

Move In Matters

April 2024



Operational Team

We have an experienced, interdisciplinary operations team, covering all aspects of operational management, focussed on providing you with the best Resident service and experience, as and when you need us.



Nicola Fawl
Head of Operations



Luke Eden
Regional Operations
Manager

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Construction update

Your Address

In line with City of Melbourne planning and Emergency Services requirements, your apartment number and address has been updated.

Residents in the northern tower with apartments ending in “N”

E.g. 1.01N

Address is:

1.01

15 Thompson Street,
Kensington, VIC

Residents in the southern tower with apartments ending in “S”

E.g. 1.01S

Address is:

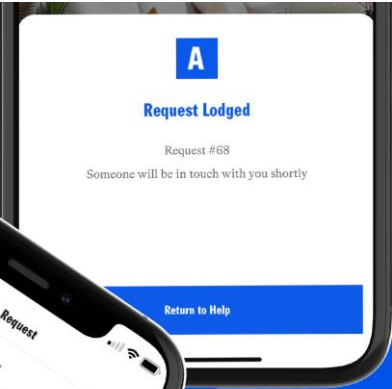
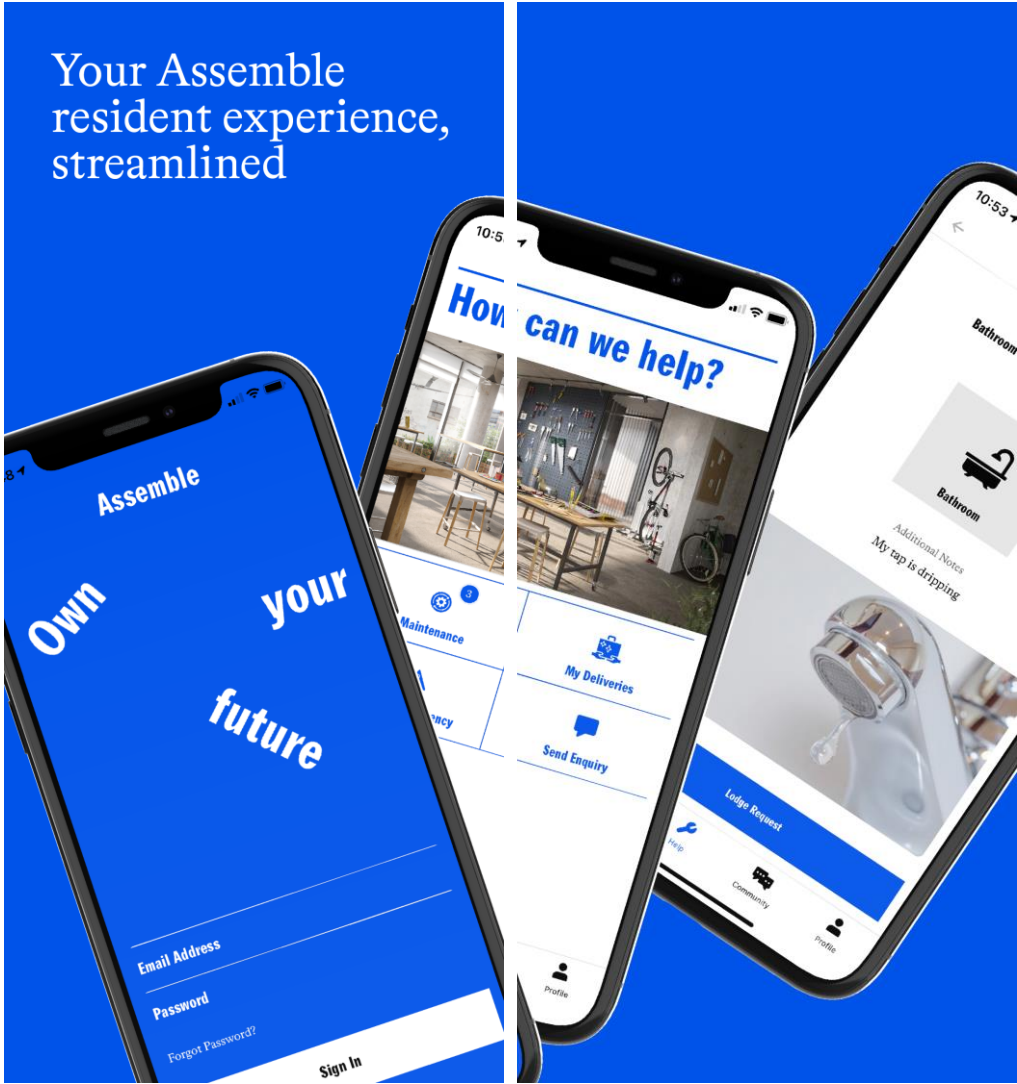
1.01

