

Georges
by mirvac
Cove
RESIDENCES

OWNER'S MANUAL

WELCOME TO YOUR READY HOME BY MIRVAC AT GEORGES COVE RESIDENCES

The Owner's Manual provides useful information about your new home including; care and maintenance advice, instruction booklets and warranty documents. It is a guide to moving in, establishing your service accounts, safety procedures and caring for your home to ensure it provides you and your family with years of comfort and security.

It is very important that you maintain your home to ensure the longevity of its finishes and fixtures. We strongly recommend that you consult your Owner's Manual and Settlement Pack as to the extent and regularity of necessary maintenance work, and always use experienced, licensed tradespeople to carry out repairs and upkeep work. It is recommended that the original contractor is engaged to carry out any repair and upkeep work where possible.

At settlement, you will be issued with a Settlement Pack containing the keys to your new home, manuals, certificates and warranties. It also contains your Mirvac Investigation Form to assist you with enquiries during the first three months of your initial purchase from Mirvac. It is important that you attend to all necessary maintenance matters as they arise as failure to carry out necessary maintenance as specified may result in warranties being voided. The obligation to maintain your home is yours and Mirvac will not be responsible for issues that arise due to lack of maintenance and/or failure to follow recommendations in the Owner's Manual and Settlement Pack.

**For further information please contact the
NSW Mirvac Customer Relationship Team on:**

**Phone: (02) 9080 8205
Email: nswcustomer@mirvac.com**



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REIMAGINING URBAN LIFE SINCE 1972

STATEMENT FROM MIRVAC

Mirvac is an Australian property group with a clearly defined purpose to reimagine urban life. By creating beautiful homes, inspiring workplace precincts and thriving shopping centres, we aim to make a positive contribution to our cities and communities.

Mirvac was founded in 1972, which means we have been shaping Australia's urban landscape for over 50 years. Of course, we have evolved a lot over that time – growing from a small joint venture to become a thriving ASX-listed property group that leads the way in innovation, sustainability and placemaking.

Renowned for the quality of our products, we have created some of Australia's most iconic places and precincts, from thriving masterplanned communities, to landmark offices. At the heart of every project exists a deep commitment to our customers and communities.

GEORGES COVE RESIDENCES

Georges Cove Residences by Mirvac is a new Community Title masterplanned community of 179 Mirvac built Ready Homes in Moorebank.

Attractive, streetscapes and pocket parks have been purposely designed into the masterplan to foster a pedestrian friendly environment and unique residential character for the area. The masterplan also offers purchasers a diverse mix of housing types centred around high quality open spaces.

With regards to open space and recreation, Georges Cove Residences will feature a 'Community Green' that will provide residents and their guests with their very own space for socialising, recreation, shade and gathering. The 'Community Green' residential facility will consist of a covered kids playground, outdoor gym, in-ground pool, turfed open space, covered picnic tables and outdoor BBQ, plus showering and toilet amenities.

Close attention has been paid to preserving and enhancing the biodiversity and ecological integrity of the area. This is achieved by integrating the well vegetated areas surrounding the site to the west, and through vistas and sightlines between open space areas to the Georges River. Purposefully arranged street trees will also attempt to create a landscape character for the area and strengthen the street hierarchy to encourage slower traffic speeds and higher pedestrian amenity.

The estate enjoys close proximity to the Georges River, which will provide aesthetic, environmental and recreational benefits to future residents. Public open space is designed throughout the estate that plans to connect the river to the foreshore areas unlock the unique qualities of the area.

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ABOUT THE OWNER'S MANUAL

The Georges Cove Residences Owner's Manual (Manual) and supporting documents were compiled at the time of completion of your home. They have been compiled to provide you with the following relevant information:

- Features of your new home
- Protection measures to undertake when moving in
- Connecting essential home services
- Your important contacts list
- Your community directory
- Instructions for ongoing care and maintenance of your home safely
- Certificates, guarantees and manufacturer's information booklets and guides
- Community Management Statement (CMS) – Contains important information, including community by-laws, Flood Evacuation Response Procedures and Long Term Environmental Management Plan
- Sustainability initiatives

The Manual forms part of your Settlement Pack, which also contains the keys to your new home along with other supportive documents on a USB.

For your convenience, the Manual has been divided into sections relating to different aspects of your new home. We hope this will assist you in identifying useful information and ensure the future care of your family home.



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MOVING IN

2.1 MOVING IN PROTECTION MEASURES

All residents are advised to follow the moving in procedures below to ensure the protection of your home and to ensure minimal disruption to your new neighbours.

Moving in procedures involve the following:

- Ensuring your removal truck is parked in a suitable location to ensure adjoining resident access is available at all times
- Ensuring your removalist company has suitable insurance to cover any possible damage
- Ensuring suitable disposal of all rubbish
- Ensuring that moving in is carried out safely, for yourself and other residents

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MOVING IN

The following are recommended measures for protecting your home whilst moving.

- **Ceilings, Walls and Doors:** Be mindful of the ceiling, walls and door frames and try to ensure scuffing or chipping does not occur. Please pay particular attention to avoid damage to ceiling lights, wall lights and smoke detectors.
- **Flooring:** Do not drag heavy objects across carpets/flooring - use appropriate moving equipment.
- **Driveway:** Fully loaded/heavy trucks, i.e. removalist trucks, should not park on driveways to ensure the driveways are not damaged.
- **Lawns and Gardens:** Moving vans, vehicles or trolleys should not park or traverse over lawns to avoid damage. Hard paths, parking bays and driveways should be used.
- **Contents - Dangerous Goods:** These are items that may endanger the safety of residents within the estate. Dangerous goods, also known as restricted articles or hazardous materials, include: flammable liquids, compressed gases in cylinders, toxic substances, flammable solids and corrosives.

Storage and/or the handling of these types of items within your property (home or garage) need to be considered in relation to surrounding residents. Please refer to the Managing Risks of Hazardous Chemicals in the Workplace Code of Practice July 2020 at <https://www.safeworkaustralia.gov.au> for a practical guide.

2.2 FOR YOUR ACTION: SERVICE CONNECTIONS

Owners are responsible for ensuring that service accounts are connected in your name upon occupation.

The following contact details of popular essential service providers have been listed for your convenience. The list does not include all potential service providers and does not represent a Mirvac recommendation. In addition to this list, the contact details of some of the important assistance contacts for your house have also been listed should you require assistance when you move in.

2.2.1 ESSENTIAL SERVICES CONTACTS

Please note that the gas and electricity accounts for your property have both been initially set up with **AGL Energy**. You have the option to continue with AGL or changeover to a different retailer should you choose to do so.

ELECTRICITY

Endeavour Energy (Authority)	☎ 133 718
AGL Energy (Current provider)	☎ 131 245
Origin Energy	☎ 13 24 61
Red Energy	☎ 131 806

GAS

Jemena (Authority)	☎ 1300 137 078
AGL Energy (Current provider)	☎ 131 245
Energy Australia	☎ 13 34 66

Many electricity providers offer the option of purchasing some or all of your electricity from renewable energy such as the sun, wind or other renewable sources. If you choose this option, look for certified Green Power products. These have been accredited by the Government as supporting new investments in the renewable energy sector.

To compare prices and find accredited products please see <https://www.comparethemarket.com.au/energy/>

WATER

Sydney Water	☎ 13 20 92
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Water has already been connected to your home with an account in your name. This was transferred during the conveyancing process. A contact number has been provided above in case problems arise.

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MOVING IN

FREE TO AIR TELEVISION

A television antenna has been installed on the roof of your home for your convenience and TV outlets have been provided throughout your home.

As the frequency of the signal may vary slightly from your previous antenna system, your television may also need to be re-tuned to ensure optimum reception quality.

TELEPHONE AND INTERNET

Telephone and internet services are available through the National Broadband Network (NBN Co). Please refer to the NBN Co. information document on the Mirvac USB in your Settlement Pack for further details.

For any general queries you have regarding the network service and providers, please contact NBN Co. directly through their online customer portal or by telephone.

NATIONAL BROADBAND NETWORK (NBN)

<http://www.nbnco.com.au/> 1800 881 816

To ensure you have the greatest range of providers to choose from, we recommend that you check the NBN Co. website or call NBN Co. to obtain the most recent list of retail service providers prior to connection.

A direct link has been provided within this Manual for your convenience: <https://www.nbnco.com.au/residential/service-providers>

2.3 FOR YOUR INFORMATION

AUSTRALIA POST

Mail 13 7678

Your home has been registered with Australia Post for the delivery of mail. You will need to apply for mail re-direction (a form can be obtained at any Australia Post branch or visit <http://auspost.com.au/parcels-mail/redirecting-your-mail.html>) if you require mail to be diverted from your existing address to your new home.

Furthermore, you should notify the following groups of your change of address:

- Local Council
- Service NSW - *vehicle registration and driver's licence*
- Electoral Office
- Banks
- Schools
- Other monthly accounts *e.g. mobile phone and internet*

ANIMAL HOLDING FACILITY – PET MICROCHIP AND REGISTRATION DETAILS

Liverpool City Council 1300 362 170

GARBAGE COLLECTION

Council will provide a kerb side waste collection service to your home. The service is paid for in your Council Rates in the normal manner. Please refer to section [5.1.2 Garbage and Recycling](#) of this Manual for more information. Information regarding waste collection can be found at www.liverpool.nsw.gov.au under the 'Services' tab.

INSURANCE

Each owner is responsible for insuring their property (including home and contents). We recommend each owner seek advice from a professional insurance broker in this regard.

