BUILDING RULES

Build-to-Rent Community — Resident Rules

ARTE Living Caringbah

51 President Avenue, Caringbah NSW 2229

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This document is a draft prepared for internal review. The appendix at the end is for internal use and must be removed before issue to residents.

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THE ARTE LIVING APP

Almost everything in these Rules that asks you to book, report or get in touch happens in one place — the ARTE Living app. It is worth setting up on your first day.

Use the app to:

- report a maintenance issue
- book an amenity — a quiet room, the BBQ area or a facility booking
- contact the Building Manager
- read resident notices

arteliving.com/app

Scan to download

If you would rather not use the app, you can reach Building Management by phone or email using the contact details at the end of these Rules. Anything you can do in the app can be done in person or by phone.

HOW THESE RULES WORK

1. Purpose and standing

These Building Rules help everyone at ARTE Living enjoy a safe, clean, secure and respectful home. They apply to residents, occupants, guests, visitors and any contractor a resident engages.

These Rules form part of your obligations under your Residential Tenancy Agreement, to the extent permitted by law. You are responsible for making sure your occupants, guests and visitors follow them while they are in the building.

2. What prevails if there is a conflict

Where these Rules conflict with the Residential Tenancies Act 2010 (NSW), the Residential Tenancies Regulation 2019 (NSW), any other legislation, or your Residential Tenancy Agreement, the legislation and the Agreement prevail. Any part of these Rules that is inconsistent with the Act or is a prohibited term has no effect.

The strata scheme

The building forms part of a strata scheme. The Strata Management Statement and the by-laws for the scheme govern the common property, the shared services and the relationship between the residential, retail and any other components. These Building Rules are written to be consistent with them and to translate them into practical guidance for residents.

Where these Rules and the by-laws or Strata Management Statement address the same subject, the by-laws and Statement prevail as to the common property. Where the by-laws and your Residential Tenancy Agreement conflict, the Act and the Agreement govern your rights as a tenant. If you are unsure which applies, ask Building Management — you should not have to work it out yourself.

Nothing in these Rules limits any right or obligation you, the landlord or the building operator have under applicable legislation.

3. Changes to these Rules

We may update these Rules from time to time to reflect changes to building operations, facilities, legislation or safety requirements. We will give residents at least 14 days' written notice of any change, other than a change required immediately for safety or legal compliance. Changes will be reasonable and will not reduce your rights under your Agreement.

4. How costs are handled

Where these Rules refer to a resident being responsible for a cost, that means the reasonable, actual cost of the loss or damage — not a fixed penalty. Any claim is made under your Residential Tenancy Agreement and the Residential Tenancies Act 2010, through the rental bond or the NSW Civil and Administrative Tribunal (NCAT). Fair wear and tear is never charged.

Indicative service costs are published in the ARTE Living app so you know what to expect. These are estimates of actual cost, updated as supplier pricing changes.

LIVING WELL TOGETHER

5. A respectful community

Residents must treat other residents, staff, contractors and visitors with courtesy and respect.

Residents must not:

- engage in threatening, intimidating, abusive, discriminatory or antisocial behaviour;
- behave in a way that unreasonably interferes with another resident's quiet enjoyment of their home;
- damage, misuse or interfere with building property, facilities or equipment; or
- use language or behave in a manner likely to cause offence in common areas.

Residents are expected to follow reasonable directions from Building Management concerning safety, security and building operations.

Aggressive, threatening or abusive behaviour towards building staff, contractors or other residents will not be tolerated and may be reported to NSW Police.

6. Noise and quiet enjoyment

Sound travels between apartments, along corridors and across outdoor areas. Residents must not create excessive or unreasonable noise that interferes with another resident's peace, comfort or privacy.

Quiet hours

Sunday – Thursday	10:00pm – 7:00am
Friday – Saturday	11:00pm – 8:00am

During quiet hours, keep noise to a minimum inside apartments, on balconies and in all common areas.

Please give particular thought at any hour to:

- loud music or television, subwoofers and amplified equipment;
- gatherings and raised conversation on balconies;
- moving furniture;
- doors slamming;
- washing machines and dryers running late;
- children playing in corridors, lobbies or lift areas; and
- pets barking or causing repeated disturbance.

