

# **Kia Ora Handbook**



**Kia Ora  
449-453 St. Kilda Road,  
Melbourne, 3004  
Copyright 2017, Owners Corporation Strata Plan 13753  
Revised January 20, 2020**

## Important Contacts

Service	Provider	Contact Details
Managing Agent	Gough Partners	Phone: 1300 046 844 <a href="http://www.goughpartners.com.au">www.goughpartners.com.au</a>  Email: <a href="mailto:andrew@goughpartners.com.au">andrew@goughpartners.com.au</a>
Building Manager & After Hours Emergency Service	Les Woodhall	Phone: 0409 168 976 Available 24/7  On site hours Monday - Thursday 8.30am-2.30pm Friday 8.30am-12.30pm
Security Gates	Les Woodhall	Phone: 0409 168 976

## Security

Basic good habits go a long way in helping maintain our safety:

- Get to know your neighbors.
- Don't prop doors or pedestrian gates open unless you are actively using them (e.g. for moving). If you see one propped open, close it (especially at night).
- Collect your post regularly.
- Don't admit anyone into the building that you don't know.

If you see something, say something to Les or call him anytime (0409 168 976)

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## **Introduction**

Kia Ora was completed in 1936 in the style of Streamline Moderne. It was commissioned by the Dixon Family, who owned the 'Kia Ora' cordial factory, and was designed by architect Lewis Levy (1890-1970). When first built, Kia Ora boasted wall panel hydronic heating, walk-in closets and modern kitchens.

Kia Ora is located on the east side of St Kilda Road, Melbourne, half way between Toorak and Commercial Roads and backs onto Fawkner Park. It is subdivided into 60 strata plan residential properties.

## **Owners Corporation Committee (OCC)**

The Committee comprises a small group of owners elected each year at the Annual General Meeting. The OCC meets regularly to oversee the management of Kia Ora, and its responsibilities are outlined in the Owners Corporations Act 2006. In preparing this document, the OCC hopes to help owners and residents by giving information on rules, protocols and services available to the residents at Kia Ora.

Once a year, the OCC holds an open meeting to which all owners are invited. We encourage all owners to attend these meetings and to volunteer if they would like to serve on the OCC to help with the continued smooth operation of Kia Ora. Nomination forms are sent out prior to every AGM.

## **Owners Corporation Emergencies**

For all after-hours emergencies please contact our Building Manager, Les Woodhall on 0409 168 976.

For any other damage, defects of a non-urgent nature or concerns regarding security, please report the problem promptly to the Managing Agent, Gough Partners on 1300 046 844.

Any excessive noise issues should be referred to the Police at the non emergency number of 131 444. Please refer to the 'Noise Regulations' section for details of acceptable noise levels.

## **Problems or Complaints**

If tenants of apartments have any problems or complaints they should refer them to the owner or letting agent. If a satisfactory response is not received, the matter can be referred to the Managing Agent (Gough Partners).

## **A-Z**

### **Bicycle Racks**

Bicycle racks are provided by the OCC in several covered locations – at the ground level in the rear service courtyards and the first level under the rear stairwells.

These are the only designated areas for storage of bicycles; they must not be chained to service pipes, stairwells or in any other common areas not designated for this purpose.

In addition, the storage rooms adjacent to the ground floor bike racks must be readily accessible at all times.

### **Car Parks**

There are 45 car parks to the rear of Kia Ora, which are owned by the Owners Corporation. Car park licences have been granted to a number of apartments for a 50-year period; the current arrangements are due to expire in 2030. It is the owner's responsibility to make it clear that any car park licence is not on freehold title in any notice of sale of an apartment in Kia Ora.

Residents must not park in any car park for which they do not have a licence, unless prior arrangements have been made with the licensee or their proxy. There are no visitor car parks at Kia Ora.

A quarterly fee is payable to the Owners Corporation for each car park licence. If this fee is not paid within 14 days of the stated due date, the OCC may cancel the licence.

Some owners have arranged to rent their unused car park to other residents on a monthly basis. This can be arranged privately between owners, but is subject to approval by the OCC. Car parks cannot be rented to people who do not reside at Kia Ora. If you are not using your car park and wish to rent it out, or are looking to rent a car park, please contact the Managing Agent (Gough Partners).

### **Chimney Cleaning**

If your fireplace is operational and you light fires during cold weather, it is recommended that you have your chimney swept every 2 – 3 years to reduce the risk of hazardous chimney fires. Contact Les Woodhall for details of preferred chimney sweeps.

