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This welcome kit contains the following:-

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This information and other useful documentation can be found on our strata plan's website.

www.25beststreet.com

Letter from the SC

The members of the Strata Committee extend a very warm welcome to you and hope you will enjoy living at Linley Cove.

The day to day management of Linley Cove is in the hands of our Managing Agent, Dilber Beattie, of Superior Strata, under the general direction of your Strata Committee. On site we have a Building Manager, who coordinates the maintenance and repairs, a landscape gardener, and internal and external cleaners. All these functions work under contract to the Owners Corporation. These contractors work under the local direction of one or other members of the Strata Committee. Responsibilities and phone numbers of the Strata Committee members are given on the Contacts information sheet.

In addition to the elected Committee, Linley Cove has a representative allocated in each block to assist in maintaining communications between residents and the Committee. This has been found to be necessary since we have over 200 units in the complex, but we may only have a committee of up to nine (under the provisions of the Strata Schemes Management Act).

To ensure all resident's benefit, by-laws have been agreed to in order to facilitate the smooth running and enjoyment of living in Linley Cove. Please familiarise yourself with the Registered By-Laws which are included in your welcome pack.

We hope that you will join us in maintaining the standard of Linley Cove and enjoy living in a clean and peaceful bush land setting.

Again, welcome

Strata Committee of the Owners Corporation
November 2022

Welcome to Linley Cove

Strata Plan: 18756

CONTACTS

Strata Plan: 18756

Need something fixed in a hurry? Please contact the Buildings Maintenance Manager as your first port of call. Also, if you are employing contractors to work on your unit or townhouse, remember to let Superior Strata know of your intentions first. And if you're looking for a tradesman that's recommended, try our list of contractors below.

You'll also notice that we've supplied a list of local emergency numbers and key Linley Cove contacts. Please be aware that all our Executive Committee members are volunteers and have busy lives - so when contacting them we ask that you be considerate of their personal time.

LINLEY COVE:

BUILDINGS MAINTENANCE MANAGER:

Camil Nassar

Email: buildingmanager@25beststreet.com

Office Phone: 02 8540 3554

Mobile: [0429 007 541](tel:0429007541)

Hours: 7.00am - 3.00pm, Monday to Thursdays.

Outside Building Manager's hours, please contact emergency/contractor services opposite.

SUPERIOR STRATA: Dilber Beattie

Email: stratamanager@25beststreet.com

Phone: 02 8599 9999

After hours emergencies: 0432 787 282 (0432 STR ATA)

Fax: 02 8599 9998

Address: PO Box 598, Panania NSW 2213

CHAIR PERSON: Karen Neville

Email: chairperson@25beststreet.com

SECRETARY: Dominic Hatton

Email: secretary@25beststreet.com

TREASURER: Rachel Gleeson

Email: treasurer@25beststreet.com

GARDENING: Brendan Linnane

EMERGENCY CONTACTS:

Lane Cove Police.

Phone: 02 9428 1977

Lane Cove Fire Station.

Phone: 02 9901 2420

Lane Cove Ambulance.

Phone: 000

Emergencies Phone:

000

Fallen trees. Phone SES: 132 500 or visit www.ses.nsw.gov.au

Power outages: Phone: call 13 13 88.

Or check Ausgrid outages at www.ausgrid.com.au

RECOMMENDED CONTRACTORS:

BROKEN GLASS:

Windows, doors, shower screens, mirrors etc

Willoughby Glass (10% discount for Best St).

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Email: gardens@25beststreet.com

Ph: 02 9882 3648

BY LAWS: John Allchin

Express Glass.

Email: bylaws@25beststreet.com

Phone: 1300 666 234

ALL EXECUTIVE COMMITTEE MEMBERS

Chatswood Glass & Shower Screens.

Email: ec@25beststreet.com

Phone: 02 9417 3821

or 0403 540 892

ADDITIONAL COMMITTEE MEMBERS:

Amanda Bracewell: ec@25beststreet.com

CARPET DRYING:

Catherine Sussman: ec@25beststreet.com

Absolute Flooring Extra.

Philip Hull: ec@25beststreet.com

Contact: Leo

Ian Longbottom: ec@25beststreet.com

Phone: 02 9090 2829

LANE COVE COUNCIL:

ELECTRICIAN:

Lane Cove Council Civic Centre

Service Plus Australia.