If noise is a problem

Where you feel comfortable doing so, speak with your neighbour first — most issues resolve at that point. If it continues, report it in writing through the ARTE Living app with the date, time, location and as much detail as you can. For serious or urgent disturbance outside office hours, contact the after-hours number, then follow up in writing. Call NSW Police on 000 if there are safety concerns.

7. Gatherings and guests

You are welcome to have guests. Reasonable gatherings in your apartment are fine, provided they do not create unreasonable noise, damage, safety concerns or disturbance.

You are responsible for the conduct of your guests, including their use of common areas and parking.

Residents must not:

- allow unauthorised persons into secure areas of the building;
- share access cards, keys, fobs or credentials with unauthorised persons;
- allow guests to tailgate through secure access points; or
- permit guests to use resident-only facilities unaccompanied where access is restricted.

Where a gathering is likely to affect common areas, lift capacity, security or other residents, please discuss it with Building Management in advance. We may set reasonable conditions where necessary for safety or resident amenity. No gathering may obstruct corridors, lifts, fire exits or other common areas.

Where a guest will stay for an extended period, the occupancy limits in your Residential Tenancy Agreement apply. Talk to us if your household is changing.

8. Pets

ARTE Living is a pet-friendly community. We know pets are family, and Caringbah is a great neighbourhood for them.

Under NSW rental law, you need the landlord's written consent before keeping an animal at the premises. You do not need consent for an assistance animal.

How to apply

1. Complete the standard NSW pet application form, available from the ARTE Living app or Building Management.
2. We will respond in writing within 21 days. If we do not respond within 21 days, your application is taken to be approved.
3. Consent may be refused only for the limited reasons set out in the Residential Tenancies Act 2010 — for example, where the premises are unsuitable for the animal, where keeping the animal would breach another law, or where the total number of animals would be unreasonable. If we refuse, we will explain why in writing.
4. We may instead approve your pet subject to reasonable conditions.

Approval applies to the specific animal in your application. Please submit a new application for an additional or replacement animal.

Living here with a pet

- Keep your pet on a lead or contained at all times in common areas, the car park and the podium.
- Clean up after your pet immediately, everywhere on site.
- Prevent excessive barking or repeated disturbance to neighbours.
- Do not leave your pet unattended in common areas.
- Provide a discreet toileting arrangement on balconies, keep balconies free of droppings, and make sure nothing leaks or falls to the apartment below.
- Pets are not permitted in the pool enclosure, the gym, or on food preparation surfaces in shared kitchen or BBQ areas.
- Pet waste must be bagged and placed in general waste, not in recycling and not left in chutes or bin rooms.

You are responsible for the reasonable cost of repairing damage caused by your pet, subject to tenancy legislation and fair wear and tear. Note that pet urine on carpet often cannot be remedied by cleaning alone.

9. Children

Children are welcome throughout the building and its facilities. Parents and guardians are responsible for supervision and for making sure children follow the rules displayed at each facility.

Children must not play in car parks, driveways, loading zones, fire stairs, lifts or bin rooms.

Where a facility specifies a minimum age or a supervision requirement, that requirement applies.

SECURITY AND ACCESS

10. Building security

Security is a shared responsibility. Residents must:

- keep apartment doors locked when leaving;
- keep access cards, keys and remotes secure and not lend them out;
- report lost or stolen keys, cards or remotes immediately;
- not prop open security or fire doors;
- not allow unknown persons to follow them into secure areas;
- not interfere with security systems, cameras, access control or intercoms; and
- report suspicious behaviour to Building Management, or to 000 where appropriate.

Do not copy, modify or reproduce building keys, access cards or remotes.

Lost keys and access devices. Because the key system is security-restricted, only Building Management can order replacements. Where a lost key compromises the system, a lock change may be required. Replacement and lock change costs reflect actual supplier charges and are published in the ARTE Living app.

Visitors access the building via the intercom at the main entrance. Please meet your guests at the entrance where building security procedures require it.

