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# Museum Towers

SP 40414

267-277 Castlereagh Street, Sydney, NSW 2000

Ph: 9267 1832 Fax: 9267 9485

Email: [info@museumtowers.com.au](mailto:info@museumtowers.com.au)

Web: [www.museumtowers.com.au](http://www.museumtowers.com.au)

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## **RESIDENTIAL UNITS** **INFORMATION BOOKLET- 2006**

### **Contact Details**

#### **Key Phone Numbers:**

<b>Building Manager:</b> (Weekdays- 8am-4pm)	(02) 9267 1832
<b>Security:</b> (Lobby reception- 4pm-8am weekdays, 24hrs weekends)	(02) 9267 1832
<b>Strata Manager:</b> (Philip Kooper)	(02) 9371 9090
<b>Local Fire Brigade:</b>	(02) 9265 2799
<b>Local Police:</b>	(02) 9265 6499
<b>Emergency Services:</b>	000

**\*\*New residents/ commercial suites: Please record  
your name, telephone numbers and car registration  
number with the Building Manager in case of an emergency.**

#### **Additional Phone numbers:**

If you require trades services, listed below are some trade people who are familiar with the building. If you are in doubt about who is liable to repair a problem, please ask Building Management

<b>Plumber</b> (MRC Plumbing)	0419 417 406
<b>Electrician</b> (Megger Electrical)	0416 200 017
<b>Locksmith</b> (Bensons Locksmiths)	(02) 9516 4688
<b>Handyman</b> (Barry Hunt)	0407 232 976
<b>Carpet cleaning/Flood</b> (Enterprise Carpet Cleaning)	0415 651 853

**\*\*Information regarding Museum Towers, Its By Laws, Moving information and other fact sheets are available on the Museum Towers website at [www.museumtowers.com.au](http://www.museumtowers.com.au) on the 'Information' link.**

## **Building Management**

(K & S Building Management)

Building Management is located on the ground floor at the front desk floor between the hours of 8am and 4pm weekdays.

Building Management may help with common property issues, enforce by- laws, perform building checks, inspects the building security and controls the access security system and tags/ fobs.

Building Management can be contacted on (02)9267 1832.

## **Security**

(ASF Protection)

Security is located on the ground floor at the reception desk between the hours of 4pm and 8am weekdays and 24 hours on weekends – (02)92671832.

Security monitors movements in and out of the building through the main entrance, paths of egress and the garage.

All residents and commercial suites are encouraged to report any security breaches, intruders, illegally parked vehicles, noise disturbance, lost keys, vandalism etc.

**\*\*Security and management do regular building inspections so they may be away from the front desk from time to time.**

## **Cleaner**

(Jiang & Kim Cleaning Services)

The cleaner is on site for eight hours from Monday- Saturday inclusive and for four hours on Sunday.

He will undertake cleaning of the common property areas only which includes the hallways, common bathrooms, level 8 facilities, fire stairs, car park and garbage rooms. The cleaner will not dispose of garbage for individual units or suites or clean within lots (this includes the space of allotted car spaces).

If you think that the cleaning in a common area is in need of attention, please notify the front desk who will in turn notify the cleaner.

## **Strata Management**

(Kooper & Levi Strata Management)

The Strata Management Company for Museum Towers is Kooper & Levi Strata Management. The Strata Managing agent is Philip Kooper, can be contacted on (02) 9371 9090 weekdays.

Owners of lots within Museum Towers will receive agenda, minutes and other notices relating to Museum Towers from Philip Kooper at the address as was registered by the lot owner. Please inform Philip Kooper of any owner or contact detail changes.

# **Video Intercom Monitor**

## **Answering Calls**

If you have an intercom within your unit, calls to your unit by visitors can be made at the Castlereagh Street entry panel, or at the foyer entry panel.

When a call is made a buzzer will sound at your video monitor.