48 Longueville Rd, Lane Cove

Contact: Dom

PO Box 20, Lane Cove NSW 1595

Phone: 0405 189 427

Phone: [02 9911 3555](tel:0299113555)

Fax: [02 9911 3600](tel:0299113600)

GARAGE DOORS:

Hrs: Mon-Fri, 8.30am-5pm or by
appointment

Auto Lift.

Phone: 02 95340444

www.lanecove.nsw.gov.au

HANDYMAN:

Email: lccouncil@lanecove.nsw.gov.au

Raymond Younan.

Phone: 0412 218 797

LOCKSMITHS:

Bells Locksmiths.

Phone: 02 9357 2333

PAINTER:

Armen.

Phone: 0410 426 451

PLUMBING:

Kat Plumbing.

Phone: 0434578239

TV RECEPTION:

Paul Woolcott.

Phone: 0424177761

Email: paul@skb-matv.com.au

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Please be aware that the Strata Committee accepts no responsibility for the payment of these contractors if contacted by a resident - particularly if the repair is not deemed as an emergency. If you feel that it is a repair that would be approved by the Strata Committee please contact the Building Manager first.

Managing Agent

Superior Strata
Mrs Dilber Beattie
PO Box 598
PANANIA NSW 2213
Emergency Mobile:
0432 **Strata** (0432 787 282)
PH: 02 8599 99 99 FAX: 02 8599 99 98
E-mail: strata@superiorstrata.com
Email: dilber@superiorstrata.com

Building Manager

Camil Nassar
Secretary Letter Box
OR Letterbox outside the Building
Managers office
**Building Managers Office,
located Under Block 16,
Units 150-158**
Mobile:0429 007 541
PH: 02 8540 3554 FAX: 02 8540 3554
E-mail: 25linleycove@gmail.com

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Fast Facts

Welcome to Linley Cove. At Linley Cove as with any large complex there are rules and regulations (By-laws) and they need to be understood by residents and visitors alike. For everyone's enjoyment the Strata Committee asks for your compliance with these regulations. Any resident who does not comply risks penalties through the CTTT.

The Strata Committee is elected by the owners or their appointees at the Annual General Meeting held around August each year. Residents can obtain contact details for the current Committee in their Welcome Pack. If you are a new resident you may obtain a Welcome Pack from the Building Manager's office or your Block Rep will deliver one to you.

The Building Manager is the person who manages matters related to the common areas and structures of Linley Cove. The best way to contact the Building Manager is by leaving a detailed message on the office phone 02 8540 3554 or by e-mail. The current manager is Camil Nassar and his e-mail address is 25linleycove@gmail.com. There are also forms outside the office that can be filled out if you have a maintenance request. If you are a tenant you need to contact your managing agent in the first instance.

The Block Representatives are a resident of each block of Linley Cove. As Linley Cove is such a big community each block has a volunteer representative to assist residents with information about Linley Cove. You do not need to be an owner to be a Block representative. If you are interested in becoming a block rep please contact the Strata Committee member responsible for Block Reps.

Resident Information Forms – it is important that you fill in the information form included in the Welcome pack so that you can be contacted in an emergency. Please return to the office located in the garage area under block 16, 150-158.

The following information is a summary to assist all residents – whether owners or tenants – to comply with the Linley Cove By-laws.

By-laws – regulate the day to day running of Linley Cove. They are designed to preserve the quality of Linley Cove and its unique lifestyle

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enjoyed by our many residents. Their purpose is to ensure the peaceful enjoyment of the facilities by residents and their guests, to prevent accidents and to maintain the value of each owner's investment in Linley Cove. Owners expect that the elected Committee members.

The Committee will enforce the current By-laws. A copy of the current By-laws can be found in your Welcome Pack or by contacting the Building Manager's office.

Balconies - usage and storage – you must not hang any laundry on balconies. You must not use your balcony as a storage area for household or work related items.

Traffic:

Garages – can from time to time be rented by one resident to another resident. If you require a space for an extra vehicle please contact the Building Manager. If you have a space available for rent please contact the Building Manager.

Parking – please do not park for longer than 10 minutes on common property if you are a resident.

Speed – for the safety of pedestrians and especially small children, do not exceed the 10kph speed limit. For the security of everyone's property please keep garage doors closed at all times.

