

Welcome to Linley Cove Contents

Strata Plan: 18756

This welcome kit contains the following:-

- Welcome letter
- Executive committee contact details
- Managing agent and Building Manager contact details
- Block representative contact details
- Essential facts
- Map of Linley Cove
- Residents datasheet (**please return to Building Manager**)
- Request for keys
- About the By-Laws
- Waste Management
- Requirements for approval of building works
- Maintenance request form

Attachments

- Latest newsletter

This information and other useful documentation can be found on our web site
www.25beststreet.com

Welcome to Linley Cove

Strata Plan: 18756

Dear resident,

The members of the Executive 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, Stella McWiggan, of Strata Partners, under the general direction of your Executive 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 Executive Committee. Responsibilities and phone numbers of the Executive Committee members are given on the Contacts information sheet and can be found on our website.

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 residents benefit, 63 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

Executive Committee of the Owners Corporation
July 2016

Linley Cove CONTACTS

Strata Plan: 18756

<u>Position/responsibility</u>	<u>Name</u>	<u>Phone</u>
Chairperson	Dominic Hatton	Chairperson@25beststreet.com
Secretary	Auswell Chia	secretary@25beststreet.com
General enquiries Correspondence Minutes		
Treasurer Oversees levies and budgets	Grant Thomas	Treasurer@25beststreet.com
Gardening Overseeing upkeep Tree maintenance Coordinator of gardening contractor	Rachel Gleeson	Gardening@25beststreet.com
Maintenance Oversee maintenance of common Property Internal and external cleaning of common property	George Vumbaca	Maintenance@25beststreet.com
Block Reps and By-laws Co-ordinate block reps Record Bylaw breaches	Keren Francis	ecmember4@25beststreet.com
Others:		
Karen Neville	ecmember1@25beststreet.com	
Sheryl Navin	ecmember2@25beststreet.com	
Anthony Turri	ecmember3@25beststreet.com	

Managing Agent

Stella McWiggan
PO Box 3046
Willoughby North NSW 2068
PH: 9417 2366
FAX: 9417 7196
Email: smcwiggan@stratapartners.com.au

Building Manager

TBA
PH: 9428 3188
Mobile: 0429 007 541
FAX: 9420 3177
E-mail: linleycove@bigpond.com

These details are also shown on the Contacts page of the Linley Cove website.

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BLOCK REPRESENTATIVES

UNITS	BLOCK	REP	UNIT	NUMBER
1--8	1	Shirley Simonson	6	0419 755 685
9--12	2			
13--18	2			
19--24	3	Karen Neville	21	9420 0042
25--30	3	Isobel Bishop	26	9420 9500
32--39	4	Karen Forster	32	0406 990 919
40--45	4	Karen Forster	32	
47--52	5	Julie Daw	54	0407 020 802
53--58	5	Julie Daw	54	
60--64	6	Ann Martin	60	0419 251 781
66--71	13a	Barbara Keane	70	0412 434 644
72--77	13b			
81--86	7			
87--92	14	Beth Garth	88	9428 4946
93--101	12a			
103--108	9	Erika Erdmanis	106	0422 681 971
109--114	11	Ross Reik	110	9420 1715
116--121	8			
123--128	10	Sheryl Navin	127	0418 366 846
131--136	15a			
137--142	15b	Caroline Jerrems	142	9427 2059
143--147	15c	Wendy Wonson	144	0458 270 144
150--158	16	Carolyn Shaw	155	0417 468 896
163--168	F			
170--175	E1			
176--181	E2			
183--186	A1	Rachel Gleeson	185	8064 3546
187--192	A2	Rachel Gleeson	185	
194--199	B1	Gina Hogg	194	9427 6033
200--203	B2			
205--110	D1	Joan Swinton	205	9418 6352
211--216	D2	Grant Thomas	213	0411 537 029
219--227	C			

ESSENTIAL FACTS (answers to most FAQs).

(To note all of this info is available on our web site).

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 Executive Committee asks for your compliance with these regulations. Any resident who does not comply risks penalties through the NCAT (NSW Consumer Administrative Tribunal). Further information about NCAT is available via the Department of Fair Trading web site www.fairtrading.nsw.gov.au

The Executive 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 and on the web site. If you are a new resident you may obtain a Welcome Pack from the web site.

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 9428 3188 or by e-mail. The e-mail address is linleycove@bigpond.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 Executive 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 and their visitors – 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 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 Executive Committee will enforce the current By-laws. A copy of the current By-laws can be found in your Welcome Pack, on our website 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 20kph 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.

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. Please 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 until you are well. Please also be aware of the level of noise, as the echo could disturb your neighbours peaceful enjoyment of their lot. Please be mindful of children using the spa as a pool; the water is warmer and 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 – please contact an EC member if you would like to start a group.

Renovations – you must seek approval from the Executive 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 tradesmen must check in with the Building Manager when they arrive on site. Guidelines for renovation submissions can be found on p.14.