If you wish to speak to the caller lift up the handset and speak. Advise visitors to speak directly into the speaker.

Please restrict the length of your calls so as not to inconvenience other users. Only one caller can use the intercom at any one time.

## **To Admit Visitor**

If the call is from a visitor at the front entry panel you may admit the visitor to the foyer/lift lobby by pressing the key button on your monitor. The doors to the lobby will automatically open for around 20 seconds.

If you press the second button on your monitor a visitor will be able to enter the lift, press your floor number and access your floor without a security tag (your visitors time is limited so please ensure that they are directed to the lifts immediately upon releasing the floor level).

## **Monitor Information**

If you do not wish to be disturbed you may turn the off-switch fully anti-clockwise to switch off the monitor and prevent calls being made to your apartment. (You must switch it back on to receive future calls).

# **Security Access to Building and Garage**

## **Building**

A specially coded security tag/fob is required to gain access to the building. This tag/fob provides access to your own floor and Level 8 (pool /sauna/spa area and squash court and gym). It will also provide access to the car parking floors unless your unit's car space has been leased to another party therefore you are denied access to this area.

Access to the rooftop and level 7 BBQ areas is only available with a key from Reception, which must be returned immediately after use.

Security tags/fobs are issued from Reception for a deposit (currently \$100) and are subject to periodic renewal. The issue of extra keys for each unit/suite is subject to review by the Executive Committee and the Building Manager. You must provide documentation and Identification to demonstrate that you are entitled to order extra keys for Museum Towers.

1. Users should pass their key in front of the small black key reader below the intercom button panel to the right of the front entrance door. This will give access to the front desk/reception area.
2. To gain access to their own floor, users should pass their security key in front of the small black key reader below the button panel inside the lift and press their own floor number.

# **General information**

## **Parking Floors:**

### *Entry*

Vehicles must enter the parking floors only through the 'up' ramp on the south end of the building. Pass your security key in front of the small black key reader on the right wall of the ramp just before the gate. When the gate is fully open, proceed slowly to your designated parking area. Be alert for pedestrians.

### *Exit*

Vehicles must exit the parking floors only through the down ramp on the north end of the building. Pass your security key in front of the small black key reader on the right wall of the ramp just before the gate. When the gate is fully open, proceed slowly across the footpath and give way to pedestrians before driving to the road.

For security reasons, security keys will only allow access to the parking floors for persons with legal right of access to a parking spot. Residents with specific needs may apply to the Building Manager for assessment.

### *Visitors Parking*

The lower car park is allocated for visitors of the building. Visitors can include friends, clients, tradesmen etc but not residents who live in the building or staff who work in the building. Each lot is entitled to have one visitor at a time only and for no more than 2 full days in any seven day period. Visitors should come in to the front desk and complete an access ticket to gain access. The front desk will then allow access. To exit the car park by foot, visitors will need to go up the fire stairs and exit onto the street and re-enter via the foyer. The lift does not go to the basement car park. To exit via vehicle, visitors should follow the arrow to the exit ramp and press the large red button to open the exit gate. More information on visitors parking is available in the 'Information' page of the website.

### *Parking Safety & Security*

Only one vehicle movement is allowed for each gate opening. Tailgating is dangerous and may affect security recording of traffic. Allow the gate to open fully before passing through. The speed limit in the parking floors is 5KPH. No cars should park on the common property or in another persons space at any time. Cars found doing so may have their access to the car park cancelled. Please ensure that cars park in their allocated space only. It is recommended that car spaces be labelled with a suite number and/or registration details to deter intruders. Car spaces also form part of your lot so they should be kept clean and free of debris, dirt or grease to prevent possible hazards. No items other than vehicles should be stored in car spaces.

### *Car Washing*

There are no car washing facilities in the building and it is illegal and dangerous to use fire hoses.

### *Casual Parking-Tradesmen*

If prior arrangements are made with the Building Manager, parking space can usually be made available for service or trades people, or for large deliveries.

