

Information and Practical Guidelines for Owners and Tenants of

# **HUME HOUSE BC 83149**

152 The Terrace, Wellington



**This Handbook is supplied for your Apartment**

**Please read this handbook to ensure all occupants are familiar with its contents.**

**This handbook must be read in conjunction with the Body Corporate Operational Rules.**

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# Introduction

When you purchase an apartment in a unit-titled building you automatically become a member of its Body Corporate. As such, you are a part of a legal and physical community which arguably imposes a higher level of responsibility and greater levels of cooperation on you than when living in a suburban stand-alone house. It is therefore important that both owners and tenants are mindful of the various relationships within your complex – with fellow owners, tenants, the building and body corporate management, and any suppliers providing services to the complex. An understanding of the various facilities and systems within your Body Corporate is also important if you are to enjoy living in your complex in a safe and cooperative manner.

This manual's aim is to be of assistance with these issues, provide some basic information related to both common areas and your own individual apartment, seeking to assist you in both protecting your investment and in getting the most of out of body corporate living.

## **1. FIRE PROTECTION, FIRE ALARMS AND EVACUATION**

### **IMPORTANT**

If you discover or see a fire:

- In your apartment – **IMMEDIATELY ring 111 and ask for 'Fire'**. Give the address as 152 The Terrace - Hume House.
- In any of the common areas – **activate the nearest manual fire alarm**, then **ring 111**.
- **Then** evacuate the building in accordance with the Fire Evacuation Instructions (Appendix A). Please display a copy of these instructions on the back of your apartment door.
- After making the 111 call, please report to the person at the evacuation board and advise them you have made the call.

If the building alarm sounds:

- Leave the building via the stairwell;
- Do **NOT** use the lifts;
- Do **NOT** leave your apartment carrying food and drink;
- Should you have mobility difficulties, please ensure that the NZ Fire Service is notified when an alarm sounds so that appropriate assistance can be provided by the fire service;
- Do **NOT** attempt to remove vehicles;
- Assemble in the locations identified in the fire evacuation procedure.

All Fire Escapes must be kept clear at all times. Access controlled doors will automatically change to free access and will not require a swipe card.

### **Fire protection**

The fire protection systems at Hume House are designed to ensure maximum safety for people and the buildings. The systems provided in all apartments and common areas include:

- Smoke detectors, fire sprinklers, a fire alarm siren, automated mechanisms to ensure exit doors can open if the power supply is cut, manual 'break the glass' fire alarm boxes (common areas).
- Automatic connection to the Fire Service if a heat detector is activated.

### **Fire alarms**

The alarm system is a two-phase system:

1. Phase 1 **smoke alarms** (this does not call the Fire Service)
  - There are smoke detectors in each apartment. These are hard wired-in with backup 9 volt batteries. The smoke detectors are interconnected to the other smoke detectors in your apartment. If you remove them, you are not only compromising the safety of occupants in your apartment, but also other occupants in the building. Please do not remove them at any time.
2. Phase 2 **fire sprinklers** (this automatically calls the Fire Service)
  - If a sprinkler is activated, three things will happen:
    1. The fire alarms will ring throughout the building.
    2. An automated voice will announce that everyone must evacuate the building.
    3. The Fire Service will be called automatically.
  - All residents must immediately evacuate the building. Close doors behind you as you go.

The fire alarm system in common areas is a single phase system;

- Activation of a common area smoke alarm will operate all speakers in the building and automatically call the fire service.
- Activation of fire sprinklers in the common area will operate all speakers in the building and automatically call the fire service.
- Activation of a manual call point in a common area will operate all speakers in the building and automatically call the fire service.

## **2. HEALTH AND SAFETY**

Health and Safety Legislation places shared obligations on both owners and occupiers of buildings. These obligations also extend to visitors such as Contractors carrying out work on site.

Where hazards cannot be eliminated, the law requires that the Body Corporate implement procedures to keep people safe. Wherever practicable, the Body Corporate will install signage as a guide for all concerned.

While mindful that owners have control of their own apartment, there are, however, some areas of mutual responsibility with the Body Corporate. Guidance is available from the Facilities Manager (YPM Limited 'YPM').

Please report any accidents, incidents or near misses to YPM, your Body Corporate Manager on (04) 473 7330.

### **3. BUILDING MANAGEMENT**

#### YPM Limited

YPM look after the running of both the internal and external common areas of the complex including, but not limited to, cleaning, refuse collection and general maintenance of these areas.

If you have any issues or see any damage to the Common Areas of the complex please contact YPM on **(04) 473 7330** and ask for the Facilities Manager. This is a **24/7** service. After normal business hours this will connect to the Call Centre.

