

UP 16244 Sierra  
70 Efkarpidis Street  
Gungahlin, ACT, 2912

Welcome to Sierra!

We appreciate the excitement of moving into your new home. We have some guidelines for the initial move in to ensure a smooth process for all new residents.

### **BuildingLink**

BuildingLink is the resident's portal utilised by Vantage Strata. The bulk of general correspondence, announcements and presentation of building info is done via this platform. The Library will be continuously added to with useful documents such as insurance certificate of currency, meeting minutes, various forms and manuals. Residents can use the Amenity Reservations to book the lift for their move in (more details contained further on).

### **Access Items**


All unit owners will receive their initial access items upon settlement from the party facilitating the settlements. Owners can confirm their number of initial settlement items by referring to their sales documents.

We understand that many new owners will want to arrange additional access items (keys, fobs) for their units. In order for us to process these requests quickly we ask that you ensure your solicitor emails a copy of your Section 115 directly to [adminsupport@vantagestrata.com.au](mailto:adminsupport@vantagestrata.com.au) so the strata roll can be updated quickly. All additional key orders can be made by sending an email to [reception@vantagestrata.com.au](mailto:reception@vantagestrata.com.au) with your address, quantity of keys required and photo of your current keys to confirm the key cutting code. Fobs can be ordered on BuildingLink via the Payment tab (instructions annexed to end of this document).

### **Moving In**

All residents moving in should book the lift at least 48 hours prior to their move in through the BuildingLink portal. Instructions will be provided along with the operation key in your mailbox. Please see following for lift booking instructions:

### Announcements



**Moving into building:** All residents are requested to book their move into the building. This can be done by clicking on the "Amenity Reservations" button on the homepage. Please note this should be done at least 48 hours in advance. Please note that removalists must park so as to not block any entrance to the underground parking, other parking areas or street access and removal trucks are not to park on the landscaped areas.

### Upcoming Events

There are NO entries to display.

### Bulletin Board Postings

[Add New Post](#)

No Resident Postings  
[Add a Post](#)

### Surveys

### Building Info

My Repair Requests

Amenity Reservations

Send Message to Strata Manager

Calendar

Owners Corporation Rules

My Front Desk Instructions

Communicate with Mgmt

Building Library

Survey Questions

Forms

### NeighbourNet

NeighbourNet Dashboard



Bulletin Board  
No Postings

### Services And Offers

Directory of Local Vendors

Offers

### Local Links for 2912

1. Click on Amenity Reservations
2. Click on the Green "+Add New Reservation".
3. Select the "Amenity" which has your preferred time.

[+ Add New Reservation](#)
[View My Reservations \(0\)](#)

### Amenity Reservations - Calendar View

[Switch to Grid View](#)

Options: ☐ Show only my reservations  
☒ All Amenities Or [Select one or more Amenities \(X\)](#)  
☒ Show Selection

Go to: [Today](#) 2/22/2024

< Prev February 2024 Next >

Legend: Approved Requested Declined Canceled

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1 Feb	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	1 Mar	2