### *Large Deliveries*

Residents moving any large items in or out of the building, including moving furniture, must obtain prior approval from the Building Manager and leave the required deposit, currently \$500, until a damage inspection of public areas is carried out by the Building Manager. The building manager should be consulted before making arrangements for removalists etc.

## **Repairs:**

### *General*

The owners of individual units/ suites are responsible for maintenance and repair work within their units. Tenants should approach their owners or leasing agents if they have maintenance problems (The Building Manager can supply residents with the names of some trades people).

Structural alterations need the approval of the Owners' Corporation. Please discuss any proposals with the Building Manager. This includes adding partition walls within commercial suites as air condition and fire services can be affected.

### *Water Leakages*

Please report any water leakage immediately to the Building Manager (9267 1832).

### *Renovations or trade work*

If you are undertaking renovations, any work that includes noise, or any work that will affect other units such as plumbing where the water may need to be turned off, please consult management first.

### *Smoke Alarms*

There are new legislations in place regarding smoke alarms. All commercial suites and residential units are encouraged to ascertain what their obligations are in regards to smoke alarms. (An information booklet is available on our web page). Please note that there are smoke alarms in the hallways and common property. Smoke from inside units/ suites which travels out into these areas may set off these common property alarms. This includes burnt food and cigarettes. In the event that an alarm is caused in this manner, alarm and brigade cost will be charged to the offending lot.

## **Fire Services:**

### *Smoke & Fumes*

Smoke and fumes from cooking and smoking can travel from your unit into the hallways and set off common property smoke alarms. Please make sure that doors are not held or blocked open when cooking or smoking and seal the bottom of the door if necessary. Incidents where the fire brigade is called out due to smoke from an individual unit setting off a common property smoke alarm will be charged to the residents of that unit.

### *Locks*

Any locks placed on entry doors to lots must comply with the fire codes. No dead bolts are to be installed. Dead latches such as Lockwood 001 & 002 are a recommended form of additional lock. Please consult building management before installing alarm systems.

### *Testing*

Fire safety checks and testing will occur throughout the year. Fire service technicians will need to inspect the units and ensure that lights, sprinklers and locks are compliant in order to certify the building safe. Notice will be given of when these checks will be undertaken. Testing in common areas will also be carried out and lighting will be limited to emergency lighting only for several hours at testing time in order to check that the lighting is working and sufficient under law.

### *Exit lights and sprinklers*

Exit lights and sprinklers need to comply to fire standards. Units should initially be built to satisfy fire requirements. Therefore, it is necessary to make proper plans and get proper approvals and certifications should you wish to renovate or rearrange your unit to satisfy these requirements.

## **General:**

### *Mailboxes*

Mailboxes are located along the exit driveway. Mail should not be left with reception. There is also a post box located just outside the entry drive to the building for convenient posting and there is an Australia Post shop located in World Square. Mail which is not for you can be taken to the front desk or marked 'Return to Sender' and placed in the post box. Addressed mail should never be thrown out- it should always be returned.

### *Deliveries & Couriers*

Deliveries of large items should be booked with the front desk. Small parcel, mail or courier deliveries should be organised to be taken to the individual unit. The front desk staff will not sign for, or take responsibility for any parcels or items left at the front desk.

### *Noticeboard*

There are two noticeboards near the lifts in the foyer. These are for body corporate notices only and not for private advertisements. The agenda and minutes of *Museum Towers* meetings are placed on one noticeboard and general building information is located on the other.

### *Notices*

Notices may often be posted under unit/suite doors. These may be general notices or lot-specific notices. Please read all notices and see the front desk with any queries.

### *Front entry*

The front glass entry doors automatically open throughout the day but after hours and on weekends will require a swipe access tag to enter. Those exiting after hours will need to press the green button located on the inside left hand side of the doors to exit. Security and Management staff will not give lift access to those who are not able to access with their own swipe or via communication over the intercom. All visitors need to get access to the level through the appropriate means.