## **Commercial Premises**

Kia Ora has always been a primarily residential property and is insured as such. The use of an apartment in a commercial way may jeopardise that insurance. Please check with Gough Partners.

## **Common Property**

The Common Property refers to all areas outside each individual apartment including the garden, car park, walkways, landings, stairs and foyers. Residents, their families and visitors are asked not to use the common property in a manner that unreasonably interferes with its enjoyment by other residents.

Personal items such as bicycles, BBQs, prams, furniture and firewood, with the exception of door mats, are not to be left or stored in the walkways and foyers or under stairs, unless authorised by the OCC, or as noted in this document. Fire fighting equipment and gas meters are to be readily accessible at all times and access must not be obstructed. Motor bikes, boxes not used for storing wood and other household items are not to be left or placed on landings or in the courtyards. BBQs are not to be stored permanently on landings or in courtyards; when not in use they are to be stored inside the resident's apartment or vehicle.

Pot plants that are set on drip trays to catch any excess water may be placed in back rear service courtyards and landings, provided there is no objection from immediate neighbours.

The OCC disapproves of, and strongly discourages, the placing of pot plants on any of the balcony ledges in Kia Ora as they present a safety risk to other residents. In addition the water drain-off from pot plants on balcony ledges can damage the exterior paint of the building and cause excess water to enter other apartments, potentially causing damage to ceilings and internal walls.

## **Fire Precautions**

Every resident should make sure that they know the location of the nearest fire hoses and extinguishers. Most are located on the balconies adjacent to the back door of each apartment. Ground Floor apartments have fire hoses adjacent to the rear courtyards and apartments at the back of the building have fire hoses at the base of the concrete stairwells.

All apartments are required by law to have effective smoke alarms installed. It is the responsibility of the owner of the apartment to ensure that a smoke alarm is properly fitted and serviced annually with testing and replacement of the battery. Tenants should contact the owner or the managing agent of your apartment if you have concerns about your smoke alarm.

## Hard Rubbish Removal

We have allocated days for hard rubbish removal by Melbourne City Council and notice is given two days prior to collection. Contact Les Woodhall at 0409 168 976 if you need extra service.

Building materials cannot be included in this removal.

## Moving in and out

The satisfactory repair of any damage to common property, especially walls, banisters, etc. whilst moving furniture or other items is the responsibility of the tenant or owner.

Les Woodhall will inspect and report any damage to the OCC.

If you do not have a car space and need temporary access to the car park for removals or deliveries, please contact Les Woodhall.

## Noise Regulations

Residents are requested to respect the rights of all residents at Kia Ora to live in a quiet residential environment. Section 48A of the [Environment Protection Act 1970](#) makes it an offence to cause unreasonable noise from any residential premises. Residential noise may be unreasonable at any time of the day, depending on its volume, intensity, duration, time, place and other circumstances. No residential or domestic noise should be audible outside each individual apartment during the following times: Monday to Thursday 10pm-7am, Friday, Saturday 11pm-7am, Sunday 10pm-9am (as at February 2017).

Residential or domestic noise is any noise including, but not limited to: voices, music, machinery, hammering, electrical equipment, televisions, slamming doors or cupboards, heavy walking or running, dragging items across floors, barking dogs, and so on.

Undue noise must not be made in or about the common property (see below). Sound travels very easily in the central garden area and back balconies; open doors to these areas will lead to noise from inside the apartment being heard in other apartments.

Sometimes people are unaware that they are making an unreasonable amount of noise which others may find disturbing. Sound reverberates and amplifies within the gap between the timber and concrete flooring, and the hollow external walls carry sound both vertically and horizontally between apartments. Often discussing the issue with neighbours can lead to changes that will benefit both parties. You can take steps to ensure that you reduce the noise from your

apartment. Carpets and rugs will substantially reduce the sound transmitted between floors, particularly if there are bare floorboards within the apartment. Removal of hard soled shoes, particularly high heels, when inside can substantially reduce the noise between floors. For information on noise and the best methods of dealing with a problem, contact the Environmental Protection Authority.

The Residential Noise Regulations are used by the OCC to deal with persistent noise problems. Any unresolved issues between residents should be submitted in writing to the OCC, addressed via the Managing Agent (Gough Partners). The section in this handbook on Renovations and Maintenance sets out restrictions on noise relating to construction and maintenance works.

