



WELCOME TO
11 GIBBONS STREET REDFERN





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11 Gibbons Street Redfern is a modern and secure building featuring 162 residential apartments. Built by Lendlease, SGCH own the building that was completed in June 2021. 11 Gibbons Street, Redfern has unique common areas for residents including a rooftop outdoor area, children's play area, community room and barbeque facilities.


On the ground floor, we have a community hub and SGCH office. There is also a commercial space and coffee shop area in the foyer.

The building has been designed to a high energy efficiency standard, bringing a range of features that make a more comfortable and sustainable building, and reduce your energy costs.

We hope you enjoy living here!

You can contact SGCH anytime by calling 1800 573 370 or visit us in our office on the ground floor between 9am and 5pm





Artwork illuminated at night



“THE WAY HOME”

Artist: Joe Hurst

From the front of the 11 Gibbons Street, you will notice the illuminated artwork on the on the ceiling of the level 3 Podium outdoor space.

This work called “The Way Home” and is a collaboration between SGCH and Aboriginal artist, Joe Hurst. It is a symbol of connection and country for the Redfern community.

The lines in the design represent pathways and water movement, reflecting the historic waterways and traditional gathering activities of the area.

This design is continued on the polished concrete flooring of the building’s foyer and in the brickwork at the front, conveying a warm welcome to everyone who enters the building.



GETTING AROUND REDFERN

Your new home is well located to public transport and other services.

- Redfern Station
- Bus Services
- Parcel point location
- Redfern Post Office
- Local supermarkets
- National Centre for Indigenous Excellence
- Tribal Warrior
- RPA Hospital
- Sydney TAFE – Ultimo campus
- Markets





ACCESSING THE BUILDING

Access to residential floors is via one of two lifts in the entrance lobby. The lifts are secure and can only be accessed using a security pass. There is also an intercom to allow visitor access.

Each adult listed on the lease will be provided two different types of keys:

- **Restricted key** - You will receive two of these keys at the beginning of your tenancy. The restricted key is for your apartment door.
- **Security pass (fob)** - You will receive two of these at the beginning of your tenancy. The security pass is used for access to the ground floor entrance lobby, the lift and bicycle hub. Your key and fob can't be copied. If you need a replacement, please let us know and we can arrange a new key or fob for you at your cost.

Video intercom

Visitors to the building will need to use the video intercom. This is located at the entrance to the building. Your visitors will need to press your unit number and then the bell symbol to call your unit.

When you hear your door buzzer, you can check on the video display to identify your guest and let them in. Your guests will only be able to access your floor via the lift.

Secure access to apartments





MAIL, DELIVERIES & PARKING

Resident mail

Apartments at Gibbons Street do not have individual letter boxes. All mail will be delivered to the mail room in the SGCH office by Australia Post. SGCH staff will sort the mail and send you a SMS if there is mail waiting. You can collect your mail from our office, Monday to Friday between the hours of 9am and 5pm. If you are unable to collect your mail during office hours, please contact us.

Parcel delivery

The SGCH office is not able to accept the delivery of any mail other than letters. Residents will need to arrange for parcels to be directed to parcel lockers or picked up from a post office. SGCH will not be responsible for loss or damage to any parcels left by couriers in the lobby area.

Security

For resident safety, 11 Gibbons Street is monitored by a number of 24-hour CCTV cameras located around the building including common area hallways, recreation areas, bicycle hub, lifts and lobby.

Car parking

There are no car parking spaces available in the building for residents. There is limited street parking around the Redfern area.

Bicycle hub & workshop

The bike hub has been provided for residents to store bicycles and space to do bike maintenance. SGCH will provide you with access if you want to use the bike hub. It is recommended you use a bike lock. SGCH will not be held responsible for bike loss or theft.



Bike hub and workshop



Loading zone

The loading zone is on William Lane. Residents can use the loading zone for furniture delivery or removal. The driveway is locked at all times, however, driveway access for furniture delivery or removals can be arranged by contacting the SGCH office.

You can book the loading zone for a maximum of two hours when you are moving in or out of Gibbons Street.

A safe, secure and clean home

SGCH is responsible for ensuring the common areas of the building such as the hallways, lobby and gardens are maintained and safe for residents. This includes regular cleaning and routine repairs.

It's important for the safety of everyone in the building that common area hallways and fire stairs are kept clear. Please don't store anything outside your apartment door or in the fire stairs.

If you notice any areas that need repair or cleaning, or items stored outside apartments, please contact the SGCH on 1800 573 370 or see the team in the office.

General waste and recycling

On each floor there are two waste chutes for you to dispose of your rubbish and recycling. The chutes take the waste down to large bins in the basement area that are picked up regularly.

The chutes are for:

1. General household waste – please use a rubbish bag and place general household waste in the red chute. Each bag of rubbish should weigh less than 3kg to prevent the chute blocking.
2. Mixed recycling can be placed in the yellow chute – please don't use plastic bags.

You can find information on what you can recycle on the City of Sydney website.

[City of Sydney website](#)

Please make sure you use the correct chute and, for safety and hygiene, please don't leave any rubbish outside the chute doors.

If you notice any issues with the waste chutes, please let SGCH know as soon as possible.

Bulky items

If you have large or bulking items such as flattened cardboard boxes or packing materials that will not fit in the general waste or recycling chutes you can arrange access with SGCH to take these to the bulky items room. SGCH can help you arrange a council collection if you have furniture or large items to dispose of.





