



St George  
Community  
Housing

# Welcome to your home



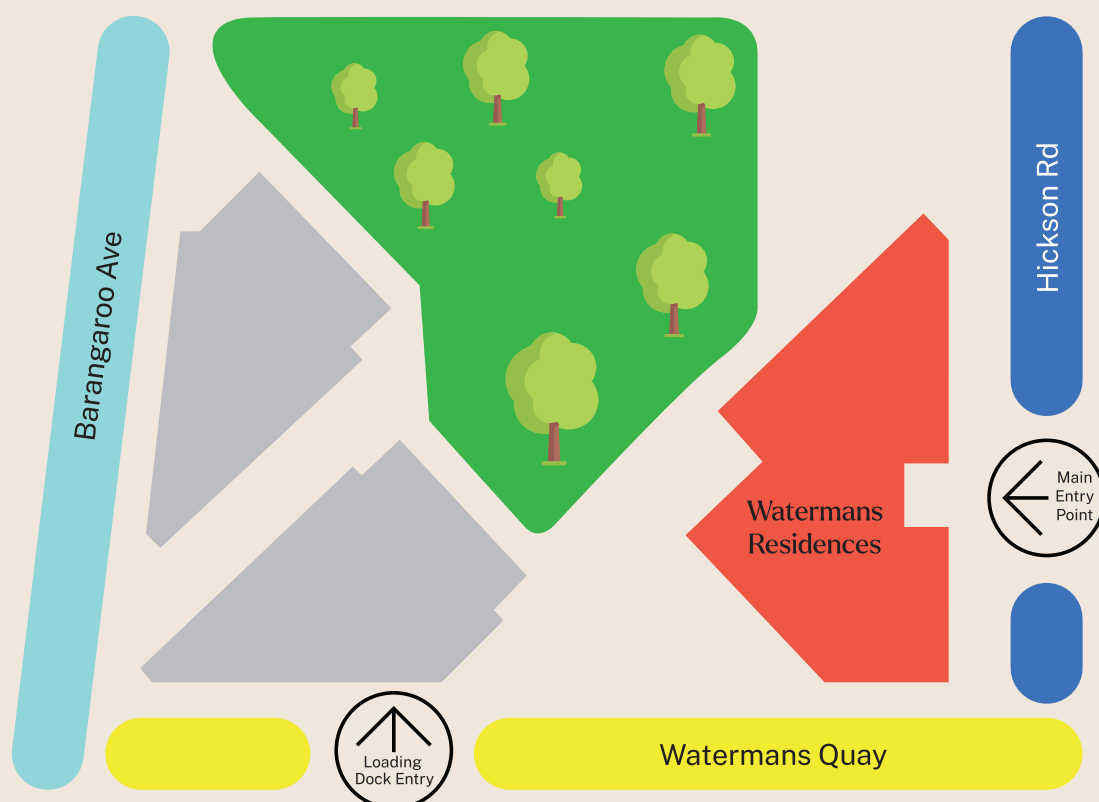
Watermans Residences,  
Barangaroo



Welcome to Watermans Residences, Barangaroo. This handbook provides important information related to your home.

## Key contacts

Contact	Details	Hours of operation	Contact for
SGCH tenancy manager	Provided upon lease signing	9am to 5pm, Monday to Friday	<ul style="list-style-type: none"><li>— Rent payments</li><li>— Lease agreements</li><li>— Property inspections</li><li>— Support services</li></ul>
SGCH reception	1800 573 370	24 hours, 7 days per week	<ul style="list-style-type: none"><li>— General inquiries</li><li>— Complaints/ feedback</li></ul>
	CCH@sgch.com.au	9am to 5pm, Monday to Friday	<ul style="list-style-type: none"><li>— Replacement keys and swipe cards</li></ul>
SGCH repairs and maintenance	repairs@sgch.com.au	9am to 5pm, Monday to Friday	<ul style="list-style-type: none"><li>— Non-urgent repairs</li></ul>
	1800 573 370	24 hours, 7 days per week	<ul style="list-style-type: none"><li>— Urgent repairs</li><li>— Elevator issues</li></ul>
One Sydney Harbour dock master	02 9060 0358	6am to 10pm, 7 days per week	<ul style="list-style-type: none"><li>— Moving-in/out</li><li>— Booking the loading dock</li><li>— Single, large-item deliveries</li></ul>
One Sydney Harbour security	0410 676 071	24 hours, 7 days per week	<ul style="list-style-type: none"><li>— Building access issues</li><li>— Swipe card issues</li><li>— Access to the bulky waste room</li></ul>



# The building

Watermans Residences is part of the One Sydney Harbour residential complex and provides key workers with convenient access to Sydney's Barangaroo precinct, essential amenities and a vibrant lifestyle.

## Main entrance

- The main entrance to the building is located at 55 Hickson Road.