## **Overflow Drains**

Internal bathroom and toilet overflow drains exist in the floors of all bathrooms and toilets in the apartments. It is the owner/resident's responsibility to ensure that these do not become clogged with dust and grime so that they can allow the free flow of water. Blocked floor waste drains can overflow and cause damage to the apartments below.

External private balcony overflow drain-holes allow excess water to flow away from the apartments and into the downpipes. Unless these are regularly maintained they can very quickly become blocked by debris, leaves and dust. It is the resident's responsibility to ensure that these drain-holes are clear at all times. Common area drains are cleared monthly, but your assistance in removing any debris in between this clearing would be greatly appreciated.

## **Pets**

Residents are permitted to keep two pets, provided they adhere to the standard ruling regarding 'animals causing a nuisance' as per the City of Melbourne Regulations. If these rules are not adhered to the OCC may issue the resident/owner with a Breach Notice. The committee retains the right to demand the removal of any animal it judges to be a nuisance to others, particularly if the problem has been previously brought to the owner's notice.

It is a City of Melbourne regulation that no more than two pets are permitted per dwelling. Common property areas are not to be used for exercising dogs; they must be kept on a lead at all times in these areas. Common area lawns and trees are not to be used for pet toileting as urine destroys the grass and residual smells linger around trees and plants in courtyards. It is your responsibility to clean up if your pet fouls any area within the common areas. Failure to clean up after your pet may result in the pet owner being charged by the OCC for any professional cleaning that may be required. Owners are asked to ensure noise from their animals does not disturb other residents.



## **Plumbing**

All apartments are connected to a central hot water service provided and maintained by the OCC. Unless you have a hot water shut-off valve (see below) fitted to your apartment, plumbing work such as changing tap washers, installation of new fittings and other maintenance will require the hot water to be turned off to all apartments. The OCC's preferred Plumber (arrange contact through Les Woodhall) must be used to turn off the central hot water service. This is to avoid damage to the service, which can occur if it is incorrectly disconnected or reconnected.

The OCC arranges for a central hot water service shutdown twice a year to service the hot water system. Owners can perform minor plumbing repairs and maintenance during this time. THIS SERVICE IS PROVIDED BY THE OWNERS CORPORATION AND IS FREE OF CHARGE TO OWNERS. Notification of the date of these shutdowns will be placed in letterboxes and on the notice board, along with details of the length of the shutdowns.

Any plumbing emergency should be reported immediately to Les Woodhall. He is available on 0409 168 976 at all times.

For any non-urgent plumbing works, notice should be sent to Gough Partners through Les Woodhall at least two working days before the work is due to be performed. THE COST OF THESE SHUTDOWNS WILL BE CHARGED BACK TO THE OWNER.

It is necessary to include the installation of a hot-water shut off valve with any bathroom or kitchen renovation. This will eventually enable plumbing works to be undertaken at any time without affecting other residents. Please check our Renovation Guide for details.

Gas meters may emit an odor depending on weather conditions. Contact Les Woodhall with any concerns.

## **Real Estate Boards**

The following policy guidelines are to be followed for the erection of For Sale or Auction signboards on the common property of Kia Ora. These standards have been established to preserve the unique style and character of this graceful property and are as follows:

- Under no circumstances will 'For Lease' boards be acceptable, either at the front of the block or in windows of individual apartments.
- Only 'For Sale', 'For Auction', or 'Expression of Interest' signboards are permitted in front of Kia Ora. Only one sign per block will be displayed at any time, and must be displayed on the side of the building of the apartment for sale (e.g. 1-30 in front of 449 and 31-60 in front of 453).

- A request for consent should be submitted to the Managing Agent or the Owners Corporation Committee prior to any board being erected. The Committee will take applications on a first-come-first-served basis.
- A signboard can be up for a maximum of five (5) weeks total, including up to one week after the sale or auction.
- Signboards will not be larger than 2 meters by 1.2 meters with the top of the board no more than 4 meters above ground level.
- These signboards will be erected on the lawn in front of the block in which the apartment being advertised is located, i.e. signboards for apartments 1-30 should be in front of the block 449 St. Kilda Road and for apartments 31-60, in front of 453 St. Kilda Road.
- Under no circumstance should timber support beams, nails and such be driven into the front brick fence.

Any damage to the lawn, brick fence, irrigation system, hedge, or common property shall be the responsibility of the apartment owner whose apartment is to be sold or auctioned. The damage shall be rectified to the satisfaction of the OCC.