### *Bathrooms*

Common bathrooms should be used in a hygienic matter. Please inform the front desk if the bathrooms are in need of attendance.

### *Window Cleaning*

External windows are professionally cleaned twice a year. The windows are accessed via abseiling men. They will clean all external windows which are not reachable by any other means. Notices are distributed alerting units/ suites as to when this will be carried out.

### *Cleaners*

Units and suites who use the services of a cleaning company should make the appropriate arrangements for access. Units should organise access tags and keys for the cleaners to use and alert them to the processes involved in gaining parking and where to dispose of rubbish. Cleaners should at no stage leave rubbish for the *Museum Towers* cleaner to dispose of. All rubbish and recyclables can be taken to the basement car park for disposal.

### *Furniture disposal*

Furniture disposal is the responsibility of the resident and is not to be left anywhere in the building. All residents are to correspond with council for all removal of furniture.

## **BY-LAWS:**

All lots within *Museum Towers* are subject to By-laws created under the provisions of the Strata Schemes Management Act, and to special By-laws pertaining to *Museum Towers* passed by the Owners' Corporation.

The following selection contains extracts only from the By-laws. Owners should read the complete By-laws they received upon settlement. New By-laws are often created and these will be added to the website listing as they become registered.

### **Animals**

With the exception of guide dogs, no animal may be kept in any unit.

### **Children Playing in the Common Area**

Children must not play in common areas such as driveways and parking areas. This restriction includes cycle, skateboard and roller blade riding. Children must be under constant adult supervision in the pool area and the barbecue areas.

### **Drying of Laundry Items**

Washing must not be hung on balconies or any part of a unit in such a way as to be visible from outside the building.

### **External Appearance of Units**

No external fixtures may be erected without the approval of the Owners' Corporation. Window drapes and blinds must have a pale pink or similar coloured backing (to ensure uniformity of external appearance). External and balcony glass is to be kept clean.

### **Common Area: Attire**

Residents must be adequately clothed and wear footwear on common property, in particular to- and- from the pool and parking floors.

### **Garbage Disposal**

The garbage room and chute is located to the north of the lifts on each residential floor. There are currently no garbage chutes on commercial levels. Due to this, individual suites will need to organise for rubbish, waste and recycling to be taken down to the basement car park and put in the appropriate bin.

Do not throw items from your windows or balcony- including cigarette butts and ash. Damage has been caused to property and this practice is dangerous, disrespectful and illegal.

### **Recreation Areas**

Swimming pool, sauna, spa and gymnasium areas are open from 6am to 11pm. Residents using the area must exercise caution and not interfere with the use of facilities by other persons. Children must be accompanied by adults and guests must be accompanied by residents, at all times. No alcoholic beverages or glass containers of any type are to be taken into these areas.

Footwear must be worn to and from the pool area, and residents are requested to dry themselves before leaving the pool to prevent damage to carpets and furnishings.

Barbecue areas are locked, and bookings must be made with the building manager.

These areas are locked for the night at 11pm. Residents using these areas must use caution and not interfere with the use of the facilities by other persons.

### **Speed Limit**

The speed limit within the building and across the entrance and exit is 5KPH and must be strictly adhered to. Please be aware of heavy pedestrian traffic across the driveways and also be aware that pedestrians may be walking on ramps etc in the car park levels.

### **Noise**

Noise from musical instruments and amplified sound equipment (TV, hi-fi radios etc) travels easily, particularly late at night when most people are resting. Please consider other residents and keep noise at a reasonable level, especially at night. Remember, your floor is usually someone else's ceiling. Noise can travel a long way so some simple drilling or hammering may affect people through the entire building.