11. Security cameras and privacy

Cameras and security systems operate in common areas for safety, security and building management purposes, subject to applicable privacy laws and our Resident Privacy Notice. Cameras are not installed inside apartments or in any area where residents have a reasonable expectation of privacy.

Do not interfere with, cover, damage or tamper with security equipment.

Footage is retained and accessed only in accordance with our Privacy Notice.

12. Access to apartments

We will only enter your apartment in the circumstances and with the notice required by the Residential Tenancies Act 2010 and your Residential Tenancy Agreement. Notice will be given in writing except where the Act allows immediate entry — for example, in an emergency or to carry out urgent repairs.

Please provide reasonable access where it is required under the Act, and do not obstruct authorised access by Building Management, contractors or emergency services.

Routine inspections are carried out with the notice required by the Act. You are welcome to be present but do not need to be.

COMMON AREAS AND FACILITIES

13. Common areas generally

Common areas must be kept clean, accessible and safe. Residents must not:

- store personal belongings — including shoes, prams, bicycles, furniture, plants or rubbish — in corridors, stairwells, lobbies, fire exits or outside apartment doors;
- block accessways, doors, lifts or emergency exits;
- damage walls, floors, doors, furniture or building property;
- interfere with building equipment; or
- use common areas for unsafe or unreasonable activities.

Personal items left in common areas may be moved where necessary for safety, access or building operations. We will attempt to contact you first where practical.

Drones must not be flown from or within the building or its grounds.

Storage cages

Where you have a storage cage, everything you store must sit fully inside it. This is a fire safety requirement, not a tidiness one — items on top of a cage or protruding through the mesh obstruct sprinkler coverage and block access for emergency services.

- Nothing may be stored on top of a storage cage, or overhang, protrude through or sit outside its footprint.
- Keep the required clearance below sprinkler heads and the ceiling clear at all times. [CONFIRM CLEARANCE WITH FIRE ENGINEER — commonly 500mm.]
- Do not store flammable liquids, gas bottles, fuel, batteries, paint or other hazardous materials in cages.
- Do not store anything in the aisles, against cages, or anywhere in the car park outside your cage or car space.

Items stored outside a cage or obstructing sprinkler coverage may be removed where necessary for safety. We will attempt to contact you first where practical.

14. Resident facilities

Where the building provides resident facilities — including the pool, gym, BBQ facilities, co-working space and the communal areas — residents must comply with the rules displayed at each facility and any booking procedures in the ARTE Living app.

Residents must:

- leave facilities clean and tidy;
- respect booking times and occupancy limits;
- use equipment for its intended purpose;
- report damage or hazards to Building Management; and
- respect other residents using the facility.

Please do not monopolise facilities or prevent other residents from reasonable access.

Facilities are provided for residents. Guests are welcome in the pool, communal areas and business centre when accompanied by a resident, subject to occupancy limits. Guests are not permitted in the gym and quiet rooms.

Building Management may close a facility temporarily for maintenance, repair, safety or a scheduled community event. We will give notice where practical.

Quiet rooms

The quiet rooms are available by booking only, through the ARTE Living app. They are for focused work, study and calls, so please keep noise low, take calls at a conversational volume and leave group conversation to the other common areas.

- Book before you use a room. A room is yours only for your booked period.
- A booking not taken up within 15 minutes may be released to another resident.
- Maximum booking length is 3 hours, and we may cap the number of bookings per resident per week so the rooms stay available to everyone.
- Do not leave belongings in a room to hold it between bookings.

Leave the room clean and ready for the next resident. Take your cups, food, rubbish and personal items with you, wipe down the desk and leave the furniture as you found it. Where a room is left needing cleaning beyond a normal reset, the reasonable cost of that cleaning is recoverable under section 4.

Exclusive bookings for private events

Residents may apply to book the courtyard & BBQ facilities for exclusive use for a private event, subject to availability and to approval by Building Management. Apply through the ARTE Living app at least 7 days in advance.

