



St George
Community
Housing

Welcome to your home



35-41 Addison Road,
Marrickville NSW

Welcome to 35-41 Addison Road, Marrickville. 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

35-41 Addison Road, Marrickville, is a two-building complex featuring 61 apartments, including a mix of one-, two- and three-bedroom layouts and a large community area for you to enjoy.

Accessing the building and car park

- Building A resident entry is on Stevens Lane.
- Building B resident entry is on Addison Road.
- The car park is accessed from Stevens Lane.

Keys and security fobs

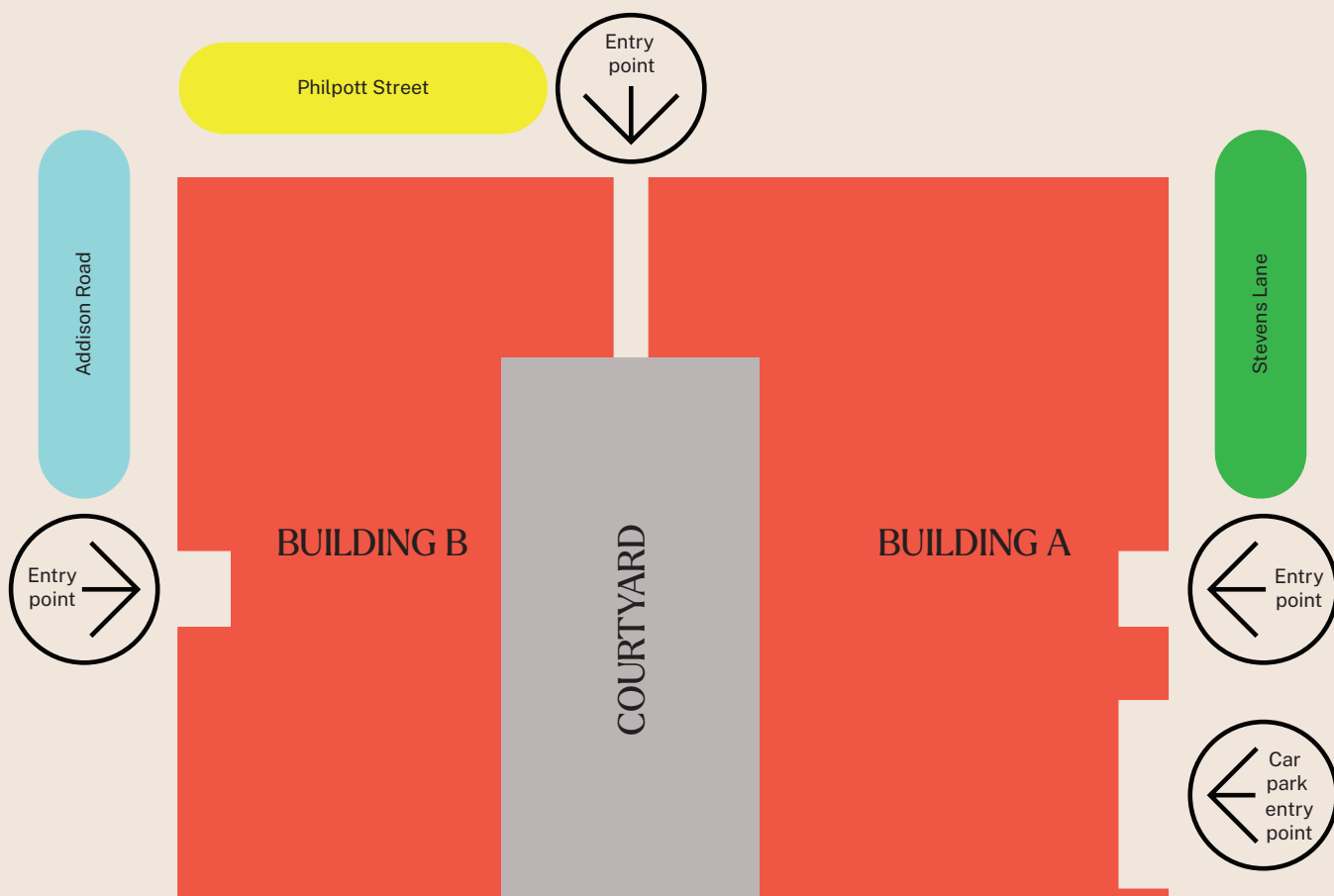
At the beginning of your tenancy, you will receive:

- A code for the front door of your apartment and one key for the balcony door.
- One security fob for the building entrance, elevator, garbage room, rooftop and car park (for apartments 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. Your security fob pass will grant access only to your floor.
- Visitors must use the intercom located at the entrance to your building (either Stevens Lane or Addison Road). 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 located at the entrance of each building.
- Visitors will only have access to your elevator and floor. Upon arrival, visitors must enter your apartment number and then press the bell symbol to call your apartment. For example, if your apartment number is G01 then your visitor should press “G01🔔”.
- You can check the video display on the intercom in your apartment to see visitors before letting them in.

Car park (only applicable to apartments with a car space)

- Entry to the car park is on Stevens Lane and is in Building A Level B1.
- 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 in surrounding streets.



Bicycle storage

- The bicycle storage cage is in Building A Level B1.
- You must supply, label and use your own bicycle lock.
- SGCH is not responsible for any damage or theft occurring in the bicycle storage cage.

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.



Moving in/out

- Before your move, please take measurements of your large furniture items to ensure they can fit into elevators.
- If you would like to book an elevator 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.

Fire safety

- In the event of a fire, 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 and evacuation plans are in all corridors for emergencies.

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.
- Using the fresh air fan switch to circulate outdoor air into the space.
- 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.

Connecting 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.

Front door code

- You will receive a unique pin code for your apartment's front door, which is changed at the start of each tenancy. If you need it reset, please contact Repairs and Maintenance. See page 5 for details.

Kitchen

- Your apartment has a gas cooktop, electric fan-forced oven and overhead rangehood.
- There is space for you to place a:
 - Fridge H1820mm x W1000mm
 - Microwave H420mm x W550mm
 - Dishwasher H840mm x W600mm
- If you wish to install a dishwasher, please complete the alterations request form on our website: sgch.com.au/modifications-form

Laundry

- Your apartment 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 your balcony wall and should not be adjusted.
- A clothesline is installed on your balcony.
- 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, have safety restrictors and can be locked from the inside.
- 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 located behind the front door to your apartment.
- 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 page 5.

Gas

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

Hot water

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

Fans

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

Air conditioning

- Apartments are not air conditioned and do not support the installation of air-conditioning systems.

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 the installation of security screen doors is not permitted.
- 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 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 apartment.

Storage cage

- Each apartment has an allocated storage cage on Level B1.
- You will need to supply your own padlock to lock your storage cage.
- SGCH does not take responsibility for items stored in your storage cage.

Internet and NBN

- The NBN connection box is in the linen cupboard. This is where you should connect your internet modem.
- There is a data point in the living room to extend your connection.

Mailbox

- You will receive a key to your assigned mailbox.

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.

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

- Alcohol and smoking are not permitted in communal areas. This includes the outdoor area, community gardens and shared spaces.

Outdoor area

- Building A outdoor area is on Level 3.
- Building B outdoor area is on Level 5.
- You can only access the outdoor area of the building you reside in.
- For use between 8:00am and 9:00pm.
- Amplified noise/music is not permitted.

Garbage chutes

- Each corridor above Ground Level has two garbage chutes: one for general waste and one for recycling.
- Only dispose of items that are smaller than the chute door (approximately the size of a shoebox). Please avoid forcing larger items into the chute, as this can cause blockages and you could be charged a fee.
- For larger items that don't fit in the garbage chute, please take them to the garbage room.

- Residents on Ground Level will need to dispose of garbage in the garbage room.

Garbage room

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

Bulky waste

- For bulky waste items such as furniture, mattresses and electrical goods, please book a council collection at innerwest.nsw.gov.au
- Once your booking is confirmed, place the items in Stevens Lane, next to the underground carpark entrance, the night before the scheduled collection date.

Resident noticeboard

- A noticeboard is located 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 neighbours 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 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.

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



Local transport

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

- Frequent buses with bus stops along Addison Road and Enmore Road.
- Newtown, Sydenham, Stanmore and Petersham Train Station are all within close proximity to your home.





**St George
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