TAX DEPRECIATION

If your new home is an investment property, in order to claim tax depreciation deductions, investors are encouraged to enlist a specialist Quantity Surveyor to complete a comprehensive, personalised tax depreciation schedule. This schedule should outline the deductions available on your specific property for the life of the property.

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MOVING IN

2.4 HANDOVER TO MAINTENANCE

We are proud to hand over the keys to your front door and we hope you have many enjoyable years in your new home.

The purpose of this section of the Manual is to inform you of the maintenance process with our Post Completion team after you move in.

The Mirvac Customer Relationship Team will have noted any outstanding items during your final inspection and will organise the completion or rectification of these items as soon as practicable.

A standard Three Month Investigation Form is provided on the USB issued in your Settlement Pack. Please forward the Mirvac investigation form to nswcustomer@mirvac.com, three months post settlement.

NOTE: Any Post Completion issues are required to be submitted in writing before an appointment for an inspection can be made.

Please be sure to include all current contact details and/or tenant details.

In addition to our Three Month Investigation Form, we also have emergency contact numbers for any unforeseen problems, refer to [Section 4 – Important Contacts and Your Community Directory](#).

Mirvac would like to assist on items of concern to maintain our high quality products. In relation to issues which you consider might constitute ‘defective works’, please refer to the ‘*Guide to Standards and Tolerances*’ which was produced in collaboration with NSW Fair Trading to assist in determining whether or not an item is defective according to the Building Code of Australia.

A direct link has been provided within this manual for your convenience: <https://www.fairtrading.nsw.gov.au/housing-and-property/building-and-renovating/after-you-build-or-renovate/guide-to-standards-and-tolerances>

2.4.1 NORMAL MAINTENANCE NOT COVERED BY WARRANTY

The items below are not covered by the Mirvac Warranty:

- Settlement or shrinkage cracks
- Minor cracks or movement on plasterboard
- Minor shrinkage and settlement cracks to concrete or mortar
- Minor movement in floors caused by settlement and/or shrinkage
- Any damage relating to whitegoods, vanities, baths and tapware not previously noted at the final inspection
- Damage caused or contributed to by the lack of reasonable maintenance or neglect

Proprietary warranties, such as those for general items like toilet cisterns, pans, seats, door handles, tap washers, lights and smoke alarm batteries, as well as air conditioning and Smart Home packages, each have their own general maintenance that is not the responsibility of the builder.

Issues such as replacing downlights and tap washers are not part of the builder’s responsibility and become the home owner’s responsibility after handover of the building.

Mirvac’s Structural Warranty:

- Any elements providing essential support to the building such as footings, beams, columns or suspended slabs
- Substantial functional elements essential to the habitability of a building such as load bearing walls or timber walls and roof trusses

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THE ESTATE AND MODIFICATIONS

3.1 COMMUNITY TITLE

Georges Cove Residences is a masterplanned community governed by Liverpool City Council and is a Community Title Scheme. As owners of a Community Titled home you automatically become part of the Community Association; which has obligations under a key document called a Community Management Statement. The Community Management Statement includes by-laws, plans and other particulars that detail the way in which the scheme will operate. A Community Managing Agent has been appointed to assist in carrying out the requirements of the Community Association including the collection of Community Scheme levies and payment of any fees associated with the maintenance of common property.

Community common property includes; the 'Community Green' facility consisting of play equipment, swimming pool, barbeque area, shower/toilet facilities, and a pocket park.

Council property includes; Council park, roads and drainage structures, street landscaping and nature strips.



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THE ESTATE AND MODIFICATIONS

The Community Managing Agent is Whelan Property Group, details below:

WHELAN PROPERTY GROUP

Christopher Whelan (02) 9219 4111
Community Managing Agent (02) 9281 9915

The Fair Trading Information Centre also provides information and help on management and dispute resolution under the Community Land Management Act. For assistance call 13 32 20. Fair Trading also provides a mediation service for disputes before they are referred to a Community Schemes Adjudicator or the NSW Civil and Administrative Tribunal.

3.1.1 FLOOD EMERGENCY RESPONSE PLAN

The site has a Flood Emergency Response Plan (FERP) to advise residents and the Community Association Manager of what to do in a flood situation.

In the event of a major flood, refer to the FERP and any instructions from your Community Association Manager and emergency services.

This document forms part of the Community Management Statement (CMS).

3.1.2 LONG TERM ENVIRONMENTAL PLAN

The site has a Long Term Environment Management Plan (LTEMP) on title, outlining the requirements for the residents, Council and the Community Association Manager.

This document forms part of the Community Management Statement (CMS).

3.2 MODIFICATIONS TO YOUR HOME AND APPROVALS

Prior to any building work being undertaken or external fixtures being installed, you may need to obtain the required consents from the Georges Cove Residences Community Association, local council and any other relevant authority. It is recommended that the 'Community Management Statement: Part 1 - By Laws Fixing Details of Development' are reviewed prior to any modifications being undertaken. A copy of the 'Community Management Statement' is provided for you in your Settlement Pack. These requirements are provided to ensure Georges Cove Residences is maintained as a beautiful estate and includes requirements on:

- Architectural Standards (*By Law 1*)
- Building Works and Alterations (*By Law 2*)
- External Fixtures (*By Law 3*)
- Maintenance (*By Law 4*)
- Retaining Wall (*By Law 28*)
- LTEMP (*By Law 29*)
- FERP (*By Law 30*)

Please note that you should always refer to the applicable Deposited Plan and 88B instrument for any easements, restrictions or covenants associated with your lot to ensure that any additions/alterations do not cause an obstruction.

3.3 ACOUSTIC AND FIRE SEPARATION BETWEEN HOMES (HOUSES WITH AN ACOUSTIC/PARTY WALL)

Considerable care has been taken to ensure that all homes have been designed to achieve a high standard of acoustic and fire separation between dwellings as well as surrounding amenity and infrastructure.

To ensure the acoustic integrity between the homes is maintained, any proposed modifications to acoustic/party walls, such as the installation of entertainment/sound system components (i.e. screens, speakers etc.) or the hanging of artwork, should:

- Be designed to maintain the existing standard of acoustic and fire separation
- Be installed by an experienced tradesperson

Please note the following:

- Floor mounted speakers should be acoustically isolated when positioned on hard surfaces such as tiles
- Wall mounted speakers for sound systems or TVs should be installed on appropriate acoustic isolation brackets
- Chasing for electrical work on party walls is not permitted



Refer to the Manufacturer's Instructions included in the Settlement Pack.

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THE ESTATE AND MODIFICATIONS

3.4 LOCATION OF SERVICES

If any external ground works are to be undertaken, please ensure you undertake a 'Dial Before You Dig' survey to identify the location of services.

These surveys are free and can be accessed online at <http://www.1100.com.au/> or by phoning 1100 during business hours or by downloading the iPhone App.

As services may be located in your rear yard, please contact a service professional prior to any excavation for advice. We emphasise that this must be done in conjunction with the 'Dial Before You Dig' survey.

Always refer to The Community Management Statement and Long Term Environmental Management Plan before commencing any ground works.

3.5 SAFETY: CLEANING AND MAINTENANCE PROTOCOL

As the owner of your home, you are responsible for the cleaning and maintenance of your home and all areas within your lot including; front and rear gardens, fencing, storage areas, the rainwater tank, decks, internal and external paintwork, gutters, downpipes and air inlets.

This Manual is a helpful guide to cleaning and maintaining your home in a safe and easy manner. It is strongly encouraged that, where appropriate, the use of professional cleaners and licensed tradespeople with safety equipment are employed to carry out required works.

For your safety and the safety of your neighbours:

- Untrained or unlicensed persons should not attempt to service or alter any electrical wiring or components, communications, gas, water or plumbing fixtures or services
- Children must always be supervised (particularly on balconies or external areas)
- Do not stand on a chair to clean, service or repair any item – use an approved for purpose ladder
- Do not stand on a raised platform, chair or ladder of any height on balconies or adjacent to windows or stairwells
- Do not lean out of windows or over balconies to clean, service or repair any item
- Always use qualified tradespeople to carry out works at height. This includes access for the cleaning and maintenance of;
 - the roof, gutters, downpipes and eaves
 - equipment located on the roof
 - the roof space
 - air conditioning units
 - the cleaning or maintenance of sunhoods and pergolas
- Always use equipment (such as equipment on a pole) rather than ladders to clean windows, cobwebs or paint at height, or employ qualified tradespeople to complete these works
- Always use qualified tradespeople to replace light bulbs within double storey voids and external lights at height
- It is your responsibility as an owner to maintain the landscaping that has the potential to obstruct clear lines of sight to the street frontage and vehicular access
- Pergolas and porches should never be used as a work platform. They are not designed to carry a person's weight. Always use a ladder or qualified tradesperson to clean above these areas
- Do not carry out any maintenance work to any storm water drainage pipes or pits, these are to be carried out by qualified tradespeople

Any activity that requires external work, or the use of ladders, must be carried out in accordance with all relevant legislation, codes and guidelines. It is recommended that qualified tradespeople are engaged for the works.

