



Move in/out Procedure.



Encompass

8 Elgin Street
Carlton VIC 3053

**The
Knight**

Insight, integrity
& results.

Move in/out Procedure

Welcome

Welcome to your new neighbourhood at Encompass!

As a new resident, there is plenty to learn about the range of services and amenities available to you.

The following information provides you with the essentials to get you started and ready to join the community.

Contacts

The appointed Owners Corporation team are here to assist you with any queries and can be contacted via the following:

Owners Corporation Manager Details

The Knight

Head Office: Level 1, 204 Balaclava Road, Caulfield North Vic 3162

Mailing Address: PO Box 678, Malvern Vic 3144

Phone: 03 9509 3144

Email: theknight@theknight.com.au

Office Hours: Monday to Friday, 9AM to 5PM

What is an Owners Corporation?

An Owners Corporation (OC) manages and administers the affairs of the Common Property which is automatically created when a plan of subdivision is registered with Land Victoria (Titles Office). The plan of subdivision shows all lots which are part of your OC.

Common Property refers to communal or shared areas and structures, for example, gardens, roads, etc.

The person who owns a Lot within the Plan of Subdivision automatically becomes a member of the OC. As an Owner you have legal, financials and moral responsibilities to the OC.

Each Lot on the plan of subdivision has a relative lot entitlement and liability which is determined by an independent surveyor prior to the commencement of the OC.

Lot entitlement represents a lot owner's share of ownership of the Common Property and determines voting rights whereas lot liability determines in the proportion of the total costs an owner is required to pay to the OC.

Owners Corporation Insurance

Your OC has taken out a global insurance policy and as an Owner in your OC, you are a member of the OC global insurance policy.

The policy includes reinstatement and replacement of all buildings within the plan of subdivision (including your home), common contents (such as shared services) and public (legal) liability for the common areas.

Please note the global insurance does not cover the following:

- **Fittings (including carpets, light fittings and window furnishings);**
- **Contents; and**
- **Public liability for individual lots.**

It is strongly suggested that each owner seeks advice on insurance to cover issues that may arise in their lot.

If your mortgagee requires to be noted as an interested party on the policy please make an application via

www.resolutepropertyprotect.com.au/certificate-of-currency to obtain a certificate of currency.

A copy of the Financials Services Guide and Product Disclosure Statement can be obtained by requesting a copy from insurance@theknight.com.au

Moving In/Out Procedures

All Owners and Occupiers must register their move in/out of the development via the booking portal.

<https://encompass.youcanbook.me>

Moving times are available Monday to Saturday only as follows:

- Monday to Friday: 9AM – 5PM
- Saturday: 9AM – 2PM
- Sundays and Public Holidays are strictly prohibited.

Bookings must be arranged at least 3 business days prior to the intended move. The booking is only confirmed once a copy of your removalist's insurance details is provided to your Owners Corporation Manager and your booking is approved by the Owners Corporation Manager

Move in/out Procedure

Unloading and Entrance into Buildings

All deliveries for Encompass should be directed to enter through the front entrance of the building. Additionally, we kindly request that delivery trucks utilise the street parking, as there is limited parking space available within the premises.

Garage Door Height

Maximum clearance is 2.2 metres. Please ensure the delivery van/truck is under 2.2 metres.

Parking for move in/out

It is required for all trucks and light vans to unload using the available street parking, as the parking space within the building is limited.

Lift Dimensions

Lift access is provided for the duration of the moving time booked and cannot be extended.

Dimensions

Height (Internal)	2400mm
Width (Internal)	1400mm
Depth (Internal)	1970mm

Removalist Insurance Details

Removalist insurance details must be provided to theknight@theknight.com.au prior to your confirmed booking time to ensure that that any damage caused by your removalist to common property and/or your private property is covered under their insurance policy.



Move in/out Procedure

Service Address / Mailing Address

Your service / mailing address is as follows:

8 Elgin Street, Carlton VIC 3053

Your service / mailing address will be the address known to Australia Post and Utility Providers.

For brand new developments, it may take up to 8 weeks for new addresses to appear on service providers databases including Google Maps.

Utilities

Before you move into your property, you will need to connect your utility services.

Utility Provider	Contact Details
Electricity	Residents Preferred Provider
Hot Water & Gas Cooktop	Origin Energy 13 24 61
Cold Water	Greater Western Water https://www.gww.com.au/
Telephone & Internet	Residents Preferred Provider
Pay TV	Foxtel 1300 130 799

For brand new developments, a phone and internet service provider may charge an NBN new development charge of \$300 (inc. GST) which is payable by the end user.

If you experience issues with connecting your utilities due to service addresses, please contact the management team who may be able to assist with providing meter numbers.

Service Contractors

In the event of an emergency situation endangering life, injury or damage, please contact 000.

In the event of a non-life threatening building emergency, please contact either the management team or one of the service providers.

Service Contractors	Contact Details
Builders	HDP (Vic) Pty Ltd (03) 9328 8900
Electrician	The Connectivity Hub 0409 123 336
Garage Door	Boswen 1300 849 800
Lifts	Schindler Lifts 13 18 74
Locksmith	Novas Hardware (03) 9709 3200
Plumber	United Plumbing Group (03) 9429 8787

Residents are liable for the cost-of-service contractors attending to any private matters.

Security

Security systems including CCTV security cameras have been installed in common areas throughout the building.

All resident access doors and lifts are secured requiring an authorised key-fob to provide entry.

While every effort is made to provide a secure environment for residents, we ask that you undertake simple measures to ensure your own security such as:

- Locking balcony doors
- Locking car doors
- Store possessions in lockers / cages
- Reporting issues to management team

Access Devices (Keys, Fobs & Remotes)

Lost access devices must be reported to the management team immediately so they can be disabled and not to compromise the building security.

Additional or replacement access devices can be ordered via

<https://www.theknight.com.au/access/>

Move in/out Procedure

Waste Management

A waste room/cupboard is located on each apartment level with a chute for general waste and recycling.

General Waste Chute

- Only small garbage bags with general waste can be placed into the general waste chute.

Recycling Chute

- Only small recycling items can be placed into the recycling chute.

Glass, Cardboard, Polystyrene

- Glass, cardboard, polystyrene, and other large recycling items **must** be taken to the basement level 1 rubbish room and neatly flattened and placed into the recycling bins.

Residents liable for misusing the chutes and causing blockages may be required to pay the cost to unblock the chutes.

Hard Rubbish Collections

Regular hard rubbish collections will be organised via the Owners Corporation Manager and notified in advance to all residents

Any occupant with mobility impairments should contact our office on 9509 3144 or via email to theknight@theknight.com.au to ensure we are aware of their mobility impairment requirements and we can make the necessary arrangements to assist.

Rules of an Owners Corporation

To help maintain an enjoyable environment for all residents, there are rules in place.

A copy can be obtained from the management team.

Blinds/Window Furnishings

As per the rules of the OC, the following policy applies regarding installation of blinds/window furnishings visible from outside the Lot:

An owner or occupier of a Lot must not install any curtains, blinds or other window furnishings on the interior or exterior of any windows forming part of the Lot without first having obtained written approval to do so by the Owners Corporation and/or other than specified by the Owners Corporation Specification which is as follows:

Blind Type: Roller Blinds

Fabric Type: Blackout

Colour: 'Elvina' (Grey)

Common Amenities

Encompass comprises of the following common amenities and are shared facilities:

- Residents Lounge with fully equipped kitchen
- Outdoor BBQ
- Alfresco Dining
- Formal lounge areas including television & library

For exclusive use of an amenity, please book via the booking portal:

<https://encompassamenities-2.youcanbook.me>