Conditions of an exclusive booking:

- A booking fee and a cleaning fee apply, published in the ARTE Living app. Both are payable in advance.
- Maximum attendance, permitted hours and end time are set at the time of approval and must be observed.
- The booking resident must be present for the duration of the event and is responsible for the conduct of every guest.
- Alcohol may be served but not sold. No amplified music beyond [LEVEL / TIME]. No open flames, fireworks or hired equipment without separate approval.
- Access to lifts, corridors, fire exits and other common areas must not be obstructed. Guests must be met at the entrance and must not be given access credentials.
- The area must be left clean and undamaged. Reasonable repair and additional cleaning costs are recoverable under section 4.
- Building Management may decline, reschedule or cancel a booking where necessary for safety, security, building works or the amenity of other residents.

Exclusive bookings are limited so that the facilities remain available for everyday resident use. We may cap the number of bookings per resident and per period.

15. Gym and fitness areas

- Wear appropriate closed footwear and clothing, and bring a towel.
- Use equipment only for its intended purpose, and return weights and equipment after use.
- Do not drop or throw weights.
- Wipe down equipment after use.
- Keep noise down, particularly early and late in the day.
- Please do not use the gym when unwell in a way that may expose others to illness.
- The gym is unstaffed and unmonitored. Residents use it at their own risk.
- Do not use the gym or equipment while affected by alcohol or drugs, or where a medical condition makes doing so unsafe.

Age restriction

- Residents aged 18 and over may use the gym unaccompanied.
- Residents aged 16 and 17 may use the gym only while accompanied and supervised by a resident aged 18 or over.
- Children under 16 are not permitted in the gym at any time, including when accompanied.

A supervising adult must remain in the gym for the whole time the young person is using it, and is responsible for their conduct and safety. Supervision means being present and attentive — not using the equipment elsewhere in the room.

16. Pool and outdoor areas

The rules displayed at the pool apply, along with these:

- No glassware in the pool area.
- No running, diving or unsafe behaviour.
- Children must be supervised by a responsible adult at all times.
- Shower before entering where required, and wear appropriate swimwear.
- Do not enter the pool while affected by alcohol or drugs where doing so creates a safety risk.
- Keep noise at a level considerate of apartments overlooking the area.
- Dry off before re-entering the building.

BBQ, terrace and outdoor areas. Clean the BBQ after use and leave the area ready for the next resident. Dispose of rubbish properly, comply with posted operating hours, do not move furniture unless permitted, and do not damage landscaping or fixtures. Open flames, fire pits, fireworks and other ignition sources are prohibited unless specifically authorised.

Nothing is to be thrown or dropped from balconies, terraces or elevated areas at any time.

17. Lifts

- Let passengers exit before entering.
- Do not overload lifts or interfere with lift controls or emergency equipment.
- Keep pets restrained.
- Keep rubbish, furniture and other items under control.
- Report faults or damage promptly.

Move-ins, move-outs and bulky deliveries require a lift booking under section 19.

Blocking lift doors or interfering with lift operation can disable the lift for the whole building and trigger a technician callout. The reasonable cost of any such callout, and of any damage, is recoverable from the resident responsible.

YOUR APARTMENT

18. Balconies and windows

Balconies are part of your home — please use them safely and keep them presentable from outside. Residents must not:

- throw, drop or allow objects to fall from balconies or windows;
- hang or drape items over balustrades, including laundry, towels and bedding;
- use balconies for storage of boxes, bicycles or bulky items;
- store prohibited or dangerous materials on balconies;
- install fixtures, screens, awnings, shade sails or fencing without written approval;
- shake rugs or bedding over the edge;
- allow water — including from watering plants — to drain onto apartments or common areas below; or
- place items on or over air-conditioning units.

Portable clothes airers must be kept inside.

Window coverings

Window coverings must appear cream or off-white when viewed from outside the building. This matches the requirement in the Strata Management Statement and keeps the façade consistent — it is one of the few things a resident can inadvertently change from the street.

Where blinds or curtains are supplied with the apartment, please leave them in place. If you add your own coverings behind them, the supplied coverings must remain the outward-facing layer, or the backing of yours must present as cream or off-white.

Foil, reflective film, sheets, cardboard, flags, signage and similar materials must not be used as or behind window coverings at any time.

Balcony storage

Balconies are for outdoor living, not storage. Apartments are supplied with balcony furniture, so please keep the balcony to that furniture, plants and everyday outdoor items.