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IMPORTANT CONTACTS AND YOUR COMMUNITY DIRECTORY

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IMPORTANT CONTACTS AND YOUR COMMUNITY DIRECTORY

MIRVAC

Mirvac Customer
Relationship Team

☎ (02) 9080 8205
✉ nswcustomer@mirvac.com

POLICE

Liverpool Police Station
148 George Street
LIVERPOOL NSW 2170

☎ Emergency 000
☎ Station (02) 9765 9499
🌐 www.police.nsw.gov.au

FIRE

Liverpool Fire Station
Cnr Anzac Road and Delfin
Dr, MOOREBANK NSW 2170

☎ Emergency 000
☎ Station (02) 9493 1008
🌐 www.fire.nsw.gov.au

AMBULANCE

Ambulance Service
of NSW

☎ Emergency 000
☎ Bookings 13 55 66
🌐 www.ambulance.nsw.gov.au

STATE TRANSIT

Transport Info Line

☎ 131 500
🌐 <https://transportnsw.info/trip>

HOSPITAL – PUBLIC

Liverpool Hospital
Elizabeth Street
LIVERPOOL NSW 2170

☎ (02) 8738 3000
🌐 www.swslhd.health.nsw.gov.au/liverpool

COUNCIL

Liverpool City Council
33 Moore Street
LIVERPOOL NSW 2170

☎ 1300 36 21 70
🌐 www.liverpool.nsw.gov.au

COMMUNITY MANAGING AGENT

Whelan Property Group
Christopher Whelan
277 Pyrmont Street
ULTIMO NSW 2007
or
P.O Box 75
STRAWBERRY HILLS
NSW 2012

☎ (02) 9219 4111
✉ strata@whelanproperty.com.au

4.1 YOUR LOCAL COMMUNITY DIRECTORY

PLUMBER

Castle Plumbing and
Drainage Pty Ltd

☎ General (02) 9651 4588
☎ Emergency 0438 514 588

ELECTRICIAN

Joe Bonaccorsi
Electrical Pty Ltd

☎ General (02) 4647 7988
☎ Emergency 0426 240 415

CLOTHESLINE

George Ferguson

☎ General 0415 926 933

TERMITE PROTECTION

Flick Anticimex Pty Ltd
(formerly
known as Termguard Pty Ltd)

☎ General (02) 9646 2100
☎ Fax (02) 9646 2400

AIR CONDITIONING

Costa Air (Actron)

☎ General (02) 4731 1111

HOT WATER

Reece

☎ General (02) 8748 5000

LETTERBOX

George Ferguson

☎ General 0415 926 933

Mirvac has the right to rectify any works that may become a warrantable item. Home owners should first contact the Mirvac Customer Relationship Team with any claims for rectification. In the event of our office being closed, all home owners should contact the relevant nominated Mirvac Trade on the emergency numbers provided above. Mirvac reserves its rights should it not be provided with notice of any claims prior to rectification.

Please also note that call-outs for any emergency service may incur surcharges and costs pending assessment of the nature of the emergency and whether or not your home is still covered by the Mirvac Three Month Investigation period.

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FEATURES OF YOUR NEW HOME

5.1 SERVICES

5.1.1 MAIL

A secure mailbox is provided for each home.



Keys for the mailbox are included in the Settlement Pack.

5.1.2 GARBAGE AND RECYCLING

You will need to contact Liverpool City Council to arrange bin delivery when you move in.

Liverpool City Council provides a three bin waste management system for its residents. The three bin service is available to all residential properties and is designed to minimise the amount of resources going to landfill. It consists of a Recycling bin, a Greenwaste bin, and a General Waste bin.

You can help the garbage collection process by:

- Putting bins out the night before collection, and bring them in within 24 hours of collection to reduce vandalism and theft
- Leave 1 metre of space around the bins to allow for the truck's automatic arms to reach and empty it
- Place the bins kerbside with the lid opening closest to the road
- Do not park cars in front of the bins on collection day and avoid obstructions like light poles and trees

For further information, please refer to Liverpool City Council's Waste Service information which is accessible at the following link:

<http://www.liverpool.nsw.gov.au/services/waste-and-recycling>



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FEATURES OF YOUR NEW HOME

5.2 UTILITIES

5.2.1 ELECTRICAL SERVICE

Your home has a normal domestic 415 volt, three-phase power supply.

Once you have established an account with your preferred service provider (see Section [2.2.1 Essential Services Contacts](#)), they will read the electricity meter and bill for your electricity consumption.

The electrical meter is located in the meter box at the side or front of your house. Please ensure that it is not obstructed in any way as clear access is required for meter readings. All light, power, range hood and exhaust fan circuits are protected by circuit breakers at the meterbox. For added personal protection, power points (GPOs) and lighting circuits have a safety switch.

Please note: electrical circuits in homes are installed in accordance with the local wiring rules. High demand appliances (i.e. any appliance with a heating element e.g. kettle) will use up half of the electrical supply on that circuit.

If a circuit breaker trips within the home, remove the high demand appliances and reset the circuit. Accordingly, avoid using two high demand appliances at the same time on the same circuit (i.e. kettle and iron).

Should your safety switch trip for any reason, follow these steps:

1. Isolate / turn off all powerpoints and lights, and unplug all appliances
2. Reset the safety switch
3. If the safety switch cannot be reset, contact a licensed electrician as a fault could exist with either the wiring or the switch itself
4. Plug your appliances back into the powerpoints one at a time or until the safety switch trips. When it trips, you have determined the cause of the fault. Take the faulty appliance to a qualified service centre for repairs



Please note that a licensed electrician must be engaged to locate and fix any fault with the power supply or the switchboard.

5.3 GAS SERVICE

Your house has a separate gas supply.

Where your home is installed with gas appliances, you will need to quote the gas meter number to your service provider in order to set up an account (see Section [2.2.1 Essential Services Contacts](#)). The gas meter and shut off valve are located externally near the front or side of your home to enable access by the authorities. The kitchen cooktop also has a shut off valve in the cupboard adjacent to the cooktop.



Please note that a licensed plumber must be engaged to locate and fix any fault with the gas supply.

If you smell gas in your home:

1. Turn off the gas at your shut off valve located at the gas meter
2. Turn off all appliances (including electrical) and lights
3. Contact a licensed gas fitter
4. Open all doors and windows for ventilation - only if safe to do so
5. Extinguish all naked flames

The living room of your home has a gas bayonet/outlet. A hose with an outlet connection is required to connect a gas heating appliance to the gas outlet. This should be supplied with your heater. Your home may also have an external gas bayonet/outlet – please ensure your BBQ is suitable for connection to the outlet prior to connection. Please refer to the Manufacturers Manual or contact your BBQ manufacturer if you have any questions.

The gas meter is generally located at the side or the front of the house. Please ensure that it is not obstructed in anyway as clear access is required for meter reading. The gas supply can be switched off by moving the handle downward.

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5.4 WATER SERVICE

Water has been connected to your property with Sydney Water. Ownership details are sent to Sydney Water as a part of the conveyancing process.

Sydney Water will read your meter periodically and bill you separately for water consumption on your property. These charges include water and sewerage services.

Town water mains are reticulated throughout the estate to each home. A water meter and stopcock are located on the property. The stopcock will isolate the water supply to the house.



To aid water conservation and in accordance with planning regulations, dual flush toilets and AAA rated shower heads have been installed.



Washing machines, toilets and external taps use water from the rainwater tank if available.



A licensed plumber must be engaged to locate and fix any fault with the water supply, or fix or replace any fitting such as a tap or showerhead.

Practical tips to reduce water use in your home include:

- Take shorter showers
- Washing a full-load of dishes in the dishwasher generally uses less water than hand washing in the sink. Most dishes do not need to be pre-rinsed and selecting economy cycle will contribute to further water savings

- Washing a full load of clothes or adjusting the water level to fill your washing machine only to the required level
- Promptly repairing leaking taps or pipes. Placing a small quantity of food dye in your toilet occasionally will help you spot small continuous leaks down the back of the pan
- Using the half flush function on the toilet
- Switching off the tap when brushing your teeth or shaving
- When installing fixtures or appliances that use water, such as taps, toilets, dishwashers or clothes washers, look for products with high water efficiency ratings. A higher rating indicates lower water usage, saving you money on your water bill. See www.waterrating.gov.au for details
- Use a plugged sink to wash fruit or vegetables rather than running under the tap separately

The water meter is located at the front of the house. Please ensure that it is not obstructed in anyway as clear access is required for meter reading. To stop the water supply to the house, turn off the tap at the water meter.

5.4.1 RAINWATER TANK

A rainwater tank has been installed in the yard of your new home. This water is not to be used for drinking and has been provided for the maintenance of your garden and lawn areas. It also services all flush toilets and cold water points in the laundry. Regular cleaning and maintenance of the tank filters are required by following the process in the tank manual provided on the Mirvac Settlement Pack USB.



Refer to Manufacturer's Instructions included in the Mirvac Settlement Pack USB.



Please note that the maintenance should only be carried out by a suitability qualified person.

5.4.2 HOT WATER

A gas instantaneous system has been installed and is located at the front or side of your home. The hot water has been set to a safety standard of 50 degrees maximum. You can alter the temperature downwards e.g. 45 degrees.

Hot water may not be instantaneous to all points in your home as the water sitting in the line from your hot water intake point will not be heated and will need to be expelled before hot water can come through the fixture.



Refer to Manufacturer's Instructions included on the Mirvac Settlement Pack USB.



Please note that a licensed plumber should be engaged to locate and fix any fault with the hot water system.

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5.5 COMMUNICATIONS

5.5.1 NATIONAL BROADBAND NETWORK (NBN.CO)

The National Broadband Network (NBN Co.) has laid fibre optic cable within the estate which services telephones and internet in your new home (for contact details refer to Section [2.2.1 Essential Services Contacts](#)). Your home has been installed with an NBN hub which is located either in the garage, main bedroom robe, laundry, powder room or underside stair storage in your home.



Refer to Manufacturer's Instructions included in the Settlement Pack USB for further information regarding the NBN Co. connection procedures and retail service providers.