Deliveries and Removals – it is a requirement of Linley Cove that all furniture deliveries and removals be supervised by the owner or tenant and that the Building Manager be notified. Deliveries of large items are not permitted before 9am or after 4pm any day, Friday mornings, public holidays or Sundays. Any damage must be reported to the Building Manager so that repairs can be made. All packaging must be disposed of offsite and not in the garbage/recycle bins provided for general household waste. It may be stored in your garage and disposed of at one of the 6 special garbage pick-ups provided each year. If we need to remove excess garbage you will be charged the disposal fee.

Drunken, disorderly behaviour or damage to Linley Cove property – any such behaviour if not covered by a by-law could result in police being summoned to deal with offenders. This includes loud noise within your apartment or on the common property.

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Fire and fire hoses – Please report any sighting of fire or smoke to **000 fire emergency**. The Fire Brigade will issue fines for false alarms. Please do not use fire hoses for domestic duties. **Use of fire hoses by unauthorised person is illegal**. To note that a special area has been set aside below the tennis courts for residents to wash their cars.

Pets – Due to the native wildlife living within our gardens and surrounding areas the keeping of domestic animals within Linley Cove is not permitted. Your visitors must not bring their animals to Linley Cove.

Mail – please ensure that people sending mail to you put your unit number on it or it will be returned to sender. Also if mail is delivered incorrectly to you please return it to the post office as we will not do it for you.

Pools – pool hours are 6am until 10pm. Children under the age of 16 and guests must be accompanied by an owner at all times. For everyone's safety there is to be no running, diving or bombing or use of glass in the pool areas. The pools are non-smoking areas. If you have recently been ill please avoid using the pools till you are better. Please also be aware of the level of noise as the echo could disturb your neighbour's peaceful enjoyment of their lot. Please be mindful of children using the spa as a pool the water is warmer for a reason which breeds bacteria more quickly requiring frequent draining, cleaning and refilling.

Tennis courts – please wear non marking shoes when using the tennis court. Hours of operation are daylight hours only. There is a Friday morning social tennis club for Linley Cove residents. Please ensure all children and guests are accompanied by an owner at all times.

Mothers Group – there is a Linley Cove mums and bubs group. This is for mums and children of any age. If you are interested please contact Karen Neville on 9420 0042.

Renovations – you must seek approval from the Strata Committee for renovations. Please contact the Building Manager in the first instance. You cannot have hard flooring anywhere other than in the kitchen bathroom and laundry areas. If you require a skip for removal of rubbish it must be removed from common property by 3pm Friday afternoon. All

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tradesmen must check in with the Building Manager when they arrive on site. Guidelines for renovation submissions can be found on page 14.

Emergency Contractors and recommended trades to use on site:

Please be aware the Strata Committee accepts no responsibility for the payment of these contractors if contacted by a resident. If you feel a repair may be an Owners Corporation repair you must contact the Building Manager first.

Building Manager	Camil Nassar	See page 4 for contact details and location
Carpet	Absolute Carpet Service	0466 883 113
Locksmith	Bells Locksmith	02 9357 2333
Electrician	Service Plus Australia Dom	0405 189 427
Plumbers	Kat Plumbing	0434 578 239
Painter	Rolling Colours Steven	0413 626 363
Handyman	Raymond	0412 218 797
Antenna	SKB Antennas Paul	0424 177 761
Pest Control	Evo Pest Control Brian	0435 300 877