#### Residential Tenancies (RTA)

If you are a tenant living in Hume House, **your line of communication is with your Property Manager or Owner**. Please notify your Property Manager of such things as lost keys, damage to the building, damage to the apartment etc.

### **4. BODY CORPORATE OPERATIONAL RULES**

Any tenant or occupier of a apartment must be provided with an up to date copy of the Body Corporate Operational Rules for the complex by the Owner/Property Manager.

These set out the expectations and responsibilities of Owners and Occupiers and are available on the YPM website.

The information relates to both common areas and your own individual apartment.

### **5. INSURANCE**

Insurance is a major cost to the body corporate and generally makes up a significant portion of the operating budget. The cost is therefore included in your body corporate levies.

The Unit Titles Act requires body corporate's to insure the building for replacement value, provided it is available. It is therefore important for you to know where the body corporate insurance stops and your liability starts. To assist you with this, a summary of what is covered by the body corporate insurance is posted to your body corporate web page upon each annual renewal.

As each owner's position is different, e.g. some are owner occupiers, some are landlords who may or may not be providing chattels, we advise that if you need assistance with this, you should contact the body corporate's insurance broker.

Please contact YPM if you need the broker's contact details, general advice or need to file a claim.

**Please note:** If you operate your apartment as short term accommodation, i.e. letting the Apartment for 28 days or less for more than six months of the year, then the Apartment will not be eligible for EQC cover. You must inform YPM so the equivalent cover can be arranged with the Insurer. Failure to do so could leave you, the Owner, liable for the first \$150,000 of natural disaster cover.

The above is inserted as a guide only in reference to insurance cover and each Apartment owner should check with the building insurers and their own insurers to satisfy themselves as to coverage.

## **6. LIVING IN HUME HOUSE A to Z**

### **Introduction**

It is important that all residents are mindful of the fact they live in a close community.

### **Access to Apartments**

From time to time the Body Corporate must carry out compliance surveys. All Owners must cooperate with the Body Corporate to arrange access into their apartment. Failure to complete the surveys may prevent the Building's Warrant of Fitness being issued which will affect the building's insurance.

### **Access Fobs**

An access fob is required for building access. If an access fob is lost please notify YPM so it can be cancelled. All cancellation costs are owner responsibility. Swipe cards are available from YPM at a cost of \$57.00 (as at 7 March 2022).

### **Animals**

In accordance with the Body Corporate Operational Rules, Hume House does not allow any pets. A person reliant on a guide, hearing or assistance dog may bring such dog into the building (please notify YPM if such a dog will be resident in your Apartment). Permission to keep such a dog may be revoked by the committee if the animal adversely impacts other Apartment owners or residents.

### **Balconies**

Balconies must not be used for general storage. No clothes, towels etc. may be hung over the balustrades, nor should any laundry be dried within sight from the road.

No items, including cigarette butts and offensive material, shall be thrown from the balconies.

Please make sure all furniture is placed well back from the balcony edge as it can be a climbing hazard for children.

### **Bike Storage**

None available.

### **Carparks**

All carparks in the garage are private carparks and must not be used without that owner's permission. Carparks are for vehicles only and should not be used for storing other items. All vehicles must be parked within the marked boundaries so they do not block other's access.

Any vehicle parked in the common area or a carpark without permission may be towed at the vehicle owner's expense.

### **CCTV**

The main lobby and parts of the garage have CCTV cameras installed.

All requests for footage will incur costs and be oncharged to the owner in due course. This is charged out at a Contractors hourly rate.

### **Common areas**

To keep the common areas tidy at all times. Occupants can assist by refraining from dropping litter or spilling liquids but if someone else unknowingly has done so then, please pick up the odd piece of paper or rubbish. If you make a mess, clean it up.

### **Faults and Repairs**

Faults and damage involving communal areas (except that which results from an individual's action), together with general wear and tear of these areas, is the responsibility of the Body Corporate. Please advise YPM of any problems in the common areas as soon as it is noticed eg lights out.

Owners are responsible for any faults or repairs, which occur within their Apartments.

A list of some of the maintenance contractors who owners may wish to contact is included on Page [11] of this handbook.

### **Intercom**

The building has an intercom system - please follow directions on the main panel.

### **Letters and Parcels**

A numbered letter box is provided for each Apartment at Hume House.

It is recommended that all courier packages are signature on receipt.

Residents who receive incorrectly addressed mail should please write on the envelope "Not known at this address" and then post the amended envelope for redirection.

### **Lift Faults**

In case of a fault, please contact YPM on (04) 473 7330. If you find the lift is stuck on a floor, do not leave it to others to ring. OTIS can be called on the number displayed in the lift but also notify YPM.

### **Lobby and common area lighting**

A monthly inspection is made to replace any non-working bulbs. Report any other lighting problems immediately to YPM.