5.5.2 FREE TO AIR TV

Your new home has a minimum of two TV outlets and they are typically located in the living room and master bedroom. Depending on the size of your new home, an additional TV outlet may have been provided in the dining room.



The TV reception outlets in the walls are 'screw in' (F Type) connections and may not fit your existing television lead. 'Conversion' (F type to Wall) fly leads are required to connect your TV or video to the outlets. These can be purchased from any leading electrical retailer.

5.6 SECURITY AND FIRE SAFETY

5.6.1 DOOR AND WINDOW SECURITY



All windows and external doors to your home are lockable. Keys for each of your door/window type are included in your Settlement Pack.



Caution should be undertaken when opening windows (or leaving windows open) adjacent to accessible areas of the yard, balconies or terraces to avoid injury to other persons.



Particular care should be taken to prevent children falling from windows by climbing on furniture and the like. We recommend that windows remain locked. Restrainers set at either 100mm or 150mm wide have been fitted on the windows of the homes for further protection and safety of small children.

Do not force the winder out any further than the maximum setting as the pin inside the mechanism can break.

5.6.2 HOME SECURITY

Deadlocks are included in your home as standard. Lights activated by movement are provided to the side/rear of your home where there are external doors.

Below are some suggestions for products that can help keep your home and family safe all year round if they have not been installed as part of a Mirvac upgrade to your home.

- Back to base alarm systems
- Security doors
- Movement sensors and lights to the front, side or rear of the home
- Audio visual intercom system to front door

If owners wish to install a security alarm system, they should consult with a wireless security system expert for advice and installation. Distributors for these products and more may be found at www.yellowpages.com.au or by calling 12456.



Owners should also refer to the Community Management Statement provided on the Settlement Pack USB before installation (see 'Section 3.3 Modifications to Your Home and Approvals of this Manual').

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5.6.3 FRONT DOOR LOCK

The front door has a deadlock with a lever handle.

To obtain additional keys you must first register your key number with Lockwood. Fill out the Lockwood 'Key Registration' form online and send off to Lockwood. In addition to this, fill out the 'Additional Key' form and take it to a hardware store who deals with Lockwood.



A link for this document can be accessed here: <https://www.lockweb.com.au/au/en/product-information/vpil/registration/detail-update-form>

5.6.4 SMOKE DETECTION

Your home is provided with a self-contained 240 volt main powered smoke detector unit with a backup battery, generally fixed to the ceiling outside the main bedroom and adjacent to the kitchen. An alarm is sounded from a detector when smoke is present to alert occupants.

Each owner is responsible for maintaining the smoke alarms. Regular cleaning and maintenance of your smoke detectors is essential. Should cleaning or maintenance be required to a smoke detector in a double storey void, a qualified tradesperson should be used.



Please refer to the Operating Instructions included in the Mirvac Settlement Pack USB.



You may notice the smoke alarm "beeps" every 30 seconds. This indicates the backup battery must be replaced in the alarm unit by following the instructions on the battery tray in the unit. It is recommended that a spare battery be kept at all times in case a power outage occurs.

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6.1 EXTERNAL - GENERAL

Provided below are external maintenance recommendations to ensure the longevity of finishes and fixtures in your new Mirvac home. Please always use experienced, qualified and licensed tradespeople to carry out repair and maintenance work. Work should be carried out from the ground, and with an extendable pole where required. Working off ladders is not recommended.

6.1.1 DRYING OUT THE HOUSE

Many of the materials used to build a house contain moisture and although you are not likely to feel it, there is considerable moisture in the air at all times. As the house is lived-in and heated it will dry out. It is normal for material, including timber, hebel and plaster-lined areas to shrink during this drying-out process, causing small cracks in these areas. Differential movement between materials may result in slight shrinkage, including minor cracking of hebel walls and concrete slabs. They will not affect the homes structural integrity.

It is most important not to excessively heat the home initially. If excessive heating is applied to the home over a short period of time it could lead to materials experiencing substantial shrinkage and damage.



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6.1.2 CONDENSATION

Mould may be the result of excess water lying under or around the house, or as a result of condensation which forms when the air temperature inside the house or room is greater than that outside. To prevent condensation:

- Open windows in dry weather
- Open windows or use exhaust fans in bathrooms, kitchen and laundry when these rooms are in use
- Ensure that roof and sub-floor vents are unobstructed (where applicable)

6.1.3 WATER LEAKS

All water leaks have the potential to cause considerable damage if they are not repaired promptly. If you suspect or detect a leak, use an experienced, qualified tradesperson to immediately inspect the cause and carry out repairs. Where applicable, all sealants applied to showers, wet areas and tile junctions should be inspected regularly and maintained.

6.1.4 FOUNDATION AND FOOTING MAINTENANCE

The ground that supports your house is called the foundation and the structure that transfers the load of your house to the foundation is called the footing system.

All foundations move with changes in moisture content to some degree, so you should aim to minimise changes in the foundation by:

- Maintaining drainage on your block
- Planting trees an adequate distance away from footings

- Moderating garden watering (avoid excessive watering)
- Repairing plumbing leaks promptly
- Preventing water build up near or under the house structure

Some minor cracking of masonry walls on more reactive foundations can be expected in most houses, despite adequate and appropriate design, construction and maintenance.

6.1.5 CSR HEBEL INFORMATION

This information booklet found on the Mirvac Settlement Pack USB outlines the products used to create the exterior walls of your home. Please refer to this document, the accompanying Hebel information brochure and the manufacturer's website for advice on ongoing maintenance or further information.

6.1.6 GYPROCK INFORMATION

The information booklet found on the Mirvac Settlement Pack USB outlines the various products used to create the walls and ceilings of your home. Please refer to this document and the manufacturer's website for advice on attaching items to the walls and ceiling, and ongoing maintenance.

6.1.7 PRIVATE LANDSCAPED AREAS

As a home owner, you are responsible for the maintenance of all landscaped areas within your lot.

All owners must maintain their front garden areas to ensure consistent high quality landscaping throughout Georges Cove Residences. Additionally, trees and fencing are to be maintained to ensure clear lines of site at your property's street frontage and vehicular access point.

As the first two weeks from handover are a crucial stage for the plants and gardens to be established, it is important that all turfed and landscaped areas are watered daily for these first two weeks. This includes the front verge and street trees.

The following tips relating to maintaining your garden will assist greatly in protecting the foundations and footings to your house:

- Regulate the amount of water used in the vicinity of the house and aim to keep the moisture content of the soil as even as possible
- Ensure any landscaping around the home, such as paving, garden beds and lawns, are graded away from the home so that water will not pond near the home
- Ensure garden beds are not built up to a height that will cover sub floor vents, and kept below the damp proof course
- The trees and shrubs should not be planted too close to the home or drains

6.1.8 EXTERNAL PAINTWORK

The external paintwork of your home will require maintenance including washing occasionally. Ensure qualified tradespeople provide maintenance, painting, flashing and capping works to external walls. Work is not recommended to be carried out off ladders and qualified tradespeople should be engaged where possible.

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Key tips for care and maintenance in accordance with the information booklet include;

- Your external Hebel wall just above the dampcourse and down to the concrete slab has been treated with a water proof membrane. Do not break the seal of the painted acrylic render with your garden lawn edger as this may allow water to penetrate under the render and cause the coating to peel which may void your warranties
- If white salts appear on the surface of the external wall of your home, brush off with a garden broom, wash down with diluted vinegar then wash down with water. The rest of the home will only require an occasional wash down to keep it looking new
- If necessary, horizontal painted surfaces such as window sills should be washed clean with a detergent solution

To ensure this product is looking and performing at its best, it is recommended by Mirvac that the paint finish is recoated after seven years and undertaken by qualified tradespeople.



Refer to Manufacturer's Instructions included in the Settlement Pack USB.

6.1.9 EXTERNAL TIMBER

Any external timber components used in your home will comply with the necessary durability requirements under the building regulations. It is important that timber is maintained properly to increase its longevity and to prevent structural failure.

Pergolas, external decks, including balustrades and handrails, should be periodically checked for signs of deterioration and also repainted or recoated regularly. Trims including fascia boards should also be inspected and maintained.

To clean timber, wash with a mild detergent in warm water with a soft cloth. It is recommended that timber decks are recoated every 12 months.

Please note timber pergolas are not trafficable and should not be climbed upon or used as a work platform.

6.1.10 WINDOWS

Windows will require external cleaning occasionally. Ensure qualified tradespeople provide maintenance and cleaning works externally, particularly if work is required at heights on your first floor. Work is not recommended to be carried out by owners using ladders.

6.1.11 GUTTERS, DOWNPIPES AND STORMWATER DRAINS

Water cannot drain properly from gutters where rotting leaves and silt have accumulated. Drains that are not working properly or have been affected by tree roots can cause damage to footings. To prevent damage to your home, ensure the stormwater drainage system is working correctly; ensure your gutters, down pipes, sumps and pits are cleaned regularly by a qualified tradesperson.

Surface water points are located around your house. The water collected in these outlets is directed to the stormwater drainage in your street. It is recommended that these points are cleaned out regularly, especially after mowing grass, as this will reduce the possibility of water overflow. Stormwater drainage grates are not to be opened unless completed by a qualified tradesperson as per water board requirements.

To install additional surface water collection points (i.e. surface pits) please contact a qualified tradesperson. If rainwater tanks are installed with charged lines, connect only to the overflow line from the tank to the street or inter-allotment drainage line.



Work is not recommended to be carried out off ladders and qualified tradespeople should be engaged where possible.

