encountered by Residents having to arrange entry.

While the BCC is satisfied with the work these providers have delivered to date and continue to support an ongoing relationship with them, no liability or responsibility will be accepted by the BCC should Residents decide to use these contacts for any personal internal Apartment Unit work.

Air Conditioning, Heat Pumps and Ventilation	Temperature Solutions	(04) 471 1706
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Builder/Carpenter:

Electrician:	Adam Tulloch	(04) 474 4097
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Locksmith:	Beveridge Locksmit	0800 566 1111
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Painter:	Choi Young Decorators	(04) 527 9886
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Pest Control:	Pestproof Ltd.	021 755 085
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Plumber:	Mander Plumbing	(04) 478 7226
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Rubbish Removal:	Daily Waste	(04) 383 5692
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Window Cleaning (Indoor)	Steve Corney	021 868 884
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Window Glazing	Coastal Glaziers	0274 945 105
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TV Reception	R.T. Macs Electronics	0272 466 298
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## **Contacts Information**

### **Montreaux Website - [www.montreaux.co.nz](http://www.montreaux.co.nz)**

The BCC has created a web site that provides:

- A public reference for Montreaux
- Communication for the Body Corporate Committee (BCC) to Residents and Owners
- A Common Area for BC members
- A central repository for BCC documentation

### **Montreaux Body Corporate Secretary**

For Disclosure of Information enquiries, levies and BC payments, minutes, advising change of contact details, and insurance claims:  
Anita Reinecke, Oxygen Strata Ltd. Phone 04 619 1017 or Cell: 027 561 1354 - during business hours.

E-mail: [Body Corporate Secretary](mailto:Body Corporate Secretary)

### **Montreaux Body Corporate Building Manager**

Alive Building Solutions have responsibility for all general Common Area and building infrastructure maintenance and repairs, faults and failures.

***For URGENT building issues that require immediate attention: Please call Jonathan Bell on 027 284 4850***

For ***non-urgent*** issues that can wait until normal business hours please send an e-mail to:  
[jonathan@abswellington.co.nz](mailto:jonathan@abswellington.co.nz)

You can also send mail through the post to: Montreaux Body Corporate, c/- BC Letterbox, North Tower, 164 The Terrace, Wellington 6011, or simply place a notel in the BC letterbox in the north tower.

### **Montreaux Body Corporate Committee (BCC)**

John Pfahlert, 10i Phone: 021 1509763 [jpfahlert@gmail.com](mailto:jpfahlert@gmail.com) (Chair)

**Lynda Toomath, 6H** Phone: 021 921 493 [lynda@toomaths.com](mailto:lynda@toomaths.com)

**Liz Pfahlert, 10i** Phone: 021 2992941 [lizpfahlert@gmail.com](mailto:lizpfahlert@gmail.com)

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**Arun Stephens, 4F** Phone: 027 7798702 [a@arun.nz](mailto:a@arun.nz)

**Tony Pugh, 7F** Phone: 027 4355502 [tonypugh@orcon.net.nz](mailto:tonypugh@orcon.net.nz)

**Margaret Fitzgerald** Phone: 021 02413305 [fitzgerald.margaret@gmail.com](mailto:fitzgerald.margaret@gmail.com)