

PRE-SETTLEMENT FAQ METROPOL

Will this be the only opportunity to inspect my apartment?

The pre-settlement viewing is your official opportunity to identify maintenance items. Following this inspection, the rectifications are acknowledged as complete when a Builder's Certificate is issued, in your Geocon Customer Portal (mygeocon.com.au).

Should Geocon be able to accommodate a second viewing prior to your settlement and if time permits, you might also be able to view your car space and storage space.

When will my maintenance items be rectified?

We aim to rectify all pre-settlement viewing items before your settlement. Any outstanding items will be addressed as soon as possible after settlement.

Will I be able to inspect the common areas of my building?

Though viewings are carried out towards the end of the build, some parts of the site may still be under construction. Work health and safety guidelines may prevent us from taking purchasers through these areas.

How do I arrange a Valuation Inspection for my bank representative?

Geocon will facilitate a valuation inspection and provide your financial institution with access to your apartment. We will advise you and your sales agent when your unit will be ready to be inspected, and you will need to notify your financier.

Provide this email address to your Financier: customersupport@geocon.com.au, if you are ready to arrange your bank valuation appointment.

Who can I contact if I would like to know more about the construction updates and settlement?

We will be sending a series of emails informing you the construction updates on your purchase and settlement, please check your email inbox and junk folder to avoid missing any important notifications. Alternatively you can call your agent or submit your questions by clicking [HERE](#)

Do I need a lawyer?

We recommend that a conveyancer or solicitor is engaged to provide advice and manage your purchase through to settlement to ensure a smooth process however you do not need to engage a solicitor just for your pre-settlement viewings.

What shall I prepare for the pre-settlement viewing? If I cannot attend, what can I do?

Please refer to the pre-settlement viewing section of this settlement guide. It takes you through the process and we will be onsite to assist you through your viewing. Alternatively you can engage Rapid Reports to assist you with your inspection.

I have a rental guarantee with Geocon, what is the next step once settled?

If you have entered into Rental Guarantee Agreement with Geocon, then Geocon's preferred property management team will be in contact to make further arrangements regarding attendance to your viewing, advertising and letting up your apartment.

STRATA MANAGEMENT FAQ

How is rubbish and recycling disposed of?

Rubbish and recycling chutes can be located on most floors. Ground floor residents use the basement to dispose their rubbish.

Who do I call if the bin chute or recycling room is overflowing?

Report all waste overflow or dumping of large items (such as furniture, appliances or boxes) to strata management. The Owners' Corporation will incur fees for any additional waste removal, so ensure you or your tenants are mindful of this. For packing boxes, these should be disposed of at ACT recycling depot. For more information, including locations, visit cityservices.act.gov.au or contact your strata manager.

Do I need to arrange my own insurance?

The strata manager will arrange your building insurance and can provide you with a copy of the policy. However, owners/residents are responsible for insuring the contents and non-fixed items within their apartments and storage cages. Please familiarise yourself with the Owners' Corporation's building insurance policy before you arrange additional personal insurance.

Investors also need contents insurance, as items such as curtains, carpets and light fittings are all considered contents and are not covered under the building insurance held by the Owners' Corporation.

Can I have a pet?

Owners wishing to keep a pet at Metropol will require approval from the Owners' Corporation after the first Annual General Meeting (AGM). The AGM is when the Owners' Corporation will elect an Executive Committee, which will be responsible for matters such as approving pet requests.

GENERAL FAQ

Hot water

Hot water is delivered throughout the complex from a central hot water plant. Each apartment has a hot water control valve. This valve controls the hot water supply to the apartment.

Hot and cold water is supplied through the inlets of a tempering valve. The thermostatic mechanism maintains the mixed water temperature at a constant temperature that is set at 50°C.

IMPORTANT: *The temperature of the hot water is delivered as per Australian Standards and must not be changed.*

The hot water supply is heated by natural gas. Hot water consumption is measured in each apartment and a calculation of gas used by each apartment is made and charged by ActewAGL or Jemena via individual gas accounts.

IMPORTANT: *It is the responsibility of the apartment occupant to establish a gas account with a reputable supplier such as ActewAGL or Jemena. Failure to do so will result in on-charges for post-occupation hot water consumption.*

Is there storage available?

Yes, your apartment has a lockable storage cage. Your storage cage is located in the basement floors and will be identified on the Settlement plan. Owners or tenants must provide their own padlock.

As the basement is a wet basement and susceptible to moisture and minor water infiltration, or ingress from vehicles, we recommend that you don't store valuable, perishable or flammable items in your storage cage.

Stone bench tops

The kitchen and bathroom bench tops are made from reconstituted stone.

Although reconstituted stone is an extremely strong material, you must avoid:

- Sitting, standing or climbing on your bench top
- Prolonged direct exposure to hot pots, pans or other items
- Cutting food directly on the surface
- Knocking, dropping or bumping the product with heavy items
- Exposure to strong chemicals and solvents

For everyday cleaning use soapy warm water (mild detergent) and a soft cloth.

Is my bathroom fan working?

Bathroom fans operate with all vents initiated when turned on. This may result in the noise from motor being audible in one bathroom when the switch in the second bathroom or laundry is turned on as they are run by a central motor in your apartment. If you are concerned that your fan is not working, test it by holding some toilet paper under the vent. If the paper does not move towards the fan, contact the maintenance team.

Contact Geocon by clicking [HERE](#)

How do the smoke detectors work?

The building has a fire alarm system that will automatically alert the ACT Fire Brigade if smoke detectors are activated. The strata manager will test this system from time to time so please report any malfunctions.

When moving into your apartment, you will need to remove the red dust cover and install the batteries as they are supplied in a plastic wrap to prevent them from draining. Once installed, you will need to re-set the alarm using the instructions provided on your settlement USB.

What colour are my walls, doors and ceiling?

All information regarding your colour scheme and finishes is located on the Geocon USB provided in your settlement pack.

Who shall I contact if my car-space is occupied?

Leave a note for the car owners to see and contact Vantage Strata to advise them. Take a photo including the number plate of the car and include this in your communication with Vantage Strata.

How can I set up electricity and gas account?

Please call your preferred supplier or set up online on their home page. Some options to consider are: connectnow.com.au or originenergy.com.au

Does the building have any nominated data-suppliers?

Yes, Metropol has an embedded network and Fibrecorp is the supplier. Information can be found [HERE](#).

How do I pay for water consumption?

Icon Water will issue you with a consumption bill, your gas supplier for gas consumption, your electricity supplier for electrical, ACT Revenue for Rates and Land Tax (if applicable or investor) and Vantage Strata for your Body Corporate Fees.

What is the difference between unit number and door number?

Door number is your postal address, the Unit Number is the number registered on your Certificate of Title.

Can I change the apartment door myself?

Since your apartments door is fire rated and certified door, it cannot be changed or tampered with.

I would like to raise complaints, who shall I speak to?

We are sorry for the inconvenience caused. Please kindly send a message to us by clicking [HERE](#)