6.1.12 SEWER GULLY

A sewer gully is generally located at the rear of your home. It is often located near the external tap, however, not necessarily below it. This gully is an overflow in the rare case that the sewer blocks; the overflow will come out at the sewer gully point rather than through the floor wastes inside your house. The gully must be higher than the ground around it and lower than the inside floor level.

Key tips for care and maintenance include:

- Do not cover the sewer gully
- Do not use the sewer gully as a drain
- Do not lower the height of the sewer gully
- Ensure regular inspections are undertaken to ensure the sewer gully is not obstructed by objects or debris

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6.1.13 ROOFING AND EAVES

Where roofs are tiled with a concrete tile they should be checked regularly. Eaves should also be regularly cleaned and generally maintained.

Ensure qualified tradespeople (qualified to work at heights if required) provide maintenance, flashing and capping works to the roof and roof void areas (including access through man holes). Loose ridge/hip tiles should be re-bedded and painted, cracked tiles should be replaced.

Only qualified tradespeople are to access the roof and roof space who specialise in working at heights. It is important that if tradespeople access the roof for any reason, it is not damaged. If damage does occur, you must repair the damage immediately to reduce the risk of water ingress into your home. Work is not recommended to be carried out using ladders unless the work is being undertaken by a qualified tradesperson.



Work is not recommended to be carried out off ladders and qualified tradespeople should be engaged where possible.

6.1.14 TERMITE CONTROL

Your home and garage has the Termguard termite protection system installed. You may note that the termite protection system sticks out past the slab by a very small amount around the perimeter of your home – this is normal. Please note that to ensure ongoing protection from termites and to ensure your warranty is not void, yearly inspections and maintenance are required by a qualified pest control operator.

Any future work to your home must reinstate any broken termite barriers where damaged. Please do not tamper or remove any termite protection devices that are installed in your new home. To ensure that termite protection measures are maintained, they need to remain visible for annual inspection. Please keep any item at least 75mm away from the termite protection system at all times.

Please refer to the Flick Termguard information guide on the Mirvac Settlement Pack USB for registration forms, a guide to termite surveillance and inspection and your responsibilities regarding maintenance.



Refer to Manufacturer's Instructions on the Mirvac Settlement Pack USB.

6.1.15 GARAGE DOOR

For security and convenience your garage has been fitted with either a roller door or a steel panel lift garage door.

For homes fitted with an automatic garage door opener, if there is a power loss, pull the string hanging from the ceiling to open the door manually and follow the instructions included in the Settlement Pack to lock the door while the power is out.



Refer to Manufacturer's Instructions included in the Settlement Pack on the Mirvac Settlement Pack USB.

6.1.16 DRIVEWAY

A protective coating has been applied to the driveway of your new home. It is recommended that the driveway pavement is resealed six months after moving in and then under normal residential conditions. Resealing may be required every 18-24 months.

Please ensure fully loaded trucks do not park on the driveway as excessive loads may cause pavement cracking.

6.1.17 WATERING

Where water restrictions do not preclude watering, gardens and lawns should be watered adequately but not excessively. External taps will source water from the rainwater tank, if available. Over-watering can be wasteful and may also lead to excessive water build up, this may have the potential to affect the foundations of the home and lead to movement and damage to the home. Watering systems must be carefully placed and monitored as they can frequently over-water.

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6.1.18 GAS MITIGATION SYSTEM

Refer to [3.1.2 Long Term Environmental Plan](#) within the Community Management Statement for gas mitigation system details.

6.1.19 LIVING IN A BUSHFIRE-PRONE AREA

No home is fire proof; however, there are a number of things you should consider over the life of your home that can help to reduce the risks to your home.

It is essential to reduce the amount of fuel in the vicinity of the home by clearing a buffer zone. This may include a 'fuel free' area around the home where there are no large trees or shrubs or it may be a 'fuel reduced' area, where trees exist but the undergrowth and other vegetation is kept under control. A well-watered lawn can provide a good fire break. Reducing the fuel around your home can help to reduce the fire intensity making it safer to defend your home from spark and ember attack.

In areas subject to attack from bushfires, the local fire authority may require you to maintain the level of vegetation around your home over the warmer months. To determine if this applies to your home, contact your local council or fire authority.

It is important to clear man-made hazards from around and under your home. Wood piles, old tyres, leaf-filled gutters, fuel cans and other flammable liquids should be removed or stored away safely.



Maintenance should be in accordance with the guidelines provided by the NSW Rural Fire Service that can be accessed on their website at the following link: <https://www.rfs.nsw.gov.au/plan-and-prepare/prepare-your-property>

6.2 INTERNAL - GENERAL

Provided below are internal maintenance recommendations to ensure the longevity of finishes and fixtures in your new Mirvac home. Proper care and maintenance is a standard condition of many manufacturers' warranties, so please refer to the specific manufacturer's recommendations to ensure warranties are not voided.

Please always use experienced, qualified and licensed tradespeople to carry out repairs and maintenance work. Work should be carried out from the ground level only. Work is not recommended to be carried out at heights especially where ladders are necessary, unless the work is being undertaken by a qualified tradesperson.

6.2.1 APPLIANCES



Refer to your Manufacturer's Instructions/ Operation Manuals and Warranties in the Settlement Pack for the following appliances:

- Gas cooktop
- Electric oven
- Rangehood
- Dishwasher

To maintain the appearance and durability of your appliances, follow the instructions, hints and advice in these documents.



Please note that the Manufacturers' Warranties are often conditional, and require regular maintenance. We also recommend appliances be inspected every two years by an authorised service agent.

To save energy, many common home appliances such as TV's, entertainment systems, microwaves, game consoles and computers can be switched off when not needed. Many new appliances now carry mandatory energy ratings, which indicate the efficiency of the product. A higher rating indicates lower operating costs than comparable products.

In the event an appliance malfunctions:

1. Check if the power point is overloaded i.e. are there too many adaptors
2. Check power at the switchboard (located in the meter box)
3. Follow relevant instructions in the Operation Manual for 'trouble shooting'
4. Check the Warranty and call the Manufacturer's Service Centre

If none of the above four items remedy the malfunction, ensure a qualified tradesperson is engaged to carry out the works.

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6.2.2 PAINT



As paint colour may change subtly over time, and paint manufacturers may alter colour specifications, we recommend any future colour matching be based on a paint sample.

All walls have been painted with quality paint products from Taubmans which can be cleaned and may be washed to remove most light marks and stains.

Suggested cleaning method:

- Use a diluted solution of washing detergent or a mild cleaner such as 'Spray n' Wipe', then clean walls as suggested below;
 - Lightly wet or spray affected area
 - Using a soft cloth, dab or pat the affected area to remove mark or stain
 - Always rinse with clean water then pat the surface dry to avoid spotty appearances
 - For best results, clean affected area immediately

All ceilings, for aesthetic reasons, have been painted with a Taubmans ceiling paint finish which may be washed exercising care since hard rubbing will tend to polish the flat surface. For best results, wash a whole ceiling rather than treat just the stained area.



Please do not clean the affected area with abrasive cleaners or use hard rubbing as this may lead to burnishing and may cause damage to the paint coating.

Ensure qualified tradespeople provide maintenance and painting works to internal walls. Work is not recommended to be carried out using ladders and, if required, poles are to be used for cleaning.

6.2.3 CARPET

Carpet throughout your home has been selected to provide a soft, maintainable yet durable floor finish.

Regular maintenance will increase the life span of all types of carpet. The five basic steps of an adequate maintenance program are:

1. Protection from damage and prevention of spills
2. Regular vacuuming
3. Intermediate surface brightening
4. Periodic wet cleaning; and
5. Removal of stains and spills

Carpets should be professionally cleaned every 6-12 months to maintain a satisfactory appearance of the carpet.

Daily maintenance of carpet is recommended and should consist of the removal of surface debris and dry particulate soil by means of a carpet sweeper or various types of suction machines. Periodically wet cleaning is required to remove soiling which is not removed by daily maintenance (greasy, oily and other sticky substances, accumulated dirt which discolours and otherwise affects the carpet).

The basic requirements of cleaning chemicals for use on wool are:

- Low alkalinity
- Non-sticky residue on drying
- Good cleaning power
- No added bleaches, dyes, etc.

The damage done to carpets in (wet) cleaning usually relates to over-wetting, too much mechanical action and the use of unsuitable shampoos and other chemicals.

Recommended stain removal procedures:

- Act quickly
- Blot or scoop up - do not scrub
- Treat stains with recommended agents, small amounts at a time (check first for bleaching or colour transfer on patterned carpets)
- Work from the edge of the stain inwards
- Do not rub or over-wet
- Absorb stains in wads of tissues weighed down until stain is completely removed (repeat procedure if necessary)

6.2.4 LIGHTING

Before changing a downlight, please ensure the power is turned off at the power switch.

Light fittings and light globes in double storey voids and external lights are to always be replaced by an experienced and qualified tradesperson.

External lights will be subject to natural corrosion and should be cleaned and maintained to prevent salt build-up.

6.2.5 ALUMINIUM DOORS, BALUSTRADES, WINDOWS AND SKYLIGHTS

Aluminium windows and doors have a powdercoat finish, a high performance organic coating which needs to be cleaned and maintained regularly to ensure the decorative and protective properties of the coating are retained.

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Cleaning is recommended every three to six months to remove airborne deposits such as salt, atmospheric pollution and dirt.

To clean powder coated aluminium frames:

1. Remove dust with a wet sponge (rather than risk micro scratching by dry dusting)
2. Remove any marks by the use of a warm, mild detergent or mineral turpentine
3. Wash and remove powder deposits from the powder coating surface using a soft bristle brush
4. Always rinse afterwards with fresh water so that the contact time with the cleaning solution is kept to a minimum



Do not use: abrasive cleaners, harsh solvents (including window cleaner, industrial strength solvents or solvents recommended for the removal of sealant or mastic), scouring pads or other harsh materials such as powder based cleaning products as these may scratch the finish.

