



St George  
Community  
Housing

# Welcome to your home



17-21 Pennsylvania Road,  
Riverwood

Welcome to 17-21 Pennsylvania Road, Riverwood. This handbook provides important information related to your home. If you have further questions, please contact your St George Community Housing (SGCH) Tenancy Manager or our Customer Care Hub team on **1800 573 370**.

## The building

17-21 Pennsylvania Road, Riverwood, is a two-building complex with a mix of one- and two-bedroom units and a large community area for you to enjoy.

### Accessing the building and car park

- Building A resident entry is 22A Union Street.
- Building B resident entry is 23 Hunter Street.
- The car park is accessed from Union Street.

### Keys and security fobs

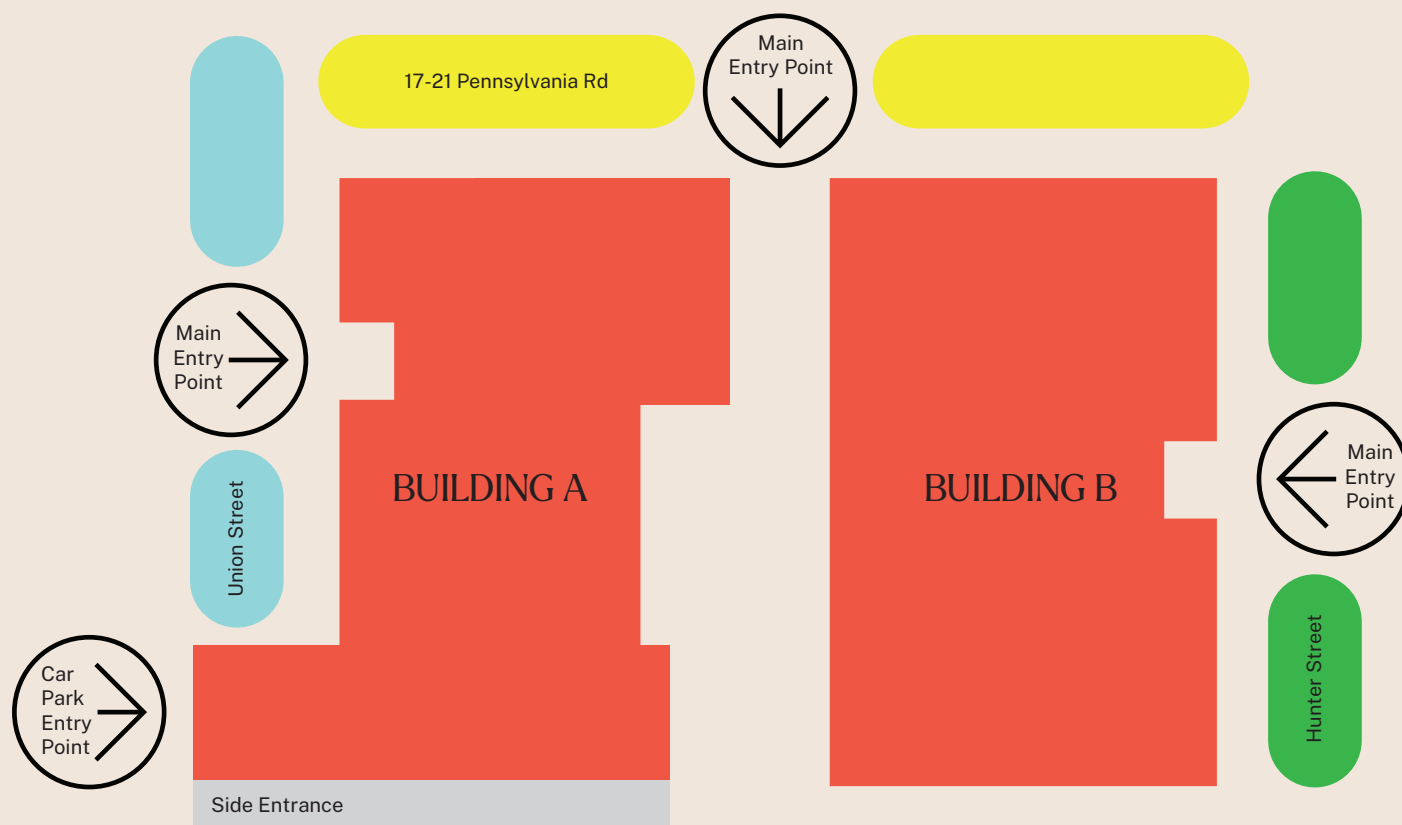
At the beginning of your tenancy, you will receive:

- Two keys for the front door of your unit and one key for the balcony door.
- A security fob for the building entrance, elevator, garbage room and car park (for units with an allocated car space).

Keys cannot be copied. If you need spare keys, they must be approved and cut by SGCH at your own expense. Replacement security fobs can also be purchased from SGCH.

### Accessing residential floors

- Access to each floor is via the elevator in the lobby and requires a security fob pass. Security fob passes have assigned floor levels so you cannot access different floor levels to your own.
- Visitors must use the intercom located at the entrance to your building. Once you permit your visitor entry to your building, the elevator will be unlocked to go to your floor level.





### Video intercom

- A video intercom is at the entrance of each building.
- Visitors will only have access to their floor. Upon arrival, visitors must enter your unit number and then press the bell symbol to call their unit. For example, if your unit number is G01 then your visitor should press “G01”. Similarly, if your apartment number is 302 then your visitor should press “302”.
- You can check the video display on the intercom in your unit to see visitors before letting them in.

### Car park (only applicable to units with a car space)

- Entry to the car park is on Union Street and is in Building A Basement Level 1.
- To enter the car park, swipe your security fob on the fob reader. When exiting the car park, the roller door will automatically open when you slowly approach it.
- You must only park in your allocated parking space.
- Please note that there is no visitor parking available. Visitors will need to find parking on surrounding streets.