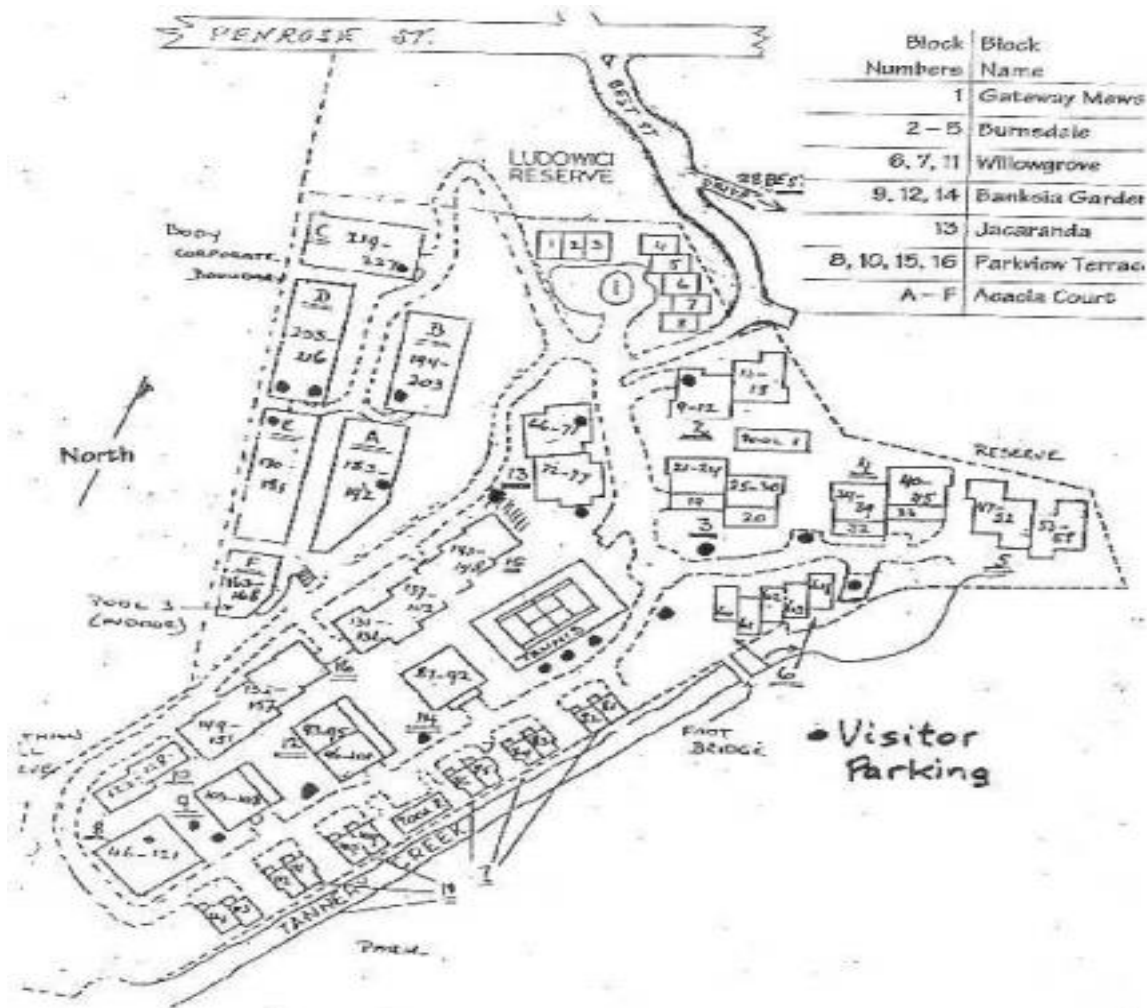
Latest and additional contractor information can be found on the Contacts page of the web site, www.25beststreet.com.

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Linley Cove Complex Map

Building Managers Office, located Under Block 16, Units 150-158



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Residents Data Sheet

In addition to the STRATA ROLL of proprietors which is maintained by the Managing Agent under the Strata Schemes Management Act, the Strata Committee of the Owners Corporation maintains a Record of the occupiers of units in Linley Cove.

This information assists us to direct tradesmen and visitors to units, it also assists in contacting residents in the case of emergency situations such as interruptions to electricity and water services.

It would be appreciated if you would complete the form below, and return it to the Building Manager's office located in garage area under block 16, units 150-158.

Your assistance is appreciated.

Please complete details of all Unit occupants, including children. Phone numbers marked as unlisted will be held by the Secretary only.

Unit No: **Owner occupier Yes/No**

Home phone:

Names of all occupiers: Work Phone: Mobile: Email:

.....
.....
.....
.....

Car 1 Rego No:..... Car 2 Rego No:.....
Car 3 Rego No.....

Leasing Agent's Name (if applicable)

Contact no:

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Request for FOBS/Keys

Please arrange for the following FOB/keys to be issued to:

Name:
Unit number:
Phone:

Key Cost and Terms Number of FOBS/Keys/Tags

FOBS/Keys for Tennis Court/pools Common property entrance doors

\$100 per FOB

Amount \$

Additional Front door security keys

\$20 non refundable

Total payment due:

Cheques – please make payable to “Strata Plan No. 18756”

Key No(s)

Receipt No.

Date issued:

Please give to the Building Manager. Office located in garage area under block 16, units 150-158.

About Linley Cove By-Laws

All owners and residents should have received copies of the Plan's by-laws and are expected to abide by them. If you have not received a copy, please contact Superior Strata or the Building Manager, either of whom will be pleased to provide you with one. Copies are also available via the complex web site at www.25beststreet.com.