Always test a small discrete section of a frame to confirm the suitability of the cleaning agent used. This will ensure minimal or no damage to the powder coat colour or surface.

Window furnishings are not to be mounted on any part of the aluminium door or window frame.

Owners are advised to clean high level areas, particularly skylights with use of a pole and/or employing qualified cleaners who specialise in cleaning at heights to complete the works.

To clean window glass:

- Use only cleaning materials free of grit and grime (to avoid scratching and marking the glass surface)
- Use only detergents and cleaning solutions which are recommended glass cleaners (mild detergents are preferable)
- Avoid using a broom and hose to clean windows as this can result in scratched glass and leaking windows
- Do not use liquids like hydrochloric acid which will erode the glass. Solvents such as ethanol, ketone, ester etc. will affect adhesion of the PVB in the laminated glass and it could also affect the optical performance of the glass
- Do not use scrapers or scour pads

6.2.6 DOOR AND WINDOW HARDWARE

To maintain a high level of function, door hardware must be free from dust and grit. Generally, all components can be cleaned with a soft damp cloth. Grease or oil should not be applied to any hardware.

Maintain door locks and handles every 6-12 months, as follows:

- Tighten fixing screws
- Re-align strike plates
- Lubricate internal mechanism with an aerosol lubricant
- Lubricate 'sticky' locks with dry powder graphite sprinkled on the key

Owners are advised to clean windows at high levels with the use of a pole and/or employing qualified cleaners to complete the works.

A privacy lock may be fitted to some bathroom doors which can be unlocked from the outside/hallway. To do so, insert a small nail or skewer into the hole in the face plate and gently push forward to disengage the privacy mechanism.

Some bathroom doors are fitted with safety hinges where the door can be lifted up and removed manually in the event of an emergency.

Sliding windows at heights have been fitted with restrainers to minimise the risk of falling. The removal of window restrictors is not recommended and would be at the owner's risk.

6.2.7 INTERNAL GLASS WINDOWS, SHOWER SCREENS, SPLASHBACKS, VANITY, ROBE MIRRORS

To clean glass and mirrors, use clean water with mild soap, diluted methylated spirits, glass cleaner or a slightly acidic (vinegar) cleaning solution on a soft, lint free, damp cloth or chamois. Always apply the cleaner onto the cloth first and not directly onto the glass. It is recommended that cleaning be undertaken, at a minimum, monthly.

Owners are advised to clean high level areas with use of a pole and/or employing qualified cleaners to complete the works.

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To avoid scratching glass and any associated framing (i.e. shower screen frame), do not use; caustic or abrasive substances such as polish, silicon based cleaners, powder-based cleaning agents and other harsh materials. Do not use cleaning items such as steel wool, scouring pads or razor blades. If using a solvent cleaner, care should be taken to avoid contact with the glazing sealant and any other materials which may be affected by the solvent.

The regular removal of water from the inside of the shower screen with squeegee will help prevent the build-up of soap scum.

Damaged glass and mirrors can not be repaired. They must be replaced by an experienced glazier.

6.2.8 TAPWARE

To prevent damage to the protective finish, avoid cleaning taps and spouts with harsh chemicals. Clean with warm soapy water, rinse well and dry with a soft cloth.

To maintain tapware:

- Clean tap filters every two months
- Check tap washers every two years and replace as necessary

A licensed plumber is required to replace the ceramic washer in lever mixer taps.

Remember to turn off the water supply to your home prior to carrying out maintenance or in the event of a tap or fitting breaking.

We recommend that tapware be serviced by a licensed plumber.

6.2.9 KITCHEN AND VANITIES

6.2.9.1 – CLEANING AND MAINTAINING RECONSTITUTED STONE BENCHTOPS

- Clean up any spills as quickly as possible, particularly on horizontal surfaces
- Remove soiled surfaces or light stains with soapy water and a soft cloth, or a non-abrasive spray-and-wipe cleaning agent
- Do not use abrasive or alkaline cleaners and ensure that the finish does not remain in contact with hypochlorite bleach, mineral acid, dye or iodine solution, silicone based cleaners, polish, steel wool, or acidic and alkaline materials. (Note that silicon cleaners render surfaces unsuitable for recoating)
- Ensure all spills are cleaned up immediately with a damp cloth and dry off to prevent swelling and damage
- Do not place electrical appliances, hot items or pots straight from the oven/cooker directly onto your benchtop



Refer to Manufacturer's Instructions for further details.

Standard benchtop square edge finish:

- A damp cloth removes spills and greasy spots
- Rub with a clean, dry cloth to bring back brightness. Occasionally clean with warm soapy water
- To remove heavy build-up of dirt use Windex spray cleaner or similar spray cleaner, nylon bristle toothbrush or nail brush or methylated spirits



Do not use abrasive powder, cream or paste cleaners, scouring pads, wire wool, steel wool, pot scrapers, furniture polish, wax sandpaper or scrubbing brushes.

6.2.9.2 – CLEANING KITCHEN CUPBOARDS

- Kitchen doors can be easily wiped clean by wiping with a damp cloth or sponge or a mild diluted washing detergent
- Do not rub with excessive force to remove stains as this may produce a gloss patch on the rubbed area
- Do not use abrasive cleaners, solvent based or cream cleaners, scouring pads, wire wool, steel wool, pot scrapers, wax sandpaper or scrubbing brushes
- Check, tighten and adjust hinges every six months
- Do not apply oil or grease to any joinery hardware, such as hinges and runners etc.

6.2.10 BATHROOM BENCHTOPS AND JOINERY

6.2.10.1 – CLEANING BATHROOM ACRYLIC BENCHTOPS

- For daily cleaning, a simple wipe over with a damp cloth is usually sufficient. Any non-abrasive domestic cleaner can be used and will not harm the top
- Do not use abrasive cleaners such as Gumption or steel wool which will scratch and dull the surface
- For stubborn stains, the use of methylated spirits or a wipe with a No.1 grade car polish often works well

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6.2.10.2 – CLEANING BATHROOM LAMINATE AND MELAMINE JOINERY

Your cupboard joinery may feature laminate and/or melamine. Cleaning and maintenance recommendations are as follows:

- Clean up any spills as quickly as possible, and rinse well with clean water
- Remove soiled surfaces or light stains with mild detergent such as dishwashing liquid and a damp sponge, or a non-abrasive spray and wipe cleaning agent such as Windex or Jiff micro liquid
- Over use of chemical cleaners or failure to rinse remaining residue will eventually cause an unsightly build up on the finish
- Do not use scourers, abrasive or alkaline cleaners
- Check, tighten and adjust hinges every six months
- Do not apply oil or grease to any joinery hardware, such as hinges, runners etc.

6.2.10.3 – CLEANING STONE BENCHTOP JOINERY

- Follow this basic guide for everyday cleaning
- Refer to the Caesarstone care and maintenance guide for more information



FOR LIGHT, EVERYDAY CLEANING:

Wipe surface with warm soapy water and a clean, damp cloth

FOR EVERYDAY MARKS AND SPILLS:

Caesarstone® Spray Cleaner

FOR REMOVAL OF STUBBORN MARKS AND DRIED SPILLS:

Caesarstone® Cream Cleanser

6.2.11 TILES

Only use recommended cleaning products to clean floor and wall tiles, or use a mix of warm water with a biodegradable detergent and a cup of methylated spirits. When dry, buff with a dry mop or woolen cloth. Avoid using strong abrasive cleaners. To clean grouting, a plastic bristle brush is recommended.

The sooner the cleaning is carried out, the easier stains will be removed. Spillage of oil, fat or material likely to stain or cause a slipping hazard, should be removed immediately by using a detergent and hot water.

Whatever method is chosen to clean tiles, the three golden rules of cleaning are:

1. Try a small inconspicuous area first
2. Rinse well with clean water afterwards
3. Avoid the use of high concentration cleaners for prolonged periods of time

Tiles in wet areas form part of a waterproof wall and floor system. Take care to not damage or impact any part of the tiles in the shower recess or floors. Any damage should be repaired promptly by an experienced tradesperson.

Due to the constant use of shower areas, tiled surfaces need a different cleaning procedure to remove hard water deposits, soap scum and body oils that build up. To avoid extra heavy cleaning, weekly cleaning is advised to maintain a level of hygiene and to remove dirt before it builds up into hard deposits. Hard water deposits can be eliminated by a solution of white vinegar and water. A plastic scouring pad is most useful for this kind of cleaning.

With the damp nature of shower recesses, bacteria and mould can develop where there is little ventilation. This can be removed by spraying or wiping with chlorine bleach such as White King. This should be allowed to stand for five minutes and later rinsed with clear water. Caution should be taken when using bleach and it should never be mixed with ammonia.

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To avoid damage to tiles or discolouration to silicon sealants in wet areas do not use harsh chemicals or abrasive cleaners. Silicon sealants should be cleaned with soapy water only. Steel wool pads should not be used as they may leave steel particles which can rust and leave brown stains.

Use protection caps on the base/legs of any furniture items placed on tiles to reduce the likelihood of damage and/or scratches to the tiling.

6.2.12 STAINLESS STEEL

Cleaning should occur on a regular basis to prevent tarnishing. To clean, wipe with a soft damp, slightly soapy cloth, let dry and wipe with a dry cloth. Always wash and wipe with the grain of the stainless steel to avoid scratching.