27 Thompson Street,
Kensington, VIC



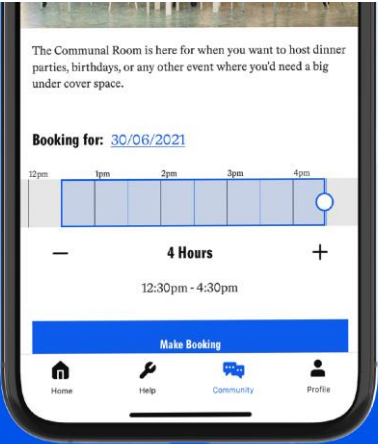
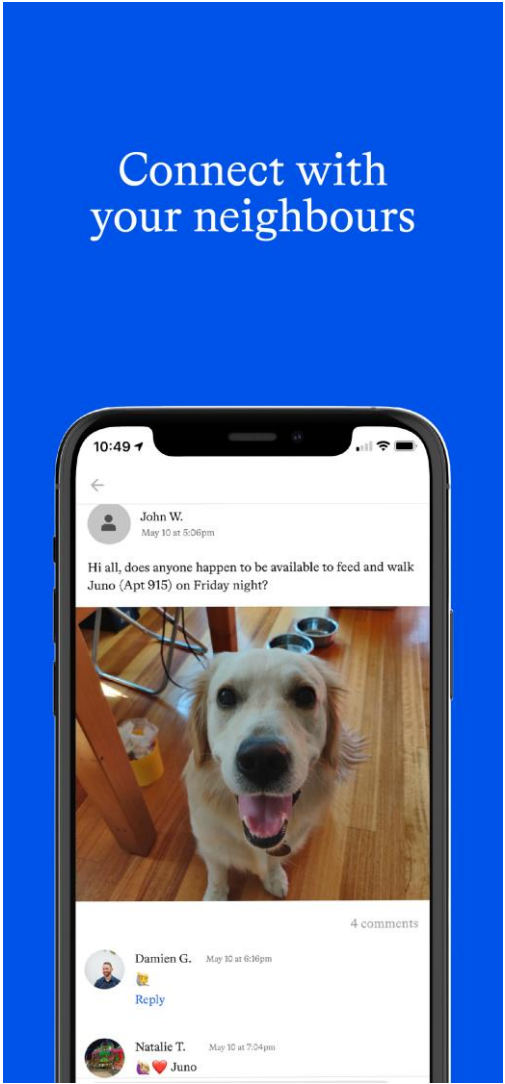
Assemble Resident App

Your Assemble
resident experience,
streamlined

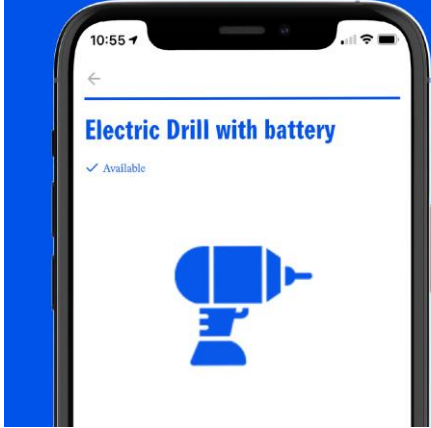


Easily log
repair requests

Connect with
your neighbours



Book rooms and
borrow tools



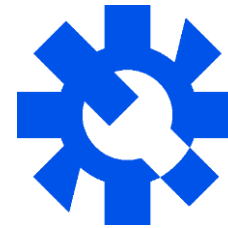
Assemble Resident App



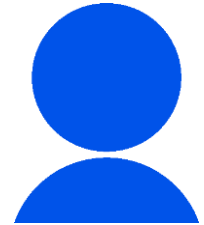
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- View **announcements** from the Assemble team
 - Reach you neighbours on the **noticeboard**
 - Unlock doors with the **Bluetooth key**