### **Noise**

Hume House has "zero tolerance" to parties and noise.

It is important therefore that in the close community in which you all live, **every effort is made by Residents and their visitors to keep noise to the minimum in consideration of others.** Don't be offended if someone requests you to reduce noise which you may not be aware of.

In the event that noise from an Apartment is an issue and is disturbing other Residents, please contact the local Noise Control Officer in the first instance.

**The 24/7 Noise Control phone number is (04) 479-4444.**

### **Oversized Items**

No oversized items or packaging of any sort is permitted to be dumped in or around the bins in the garage (or in any other part of the building complex). The bins are for general waste items only.

If you have large items to dispose of, we recommend contacting Junk Trackers on 022 108 7484 or [info@junktrackers.co.nz](mailto:info@junktrackers.co.nz).

Should any of the larger items be linked back to individual Apartments, then these costs will be on-charged with an invoice for their removal.

### **Power Failure**

Each apartment has an internal switchboard (fuse box), this is usually located in a high position on the wall. If the apartment power fails check all the switches in this box are in the up position.

In the event of a power failure affecting the building, a battery-operated system will ensure that EXIT signs remain illuminated. Emergency lighting is situated in all stairwells and car park areas.

Security is still maintained as the pedestrian doors all have a battery backup.

If you are in a lift at the time of a power failure the lift will stop and you must use the emergency lift telephone to call the lift company who will attend and release you.

### **Recycling**

All authorised recycling is collected each Tuesday and should be secured (not loose) and placed safely on the curb before collection. See the Recycling section on Wellington City Council's website – 'When to put out your rubbish and recycling - Wellington City Council'.

### **Rubbish Disposal**

The rubbish area is located in the basement level garage. The Body Corporate has a contract for the removal of household rubbish (only).

## **PLEASE DO NOT DUMP RUBBISH IN THE RUBBISH AREA**

The rubbish area **MUST** be left in a tidy condition when your rubbish has been deposited in the bin. If not, rodents will become a problem, either in the rubbish area or in the Apartment complex.

### **Security Access**

An access fob is required for building access.

Please do not allow persons who are unknown to you to tailgate when you enter the building. This also includes persons or cars entering through the garage door. Please report suspicious cars to YPM with the vehicle licence number. Do not hesitate to ask any strangers or suspicious characters who may be on the premises why they are there.

To ensure security integrity at all times please check that:

- The front door closes properly after use;
- If you have used the garage door, please make sure this closes properly after use.



Your apartment door should be locked at all times. Keys to the apartment doors are the responsibility of the apartment owner.

### **Smoking**

This complex is smoke free which includes the garage.

Cigarette butts are not to be thrown from the balconies or windows and dropped on the ground.

### **Sprinklers and Fire Detectors**

Sprinkler heads and smoke and heat detectors in apartments must be treated with care as they are delicate. Damage to them may result in setting off the fire alarm system. Any deliberate damage to the fire alarm system will cause the cost of remedy being on-charged to the owner.

**If redecorating, please ensure smoke and heat detectors and sprinkler heads are protected.** Any paint on a sprinkler head will result in the unit requiring replacement and this cost will be on-charged.

### **Storage of Hazardous Items**

Inflammable fluids or gas bottles must not be stored in any apartment and any damage caused by an owner or tenant through negligence may result in a liability claim.

### **Television**

All apartments are wired up to the digital dish and UHF Aerial. Unfortunately, some UHF channels have poor reception due to surrounding buildings so you may prefer to use a Freeview satellite receiver. This is Owner responsibility to arrange and cover all costs.

### **Windows**

No items must be hung from or out of the windows at all times.

Throwing items (or liquid) out of windows is also prohibited. Please do not throw anything out of the windows.

Windows should be closed if windy or raining to avoid wind damage or water ingress.

## **7. MOVING**

Please notify the Body Corporate Manager when owners / tenants move in or out of an Apartment. In accordance with the Unit Titles Act, the Body Corporate must be made aware of all changes in occupancy.

Please refrain from wedging open the front entrance door. The common area floors and walls must be protected against damage.

Hallways and stairs must not be blocked from use by other residents. Damage caused by moving will be on-charged to the owner/tenants responsible.

Please do not dump unwanted furniture in the common areas including the garage. Consider donating unwanted furniture to charity as many collect items for free.

Please do not offload or load furniture into the foyer. The foyer is an access way in and out of the lift and not a storage space between loads. Leaving furniture or other items in the foyer also creates a safety and fire hazard.

## 8. STRUCTURAL ALTERATIONS AND ADDITIONS

Apartment owners are required to obtain **prior approval** of the Body Corporate Committee before undertaking any building work that in any way alters the external appearance of the building, making any installation or construction on an outside deck or balcony, or carrying out any structural or building alterations to the interior of an apartment. Include common areas and building infrastructure (electrical, plumbing, fire walls, ventilation) as work that needs permission.