### Bicycle storage

- Bicycle racks are available at the entry of each building.
- There is allocated bike storage in the garage.

### Security

- The property has 24-hour CCTV in common areas, the car park and around the building exterior.
- The CCTV is linked to an SGCH cloud system for resident safety and security purposes.

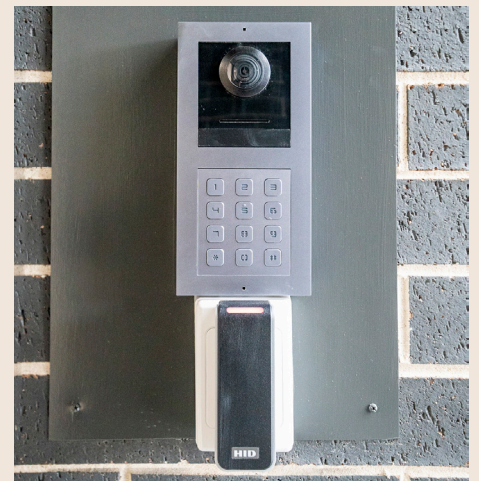
### Fire safety

- In the event of a fire, you are to evacuate using the fire stairs.
- Fire stairs and exits are on each floor and can be found by following the green ‘running man’ signs.
- Fire extinguishers are in all corridors.



### Moving in/out

- Before your move, please take measurements of your large furniture items to ensure they can fit through stairwells and into lifts.
- If you would like to book a lift when moving in or out, please contact your Tenancy Manager or the Customer Care Hub team on 1800 573 370 for information on the process and available time slots.
- Be mindful of your neighbours and avoid blocking common areas such as garages, driveways, and road access.
- In common areas, ensure that you keep the space clear and clean during your move.



# Your unit



## Energy efficiencies

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

To maximise these benefits, we recommend:

- Using ceiling fans for air circulation on very warm days.
- Keeping windows open and ceiling fans on for warmer nights, noting flyscreen as protection from insects.
- Keeping windows closed on cold days to conserve heat loss.

## Utilities

- Before you move in, please ensure you have electricity, gas and internet connected in your name.
- Electricity and gas are separately metered.
- You are responsible for paying all connection and usage costs.

## Kitchen

- Your unit has a gas cooktop, electric fan-forced oven and overhead rangehood.
- There is space for you to place a:
  - Fridge 980mm x 1790mm
  - Microwave 560mm x 360mm
  - Dishwasher 600mm x 840mm
- 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)

## Laundry

- Your unit will have a laundry area either in the hall or bathroom.
- The 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 your dryer is also on.

## 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.

## Balcony

- A hot water heater is on the balcony wall and should not be adjusted.
- A clothesline is installed on the balcony in place of a communal one.
- Always lock the balcony door when not in use.
- Always supervise children on the balcony.
- Position pot plants and furniture away from the edge of the balcony to prevent children from climbing.

## Windows

- All windows are double glazed.
- Windows can be locked from the inside.
- Windows have safety chains that restrict them opening more than 150mm.
- Windows and balcony doors have flyscreens.
- Windows are fitted with blinds.
- The child safety clips on the blind cords should not be removed.



## Electrical

- An electrical switchboard is in the cupboard above the fridge space.
- 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 using the information on the facing page.

## Gas

- Your unit uses gas for hot water and heating.
- There is a gas bayonet in the lounge room to connect a gas heater.

## Hot water

- Water is heated by the gas heater on the balcony.

## Fans

- Ceiling fans are in the living area and bedrooms.
- Fans and lights are operated by separate switches on the wall.

## Fire safety

- Your unit entry door is fire-rated, meaning it offers protection to you and your unit 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 unit. 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 that you do not activate the fire alarm. If smoke is created do not open the entry door as smoke will activate the fire alarm in the hallway.
- Fire-safety devices are serviced annually by SGCH contractors. These services are mandatory, and you will be notified in advance to arrange access to your unit.

## Internet and NBN

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

## Storage cage

- If your unit is in Building A and you have an allocated storage cage, it is in the carpark or Ground Floor.
- If your unit is in Building B and you have an allocated storage cage, it is on the Lower Ground Floor.
- You will need to supply your own padlock to lock the storage cage.

## Mailbox

- You will receive a key to your assigned mailbox.

## 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](http://sgch.com.au/your-tenancy/scholarships-loans-rewards/no-interest-loan-scheme)



## 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.

### Outdoor area

- For responsible use between 8:00am and 9:00pm.
- An alcohol-free zone.
- Amplified noise/music is not permitted.
- There are two barbeques for use. Please clean after using.

### Garbage room

- Building A garbage room is on the Ground Floor.
- Building B garbage room is on the Lower Ground Floor.
- There is a bulky waste cage in each garbage room for unwanted household items.
- Place general waste in the red lid bins and recycled waste into the yellow bins.

### Resident notice board

- A noticeboard is on the Ground Floor.
- SGCH runs a variety of community events and resident programs which you might enjoy. To find out more visit the SGCH website.

### Right to quiet enjoyment

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

## Repairs and maintenance

Please contact the SGCH Repairs and Maintenance Team during business hours (Monday to Friday 9am to 5pm) by calling 1800 573 370 and press option 3. If your call is urgent and outside of business hours, press option 1.

If you have any further questions, call your Tenancy Manager or our Customer Care Hub team on 1800 573 370.

# Local transport

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

- A bus stop in front of Building A on Union St.
- Riverwood Train Station 800m from your home with trains running every 10-15 minutes.





**St George  
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Housing**

**SGCH**

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