-
- Book a **communal area**
 - Borrow an item from the **Lending Library**



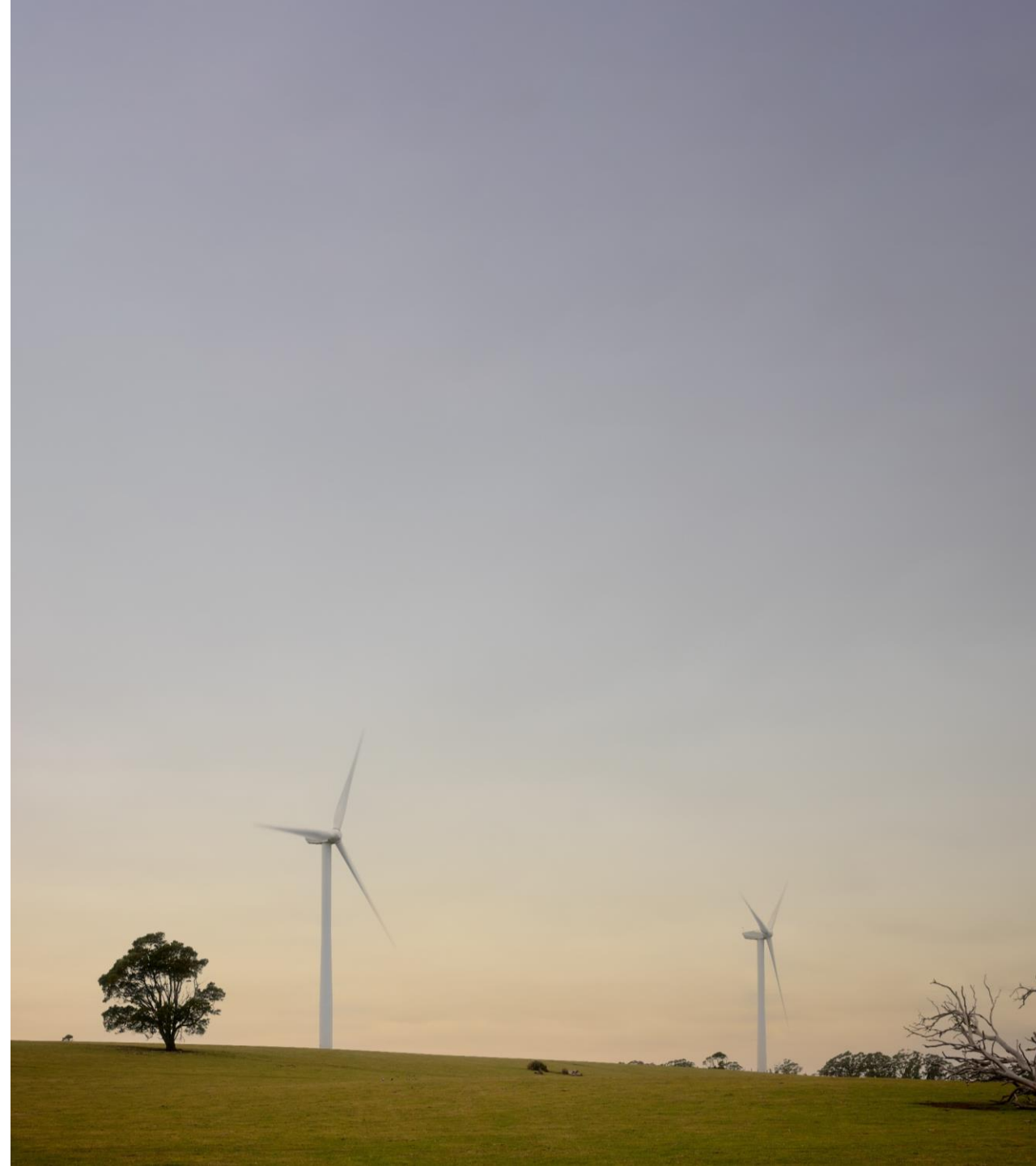
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- Log and track **maintenance issues**