Please contact YPM for advice and to obtain the necessary works request form.

## 9. TENANTED APARTMENTS

If you are tenancing your apartment please ensure that your tenants and letting manager have a copy of the Body Corporate Operational Rules and a copy of this Handbook. It is an owner's responsibility to ensure that tenants abide by both the Body Corporate Operational Rules and also the advice provided in this Handbook. In particular, no smoking in the common areas, laundry is not to be hung to dry so that it can be seen from the road and rubbish must be disposed of as advised above.

Please note that under the Unit Titles Act every owner when creating a lease or tenancy, must notify the Body Corporate Management in writing, of the name and contact details of any such person. Owners may find it more convenient to provide the name and contact details of the property manager as tenants may only be short term.

Owners must also ensure that the provisions are incorporated into the lease agreement so that tenants abide by the provisions of the Body Corporate Operational Rules. It is advantageous to insert a clause in the tenancy agreement to be able to recover Body Corporate on-charges from your tenants should the likes of damage to the common areas occur that has been caused by them or the likes of failing to dispose of large rubbish items.

## 10. Earthquake Action Plan

We **strongly recommend** all residents read the information on the Civil Defence website [www.getthru.govt.nz](http://www.getthru.govt.nz). Get to know your HUME HOUSE neighbours so that, if you're in a position to help someone out after an emergency, you know who may need assistance. And if you think you may require help yourself then make sure your neighbours know you!

There are practical tips regarding what to do before, during and after an earthquake and before, during and after a tsunami. Some of the relevant tips from the website are:

### Before an earthquake

- Develop a Household Emergency Plan. Assemble and maintain your emergency survival items for your home as well as a portable getaway kit.
- Practice Drop, Cover and Hold.
- Identify safe places within your home.
- Secure heavy items of furniture to the floor or wall.

### During an earthquake

- **If you are inside HUME HOUSE**, move no more than a few steps, drop, cover and hold. **Stay indoors** till the shaking stops and you are sure it is safe to exit. (*The HUME HOUSE buildings are well above the minimum current building code.*)
- **If you are in an elevator**, drop, cover and hold. When the shaking stops, try and get out at the nearest floor if you can safely do so.
- **Given our distance from the coast**, after you drop, cover and hold, it's highly unlikely you need to move to higher ground in case a tsunami follows the quake.

The website also has tips for if you're outside, driving or in a mountainous area.

### After an earthquake

There are loads of tips on the website: key tips for if you're at home at the time:

- Check yourself for injuries and get first aid if necessary. **Help others if you can.**
- Be aware that electricity supply could be cut, and fire alarms and sprinkler systems can go off in buildings during an earthquake even if there is no fire. Check for, and extinguish, small fires.
- If you are in a damaged building, try to get outside and find a safe, open place. **Use the stairs, not the elevator.**
- If you smell gas or hear a blowing or hissing noise, open a window, get everyone out quickly and turn off the gas if you can. If you see sparks, broken wires or evidence of electrical system damage, turn off the electricity at the main fuse box if it is safe to do so.

## 11. PREFERRED CONTRACTOR LIST

**Tenants contact your Property Manager/Owner in the first instance as there could be charges associated with calling a contractor directly.**

Service Type	Provider	Contact
Apartment Lockout	Beveridge Locksmiths	04 566 1111
Electrician	Mainline Electrical	04 499 2290
Insurance Broker	Crombie Lockwood (YPM Scheme)	04 381 5113
Glass Repair	Mike's Glass Ltd	0800 375 111
Plumbing	In-Sink	021 339 113
Tow Company (Owner to call)	Kearney's Towing Ltd	04 499 4424

## Appendix A

# FIRE ACTION

### IF YOU DISCOVER A FIRE:

WARN OTHER BUILDING OCCUPANTS

OPERATE FIRE ALARM & PHONE THE FIRE SERVICE

**DIAL 111**

(FROM A SAFE PLACE)

### WHEN WARNED OF A FIRE IN THIS BUILDING:

LEAVE THE BUILDING IMMEDIATELY USING THE NEAREST EXIT.

EXIT USING THE STAIRS

LIFTS ARE NOT TO BE USED IN EVENT OF A FIRE

ASSEMBLE AT:

**"Quest Atrium" 154 The Terrace**

### ONCE OUT, STAY OUT

WALK - DO NOT RUN

STAY AT THE ASSEMBLY POINT UNTIL THE "ALL CLEAR" IS GIVEN

DO NOT ATTEMPT TO EXTINGUISH THE FIRE UNLESS IT IS SAFE TO DO SO