In addition to action against offenders under the Strata Schemes Act, police and the Environmental Protection Agency have power to ease many noise problems. Regulations made under the NSW Noise Control Act prohibit the use of amplified sound equipment (TV, hi-fi, radios etc) and musical instruments between the hours of midnight and 8am if they can be heard in your neighbour's home.

Police have power under the Noise Control Act to direct a person making offensive noise (for example, a noisy party) to cease making that noise. A noise abatement direction of this kind may be issued at any time of the day or night and remains in force for 6 hours from the time it was issued. Any person who fails to comply with such direction can be fined up to \$500.

*Phone security on 9267 1832 to discuss any noise problems.*

### **Parking**

No vehicles may be parked in driveways. There have been instances where vehicles parked illegally have blocked or hindered access to emergency vehicles, as well as residents' vehicles.

Any vehicle parked in any driveway or on common property will be towed off the premises and the police will be notified. Action will be taken against offenders under the NSW Strata Schemes Management Act.

Residents or their visitors must not park on common property or in car spaces to which they are not entitled.

Residents must not store any flammable liquid, gas or chemical that is dangerous, and that might invalidate the building's insurance cover.

Residents must not store boxes, carpets, furniture or other items which might attract vermin, or cause pollution or obstruction.

Written permission from the owners corporation must be granted prior to anything, other than a car, that is to be stored in a resident's car space.

'Visitors' parking should be used by those who remain visiting a unit and do not leave the building.

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## EVACUATION PROCEDURE IN CASE OF FIRE

### **Fire prevention & fire occurrence procedures**

Residents should be aware that the two of the main causes of fire in apartment blocks are kitchen accidents (overheating cooking oil, fats etc) and cigarettes not being extinguished.

Residents are encouraged to acquire domestic kitchen-type fire extinguishers to have on hand in case of an emergency. These extinguishers are available at most hardware stores, some supermarkets, department stores and car accessory places.

There is a complete ban on smoking in the common property of Museum Towers so no smoking is allowed in the hallways, fire stairs, BBQ areas, foyer, level 8 facilities or car park. The By-laws prohibit the storage of flammable materials in units and car spaces.

Please be sensible about fire safety and educate children about the dangers of fire.

Please check appliances for possible defects and have items professionally inspected if in doubt. If a circuit breaker or fuse in your unit continues to cut off the power, you may need an electrician to find where the fault is and ensure your safety or that you may be overloading the circuit. (Too many appliances)

Items such as electric blankets, heaters, festive lighting, toasters etc can easily cause fires if they are faulty or placed in the wrong location. Always keep electrical items clear of carpet and flammable materials, chemicals, fabric etc.

## **Fire Extinguishers/ Hoses & Sprinklers**

Fire hose reels are located at the north end of all residential floors next to the garbage room. Fire hoses may be used on fires that do not involve flammable liquids or electrical fires. Fire hoses are also located on all parking floors.

Minor fires in units may be extinguished with Portable fire extinguishers, or a fire blanket which can be purchased by Owners.

Fires in an oven may be extinguished by leaving the oven door closed and turning the oven off.

Automatic sprinklers are installed in all rooms in residential units and office units. The sprinklers go off when they reach a certain temperature. **Do not wait for sprinklers to go off before evacuating as smoke can potentially kill before a room has heated up.**

Note: Always call the Fire Brigade (000) for all fires, even if you have extinguished the fire.

## **Smoke Alarms**

New legislation has come in requiring all residential properties install smoke alarms. You can view information about how/ where you should install the smoke alarms in your home on the 'smoke alarms' link on the web page [www.museumtowers.com.au](http://www.museumtowers.com.au), under 'Information'.

The NSW Fire Brigade offers a service to elderly or infirmed people to install battery operated smoke alarms and change the batteries in the smoke alarms annually. Building Management is also available at the front desk if anyone has trouble replacing the batteries in their smoke alarms.

Please make sure that smoke alarms are installed in your unit. Real Estate agents should be notified if no smoke alarms exist in you unit, or if they appear to be faulty so that they can be fitted or repaired immediately.