Les Woodhall monitors the erection of all boards and advises the Agency if they do not meet our requirements.

## **Renovations and Maintenance**

Owners are reminded that if they are planning any works that may affect the common structure, internal walls, service pipes and drains, they must seek the consent of the OCC, through Gough Partners. Even if planned works are considered cosmetic, they are likely to create noise and inconvenience to other residents.

Please refer to the Renovation Policy prior to any planning of your renovation.

## **Resident Priority Parking Permits**

All residents can apply for a parking permit from the City of Melbourne which will allow them to park for an unlimited amount of time in on-street car parks in areas designated Area 1C Permit Excepted or Permit Zone Area 1C. Please note that a fee applies which must be paid to the City of Melbourne. Permit Zone 1C areas are located in the adjacent side streets (Armadale and Slater Streets).

## **Rubbish and Waste Disposal**

Large bins are provided in the refuse corrals designated for each block, located at the bottom of the stairs next to apartment back doors. Please be responsible with the disposal of waste; do not overload the bins, and ensure the lids are closed to discourage vermin. The bins are placed out for rubbish collection on Monday and Thursday morning.

The Green bins with green lids are for general rubbish. All such rubbish needs to be placed in plastic bags with the tops secured before being deposited in bins.

The Green bins with yellow lids or red bins with blue lids are for recyclable materials only. Please rinse items such as tins and jars before depositing them in the recycle bins. The Council will refuse to empty recycling bins that contain other non-recyclable rubbish so please make sure you correctly sort your rubbish by checking the bin diagrams before disposing of recycled rubbish.

It is the resident's responsibility to dispose of any waste that does not fit easily within the bins; please do not leave excess items next to the bins or on the nature strip.

Under no circumstances can rubbish be left on the ground in bin areas. If no bins are available, then rubbish must be kept in your apartment until the bins are returned.

## **Security Doors and Grills**

Only approved security doors, sympathetic to the style of Kia Ora, will be permitted for installation. Their installation must be approved by the OCC.

## **Security Doors and Pedestrian Gate Keys**

The issue of security door and pedestrian gates master keys is controlled by the Managing Agent (Gough Partners) on behalf of the OCC. Each apartment owner has been issued with two keys; and the numbers recorded by the Managing Agent. If an additional key is required, due to family requirements or for additional tenants, the OCC must be advised through the Managing Agent and new keys will be issued if they are deemed necessary. Please report lost keys promptly to the Managing Agent. The fee for each additional or lost key will be borne by the owner.

## **Security Gates**

Access to the car parking area is via the automatic security gates at the driveway entrance and exit. Security cards activate the gates when they are held close to the proximity readers mounted adjacent to each gate.

The gates and proximity readers operate on a 'loop' system; each entry recorded on the card must be followed by a single exit. The system relies on the resident completing the loop sequentially. If either of the gates will not open, walk over to the opposite side and activate the proximity reader with your card. When you return to the original gate it should be able to be opened with your security card.

If problems are experienced with the security gates during and after office hours first check both gates to ensure that the loop is complete as outlined in the previous paragraph. If the problem persists, please contact the Building Manager, Les Woodhall.

As previously noted, if you do not have a car space and need temporary access to the car park, i.e. for removals or deliveries, please contact Les Woodhall.

Each carpark allocation is entitled to one card only, and replacement costs (currently \$A100) will be borne by the owner.

When any card is replaced, the previous one will be made redundant. Gough Partners should be notified of any lost or damaged cards.

## **Storage Rooms**

Kia Ora has six storage rooms, which are located at the ground level. Rental of these rooms is controlled by the Managing Agent and will be let first to owners residing at Kia Ora. Please contact Gough Partners for contract details. Conditions apply. Please ensure the storage rooms are accessible and especially not blocked by bicycles.

## **Washing**

Washing must not be visible to people using the main pathway between the two main blocks or from St Kilda Rd. Thus no washing is to be hung in windows or on any private balconies. Small drying racks will be tolerated provided they do not obstruct a neighbour's access in the rear service courtyards and landings, and are removed nightly.

## **Window Coverings**

All interior window and glass door coverings must be designed for the purpose and be in a good state of repair. Temporary window coverings, such as sheets, are only to be used for a limited period while permanent ones are being arranged. The period is at the discretion of the OCC. No external window treatments, such as grills, blinds, awnings or beaded insect door screens or similar will be permitted at any time.