## Loading dock

- The loading dock is located on Level B1, accessed via 2 Watermans Quay Street.
- Bookings are essential to use the loading dock and must be made through the One Sydney Harbour dock master (see contact details on page 1).

## Residential floors

- Access to your floor is via a dedicated elevator in the lobby of 55 Hickson Road.
- Your swipe card grants you elevator access to your assigned floor and the Level 2 communal area.

## Keys and security fobs

At the beginning of your tenancy, you will receive:

- Two keys for the front door of your apartment and the mailbox.
- One swipe card for the building entrance, elevator, garbage room, communal area and basement.

\* **Important:** Keys cannot be copied. Spare keys must be approved and cut by SGCH at your own expense. Replacement swipe cards can also be purchased from SGCH.

## Video intercom

- A video intercom is located at the building entrance to manage visitor access.
- Visitors can find your apartment by searching for and selecting your apartment number.

- You can view visitors on the intercom screen in your apartment before granting them access. Once approved, the elevator will be unlocked for access to your floor only.

## Bicycle storage

- There are multiple bicycle storage areas on Level B0. Electric bicycles can be stored in one area only (see below map for details).
- Bicycles must be taken in and out of the building using the dedicated elevator and foyer of 55 Hickson Road.
- Residents must provide their own security locks.
- SGCH is not responsible for the security of bicycles.

## Security

- The property has 24-hour CCTV throughout for resident safety and security purposes.

## Fire safety

- In the event of a fire, break the emergency release glass beside the fire stairs and evacuate.
  - Fire stairs and exits are on each floor and can be found by following the green 'running man' signs.
  - Fire extinguishers and evacuation plans are in all corridors for emergencies.
- \* **Important:** The fire stairs should only be used in emergencies. If misused, you may be charged for replacing the emergency release glass.



# Moving-in/out

There are several requirements when moving in and out of your apartment. Please read the following carefully.

## Booking the loading dock and elevator

- Whether you are moving in yourself or using a hired removalist, you must book the loading dock and elevator through the One Sydney Harbour dock master (see contact details on page 1).
- Maximum truck dimensions for the loading dock are H3.7m and L9.25m.
- Elevator dimensions are H2.1m and W1.1m.
- \* **Important:** Moves through street-level entrances, main lobbies or fire stairs are strictly prohibited.

## Hired removalist requirements

- If using a hired removalist, they must provide proof of insurance, including \$10 million in Public Liability Insurance and Workers Compensation Insurance. These documents must be supplied to the dock master ahead of the move.

## Workplace safety

- All movers — whether yourself or hired removalists — must adhere to Work Health and Safety regulations and wear appropriate Personal Protective Equipment, including high-visibility vests and sturdy, closed-in shoes.

## Courtesy

- Respect your neighbours by keeping common areas clear and clean during your move.
- If you are unsure of any aspect of the move process, please contact the dock master for assistance.

## Large, single-item deliveries

- Special arrangements can be made with the dock master to have a single item (e.g., television or mattress) delivered without booking the elevator or loading dock, but you must call ahead and be present for the delivery.



# Your apartment



## Energy efficiencies

Your apartment has been built to a high standard to ensure your comfort and help you save on energy costs. Features like double-glazed windows and efficient heating and ventilation systems work to keep your apartment warm during cool days and cool during warm days.

To maximise these benefits, we recommend:

- Using the installed ceiling fans for air circulation on warm days
- Keeping windows open and ceiling fans on for warm nights
- Keeping windows closed on cold days to conserve heat loss.

## Kitchen

- Your apartment has a gas cooktop, electric fan-forced oven and overhead rangehood.
- There is space for you to place a:
  - Fridge 700D x 1735H x 800W
  - Microwave 560D x 435H x 600W
  - Dishwasher 600D x 880H x 600W

If you wish to install a dishwasher, please complete the alterations request form on our website: [sgch.com.au/modifications-form](http://sgch.com.au/modifications-form)

## Bathroom

- The bathroom light is connected to an exhaust fan. When the light is turned off, the fan will continue running for an additional five minutes to prevent dampness and mould.

## Laundry

- Your apartment has a laundry area in the hall.
- Each laundry has space for a dryer and washing machine.
- If a dryer is installed, it will be connected to an exhaust fan which will only start and stop when the dryer is also on.
- Beneath the laundry sink are two water connections, allowing you to connect your washing machine to either fresh or recycled water.

## Balcony

- Drying clothes on the balcony is not permitted.
- Fly screens cannot be installed.
- Balconies are not to be used as storage spaces.
- Only electric barbecues can be used.







## Doors and windows

- All doors and windows are double-glazed and fitted with curtains.
- Windows feature safety chains that restrict opening to a maximum of 150mm.
- Doors and windows with handles can be locked/unlocked by moving the handle up or down.



## Mailbox

- Your mailbox is on the ground floor foyer and is accessed using your apartment key.

## Fans/aircon

- There is ducted air conditioning in living rooms and ceiling fans in bedrooms.

