

Welcome to Acacia Place!

acacia place

Hi and Welcome to Acacia Place Apartments- Eden, Haven and Sanctuary!

Building management and the Owners Corporation would like to welcome you to the Acacia Place Apartments.

We have put together the below list of basic information and FAQ for you to look over before your grand arrival. Please have a read through and email us at info@acaciaplace.com.au if you have any further queries.

We look forward to meeting you soon!

1. **BuildingLink**
2. **Move In**
3. **The Hub**
4. **Connection of Utility Services**
5. **Foxtel/TV Connections**
6. **Free Wi-Fi**
7. **Package Deliveries**
8. **Delivery of Large Items**
9. **Gym Use**
10. **Bicycle Storage Rooms**
11. **Car spaces & Storage Cages**
12. **Owners Corporation Rules**
13. **Issues within your apartment**
14. **Issues within common property**
15. **Staff Hours and Duties**

1. Acacia Place Website and BuildingLink

Your will need to register on our online portal prior to booking your move in/out.

Please visit the below website for further information regarding the property and to register your details:

www.acaciaplace.com.au

To sign up and book your move:

Step 1: Click on 'New Resident' tab

Step 2: Fill in the required fields and submit.

Once submitted, Resident Relations will confirm your information and you will be sent your username and password to log in and book your move.

2. Move In

Your tenants will need to book your move in at least 48 hours prior to the time slot you wish to book.

Booking slots are available on:

Monday to Friday	Morning	9am-12pm
	Afternoon	12pm-3pm
	Late Afternoon	3pm-6pm

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- All move in bookings must proceed via the car park levels.
- Vehicles greater than 2m in height must park by the loading bay for the duration of the move. Loading bay access height is 4m.

Ferry Vehicle

A ferry vehicle is available to transport items from the loading bay to the lift lobby (max 200m). A hire fee of \$70 applies. Payment is made via your Buildinglink Log in- go to payments/add new payment/select ferry vehicle. Credit card details are required at time of booking.

Loading Bay

On the day of their move please instruct your moving vehicle to park in the loading bay at the entrance to the basement carpark and then inform Building Management.

3. The Hub- 3 Acacia Place

Looking to speak with a member of staff? Need to pick up a package?

Resident Relations are available from 7am-11pm (with exception to closing the pool/rooftop) at The Hub for you to come visit. All parcels and key transactions are processed at The Hub and same day deliveries are available for collection from 4pm. See package deliveries for more information.

4. Connection of Utility Services

Please visit the **Services Page on the portal** to arrange accounts and connection of your electricity, gas & water services. Information on the connection of Foxtel and Internet (NBN) services is also provided.

The embedded services at Acacia Place are as follows:

ELECTRICITY	-	WIN ENERGY	-	1300 791 970
GAS (HOT WATER)	-	ORIGIN ENERGY	-	132 461
WATER	-	CITY WEST WATER	-	131 691

5. Foxtel/TV Connection

Please note that Free-To-Air television transmissions arrive to Acacia Place apartments via the Foxtel connections. You will require an **F - RF cable** to connect your television to the building. You do not require a Foxtel account to use the Free-to-Air service.

6. Free Wi-Fi

Free Wi-Fi is available in the all lobbies and Residential Rooftop areas.

Please ask for these passwords on your move in day.

7. Package Deliveries

Building Management can accept delivery of letters and parcels which require a signature. *A parcel notification text will be sent to your mobile once your parcel has been processed by staff. Your parcel is not ready for collection until you have received this notification.*

Note- no deliveries of mattresses, large items (TV's etc) or furniture will be accepted as a package. The courier company will be told to take the item back and the tenant be present for its delivery. For delivery of these items, please book a move in slot through BuildingLink and ensure you are home to accept the delivery.

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8. Delivery of Large Items

Please advise Building Management to arrange delivery of large items. A large item includes furniture, goods, equipment and any item which cannot be carried safely by one person.

9. Gym Use

Residents must be inducted by one of our personal trainers in order to use the gym.

Please contact **Maurico Panzo on 0434 251 369 or www.collectivesports.com**

Gym inductions cost \$30 per person and is paid directly to the trainer.

10. Car spaces & Storage Cages

The locations of your car space & storage cage should have been provided to residents either through an owner's settlement pack, or from a tenant's real estate agent.

11. Bicycle Storage Rooms

To arrange access to the bike storage rooms, please email your request to info@acaciaplace.com.au.

Please note that spaces are limited.

12. Owners Corporation Rules

Please remember that as a resident of Acacia Place, you have agreed to abide by the following rules:

- No washing on balconies
- No items to be stored in carparks, unless placed in provided storage cages.
- Oil stains from vehicles will be cleaned by the owner of the car space
- No alcohol is to be taken into or consumed in the pool & spa areas

The full listing of the Owners Corporation Rules is available on your buildings portal.

13. Issue with your Apartment

If you find an issue/defect within your apartment, please instruct your Property Manager to submit this via the portal. Building Management are not responsible for any maintenance or defects within an individual apartment.

14. Issue with Common Areas

Issue within the common area of your building or in general around Acacia Place, please register via the **'My Repair requests' Tab on your Buildinglink portal.**

15. Staff Hours and Duties

There are 4 full time staff at Acacia Place Monday to Friday and limited staffing on weekends.

All staff are located at 'The Hub' @ 3 Acacia Place.

1. **Rob Zeman- Building Manager.** Rob oversees the entire complex and its major projects, asset management, essential services and Owners Corporation.
He is available by appointment only Monday to Friday 7am-4pm
2. **Dominic Holland- Resident Relations-** Dom is here for all your queries (good and bad!) from moving in/out, functions, key orders, remote issues, finding your way around.
All queries should be sent to info@acaciaplace.com.au/0427 003 404 and Dom will filter your request to those who can assist.

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- 3. James Symons and Harris Ikram- Operations-** James and Harris oversee the day to day running of the buildings and maintenance programs. They will conduct your move in/out walk through's, send breach notifications and be seen around the complex completing minor repairs and condition report.
- 4. Weekend and Night Management-** we have a great team who assist on nights and weekends to ensure Acacia Place runs smoothly.
Sunday-Thursday- 5pm-11:30pm (Craig)
Friday and Saturday- 6pm-2am (Tahla)
Saturday and Sunday- 9:30am-6pm (Gilberto)

Further Information

For further assistance contact info@acaciaplace.com.au

Thank you and again welcome to Acacia Place Apartments!