-
- View your usage and bills for **Assemble Connect**
 - **Pay your rent** and set up recurring rental payments

Assemble Connect

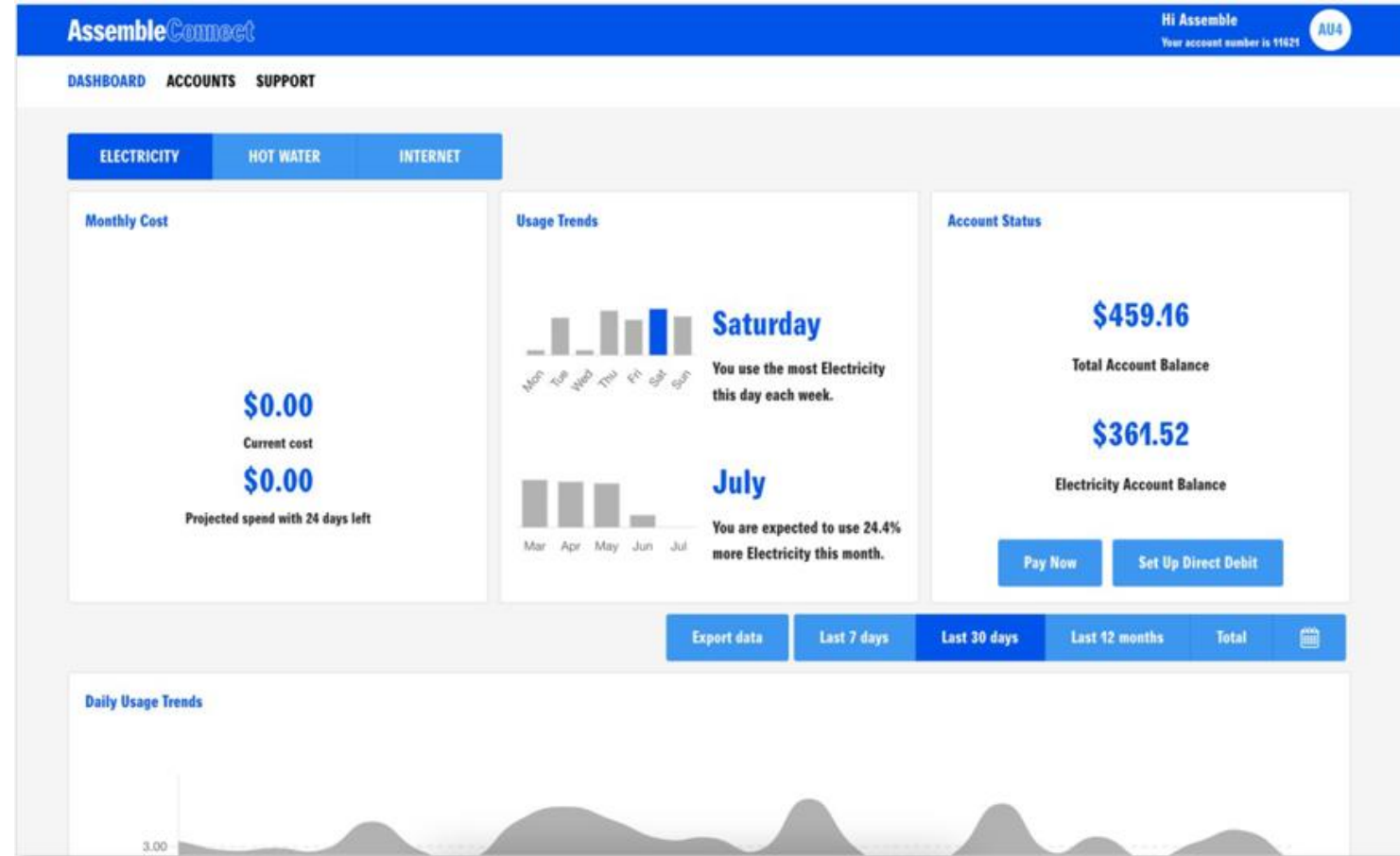
- Local 100% GreenPower® Utility Network
- Supplying residents with benchmarked 100% GreenPower® against the Victorian Default Offer (VDO) price for carbon intensive brown power
- Most electricity is supplied by Hepburn Energy, Australia's first community-owned energy farm located in Hepburn Shire, VIC
- Manage usage and bills from Assemble App
- Optional sign up, start the process from the Resident Portal or Assemble App
- No lock in contract
- 100% uptake from Albermarle Street residents