Fire safety

There are important safety features in the building.

Each hallway has a fire extinguisher. Fire stairs can be accessed on each level and the entry to the fire stairs is indicated by a green 'running man' sign, as pictured.

The front door to each unit is fire rated. Fire rated doors offer protection in the event of a fire when they are closed. It is important that you don't prop your door open.

Each unit is fitted with sprinklers and hard wired smoke detector and fire detectors. Sprinklers will be activated when there is a fire, and only impact the unit where the fire is located. If sprinklers are activated in any area of the building the fire alarm will sound and tenants will hear instructions to evacuate. The fire brigade will also attend.

The sprinklers, along with other installed fire safety measures will be regularly serviced by our fire safety contractors. If we need access, we will notify you.

In the event of a fire you will hear the fire alarm. Please use the fire stairs located mid-floor. If you cannot use the fire stairs, there are refuge points inside the fire stairs where you can alert the fire brigade using the emergency handset.

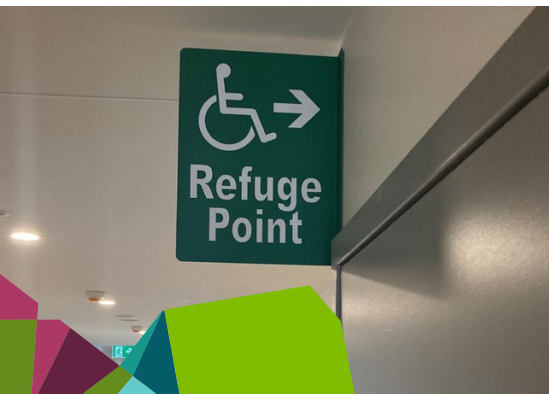
Repairs and maintenance

We are committed to providing you with a great maintenance service. Please report any issues to SGCH as soon as possible by calling 1800 573 370. We will give you a reference number and a timeframe for your repair.

Because the building is new, we have registered the warranties for your fitted appliances – stove, oven, rangehood and hot water. Please let us know if you have any problems with these appliances and we will arrange warranty repair.

The light globes in your apartment are LED, please let us know if you need a replacement globe.

We also ask for you to report any repairs, maintenance and/or safety issues you see in the common area to SGCH as soon as possible.





Keeping comfortable and saving on energy costs

The Nationwide House Energy Rating Scheme (NatHERS) provides homes with a star rating out of ten based on an estimate of a home's potential (heating and cooling) energy use. Based on its smart design and energy saving features, 11 Gibbons Street, Redfern has achieved a NatHERS rating of 8 stars across the building.

Some of the features of your home include:

- High performance floor and wall insulation
- Double glazing/low-e glass – reducing the solar heat gain and conduction of heat through the windows
- Blinds – high quality blinds to block sun in the summer and keep cold out in winter. Covering your windows at night in the winter and closing out direct sun in the summer will help keep your home comfortable year-round
- Ceiling fans – to circulate air, reducing the need for air conditioning
- Trickle vents – a small opening on the side of doors/windows that can be opened to increase air circulation without having to fully open a window or door. These allow for fresh air to circulate, improving air quality and reducing condensation that can lead to the growth of mould
- Solar – solar panels on the roof run all common area lighting and the lifts in Gibbons Street.





Balcony safety

Your balcony is a place to enjoy. Please make sure it is kept safe for children by supervising them on the balcony at all times. You should also lock the balcony door when it is not in use to stop children going out unattended.

Make sure that you position pot plants and furniture away from the edge of the balcony to prevent children climbing.

NBN

To connect to NBN, please contact your service provider. Your NBN box is inside your apartment, sometimes inside a storage cupboard.

If your provider charges you a first-time connection fee, please let us know and we will pay the charge for you or refund you if you have already paid the connection fee and have proof of payment.

Pets

If you want to have a pet, you will need to apply to SGCH in writing. Where possible and practical, we will approve your application. On your application, you will need to specify the type and breed of your pet and where it will be kept.

Please be aware, pets are not allowed off leash in the common areas and no pets can be taken to the level 3 podium space.

[More information can be found in our pet policy.](#)





Play area on level 3

Outdoor recreation spaces

Two communal open spaces are available:

The Podium | Level 3: play area, barbeque area and community room.

The Terrace | Level 17: barbeque area

These spaces are provided for your enjoyment and responsible use between 7am and 10pm Monday to Saturday and from 8am until 9pm on Sundays. Doors are locked outside these hours.

Amplified noise/music and the consumption of alcohol is not permitted within the communal open space areas.

If you would like to use the community room on Level 3, please book by contacting the office.

To keep these shared spaces safe and healthy for everyone, we request you clean barbeques after use and place any rubbish in the bins provided.

Being involved with SGCH

Gibbons Street also has a Community Hub in the ground floor office space. We look forward to hosting events, training and workshops from the Community Hub.

We encourage you to become involved in SGCH if you like. For information about what's on at Gibbons Street, please [visit SGCH.](#)

Support

These services include no interest loans, financial counselling services, Strive education scholarships and access to our inhouse training, education and employment service - Catalyst.

[Let us know if you'd like more information.](#)





GREAT
PLACES FOR
EVERYONE


SGCH
sgch.com.au