Nothing stored on a balcony may be visible above the balustrade, obstruct the path to and from the apartment, or be capable of being blown from the balcony in strong wind. Boxes, bicycles, tools, spare furniture, appliances and building materials are not to be kept on balconies at any time.

BBQs on balconies

Gas BBQs are not permitted on balconies, for fire and safety reasons. This applies whether or not the BBQ is in use, and covers gas bottles of any size, connected or stored.

Also not permitted on balconies, for the same reasons:

- gas bottles, cylinders or canisters of any size, including spares and empties;
- charcoal, briquette, wood-fired or any other solid-fuel BBQ or smoker;
- portable gas cookers, camp stoves, patio heaters, fire pits, chimineas and any other open-flame appliance.

Gas bottles must not be stored anywhere on site — not on balconies, not inside apartments, and not in storage cages or car spaces.

Electric BBQs, grills and hotplates are also not permitted on balconies. The prohibition covers all BBQs, whatever the fuel.

Shared BBQ facilities are provided in the common outdoor areas for residents to use — see section 16. If you would like to cook outdoors, that is the place to do it, and it is available to every resident.

19. Moving in and moving out

All move-ins, move-outs and bulky deliveries must be booked with Building Management in advance through the ARTE Living app, and are subject to availability.

Booking gives you exclusive use of the protected service lift for your window, lets our team fit lift and corridor protection beforehand, and prevents two households moving at once.

- Move-ins and move-outs may only take place Monday to Friday, between 9:00am and 5:00pm. No moves on weekends or public holidays.
- Key collection cannot occur before your lease start date.
- Use the protective coverings provided and keep common areas clear.
- Remove all packaging from site. Do not put packaging in the building's bins or chutes.
- Make sure removalists and contractors you engage follow these Rules.

Unbooked moves, and moves outside the permitted hours, may be delayed until a window is available. Reasonable repair costs for damage caused by a resident, their guests, removalists or contractors are recoverable under section 4.

The apartments are fully furnished

Every apartment is supplied fully furnished, so most moves are personal effects only. That usually means a smaller, quicker move than residents expect — but the booking is still required, because the lift and corridor protection matters just as much for a dozen boxes as for a truckload.

- The furniture, appliances and furnishings supplied with the apartment belong to the building and must stay in the apartment.
- Do not move supplied items into storage cages, corridors, common areas, the bulky waste room or off site, and do not dispose of them.
- Do not swap, substitute or reconfigure supplied items between apartments.
- Every supplied item must be in the apartment and in its condition-report condition at the end of your tenancy.
- Report damaged or faulty supplied items through the ARTE Living app rather than removing them.

If a supplied item does not suit you, talk to us before doing anything with it. Storage of supplied furniture is not available by default, but we would rather find a workable answer than discover a sofa in the bin room.

20. Alterations and making it home

We want the apartment to feel like yours. Reasonable requests are welcome — submit them in writing through the ARTE Living app before any work starts.

Written approval is required before:

- installing fixtures, shelving or wall-mounted televisions;
- drilling into walls;
- painting;
- installing flooring, appliances, air-conditioning, security devices, satellite dishes or antennas; or
- altering plumbing, electrical systems or balconies.

Structural, electrical, plumbing and other significant alterations require approval and appropriately licensed trades in all cases. Approval may require you to make good at the end of your tenancy.

Works, power tools and trades

No works of any kind may start without prior written notice to, and approval from, Building Management. This applies whether or not the work needs approval under the list above, whether you do it yourself or engage someone, and however small the job. We need to know because works affect neighbours, lifts, common areas and, in some cases, building services and fire compartmentation.

- Tell us what the work is, who is doing it, when it starts and how long it will take, before anything begins.
- Approved works may only be carried out during WORKS HOURS — e.g. Monday to Friday 8:00am–5:00pm, Saturday 9:00am–4:00pm, not on Sundays or public holidays].
- Power tools, hammer drills, saws and similar equipment may only be used within approved works hours, and never during quiet hours.

- Trades must comply with section 21 (contractors), building access procedures and any strata requirements for works on or affecting common property.
- Dust, debris and packaging must be contained and removed from site. Do not use building bins or chutes for construction waste.