Assemble Connect

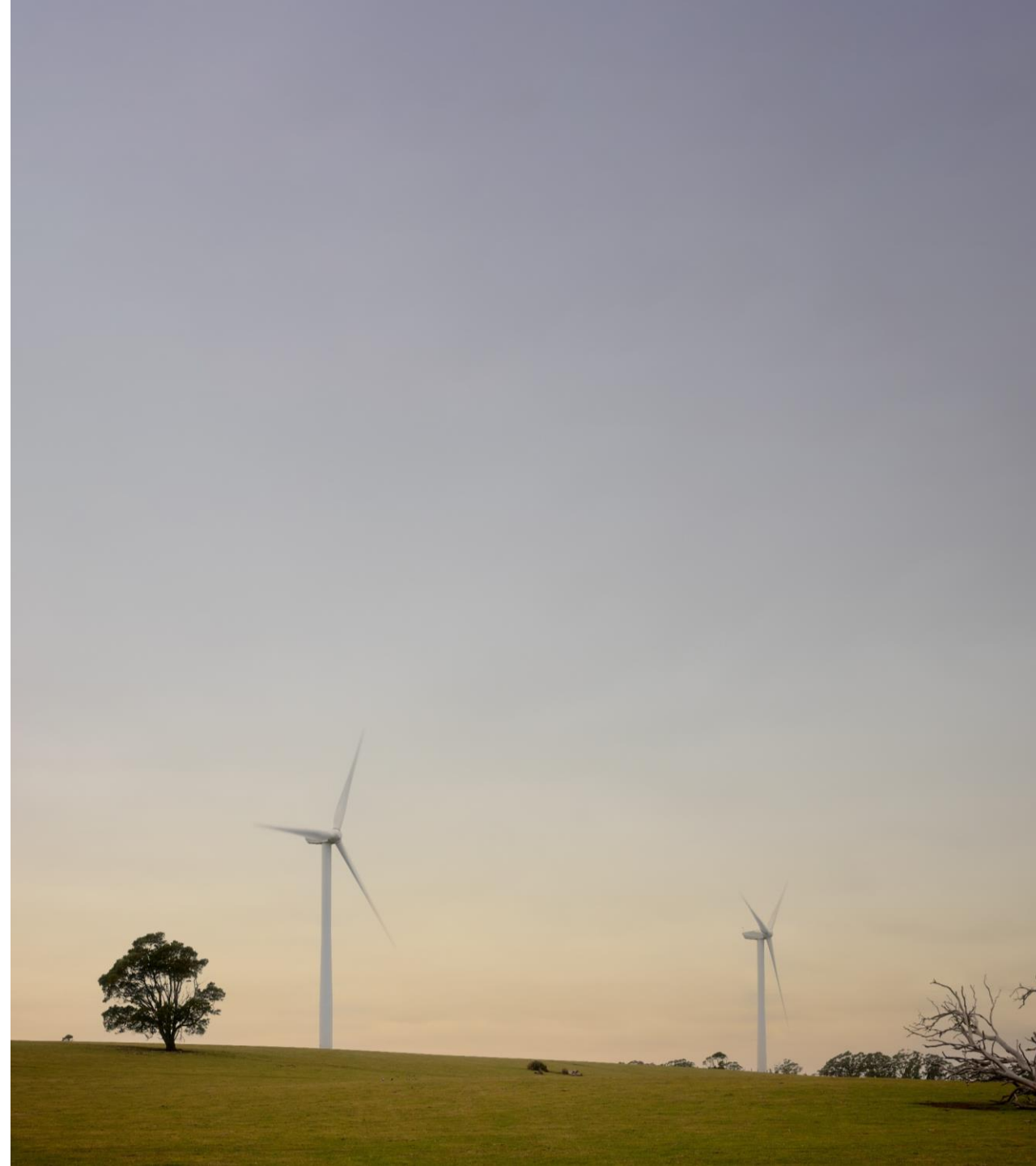
Your Assemble Connect online account is available for you at any time either through your resident app or the web page

