



## October 2017 Newsletter

### WORKS COMPLETE

Since the last Newsletter the Hamilton-Marino team has completed the rectification works. They really appreciated the support of residents and wrote:

“We would just like to extend our thanks to the residents and staff for their cooperation and patience during the recent and extended rectification works at The Hallmark. Such works can be trying at times but with the cooperation we experienced the whole operation progressed very smoothly. A very grateful thank you” from Neil, Ronan, Barney and Jason

### BUILDING OPERATIONS

#### Hot water system update

From time to time, adverse weather had caused glitches with the hot water system. All the hot water heaters have been serviced and additional weatherproofing upgrade kits will be fitted if required. This should resolve the problem.

#### Rubbish

Rubbish chutes are intended for soft items such as securely bagged kitchen scraps, not for hard items including glass or any liquids. You should take larger bags to the basement bins.

Recyclable items must not be mixed with food scraps, plants, liquids or any other contaminants. Bottles, jars, cans and other containers such as pizza boxes should be completely empty. Only cardboard should be placed in the big blue bins.

#### Halogen globes

Many apartments have double-ended halogen lights which are small thin tubes, 118 mm long. Halogen lights produce a lot of heat so for safety reasons it is strongly recommended that the lights used do not exceed 100W. While stocks last, replacement lights can be purchased at the office for \$5 each.

### SECURITY

#### Thefts

On occasions, thieves have entered the car park to steal items of value, particularly expensive bicycles. Good quality ‘D’ locks for bicycles as well as black

sheeting around storage cages is recommended. The Hallmark’s website [www.thehallmark.com.au](http://www.thehallmark.com.au) has a list of useful suggestions regarding ways that residents can improve their security. The list can be found at <https://www.thehallmark.com.au/information-for-residents/security-and-safety>. Please remain alert for anyone entering the car park as you drive in or out and report any suspicious activity.

#### Resident and fob audit

For security reasons resident registration is very important. All residents are asked to complete their registration on-line through The Hallmark’s website at <https://www.thehallmark.com.au/rules-and-forms/resident-information-form> or pick up a registration form which is available at the office.

***It is very important that fobs or remotes are not left in vehicles where they may be stolen.***

#### Emergency evacuation

The Hallmark has a sophisticated fire alarm system that communicates directly with the fire brigade. A ‘beep-beep’ sound means get ready to leave and a ‘whoop-whoop’ sound means that you should evacuate the building via the fire escape stairs. The lifts should not be used during an evacuation.

***If you hear an alarm, please don’t phone or text the office to see if it is genuine or not.*** Building management will be busy attending to emergency procedures and communicating with emergency services.

As Monument Park is no longer available as an emergency assembly area, residents should assemble in the small BBQ park opposite 28 Albert Road until further notice.

#### Moves and large deliveries

Before you arrange a removalist or prepare to do it yourself, please check with building management a few days before the move to ensure there is no prior booking for that date and time. Parking space and a padded lift need to be available. The same rules apply to large deliveries such as furniture and white goods.

Please note: ***Moves and large deliveries are not permitted on weekends, public holidays or after hours.***

#### Contractors

Sometimes residents ask about contractors who are familiar with The Hallmark building. We regularly use Butler Plumbing (9416-1726) and Wesfel Electrical (1300-937-335) but residents can engage any ***fully licenced and insured*** contractor for works within apartments.

Rules regarding management of contractors working inside this building are on The Hallmark’s website at <https://www.thehallmark.com.au/information-for-residents/contractors>

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**Rick McLennan, Building Manager**