Two by-laws in particular are overlooked by some residents and they are repeated below for the convenience of residents. For your information a proprietor is an owner.

By-law # 18 - Drying of Laundry Items

A proprietor or occupier of a lot shall not, except with the consent in writing of the Owners Corporation, hang any washing, towel, bedding, clothing or any other article on any part of the parcel in such a way as to be visible from outside the building other than on any lines provided by the Owners Corporation for the purpose and then only for a reasonable period.

By-law # 44 – Standing & Parking upon Common Property

A proprietor or occupier of a lot shall not park or stand or allow to park or stand any motor vehicle upon common property except:

- (a) for the purpose of picking up or delivering goods or passengers provided that in such case the period concerned shall not exceed ten (10) minutes; or
- (b) in case of emergency; or
- (c) with the written approval of the Owners Corporation.

There are avenues through which owners may seek to amend or annul any by-law. Some of these are addressed, in question and answer form, in a booklet entitled "Strata Living" issued by the NSW Office of Fair Trading. For the convenience again of the reader, extracts from the booklet are reproduced below:

“Q. Our by-laws don't deal with things I think important. What can I do?”

“A. You can draft your own by-law and put it on the agenda for the next general meeting. It requires a special resolution – 75% or more to vote in favour. Once it is passed, the by-law must be registered at the Department of Lands, then it is an enforceable by-law that must be obeyed. You may want to get assistance from your managing agent or solicitor”

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“A proprietor may seek to annul or amend a by-law at an extra-ordinary general meeting which may be convened in two ways:

- + by majority vote of the Strata Committee
- + if owners entitled to vote, and who together hold at least one quarter of the total unit entitlements, give a written notice to the Secretary asking for the meeting to be held. If the Secretary is away, the notice can be given to another committee member.”

“Q. I want to park in a section of the driveway that’s common property. Can I get permission to do this?”

“A. Send a written request to the Secretary or managing agent. Permission should then be voted on at a general or Strata Committee meeting.”

Enforcing of Linley Cove By-Laws

By-laws will no longer be enforced by a single designated member of the Strata Committee. Rather, they will be applied through members of a sub-committee.

The procedure will be:

1. Breaches of the by-laws will be observed and Recorded over a reasonable period.
2. The Records will be supported by photographic evidence of, at least, one breach.
3. A letter will be issued to the resident requesting he/she desist from breaching the by-law.
4. Should the letter be ignored, a second letter will issue with an advice that continued breaching will result in a Notice to Comply.
5. If the Notice to Comply is ignored, the matter will be referred to the Consumer Trader and Tenancy Tribunal which will be provided with the Record of the breaches together with the photographic evidence.

Residents are also reminded that their Strata Committee tries to act in the interest of all residents of Linley Cove. This may be at the expense of an individual's interest. Please also bear in mind that committee members give freely of their time despite often unwarranted criticism from, thankfully, a minority of residents. If you have a problem, please address it, in writing, to the Secretary via the strata manager or Building Manager. In common with all residents, committee members do have family lives and you are asked to limit telephone calls to their homes to cases of emergency only.

The Strata Committee
Linley Cove
November 2022

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Dear Neighbours,

Garbage and Bin Bays

Our vigilant cleaners are having a constant battle with the bin bays and the bins in particular.

COCKROACHES, RATS and POSSUMS are attracted to the bin bays, invading the bins and causing a mess. They are bold enough to climb onto balconies to forage for food as well. **In one case, a rat had found its way into a unit.**

The main problems are overloading the first few bins, so that the lids don't close and dumping boxes in the recycling bins so that there is no room for other residents to fit their paper and broken down cardboard containers.

A few suggestions as detailed below, would vastly improve the problem:

Please DO NOT dispose of cardboard boxes or bottles in the general rubbish bins.

Please secure all rubbish in plastic bags which should be tied to prevent spillage into the bins. This helps to eliminate odours of rotting discarded foods.

Please use the emptier bins so that the lids shut properly. Should the bins in your bay be full, there are other bays nearby which would be able to accommodate the garbage.

Please do not use the general garbage bins to dispose of household items (such as ironing boards). We have a regular pick-up service for household items. These should be stored in your garage until special council collection day.

All boxes and cardboard containers need to be **FLATTENED** before disposal in the recycling bins. Rinsing milk cartons, tins, containers of any kind, prevents spillage into the recycling bins. No plastic bags in recycle bins please.

Please be aware that unpleasant odours do drift and cause unnecessary discomfort to other residents. Please be considerate of our neighbours.