Your online account provides you with the ability to review your electricity, hot water and internet usage, to view and pay bills, to change internet plans, to communicate with our support team and much more



Next Steps

We'll send you more information in May regarding Assemble Connect and steps to sign up for utilities and internet.



Move in Logistics

Moving Home. . .

We want your experience of moving into your new home to be as stress free as possible and getting settled in to be quick, efficient, exciting and really rewarding as you get comfortable.

This session:

- What we've planned for move-in
- Information we require from you
- Actions for you to undertake

We'll work together to make the move in period a success.



Prior to Moving In – Resident Portal

This Move in Information Pack will be made available to you, prior to booking an appointment for your move in day. This will contain some hints, tips, information and actions that we will ask you to complete to ensure we can get you moved in on time with speed and efficiency.



Building and apartment familiarisation, setting up the app, energy and internet set up information.



Check, confirm and update your personal details, supply additional resident and/or pet information.



Confirm details issued on the lease are correct, re-sign lease (if necessary and required). Confirm payment method for monthly rental payment.



Book a Move in Appointment.

Booking your move in appointment

Assemble appreciate the excitement around moving into your new home, and that some residents may wish to collect their keys in advance of physically moving into the property.

We therefore have two appointment types to select in these circumstances, so we can manage activity on busy move-in days.

Key Collection Appointment

Please select this appointment if you wish to collect your keys but will not be physically moving into the property.

Move-in Appointment

Please select this appointment if you wish to collect your keys and physically move into the property on the same day.

For residents who wish to key collect then move in on a later date, you will need to book both appointments – one for key collection day and one for the physical move in day.



Key Collection

Rent will be charged from the day you pick up your keys.

You may pick up your keys prior to your move in day.

We will issue each apartment the below keys:

- Apartment keys
- Building fobs
- Mailbox keys
- Car park remote (if applicable)

You may order and pay for more keys through Assemble. Front door keys are secure keys that cannot be copied yourself.

To ensure keys are managed, Assemble will approve additional key requests with a limit of one key per bedroom, plus a spare.



Booking your move in appointment

Dates:

June
7 days a week

Allocated time:

4-hour exclusive use of a lift in your building

How?

Logistically studio and 1-bedroom apartments take less time to load and unload, to mitigate the risk of delays to afternoon appointments we need residents in these apartment typologies to book morning appointments.

Studios & 1 Bedroom Apartments

Times:

10am – 2pm
10:30am – 2:30pm

2 & 3 Bedroom Apartments

Times:

3pm - 7pm
3:30pm – 7:30pm

Finding your way around

Our friendly operations team will be your primary contacts on the day.

A member of staff will welcome you on Stubbs Street.

Temporary wayfinding will be installed to help you and removalists navigate the property whilst everyone settles in.