Unnotified works may be stopped. Reasonable costs of rectification, cleaning or damage caused by works are recoverable under section 4.

Where an alteration is one you are entitled to make under the Residential Tenancies Act 2010, we will not unreasonably refuse consent, and we will respond within the timeframe the Act requires.

21. Maintenance and damage

Report maintenance issues, leaks, damage, faults and safety concerns promptly through the ARTE Living app. For urgent repairs — including serious water leaks, flooding, electrical faults, gas leaks, a blocked or broken toilet or a failed lock — call the after-hours emergency number immediately.

Do not attempt repairs involving gas, electricity, plumbing, fire systems, security systems or building infrastructure unless you are appropriately qualified and authorised.

Take reasonable steps to prevent further damage while you wait for us — for example, turning off a tap or isolation valve, and mopping up water.

Washing machines. Where you install your own machine, check the connection with a full load while you are at home. Incorrect connections are the single most common cause of apartment flooding. Clean dryer lint filters after every use.

Contractors you engage must comply with building access procedures, avoid obstructing common areas, protect building property, remove their rubbish, work only in approved areas and times, and follow reasonable directions from Building Management.

22. Utilities and water

Use water, electricity, gas and other utilities responsibly. Report leaks, running toilets and faulty taps promptly — they waste water and can cause damage. Do not interfere with meters, utility infrastructure or building services.

23. Laundry

Run washing machines and dryers considerately, particularly during quiet hours. Do not overload machines, leave water running unnecessarily, or put prohibited items in dryers.

Where communal laundry facilities are provided, remove your items promptly once the cycle finishes and leave the area clean. The building is not responsible for items left in shared laundries.

SAFETY

24. Fire safety and emergencies

Fire safety requirements are strictly observed. Residents must not:

- obstruct fire exits or block emergency access;
- tamper with smoke alarms, sprinklers, extinguishers, hose reels or other fire equipment;
- prop open fire doors;
- store combustible materials in prohibited areas; or
- interfere with evacuation signage or emergency systems.

Notify us immediately if a smoke alarm fails or if fire equipment has been used so it can be replaced.

If the evacuation tone sounds, evacuate immediately by the nearest fire stair. Do not assume it is a false alarm or a drill. Do not use the lifts. Do not delay to collect belongings. Follow the evacuation procedure displayed on your floor and any instruction from emergency services or Building Management.

Cooking smoke. If your apartment fills with smoke and there is no fire, do not open your door to the corridor — this can trigger the building alarm and a full evacuation. Open balcony doors and windows and use your rangehood. Charges from Fire and Rescue NSW for avoidable callouts caused by a resident's actions are recoverable under section 4.

Fire drills are held periodically and all residents are asked to participate.

25. Electrical safety and battery charging

Use only approved appliances in good working order. Do not overload power points or use unsafe devices or damaged leads.

Lithium batteries. Charge e-bikes, e-scooters and their batteries only in the designated charging area using approved equipment. Do not charge them inside apartments, in corridors or in stairwells. Never leave a device charging unattended. Damaged, swollen, punctured or otherwise unsafe batteries must not be charged or stored anywhere in the building — report them to Building Management for safe disposal.

Test the safety switch on your distribution board every three months by pressing the TEST button. If it does not trip, contact Building Management.

26. Smoking and vaping

ARTE Living is a completely smoke-free site. Smoking and vaping are not permitted anywhere on the property — inside apartments, on balconies, in corridors, lobbies, lifts and stairwells, in the car park and storage areas, in the outdoor and landscaped areas, and at the building entrances.

There is no designated smoking area on site. Residents, guests and contractors who smoke or vape must do so away from the property, and must not gather at the entrances, driveway or frontage where smoke drifts back into the building or blocks access.

Smoke must not be allowed to enter another apartment, a common area or the building's ventilation system. Cigarette butts must never be discarded from balconies or windows, or into gardens, drains or common areas.

Residents are responsible for the reasonable cost of damage, cleaning or remediation caused by smoking or vaping.

This clause is also recorded as an additional term of your Residential Tenancy Agreement.