PLEASE ASSIST THE CLEANERS IN KEEPING OUR PLEASANT COMPLEX VERMIN FREE AND GRANT THEM THE COMMON COURTESY OF MAKING AN UNPLEASANT TASK LESS SO. IT WILL ALSO COST US LESS IN CLEANING FEES.

Thanking you in advance,

Linley Cove Strata Committee

Standard Requirements for All Approvals

All renovations must be approved by the Owners Corporation before commencement. The Owners Corporation holds an insurance cover over some of the Owners Fixtures and Fittings, and permission should be sought before any alterations/improvements are made within a unit.

Full details of the renovations and your proposed commencement date should be submitted to the Strata Committee, to be sent via the Secretary of the Strata Scheme, or the Strata Managing Agent, allowing sufficient time for their consideration.

Conditions are detailed below:-

1. The works do not involve structural alterations or changes to the common property plumbing;
2. All work is undertaken by appropriately qualified and licensed tradesmen;
3. The contractor carries all risk and workers compensation insurance;
4. Work is undertaken only between the hours of **7.30am and 5.00pm Monday to Friday; and 7.30am to 3.30pm on Saturdays;**
5. Any damage to, or soiling of, the common property is rectified by the applicant;
6. Repair and maintenance of any items installed in the course of the approved work is the responsibility of the applicant.

If you are unsure if your renovation requires prior approval of the Owners Corporation please contact the Building Manager for advice.

In addition, if you require a skip then the Building Manager will let you know the best place to put it and it must be removed by 3pm on Fridays.
NO SKIPS OVER WEEKENDS.

All work requiring a waterproof membrane is to be inspected by the Building Manager before tiling commences.

These are the minimum requirements and you may be issued with more detailed requirements by the Strata Committee with your approval letter.

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25 Best Street, Lane Cove MAINTENANCE REQUEST FORM

Please email request to:-

25linleycove@gmail.com

TO BE COMPLETED BY THE RESIDENT (TENANT/OWNER)

**Please complete 1 form for each different request*

Resident Name

Resident contact number Ph.

Mobile

Resident Email address

Site 25 Best Street

Block & Unit Number Block No:

Unit No:

Building managers contacts Ph. 02 8540 3554

Mobile 0429 007 541

Location of Problem (e.g. Roof Gutter)

Description of Problem

TO BE COMPLETED BY THE BUILDING MANAGER

Name

Signature Date

Time

Received

Time of Inspection

Contractor Cost Code

FACILITIES USE

Company Limit Charge Type

Invoice

Received

TNT #

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STANDARD REQUIREMENTS FOR ALL APPROVALS.

All renovations must be approved by the Owners Corporation **PRIOR** to commencement of any works. The Owners Corporation holds an insurance cover over some of the Owners Fittings and Fixtures, and permission should be sought before any alterations/improvements are made within a lot.

Full details of the renovations and the proposed commencement date and time should be submitted to the Strata Committee, via the Secretary of the Strata Scheme or the Strata Managing Agent, allowing sufficient time for their consideration and response to this request.

Renovation Conditions are detailed below:

1. The works do not involve structural alterations or changes to the common property plumbing;
2. All work is undertaken by appropriately qualified and licenced tradesmen;
3. The contractor carries all risk and workers compensation insurance. It is recommended that you obtain copies of these certificates prior to engaging the contractor;
4. Work undertaken for alterations at Linley Cove can only be done during the following times;

Work type	Recommended standard hours of work
Normal construction	Monday to Friday 7.30 am to 5 pm Saturday 8 am to 1 pm No work on Sundays or public holidays
Blasting	Monday to Friday 9 am to 5 pm Saturday 9 am to 1 pm No blasting on Sundays or public holidays

5. Any damage to, or soiling of the common property is rectified by the applicant who has applied for the alterations; and
6. Repair and maintenance of any items installed in the course of the approved work is the responsibility of the applicant.

If you are unsure if your renovation requires prior approval of the Owners Corporation, please contact the office of Superior Strata for guidance.

If you require a skip bin the Building Manager will advise the best location to put the skip. Please note: the skip must be removed by 3pm on Fridays. **NO SKIPS OVER WEEKENDS.**

All work requiring a waterproofing membrane is to be inspected by the Building Manager prior to the commencement of the installation of tiles.

These are the minimum requirements, and you may be issued with more detailed requirements by the Strata Committee or Managing Agents in the approval letter.