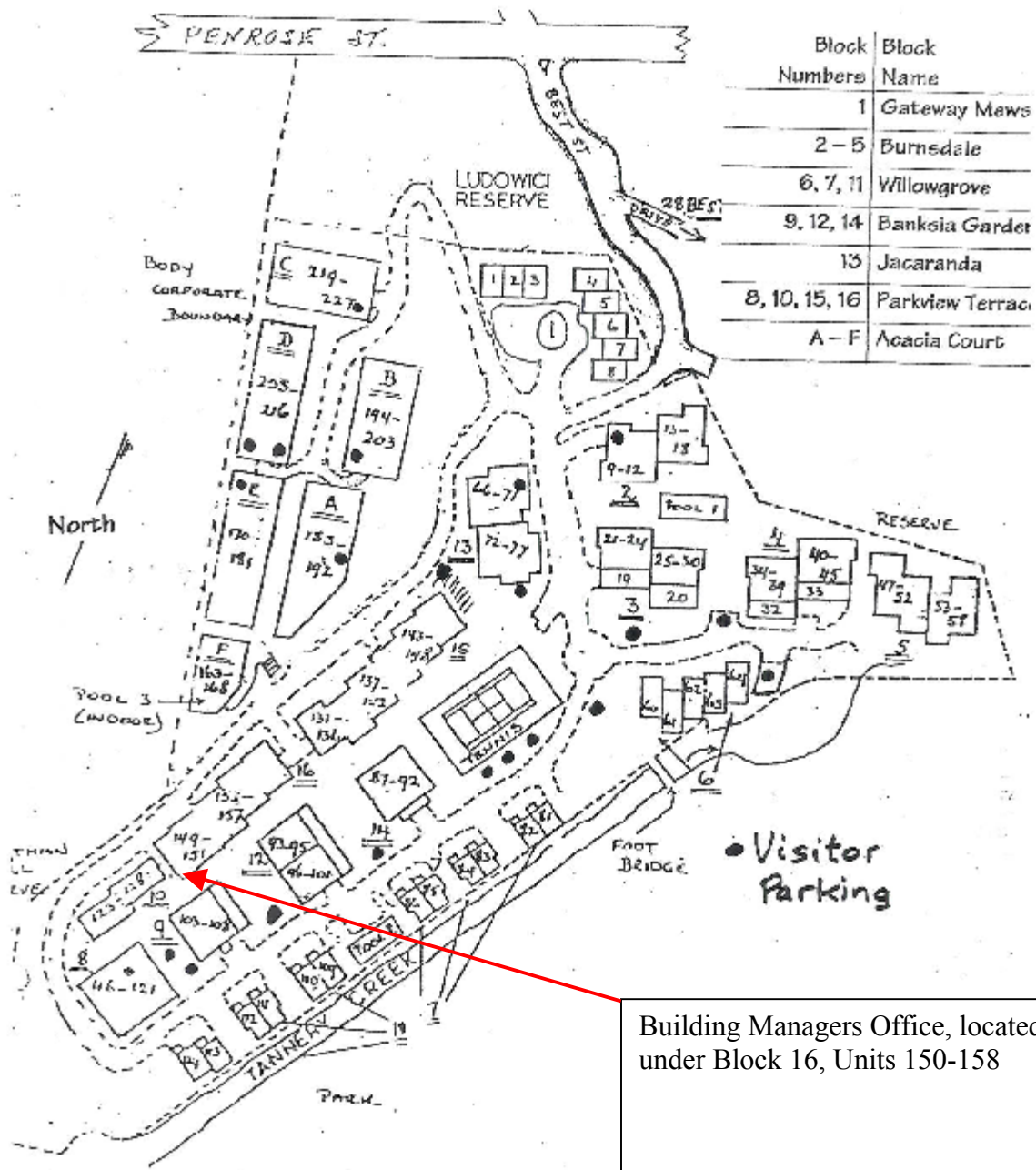
Emergency Contractors and recommended trades to use on site:

Please be aware the Executive Committee accepts no responsibility for the payment of these contractors if contacted by a resident. If you feel it may be a Body Corporate repair you must contact the Building Manager first.

Building Manager – TBA	see p.4 for contact details
Carpet - Carpet Care Services	9420 1715
Locksmith – Bells Locksmith	9357 2333
Electrician – KBS Electric	9450 1024 or 0419 991 096
Plumber – Peter Beard	0418 461 141
Plumber - Horizon	9970 8812 or 0407 318 343
Painter - Tony Isgrove	9437 1997 or 0412 269 211

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

Linley Cove Complex Map



Block Numbers	Block Name
1	Gateway Mews
2-5	Burnsdale
6, 7, 11	Willowgrove
9, 12, 14	Banksia Garder
13	Jacaranda
8, 10, 15, 16	Parkview Terrace
A-F	Acacia Court

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

Welcome to Linley Cove Residents Data Sheet

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In addition to the STRATA ROLL of owners, which is maintained by the Managing Agent under the Strata Schemes Management Act, the Executive 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.

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:**

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

Car 3 Rego No.....

Leasing Agent's Name (if applicable)

Contact no:

Welcome to Linley Cove

Request for keys

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Please arrange for the following keys to be issued to:

Name:

Unit number:

Phone:

Key	Cost and Terms	Number of Keys/Tags	Amount \$
Keys for pools	\$100 deposit per key (refundable on return of key and copy of receipt)		
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– Strata Plan 18756

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 Strata Partners 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 Body Corporate, 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 Body Corporate 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 Body Corporate.

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 – no more than 25% voting against for it to pass. 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"

" An owner 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 executive 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 executive meeting."

ENFORCING OF LINLEY COVE BY-LAWS.

By-laws will no longer be enforced by a single designated member of the executive 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 executive 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 Executive Committee
Linley Cove

July 2016

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 Executive 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 Executive 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 Strata Partners 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 Executive Committee with your approval letter.

25 Best Street, Lane Cove
MAINTENANCE REQUEST FORM

Please email request to:-

linleycove@bigpond.com

**TO BE COMPLETED BY THE
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 9428 3188	Mobile 0429 007 541
Location of Problem (eg 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 #
_____	_____	_____	_____	_____