## Internet and NBN

- An NBN connection box is in the main bedroom wardrobe for you to connect your internet modem.
- There is a data point in the living room and bedrooms to extend internet connection.

## Electrical

- The electrical switchboard is in the linen cupboard.
- Light fittings are LED and require a qualified electrician to change. If you need a globe replaced, please call the SGCH Repairs and Maintenance Team (see contact details on page 1).

## Deliveries

- If you are expecting a delivery and won't be home to collect it, please arrange for it to be diverted to your local post office or another secure location.
- SGCH is not responsible for any missing parcels or food deliveries that are left unattended in common areas.

## Storage

- Ensure all personal belongings, including bikes and other items, are stored within your unit or designated storage areas. Storing items in common areas is prohibited for safety reasons.

## Fire safety

- Your apartment entry door is fire rated, meaning it offers protection to you and your apartment in the event of a fire. For this reason, never prop the door open and do not install security screen doors.
  - Hard-wired smoke detectors and sprinklers are fitted throughout your apartment. Sprinklers are activated only in the room where fire is detected. When activated, the fire alarm will sound with evacuation instructions and the fire brigade will respond.
  - Please be mindful of not creating smoke when cooking so as to prevent a false alarm activation.
  - Fire safety measures are checked annually by SGCH/strata contractors. These checks are mandatory and you will be notified in advance to arrange access to your apartment.
- \* Important:** Any missed appointments for fire safety testing may incur a fee.



# Connecting utilities

## Electricity

Your electricity provider is CleanPeak Barangaroo. To set up an account, visit [cleanpeakbarangaroo.com.au](https://cleanpeakbarangaroo.com.au) and complete a residential account application.

## Internet

Your apartment is connected to the Opticomm network. A Uniti Internet router is pre-installed, but you can choose from over 55 providers. To see your options, visit: [opticomm.com.au/service-providers](https://opticomm.com.au/service-providers)

## Water

SGCH will charge you directly for water usage, so you do not need to set up any accounts.

# Communal areas



SGCH maintains internal and external common areas, including regular cleaning and routine repairs. You are required to keep these areas tidy and free from obstructions. Please report any obstructions to your tenancy manager.

## Alcohol, smoking and vaping

- Smoking, vaping and the consumption of alcohol are not permitted in communal areas. This includes the outdoor area, community gardens, elevators and corridors.

## Outdoor area

- There is a communal outdoor area on Level 2 with a kitchenette and bathroom.
- The area is for use between 8am and 9pm.
- The communal area is an alcohol-free zone.
- Amplified noise/music is not permitted.
- There is one barbeque for use. Please clean after using.
- This area has CCTV that is monitored by staff.

## Garbage chutes

- Each corridor has a garbage chute with a diverter for general waste and recycling.

### How to use:

**Step 1:** Press either the garbage or recycling button.

**Step 2:** Place your waste inside the chute.

**Step 3:** Close the chute door completely to ensure proper operation.

- General waste must be double bagged before disposal.
- Only dispose of items that are smaller than 300mm and under 3kg.
- Do not force larger items into the chute, as this can cause blockages and you may incur a charge.
- For larger items that don't fit in the garbage chute, please take them to the garbage room on Level B1.





## Garbage room

- The garbage room is on Level B1.
- Place general waste in the red lid bins and recycled waste into the yellow bins.

## Bulky waste

- Bulky waste, such as mattresses, furniture and white goods can be disposed of in the bulky waste room in the loading dock on Level B1.
- Security will arrange access to the bulky waste room (see contact details on page 1).

## Right to quiet enjoyment

- You have the right to enjoy your home without unnecessary disturbances.
- Please be considerate of neighbours by keeping noise to a reasonable level, especially during mornings and evenings.

## Resident notice board

- A resident notice board is located on the Ground Floor.
- Check the notice board regularly for updates about SGCH's community events and resident programs. For more details, visit the SGCH website.



## Interest-free loans

You can apply for an interest-free loan for household items like appliances, whitegoods and furniture. For more information, visit: [sgch.com.au/your-tenancy/scholarships-loans-rewards/no-interest-loan-scheme](https://sgch.com.au/your-tenancy/scholarships-loans-rewards/no-interest-loan-scheme)



# Local transport

Your home is well located to transport and other services, including:

- Wynyard Train station, the Barangaroo Metro station, Barangaroo South and Circular Quay ferry terminal, and water taxis at the Barangaroo pontoon.
- Frequent buses with the closest bus stop being Hickson Rd opposite Barangaroo South.









**St George  
Community  
Housing**

**SGCH Head Office**

Level 4  
50 Scott Street  
Liverpool NSW 2170

PO BOX 888  
Liverpool NSW 1871

1800 573 370  
[CCH@sgch.com.au](mailto:CCH@sgch.com.au)  
[sgch.com.au](http://sgch.com.au)

SGCH also has offices in Bonnyrigg, Fairfield,  
Redfern, Riverwood and St Leonards.  
Visit our website for more information.