Anyone wanting to have smoke alarms installed can see the front desk for contact details of tradesmen and electrician who can fit them.

It is important to regularly test smoke alarms to ensure that they are working properly. This is usually done by simply pressing the 'test' button on the alarm and it should sound. If a smoke alarm starts to ring, it has sensed smoke. If an alarm 'beeps', it has detected a fault and may need to have the battery changed.

## **General Procedure in Case of Fire**

Should fire occur, or smoke be detected, no matter how minor it may seem to be, proceed as follows:

### **Remain calm**

1. Immediately call the Fire Brigade on 000, and then the building manager/ front desk on 9267 1832.
2. Identify the location of the fire, giving the number of the apartment, the floor number and the street address Museum Towers, 267-277 Castlereagh St Sydney, nearest cross street Goulburn St.).
3. Identify what is involved in the fire, for example, foodstuffs, furnishings, flammable liquid, electrical equipment if known and if there are any missing, trapped or injured persons.
4. If it is necessary to leave the area, the doors of a unit or level must be closed (NOT LOCKED) to confine the fire and smoke to that area. Lights should be left on
5. Alert others in the vicinity to the problem if possible

**\*\*PLEASE NOTE: AN EVACUATION DIAGRAM IS LOCATED ON EACH FLOOR NEXT TO THE MIRROR, DIRECTLY OPPOSITE THE LIFTS. PLEASE ENSURE THAT YOU ARE FAMILIAR WITH THE DIAGRAM AND REFER TO IT AS NECESSARY.**

**\*\*PLEASE ALERT THE FRONT DESK OF ANYONE WHO MAY NEED HELP EVACUATING IN CASE OF A FIRE IN ADVANCE. PEOPLE WITH DISABILITIES, ELDERLY PEOPLE, THOSE WITH LANGUAGE BARRIERS OR PEOPLE WHO ARE IMMOBILE OR THOSE WHO HAVE YOUNG CHILDREN MAY NEED ASSISTANCE IN THE EVENT OF AN EMERGENCY.**

## Evacuation of an area

Where fire is widespread and/or smoke is severe, or alarms sound, evacuate the unit:

1. Ensure all occupants evacuate the unit. Do not attempt to take material items or retrieve objects from the area. Occupants should leave as quickly as possible, closing doors and, if safe, windows as they vacate.
2. Close the doors and windows (if safe) as you vacate the unit or area to eliminate draughts and to confine the fire and smoke to the original area. Do not lock the front door as fire fighters may need to access the area. Even if the fire is not in your unit, when vacating, close all doors and windows to slow the fires spread.
3. Use the fire stairs which are located at the north and south ends of the building and identified by the green 'Exit' signs. **DO NOT USE THE LIFTS.** If it appears that a fire stair is blocked due to hazard or fire, try to access the opposite fire stair.

### **If smoke is evident in your area, get down low to the ground and make your way to the nearest safe exit.**

4. Alert occupants in other units on the same floor of the hazard. Because of spreading heat and smoke, all occupants need to be notified.
5. Do not block access to fire exits. Evacuate down the stairs in a calm and orderly manner. Do not attempt to move your car from the parking floors, as this could lead to traffic jams and seriously hamper fire fighting efforts.
6. Exit the fire stairs and go to evacuation points, leave the street and front area clear for the fire brigade to easily park and access the building. There may be up to 4 trucks so the entire street needs to be clear.
7. Alert Museum Towers staff or Fire Brigade to anyone who may be trapped or have difficulty evacuating

### **Inability to Leave the Unit**

In the event of fire or spread of smoke from outside the unit, which prevents the use of the hallway leading to the fire stairs, the following action is recommended:

- Before attempting to open the door, place the back of your hand on the door handle. If after 5 seconds the handle feels warm to touch this indicates a serious fire condition in the hallway. **DO NOT OPEN THE DOOR.**

-Seal the bottom of the door and other places where smoke may enter with wet towels, blankets or similar materials.