To protect from staining after cleaning with a chemical cleaner or coming into contact with food acid, wash down with fresh water.

To brighten, use a non-abrasive cleaner or specialist stainless steel product.

Do not use steel wool, an abrasive cleaner or oil based cleaners.

6.2.13 SANITARY WARE

To preserve the polished surface of your bath, toilet and basins, clean with a soft cloth and warm soapy water or a liquid cleaner to wash away any body oils or soap residue. Ensure your selected cleaning agent does not affect any adjacent stone or tile.

Do not use powders, pastes, cream cleaners, thinners, window cleaning sprays or dry cleaning fluids.

As the use of coloured essential oils may stain your bath's polished surface, test before use and add oils into a bath full of water rather than pouring them into an empty bath.

To prevent corrosion of metal accessories by mineral salt such as Radox, ensure the salts are dissolved completely prior to adding them to bathwater.

6.2.14 CEILING EXHAUST VENTILATION GRILL

Mechanical ventilators are fitted to some Mirvac homes in bathrooms and laundries to assist the removal of steam and humid conditions, prolonging the life of the interior finishes. Below are some tips for efficient use of the mechanical ventilators:



Leaving a window within your home slightly open will increase the air intake and efficiency of all the internal exhaust mechanisms (including the kitchen rangehood).



To ensure adequate air flow into the laundry exhaust, leave the laundry door open while the dryer is in use.

6.2.15 AIR CONDITIONING

If your home has been fitted with air conditioning; please refer to your Manufacturer's Instructions/ Operation Manuals and Warranties for details.

If an air conditioning unit is installed after handover, this must be undertaken by an appropriately qualified tradesperson.

Ensure any external air conditioning units are located in an area not visible from ground level outside the property.



After installation ensure you refer to your Manufacturer's Instructions/Operation Manuals and Warranties for details on your air conditioner, including repair and maintenance work.

To maintain the appearance and durability of your appliances, follow the instructions, tips and advice in these documents. Where servicing is required, Mirvac recommends an appropriately qualified tradesperson is used.



Please note that the Manufacturer's Warranties are often conditional, and require regular maintenance.

6.2.16 LAUNDRY FLOOR WASTE

To ensure the water seal in the laundry floor waste does not dry out and let odours escape, each fortnight pour approximately 600mls of water into the floor waste.

6.2.17 BATHROOM, LAUNDRY AND WATER CLOSETS

Your bathroom, laundry and water closets have been constructed to satisfy the requirements for wet areas under the building regulations. However, it is important to note these requirements are not designed to deal with flooding or excessive water specifically in the bathrooms outside the shower recess.

To ensure the continued performance of these areas and to avoid damage caused by excessive water, it is important to not allow water to flood from the shower recess, bath or basin, washing machine or toilet pan through inappropriate use or accidental flooding. If flooding does occur, remove water immediately and heat the area to remove excess moisture.

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Simple changes at home can have a meaningful impact on broader environmental issues such as water scarcity and climate change. By reducing your environmental impact through steps such as reducing energy, water use and waste generation, you can help the environment and save money.

To find out more about energy and water conservation, indoor air quality, waste and recycling, water efficient gardening and other key environmental issues, please refer to the various organisations listed below.

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DEPARTMENT OF CLIMATE CHANGE

www.climatechange.gov.au

Key Topics: Climate Change, Carbon pollution Reduction Scheme

DEPARTMENT OF ENVIRONMENT, WATER, HERITAGE AND THE ARTS

www.environment.gov.au

Key Topics: Biodiversity, Pollution, Rebates, Land and Water

YOUR HOME- DESIGN FOR LIFESTYLE AND THE FUTURE

www.yourhome.gov.au

Key Topics: Sustainable Design, Refurbishment and Renovation, Product Selection

AUSTRALIAN CONSERVATION FOUNDATION- GREEN HOME

<http://www2.acfonline.org.au/>

Key Topics: Energy and Water Conservation, Waste Reduction, Eating Green, Shopping Smart

OZHARVEST

<https://www.ozharvest.org/>

Key Topics: Food Waste, Waste Reduction, Shopping Smart

CLEAN UP AUSTRALIA

www.cleanup.org.au

Key Topics: Waste, Recycling, Compost, Worm Farming

RECYCLING NEAR YOU

www.recyclingnearyou.com.au

Key Topics: Search Engine for Recycling Services in your Neighbourhood, Recycling Information

GREENPOWER

www.greenpower.gov.au

Key Topics: Government Accredited Renewable Energy

THE CENTRE FOR LIVEABILITY

<https://www.liveability.com.au/>

Key Topics: Energy Use, Gardening, Waste, Transport

MIRVAC

For information on sustainability initiatives at Mirvac, see: <https://www.mirvac.com/sustainability>

8.1 SUSTAINABILITY AT MIRVAC

The Mirvac brand is synonymous with quality projects and landmark sites across Australia.

Mirvac strives for sustainability excellence in all operations. Every building we design is a reflection of our pledge to deliver projects with exceptional environmental and social performance.



Our commitment towards delivering world class projects is driven by our organisation's sustainability strategy, 'This Changes Everything'. The strategy was recently updated and is underpinned by six focus areas: Climate Change, Natural Resources, Our Community, Social Inclusion, Trusted Partner and Our People.

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This approach is based on a rich history of achievements that demonstrate our capability to deliver, which includes:

- Australia's first solar suburb at Newington's Olympic Village
- First Australian commercial developer to build a net zero carbon home, Harmony9 at Waverley Park in Victoria
- Australia's first 6 Star Green Star Shopping Centre at Orion in Springfield, Queensland
- First 6 Star Green Star education facility at the Mirvac School of Sustainable Development, Bond University in Queensland
- First existing office tower to deploy trigeneration at 101 Miller Street in North Sydney
- Australia's new benchmark set for the 'next wave' of 6 Star Green Star high rise development at 8 Chifley Square in Sydney
- Demonstrated commitment to building performance achieving an unprecedented NABERS Energy rating of 4.87 and NABERS Water rating of 3.88 across the entire Mirvac commercial portfolio

Mirvac Constructions has become the first business in Australia to be awarded the highest possible 5 Gold Star iCIRT rating, issued by regulated ratings agency Equifax*. The rating recognises Mirvac's long standing track record, quality developments and credibility within the construction industry.

External recognition is evident through Mirvac's listings in the Dow Jones Sustainability World Index, the Australian SAM Sustainability Index (AuSSI), FTSE4Good, and on both, the ASX200 Carbon Performance Leadership Index and the ASX Carbon Disclosure Leadership Index.

In addition, Mirvac continues to be recognised as a regional leader in the diversified sector under the Global Real Estate Sustainability Benchmark (GRESB), which demonstrates Mirvac's commitment to sustainability through our strategy, support across the business and transparent public reporting.

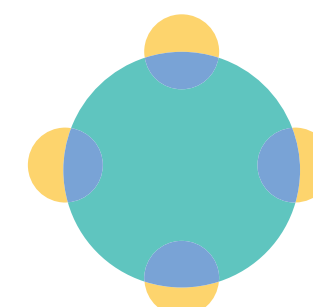
OUR FOCUS



Climate change

Net positive carbon by 2030

Climate risk. Energy. Board capability. Net positive roadmap.



Our community

Net positive legacy

Community engagement & investment. Social return. Wellbeing



Our people

Highly engaged, capable, & diverse workforce

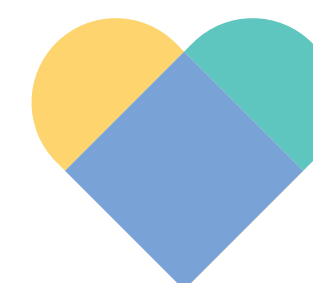
Safety. Culture. Diversity. Reward



Natural resources

Net positive water
Zero waste by 2030

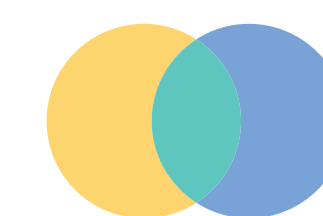
Waste. Water. Materials. Biodiversity



Social inclusion

\$100m investment in social sector by 2030

Procurement. Volunteering. Reconciliation. Affordability



Trusted partner

Most trusted owner and developer

Integrity. Reporting. Earnings visibility

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8.2 SUSTAINABILITY INITIATIVES AT GEORGES COVE RESIDENCES

8.2.1 ESTATE DESIGN

Georges Cove Residences has established a hierarchy of interconnected streets, providing safe, convenient and clear access within and beyond the estate. The estate was developed in support of the Moorebank East Release Area rezoning to provide a range of housing types to meet the needs of a diverse community, supported by infrastructure in an environmentally sustainable manner.

The road layout assists in stormwater management, facilitating energy efficient lots and building orientation to create an interesting and attractive streetscape.

Trees have been retained where possible within Council's open space, and much of the landscaping throughout the estate incorporates the use of local native species. These indigenous species are tolerant of climate, soils and water availability to reduce demand on water supply and the environment.

The provision of dedicated bicycle pathways linking to existing and future regional bike path systems facilitates environmentally friendly transport. Georges Cove Residences is located within close proximity to existing local public transport infrastructure, helping to improve air quality and to alleviate traffic congestion and noise.

8.2.2 HOUSING DESIGN

Your new Ready Home has been built to comply with the minimum energy regulations under the NSW Building Sustainability Index (BASIX). The aim of BASIX is to deliver equitable, effective water and greenhouse gas reductions across New South Wales, as well as provide long term financial savings for homeowners.

