



*CHRISTMAS*NEW YEAR*HOLIDAYS



A warm welcome to our new residents at Reserve Grandstand.

Below are important housekeeping items that are **essential reading** for new and established residents – to assist with a harmonious festive season!

- 1. Visitor Parking Bays:** Please keep visitor bays free for **genuine visitors** over the holidays. **Do not** allow family or friends to park in the visitor carpark for long periods – it is for use by residents and genuine visitors. CCTV operates at all times and the Ranger will be called for offenders. The **service bay** in B1 must be left free for contractors at all times. The “**High Vehicle**” bays are reserved for overheight vehicles that cannot access the main car parks – please don’t park in these bays in your small car!
- 2. Bin Rooms:** Christmas means lots of excess packaging – please do **NOT block the bin chutes** with oversize **packaging & polystyrene** – take it to the **red bins** in the B1 service bay. PLEASE do not dump unwanted goods in your bin room – it is your responsibility to store for the next bulk rubbish collection or remove to the West Metro Recycling Centre in Lemnos St Shenton Park. And a rehashed plea: the **yellow recycle bins** are getting cranky – they only accept WASHED containers – NOT leftover pizza in boxes, mouldy yoghurt containers or dirty milk cartons or plastic wrap.
- 3. Noise (Silent Night):** Can we ask that the elephants in the complex take off their work boots and clogs – and use their Christmas socks when stomping around on the tiles (especially at 3am!) We remind you all again that clattering around in heavy shoes and furniture being dragged on tiles can resonate to your neighbours. Please ensure your furniture has pads under the legs or you have a mat under furniture on tiles. We live in an apartment complex and **your excess noise** is your neighbour’s headache.
- 4. Security:** Allowing access to **unknown people to enter is real NO NO!** It’s vital for all residents to be **security conscious** and to not give access to entry doors or lifts to anyone “unknown” no matter how plausible the story or sad the person staring at you from outside looks. To keep everyone safe only give access to residents. To report a suspicious person “casing” the building or car park call **POLICE 131 444**. AND A BIG REMINDER that food delivery people are NOT allowed to enter the building or lifts – please come to **your entrance door** and collect your eats promptly from the delivery person.
- 5. Mail:** Letter not yours? Please leave it on top of the letterbox shelf – **not** in the bin. We will redirect or RTS. Packages that require a signature over the holiday period will be carded if you are not at home.
- 6. Emergency:** The BStrata emergency line ***1300 722 445** is for **emergencies only** eg: burst water pipes or loss of water. FIRST check with a neighbour before calling! For issues inside your apartment such as loss of power FIRST check the switch panel for a tripped circuit – if this is the case it’s a problem with one of YOUR appliances - 99% of power issues are caused by circuit overloads such as an iron, toaster and kettles. It’s not a building problem and NOT an emergency. *Please do not call this number for non-emergencies or maintenance. If the building power shuts down, be assured everyone will report the fault. TENANTS contact their property manager for internal issues. For other emergencies call **000 for POLICE, FIRE or INJURY**.

7. Lift Failures: Faults are automatically registered with Schindler lifts, but a follow up call is always a good idea to ensure the fault has been logged. After hours call Schindler on 131 874 and say you are from "Claremont on the Park" 8 Graylands Rd Claremont. You will be asked for the lift number. See below:

* Lift 1 - 1 Kyle Way* *Lift 2 - 8 Graylands Rd* * Lift 3 - 6 Graylands* *Lift 4 - 2 Tiger Way*

8. Parking Bays and Common Courtesy: please do not park in any car bay other than the ones marked for your apartment. Even for short periods this causes distress, anger and annoyance to the bay owner.

FOR MORE INFORMATION & FAQ's - VISIT www.reservegrandstand.com.au

WHAT'S COMING YOUR WAY BESIDES SANTA:



a) EVENT AT CLAREMONT SHOWGROUNDS

SNACK FESTIVAL NEW YEARS EVE TUESDAY 31ST DEC 4PM – 1AM

There will be road closures in place for the event – there is more information in mail rooms and BStrata and your property managers will send you the information from BARPOP the organiser. You will need to advise traffic management that you are a resident of Reserve or Grandstand if exiting or entering through road closures.

b) NEXT BULK RUBBISH PICKUP – SCHEDULED FOR MONDAY 3RD FEBRUARY 2025.

We will cordon off three visitor car bays and give you plenty of notice to bring out your dead stuff! We like to give prior warning in case those Christmas gifts have already run their race.....

c) STAFF CHANGE – we are sorry to say farewell to **Colin our Building Manager** who leaves us this Friday after nearly 4 years of hard work looking after our huge complex and keeping it running smoothly – his knowledge and experience and cheery smile will be missed. Colin is heading off on another adventure and we wish him the very best of life and health. Our new Building Manager will be **Shannon** who starts officially in the new year following an induction and handover period.



Your BM Team & Reserve Grandstand Council of Owners wish to extend their best wishes to all residents for a very happy, healthy Christmas and New Year.

Christmas Building Management Hours

Our Building Management Team will be taking a break **from 3pm Tuesday 24th December, until 9am Monday January 6th 2025**. Your **emergency** contact will be your Property Manager or the BStrata **After Hours emergency only** contact number: **1300 722 445 (see item 6 above)**

POLICE - FIRE - INJURY CALL 000