-Open any windows which will allow fresh air to enter the unit, only if the fire is NOT on your side of the building

-Call '000' and the front desk to alert them to where you are.

## **Important Fire Safety Tips**

- Never leave cooking unattended
- Never throw water on burning oil- The fire will expand. Try to turn the appliance/ stove off and put a lid or fire blanket over the flames
- Do not put metal items such as cans or foil into microwaves
- Never leave lit flames such as candles unattended
- Test electric blankets and decorative lights each year for safety
- Install Residual Current devices to protect from electrical hazards
- Do not use hot appliances near flammable items (eg- a toaster sitting on the carpet or near curtains.)
- Do not continue to use appliances which have 'tripped' out a circuit or are faulty.
- Do not use appliances which have exposed wires or damages cords
- Do not overload power points and power boards. Purchase surge protected adapters and power boards for safety cut-out.
- Extinguish all cigarettes properly and do not throw the outside balconies or windows (this has the potential to ignite items on another level).
- Install and maintain smoke alarms in your apartment
- Remove deadbolts and replace for dead latches to ensure that you can escape in a hurry if necessary. (Dead bolts are illegal in high-rise buildings such as Museum Towers and should be changed immediately for a dead latch or removed and the hole sealed with fire-rated putty.)
- Educate children about fire safety and keep matches and lighters out of reach
- If your clothing catches fire- stop, drop to the ground and roll to extinguish the fire
- Should you be burnt, run the wound under cool water if at all possible for at least 15 minutes. Seek medical help as soon as possible Do not put ice on the wound or wrap it in fabric.
- If in doubt, evacuate. Staying inside when there could be a fire in the building could be very dangerous.
- Record details of any people who may need assistance in the event of a fire at the front desk. (Staff should be made aware of anyone who has a disability, and elderly people, or people who have young children who reside in the building)

## Emergency Contact Numbers

**FOR ALL EMERGENCY SERVICES:**

**000**

**Poisons Information's line:**

**131 126**

**Security:** (Lobby reception- 4pm-8am  
weekdays, 24hrs weekends)

**(02) 9267 1832**

**Building Manager:** (Weekdays- 8am-4pm)

**(02) 9267 1832**

**Strata Manager:** (Philip Kooper)

**(02) 9371 9090**

### **NON-EMERGENCIES**

**Local Fire Brigade:**

**(02) 9265 2799**

**Local Police:**

**(02) 9265 6499**

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## MOVING IN/ OUT

**-Please give at least 48 hrs notice of a move to the front desk**

-Moves must occur between 8am- 4pm Monday to Friday or 9am- 3pm Saturdays

**-A \$500 deposit is to be paid before moving.** (This deposit will be returned to you immediately after the security or management have checked that no damage has been caused to common property.)

-There is no loading dock or zone for moves- on street parking should be used for trucks etc. Cars, utes or small vans can be driven to your unit's car spot and unloaded from there.

-You must inform the front desk that you are moving in/ out even if you have no booking for the lift and give them current contact details where necessary. (New residents should fill out a contact sheet)

**-Before you start your move, make sure that you inform the staff onsite and put up the lift covers in the lift number one.** (The lift covers can be collected from the front desk)

-Small loads of singular boxes or bags do not need to be booked with at the front desk unless they exceed one full lift load.

-Do not hold the lift doors open, this will cause problems and resulting lift malfunctions will be charged to the offender.

-Please be careful when moving through common property: doors, lifts, mirrors and exit signs are easily knocked and damaged.

-Please be mindful of traffic and pedestrians at all times- Do not block doorways or pedestrian walkways, fire doors or stairs, traffic areas etc when moving

-Please be courteous to staff and other residents etc at all times and keep noise to a minimum.

-Moves should not exceed 3hrs.