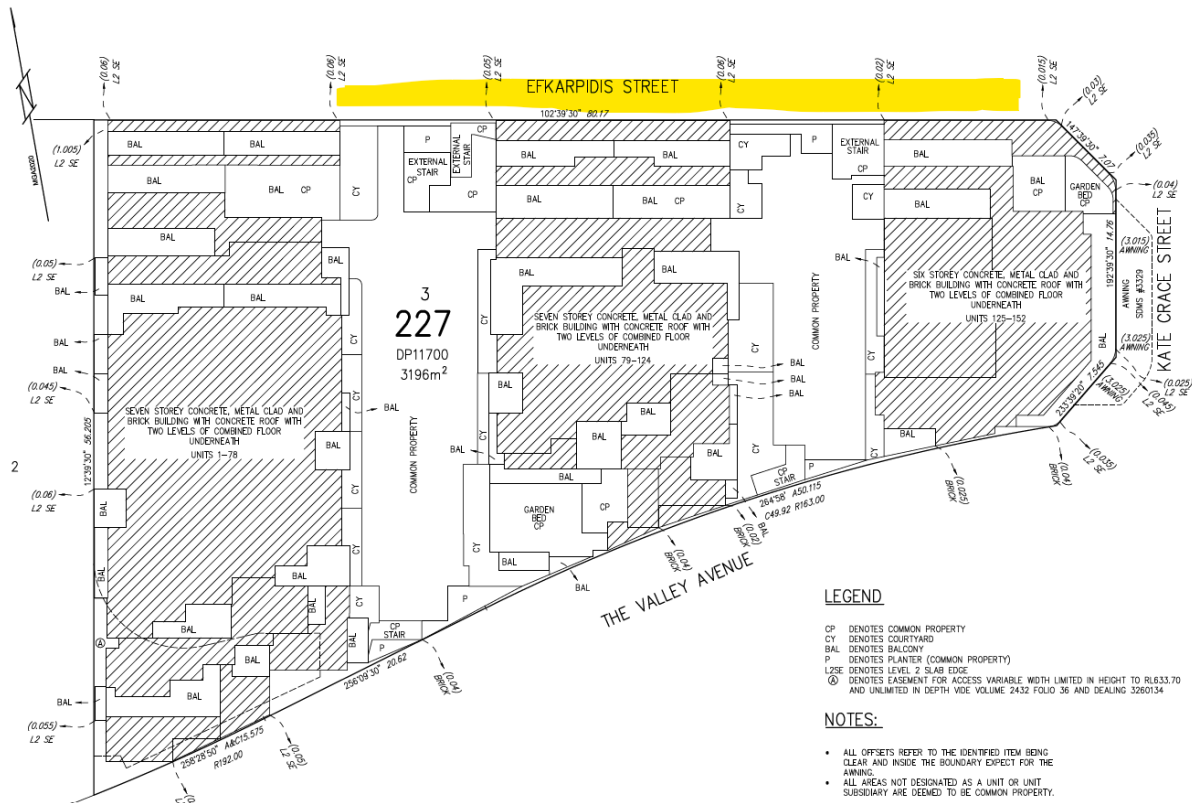
10:00 AM - 12:00 PM  
17 Captain Cook - Lift  
Booking 10am-12pm

4. You will then be able to pick your preferred date.
5. Read the Reservation Instructions at the top
6. Select the date from the Calendar
7. Read the terms and Conditions and tick the "I agree to the above: tick box.
8. If any error messages appear (at the top), please correct the error and resubmit by clicking the Green "Save" button at the bottom.

NOTE: once you have requested this booking, this date and timeslot will be reserved and no-one else will be able to book it.

## Truck Parking Positions follow:

Booked in removalist trucks may park in the highlighted section as per the below image (street parking along Efkarpidis Street):



We ask residents please follow the Building Manager's directions at all times to ensure their movements do not obstruct other residents or the normal operation of the building. Please ensure your removalist park as per prescribed above. If you are moving in using a passenger vehicle, please use your unit's assigned parking space, but please be mindful of the basement height clearance (2.2m).

Lift keys and instructions on how to use it will be placed in your mailbox shortly before your booking time commences. Please ensure the lift key is only used during your allocated time and used in the silver keyhole; under no circumstances should the key be used in the red keyhole reserved for fire services. Please also ensure as prescribed in the instructions, that the key is never left in the lift car. Once your booking timeslot is over, please return the lift key to the Body Corporate mailbox.

### **Waste**

Waste and recycling chutes are operational and common sense applies to their use. Chutes are clearly marked with what items are suitable to be disposed of. No bulky items are to be disposed of onsite and must instead be taken offsite to an ACT Resource Centre (closest being at 3 O'Brien Place, Gungahlin and Flemington Road, Mitchell for larger items). If an item requires any amount of force to place in the chute, it will probably block it; DO NOT force items down the chute.