27. Prohibited activities

The apartment and building must not be used for any unlawful activity.

Do not possess, store or use dangerous, hazardous or illegal materials in a way that creates a risk to people or property. Firearms, ammunition, explosives, fuel and similar materials must not be stored in apartments, on balconies, in storage cages or in car spaces.

Any activity creating a material safety, security, health or nuisance risk is prohibited.

BUILDING OPERATIONS

28. Waste and recycling

All waste must go into the designated waste and recycling facilities.

- Bag and tie general waste before placing it in the chute. No loose glass or breakables.
- Do not force items into the chute — blockages are expensive to clear.
- Separate recycling as required and place it in the recycling room. Break down all cardboard, including furniture, appliance and delivery boxes.
- Do not put polystyrene, soft plastics, clothing, food waste or e-waste in recycling bins.
- Do not overfill bins or dispose of hazardous materials in general waste.
- Do not leave rubbish in corridors, lobbies, lifts, outside apartment doors or beside bins.
- Furniture, mattresses, appliances and other bulky items must not be put in bins or left in general waste bins, beside bins, or anywhere in the car park or common areas.

Bulky waste

A shared bulky waste room is provided on B3 for furniture, mattresses, appliances and other large items. A further overflow area is planned within the residential waste room at the main loading dock.

Bulky items go to the B3 bulky waste room only — never to the chute, the bin room, a corridor or the car park.

- Break items down where you can, and place them so the room stays accessible for the next resident.
- Large volumes — for example, a full apartment clear-out at the end of a tenancy — must be arranged with Building Management in advance, or taken to a Sutherland Shire Council facility at your own cost.
- Do not place hazardous items — batteries, paint, chemicals, gas bottles or e-waste — in the bulky waste room. Ask Building Management about correct disposal.

- Furniture, appliances and furnishings supplied with your apartment must never be placed in the bulky waste room or any other waste facility — they belong to the building. See section 19.

Reasonable costs of clearing improperly disposed waste attributable to a resident or their guests are recoverable under section 4.

29. Deliveries and parcels

Collect deliveries promptly. Couriers must not be given unrestricted access to secure areas of the building, and must not be authorised to leave parcels at building entrances.

Do not leave parcels or deliveries in corridors, lifts, fire exits or in front of apartment doors.

The building, Building Management and Property Management are not responsible for lost, stolen or damaged parcels, except as required by law.

30. Parking and vehicles

Visitor parking

There is no visitor parking in the B2 and B3 residential car park. Please let your guests know before they arrive — this is the single most common thing new residents are caught out by.

Your guests can use:

- street parking in the surrounding area, subject to posted restrictions;
- the free Council car park nearby; or
- the retail car park, currently free with a two-hour limit. [Confirm current conditions before issue — retail parking terms can change.]

Guests must not be given access credentials to the residential car park, and must not be directed to your allocated space unless you have arranged it and your vehicle is not there.

Resident parking

Park only in your allocated space, and only a registered vehicle. Residents must not:

- park in another resident's space, or in visitor spaces contrary to the posted rules;
- block driveways, loading zones, fire exits or emergency access;
- store unregistered or inoperable vehicles without approval;
- carry out vehicle repairs in common parking areas unless authorised; or
- use a car space for storage of anything other than the vehicle.

Observe posted speed limits and traffic directions. Check your vehicle height against the car park clearance before entering. Oil stains in your space are your responsibility to remove.

Keep your vehicle details current with Building Management, and tell us if another resident is using your space. You are responsible for your guests' parking. Vehicles parked in unauthorised areas may be issued a notice or towed at the owner's expense.

Electric vehicles

EV charging facilities are available in the retail car park of the building. There is no EV charging in the B2 and B3 residential car park, and you cannot charge in your allocated space.

The retail car park is separately managed, so its conditions apply when you use it — including the posted time limits, any charging fees and any app or account the charger requires. Please read the signage at the bay before you plug in. Note that the retail car park currently has a two-hour limit, so it suits topping up rather than charging overnight.