For more BASIX information, please refer to the following link: <https://pp.planningportal.nsw.gov.au/basix-certificate/about-basix>

8.3 TIPS TO SAVE THE ENVIRONMENT AT HOME

8.3.1 GENERAL ENERGY MANAGEMENT

Your home has been built to comply with the minimum energy regulation requirements for your climate zone. Satisfactory ongoing energy management practices not only save money in the running costs of your home, they also have a direct benefit in protecting our environment.

Depending on the design of your home, there may already be a number of devices or elements around your home which were required to meet the minimum energy efficient rating. You might also consider installing devices after you move in or commence using your home to improve the energy efficiency of your home.

8.3.2 SUMMER SHADING

External shading devices for windows and doors are an effective way to keep your house cool. North, east and west facing windows and doors can be shaded by devices such as external blinds or shutters.

8.3.3 WINTER PROTECTION

In comparison to the same amount of wall, windows lose more heat in the winter. Close-fitting drapes or blinds, when closed, trap a layer of still air between them and the glass, therefore decreasing heat loss.

8.3.4 INSULATION

Your new home will contain insulation to a level that will satisfy building regulations. This may require the installation of insulation in the walls and ceilings. It is important that the insulation is maintained and not removed as this will reduce the energy efficiency of your home. If additional insulation is installed after you move into your home, it is essential to consider the requirements under electrical regulations in relation to any required clearances to light fittings and other building elements, particularly in roof spaces. Similarly, if you make changes to the lighting in your home, this may affect the performance of ceiling insulation by creating perforations in the ceiling lining.

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8.3.5 LIVING ROOMS

- Minimise heat loss through windows by installing window coverings, such as curtains with pelmets
- Keep heated/cooled volumes to a minimum by closing off rooms not in use
- Do not overheat or overcool - set the thermostat at a reasonable level
- Switch televisions and stereos off when not in use - these appliances use substantial amounts of energy even when left in the 'standby' mode
- Switch off the screen to your computer when not in use. Laptop computers are generally more efficient than desktops

8.3.6 LIGHTING

- Turn off unnecessary lights
- Use dimmer controls where possible to reduce lamp life and use less energy
- Use desk or standard lamps where a light source is most needed

8.3.7 KITCHEN

- Use energy efficient cooking practices where possible
- Minimise grilling and use lids on pots when boiling and simmering etc.
- Used a plugged sink to rinse dishes and clean vegetables rather than rinsing each item separately under a running tap
- Wait until you have a full load to run the wash cycle on your dishwasher
- Ensure that the refrigerator door seal is tight fitting and maintained
- Leave the refrigerator door open for as little time as possible

8.3.8 BATHROOM

- Do not leave the tap running when brushing teeth or shaving
- Choose the toilet's half flush option as much as possible
- Take a short shower instead of a bath
- Do not leave taps dripping and promptly repair leaking taps
- Place a little food dye in the cistern of your toilet from time to time and check for small continuous leaks down the back of the pan
- If you install heated towel rails, ensure a timer is also installed

8.3.9 LAUNDRY

- Use cold water for machine washing
- Wash a full load rather than a partial load
- Use biodegradable soap
- Use drying racks instead of a clothes dryer. If a clothes dryer is used, run on a lower/colder setting

8.3.10 APPLIANCES

- Purchase the highest energy star rating appliances - the more stars the less energy used
- Choose a washing machine and refrigerator size to suit your needs. A larger capacity with the same rating uses more energy than a smaller model

8.3.11 WASTE

- Separate your waste into recyclable collections and use the correct bin for household rubbish and recycling
- Buy less packaging
- Do not put oils, fats or harmful chemicals down the sinks
- Use a strainer in kitchen sinks
- Choose detergents with no, or little phosphorous to minimise nutrient loads in waterways

8.3.12 OUTDOORS

- Plant native trees and shrubs in your garden as they require less water than exotic plant species and provide habitat for local native wildlife

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8.4 SUSTAINABLE LIFESTYLE TIPS

How we live, work and play can have a large impact on the environment and society. These impacts are often out of sight.

Australia consumes more resources per person than most other nations. If everyone lived like an Australian, we would need over five earths. The good news is that small adjustments in our everyday life can have a large effect.

This section provides a starting point for actions to take and where to look for more information as there is a wealth of knowledge online about how we can reduce our impact.

8.4.1 CARBON EMISSIONS

Across the world, momentum to reduce climate change is growing. Individuals, communities, businesses, organisations and governments all have vital roles to play.

Reducing your electricity consumption is a good place to start. The following are simple things that can be done in the home to conserve resources, reduce carbon emissions and save money on energy bills.

EVERYDAY ACTIONS

- Connect to GreenPower, renewable energy provider or carbon neutral provider
- Use a drying rack or clothesline instead of a clothes dryer
- Set the air conditioning system thermostat at a reasonable level
 - During winter, to ensure maximum energy efficiency from your unit, the optimal temperature to run your system is recommended at 20°C
 - During summer, to ensure maximum energy efficiency from your unit, the optimal temperature to run your system is recommended at 26°C
 - Clean your air conditioner filters within the indoor unit every two weeks
 - Blocked filters can reduce a system's efficiency significantly. Replacing a blocked-up filter with a clean one can lower your air conditioner's energy consumption by anywhere from 5% to 15%
- Align your electricity consumption with the power generation from your solar system
 - Use the time delay setting to run large appliances such as the dishwasher, washing machine and dryer when the sun is high in the sky (e.g. 10am – 3pm), to ensure they use solar energy instead of grid energy
 - Review your energy consumption and generation on a regular basis

8.4.2 TRANSPORT

Transport is the 3rd largest source of emission in Australia, with nearly 50% of these emissions coming from cars. You can help to reduce the impact of transport by using public transport, active modes of transport as well as through the use of electric vehicles powered by green/renewable energy.

EVERYDAY ACTIONS

- Walk
- Cycle
- Take public transport
- Carpool
- Join a Car Share Scheme

8.4.3 FOOD

The way food is grown, transported, sold, stored and consumed can have a large impact on the natural environment as well as human health.

EVERYDAY ACTIONS

- Aim to reduce food waste where possible by planning your meal ahead
- Buying local, seasonal, organic and environmentally friendly food
- Buying fairtrade certified products
- Buying sustainable seafood
- Grow your own food in your backyard or at a community garden
- Eat healthy; reducing meat and dairy consumption can have a significant impact on your carbon footprint

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8.4.4 WATER

Primarily, Sydney's water supply is from surface water sources in the Nepean Hawkesbury river system, with Warragamba dam supplying over 80% of this water. Every day, over 1.4 billion litres of drinking water is supplied to Sydney's five million residents.

EVERYDAY ACTIONS

- Use cold water for clothes washing and wash a full load rather than partial load
- Wait until you have a full load to run the wash cycle on your dishwasher (set the timer to off peak electricity time to further reduce your utility bills)
- Investigate the water footprint of common items you purchase and consume
- Choose eco-friendly detergents with little or no phosphorous, to minimise nutrient loads in waterways
- Irrigate the garden early in the morning or late in the afternoon to reduce evaporation
- Visit Sydney Water for tips to help you use water more efficiently around your home and garden [here](#)

8.4.5 WASTE

An effective and easy place to start/continue your low waste lifestyle is to cut out the big four. These are habits which can easily be removed from your everyday life by making small changes daily.

1. Coffee cups – get a reusable cup – and use it.
2. Water bottles – carry your own and save money (bottled water can be more than 1800 times more expensive than tap water).
3. Single use plastics – bring your own reusable items.

EVERYDAY ACTIONS

- Avoid purchasing goods in packaging
- Purchase recycled or recyclable products
- Use a compost or worm farm for organic waste
- Purchase second-hand goods
- Drop unwanted clothes to charity collection points
- Refuse, reduce, reuse, repurpose, recycle

8.4.6 COMMUNITY

The need to belong, be connected and engaged in group and community activities are intrinsic to our mental health and wellbeing. Feeling connected to a community has been linked to many benefits. Participating in community events and community organisations can lead to a more cohesive, friendly and supportive neighbourhood.

EVERYDAY ACTIONS

- Get to know your neighbors
- Join a local group
- Actively participate in community decision making processes
- Respect others
- Volunteering
- Walking instead of driving also supports community connection

8.4.7 EQUITY AND LOCAL ECONOMY

The products we buy, where we buy them from and the companies we choose to support can result in positive social and environmental outcomes. With every purchase we make, we have a chance to vote with our wallet and encourage companies to improve social and environmental practices in their supply chains.

EVERYDAY ACTIONS

- Buy local
- Spend money at social enterprises
- Research a product before you purchase
- Ethical shopping (look at ethical fashion guides, ethical electronics guides etc. before buying a product)
- Ethical investing
- Check for third party certification or environmental product declarations

8.4.8 SHOPPING

Reusable and eco-friendly alternative suppliers:

- Biocasa
- Biome
- Cove
- Flora & Fauna
- Koskela
- Onya
- Seed & Sprout
- Subpod Mini
- Thankyou
- Who Gives a Crap
- Zero Co

1. ABOUT THE OWNER'S MANUAL
2. MOVING IN
3. THE ESTATE AND MODIFICATIONS TO YOUR HOME
4. IMPORTANT CONTACTS AND YOUR COMMUNITY DIRECTORY
5. FEATURES OF YOUR NEW HOME
6. CARING FOR YOUR NEW HOME – CLEANING AND MAINTENANCE
7. SUSTAINABILITY
 - 7.1 Sustainability at Mirvac
 - 7.2 Sustainability Initiatives at Georges Cove Residences
 - 7.3 Tips to Save the Environment at Home
 - 7.4 Sustainable Lifestyle Tips