### **Utilities**

For utility accounts, ensure you are using your door and street number as your service/delivery address (e.g. 321/70 Efkarpidis Street). All residents will need to set up their own electricity accounts through Energy Locals. There is no gas used onsite. Telecommunications services are available through the Supa Networks network:

In the case of afterhours emergencies please call 1800 878 728 and follow the prompts.

Lastly please be mindful of other residents as you move in and clean up any mess that may occur. Above all else enjoy your new home!

Kind Regards,

**Dennis Holmes**

Onboarding Specialist

Office 1800 878 728   Mobile 0467 700 118   After Hours: 1800 878 728

**Canberra:** Level 4, 'DKSN No. 2', 23 Challis Street, Dickson

**Newcastle:** 'Lume' 1/23 Honeysuckle Drive.   **Postal:** PO Box 919, Dickson, ACT, 2602.



## After hours maintenance protocols

Dear Residents,

We wish to inform everyone of the standard protocols when reporting outages/maintenance requests to ensure overall efficiency and availability. The afterhours phone (0457 425 481) is available for maintenance emergencies only that cannot wait until the following business day for rectification, this includes but is not limited to: water outage at the property, sewage issues, burst pipes, fire alarms, etc. It is important that residents use reasonable discretion before reporting a maintenance item and ascertain if it is something that can wait until the next business day. The reason being for this is, the Owners Corporation will pay triple the amount in call outs fees to engage in afterhours trades vs paying the standard fee within business hours. If there is ever any doubt or hesitation residents can always call and the on-call person will properly advise on the best course of action.

### STEPS WHEN REPORTING:

Vantage Strata will always send a notice via email and SMS once a common fault has been reported, it is important that residents refrain from reporting the same issue numerous times in order for the line to remain open for other buildings. If you are experiencing an afterhours emergency please consider the below:

1. If your unit is experiencing an electricity or water outage, please refer, in the first instance, to the relevant providers website to determine if there is a planned/reported outage in your area (ICON Water, Evo Energy, Actew AGL, etc.)
2. For all other reports, please check your email, including spam, to see if you have received a notice from Vantage Strata stating that we are aware of the issue.
3. If what you are reporting has already been recognised please refrain from calling the afterhours emergency line. At most, please send a quick text with your unit details explaining that your unit is experiencing the same.
4. If what you are reporting doesn't appear to have been already reported please call the emergency number.
5. Once an issue has been reported, and a notice sent to all, please refrain from calling the emergency number enquiring about any updates. This is especially prudent due to the following:
  - a. Vantage Strata will always send updates as we receive them. If you have not heard anything it is likely that the problem is still in the process of being rectified.
  - b. Residents hassling trades/ Vantage Strata for regular updates is not feasible nor efficient when trying to rectify a problem. In most cases, the issue will be fixed in a timelier manner if the trades are able to attend to the job with undivided attention.
  - c. The afterhours phone is intended for reporting emergencies only- the line needs to stay open as much as possible to ensure other calls from numerous buildings can be received.

All residents should be registered to the building's online portal called BuildingLink. BuildingLink is a platform for which all residents can receive building updates, information and emergency notices and broadcasts. It is essential that every occupant living at the complex is a registered user in order to stay up to date with what is happening. If you don't believe you are registered please email Vantage Strata at [info@vantagestrata.com.au](mailto:info@vantagestrata.com.au) or speak to your Property Manager.



# Welcome to fair energy

Energy Locals is here to proudly power your building and enhance your living experience. You might not know us yet, but that's okay. Here are some quick answers about who we are, how we benefit you, and what we're doing to help build a sustainable future:

## Who we are

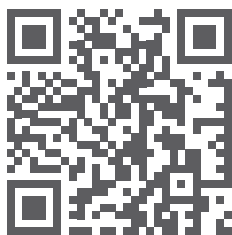
Energy Locals is an Australian based and operated company that specialises in delivering cost-efficient and sustainable energy solutions to Australians living in multi-resident buildings.