-Furniture must be taken to and from the lifts via the side ramp when going to the street and not through the main foyer if at all avoidable.

-Any damage to common property must be paid for upon request by management.

-Items can not be left on the common property during a move.

-No responsibility will be taken for loss or damage to personal property whilst your are moving on common property at Museum Towers

**Please contact the front desk if you are canceling or changing a move or have any problems-  
24hrs/ 7 days.**

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## VISITORS CAR PARK USE

Please be aware of the following in regards to use of the visitors car park:

**-Only 1 spot at any one time allowed per unit (including tradesmen servicing your apartment).**

-Visitors parking is based on availability- if there are no spots at the time of arrival then no access can be granted. Car spots cannot be reserved.

-Owners and residents are not permitted to use this area for their personal parking.

-Visitors are those who stay on the premises with the invitee, not those who park and then leave to go somewhere other than Museum Towers.

-If management or security are not at the desk at time of arrival, visitors and invitees must move any vehicles from blocking drives etc and wait until their return. Informing staff that you are expecting a guest at a certain time is no guarantee that staff will be able to be at the desk at this time.

-Guests may be asked to prove that they are a visitor of a unit by calling the invitee downstairs or calling them on the intercom.

**-No lot is permitted to have a visitor use the visitor Car park for more than 2 full days/ nights in any 7 day period.**

-All vehicles are to park in allocated bays only at all times, if there are no available spots left, they are to immediately leave the car park.

-Any damage caused to common property or other vehicles is the responsibility of the offender to organise and pay for repair.

-On arrival, all visitors wanting to access the car park must submit their name and particulars to the front desk BEFORE entering the car park.

-If visitors of a unit or residents have disobeyed these rules, access to the visitors car park may be denied in the future.

-All care but no responsibility is taken by Museum Towers.

-Use of the visitors parking serves as acceptance of these rules.

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# Museum Towers

SP 40414

267-277 Castlereagh Street, Sydney, NSW 2000

Ph: 9267 1832 Fax: 9267 9485

Email: [info@museumtowers.com.au](mailto:info@museumtowers.com.au)

Web: [www.museumtowers.com.au](http://www.museumtowers.com.au)

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Dear Resident,

Date: \_\_\_\_\_

Our records show that we may not have up-to-date contact details for the residents of this apartment.

The sole purpose of the questionnaire is to get contact points in case of an emergency. Accordingly, could you please fill out the attached questionnaire and return it to the front desk in the foyer as soon as possible with a copy of a lease agreement if applicable. All information will be treated in the strictest confidence.

Regards  
Building Management

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Apt No#: \_\_\_\_\_ Level: \_\_\_\_\_ Owner/Tenant? (circle as applicable)

Contact details

Resident 1.: \_\_\_\_\_ Phone No#: \_\_\_\_\_

Resident 2.: \_\_\_\_\_ Phone No#: \_\_\_\_\_

Resident 3.: \_\_\_\_\_ Phone No#: \_\_\_\_\_

Resident 4.: \_\_\_\_\_ Phone No#: \_\_\_\_\_

Resident 5.: \_\_\_\_\_ Phone No#: \_\_\_\_\_

Resident 6.: \_\_\_\_\_ Phone No#: \_\_\_\_\_

Unit landline No#: \_\_\_\_\_

Real estate Agent: \_\_\_\_\_ Phone No#: \_\_\_\_\_

Agent name: \_\_\_\_\_ Lease start date: \_\_\_\_\_

Amount of security tags held (in total): \_\_\_\_\_

Car details (if applicable)

Car Rego Plate No#, Make & Model: \_\_\_\_\_

Please provide details of leaser if you rent the car spot:

Name: \_\_\_\_\_ Phone No#: \_\_\_\_\_

Start date: \_\_\_\_\_ Rental period (months): \_\_\_\_\_

Other Special Notes/ Information: \_\_\_\_\_

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