- Do not charge an electric or hybrid vehicle from any power point in the residential car park, storage area, corridor or other common area.
- Do not run a lead from an apartment, window or balcony to a vehicle.
- Do not leave a vehicle occupying a charging bay once it has finished charging, or beyond the posted time limit.

Power points in the residential car park and common areas serve building services and are not for resident use. Charging a vehicle from them draws load the circuit was not designed for, and a lead across a driveway or walkway is both a trip hazard and an obstruction.

Charging of e-bikes, e-scooters and their batteries is governed by section 25.

31. Bicycles, scooters and mobility devices

Store bicycles, scooters and similar items only in the designated storage areas or inside your apartment. They must not be left in corridors, stairwells, lifts, in front of fire exits, or anywhere they create a hazard.

Charging of electric bicycles and scooters is governed by section 25.

The building is not responsible for theft of or damage to bicycles or scooters stored on site.

32. Commercial activity and short-term letting

The apartment must be used as a residence, not as a business premises. A home office that creates no nuisance and complies with Council requirements is fine.

Short-term letting is prohibited. You must not list, advertise or offer the apartment on Airbnb, Stayz or any similar platform, and you must not sub-let or assign your tenancy except with written consent in accordance with your Residential Tenancy Agreement and the Residential Tenancies Act 2010.

33. Community events and photography

We run a resident events program and will use common areas for it from time to time, with notice.

Where we photograph or film at an event or for marketing, we will tell you in advance and will not use images identifying you without your consent.

34. Reporting issues

Please tell Building Management promptly about safety hazards, security concerns, damage to common property, water leaks, fire or smoke hazards, unauthorised access, serious noise or antisocial behaviour, and anything else needing urgent attention.

The ARTE Living app is the preferred channel — it creates a record and routes your request to the right person. Use the after-hours emergency line for urgent matters. In an emergency, call 000.

35. Feedback and complaints

Submit complaints in writing through the ARTE Living app with the date, time, location and details. We will deal with them promptly and protect your confidentiality as far as practical.

If a matter is not resolved, either party may apply to NCAT. Nothing in these Rules limits your right to do so, or to contact NSW Fair Trading on 13 32 20.

36. Building Management directions

Building Management may issue reasonable operational instructions from time to time to protect resident safety, maintain security, protect common property, manage facilities, address maintenance, coordinate contractors and inspections, manage emergencies, and keep the building running well. Residents are expected to comply with reasonable directions.

IF THINGS GO WRONG

37. Breach of these Rules

Where a resident breaches these Rules, we will respond proportionately to the circumstances. Depending on the nature and seriousness of the breach, that may include:

1. an informal conversation or reminder;
2. a written notice asking you to rectify the breach;
3. a formal written warning;
4. recovery of reasonable costs in accordance with section 4;
5. issuing a breach notice or termination notice under the Residential Tenancies Act 2010; or
6. other action available under applicable legislation.

We will raise concerns with you and give you a reasonable opportunity to respond and to fix the problem before escalating, except where safety requires immediate action.

Access to facilities. Your access to resident facilities is part of what you are paying for and will not be withdrawn as a penalty. We may exclude a person from a facility only where there is a genuine and immediate safety risk, or where required by law, and only for as long as that risk continues. We will confirm any exclusion in writing with reasons.

Nothing in this section limits any right or obligation of the resident, landlord, property manager or building operator under applicable legislation.

ACKNOWLEDGEMENT

By signing the Residential Tenancy Agreement, the resident acknowledges having received, read and understood these Building Rules and agrees to comply with them, to the extent permitted by law.

The resident acknowledges responsibility for ensuring their occupants, guests and visitors comply with these Rules while attending the building.

Resident name	
Apartment	
Signature	
Date	

BUILDING CONTACT DETAILS

Building Manager	Eddy Merheh
Building Company	Judeva Building & Facilities Management
Phone	0432 800 928
Email	bm@caringbahpavillion.com
Office hours	8am – 4pm
After-hours emergency	Contact the Building Manager (interim) above
Maintenance requests	ARTE Living app
Amenity bookings	ARTE Living app
Resident notices	ARTE Living app
ARTE Living app	arteliving.com/app
Emergency	000
NSW Fair Trading	13 32 20
Sutherland Shire Council	9710 0333