By purchasing energy in bulk, we provide your building with energy at discounted rates. Meaning big savings for you.


Plus we're an award-winning retail energy provider, and we're backed by Quinbrook Infrastructure Partners, who invest in renewable energy projects.

## How to connect your property

Connect in minutes to start enjoying the benefits. Whether you rent or own the property, you need to set up an account using one of the methods below:



 [energylocals.com.au/urban](https://energylocals.com.au/urban)

 [hello@urban.energylocals.com.au](mailto:hello@urban.energylocals.com.au)

 1300 001 255

## What we're doing differently

We're on a mission to make energy cheap, cleaner, and fair for Aussies living in apartments. Here's how we're doing this and what it means for you:

- We offer transparent, bulk-purchased electricity prices, ensuring you get a fair energy deal.
- Our team is based here in Australia, so you'll always speak to a local if you need assistance.
- We install clean energy solutions like solar panels, batteries, and electric vehicle chargers. By being a member of our community you'll be supporting a sustainable energy future.

We'll then take care of the complicated stuff to ensure a smooth move. If there's any disruption to your supply it will be minimal.

## Take control of your energy with your online account.

When you connect your property you can manage your energy and unlock new ways to save with your online account:

- Track your usage
- Make payments on the go
- Update your details
- Set up usage notifications to avoid surprises

## Billing and payment options

We offer various payment options like direct debit, credit card, and bank transfer. We recommend Direct Debit as it takes the hassle out of paying your bill each month and may give you a discount on your energy rates.

## You're with a safe pair of hands

If you ever need help, you'll speak to someone based right here in Australia. Our customer-obsessed team of superstars are the highest-rated embedded network energy company on ProductReview.com.au and they're committed to make your energy experience a positive one.

[energylocals.com.au/urban](https://energylocals.com.au/urban)

 [hello@urban.energylocals.com.au](mailto:hello@urban.energylocals.com.au)

 1300 001 255

 PO Box 51, Chatswood, NSW, 2067



# Super fast fibre

 supanetworks.

## SUPA Networks Post-Settlement Process for Owners

### 1. New Development Charge (NDC/NDA):

After settlement, there's a one-time \$300 New Development Charge (NDC/NDA) from Supa Networks for the telecommunications infrastructure in your building.

To pay, go to [www.linktre.ee/supanetworks](http://www.linktre.ee/supanetworks) and click on the "New Development Charge" tab.

### 2. Internet Connectivity:

Our network offers high-speed internet via fibre-to-the-premise (FTTP), and various retailers provide internet services on our network.



Get retailer info by scanning the QR code or visiting [www.linktr.ee/supanetworks](http://www.linktr.ee/supanetworks) for pricing and comparison.

### CHOOSE WHEN TO CONNECT

**One week before moving in:** Recommended if you're not familiar with router setup; gives us time to configure it for you.

**One day before moving in:** Suitable if you're good with router setup; retailers usually activate the connection within 24 business hours.

Sign up for internet services directly on the retailers' websites.

If you need help, contact us via phone or email, tell us your chosen retailer, and we'll assist with the setup. Or call the retailer directly.

For those getting free routers, you can pick them up from the building manager's office, unless stated otherwise.

We also offer setup assistance where a technician can come to your place to help with router setup. If you want this, let us know, and we'll schedule it for you.

This process ensures smooth internet connection for residents.

Note: If you plan to rent your property, contact [onboarding@supanetworks.au](mailto:onboarding@supanetworks.au) as your property managers also need the Sales & Property Managers Guide.

**tel.** 1300 342 372

**email.** [support@supanetworks.au](mailto:support@supanetworks.au)

**www.**[supanetworks.au](http://supanetworks.au)

 supanetworks.

# Access Device Ordering (Through BuildingLink)



Dear Residents,

All access devices can now be ordered through your building portal. Orders and payments for remotes , fobs and swipes need to be made directly through BuildingLink.

If you do not have access to building link, please send an email to [adminsupport@vantagestrata.com.au](mailto:adminsupport@vantagestrata.com.au) for some login details to be issued through email.

>> PLEASE USE THE WEBSITE , NOT THE APP <<

Steps as followed below.

1.

The screenshot shows the BuildingLink dashboard with two main sections: 'Building Info' and 'NeighborNet'. In the 'Building Info' section, the 'Payments' option is circled in red. Other options include 'My Repair Requests', 'Amenity Reservations', 'Communicate with Mgmt', 'Send Message to Strata Manager', 'Make a Levy Enquiry', 'Building Library', 'Calendar', 'Survey Questions', 'Welcome Pack', 'Owners Corporation Rules', 'Forms', 'COVID-19 Resource Center', 'Lakeside Life Newsletter', and 'Parcel Locker Sign Up Instructions'. The 'NeighborNet' section includes 'NeighborNet Dashboard', 'My Neighbors', 'Bulletin Board', 'My Public Profile', 'Pet Park', and 'Services And Offers'.

2. Resident Payments

The screenshot shows the 'Resident Payments' page. At the top, there is a dropdown menu labeled 'About This Page'. Below it, the 'Submit a new payment' button is circled in red. The page also features a 'Payments History - Demo' section with a date range selector (1/1/2021 to 11/16/2021) and a search bar. A table with columns for Transaction ID, Description, Date, Submitted By, Method, Total Amount, Billing Information, Status, and View is shown, but it contains no data. A message at the bottom states: 'There are no payments on record for your unit.'

3. fill out your details

The screenshot shows the 'Submit a New Payment' form. It is divided into several sections: 'Resident Payment Info' (with fields for Resident Unit #, Resident Name, and Send Email Receipt to), 'Payment Details' (with a dropdown for Payment Method, a circled dropdown for Payment Category, a Description field, and a Payment Amount field), 'Credit Card Info' (with fields for Name on Credit Card, Card number, and CVC), and 'Billing Information for this Account' (with fields for Name, Street, City, State, Country, Zip Code, and Phone). The 'Submit Payment' button is at the bottom.

**VANTAGE**  
**STRATA**



## OWNER INFORMATION UPDATE FORM

To ensure that you receive all Notices, Levies and Correspondence, please complete,  
and email this form to [adminsUPPORT@vantagestrata.com.au](mailto:adminsUPPORT@vantagestrata.com.au)

(Please note that all information will remain confidential)

Building Name:	
Unit Plan Number:	
Unit Number:	
Owner/s Name/s:	
Address/es:	
Email Address/es:	
Mobile Number/s:	
Unit Occupancy Status:	Owner Occupied <input type="checkbox"/> Leased <input type="checkbox"/>

### PROPERTY MANAGEMENT DETAILS (If leased)

Agency Name:	
Property Manager Name:	
Property Manager Email/s:	
Property Manager Number/s:	

### PART OWNERS' REPRESENTATIVE/ NOMINEE (If Unit Owned By Two Or More Part -Owners)

Part-Owner's Name:	
Email Address:	
Address:	
Mobile Number:	
Additional Phone Number:	

### TENANT DETAILS (If leased)

Tenant/s Name/s:	
Email/s:	
Number/s:	
Vehicle Registration, Make & Model:	

### DOCUMENT DELIVERY

Deliver Levy Notices to:	Owner/s Property Manager  <b>Please note: A signed redirection form needs to be provided by the property manager with authority to receive and pay notices on the owner's behalf.</b>
Deliver General Correspondence and Meeting Papers to:	Owner/s Property Manager

Electronic Communication:	In accordance with our green initiative, we electronically deliver levies, general correspondence, and meeting papers. Should you wish to receive communication by post please contact our office.
We send relevant information and offers to our database. We never share your data with any third parties.	

### DISCLOSURE

Disclosure:	I/We confirm that the above details are accurate at the time of completion.
Signature/s and Date:	