Move in Route of Access

Site location:

15 Thompson St Kensington &
27 Thompson St Kensington

Access Site:

Park in Stubbs Street loading bays
and use the pedestrian stairs to get
to lift lobby:

1. Pedestrian wide stair from
Stubbs St

Elevators

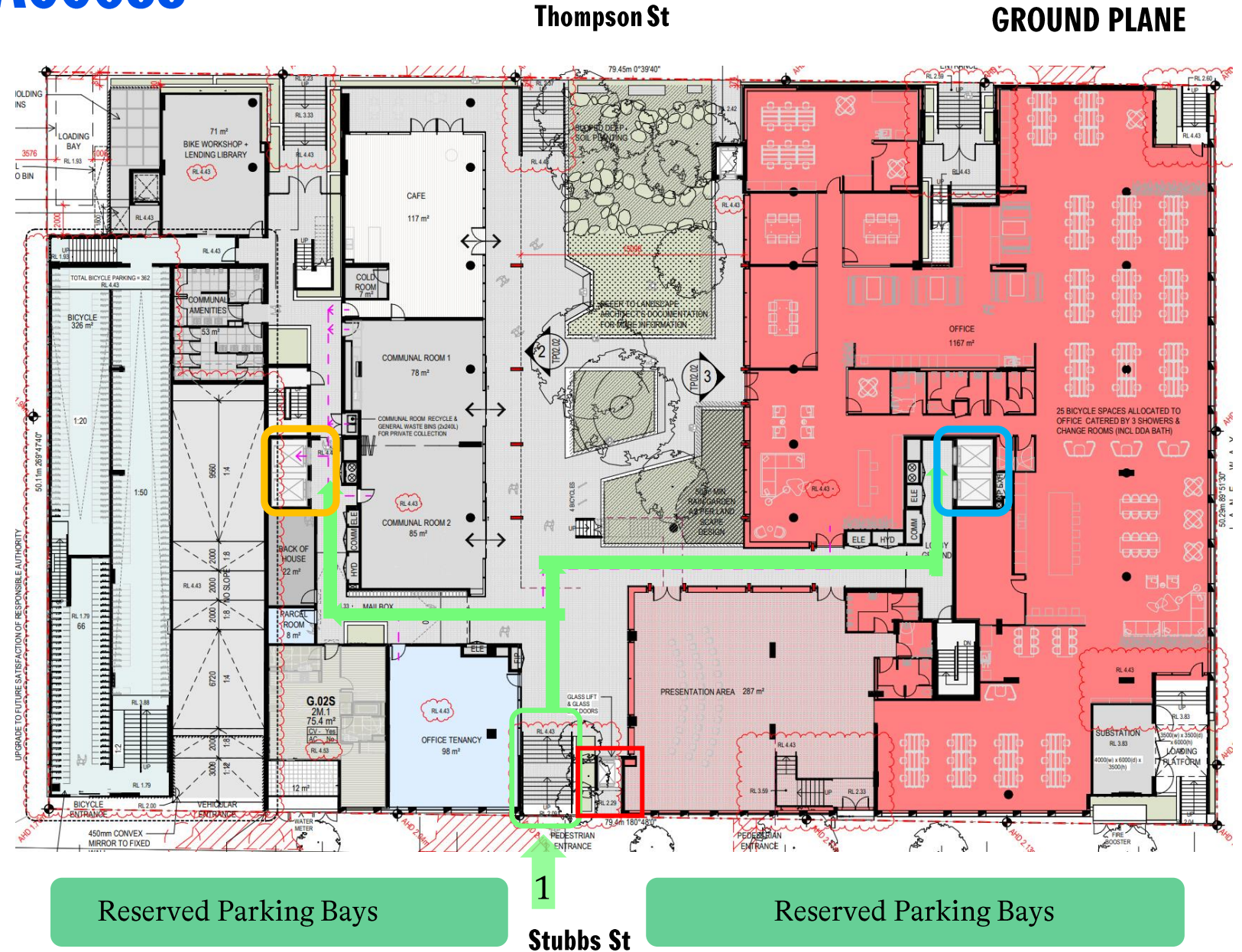
15 Thompson St

27 Thompson St

There are 4 x elevators.

2 x elevators at 15 Thompson St

2 x elevators at 27 Thompson St



Basement Car Park

Height and Width Restrictions

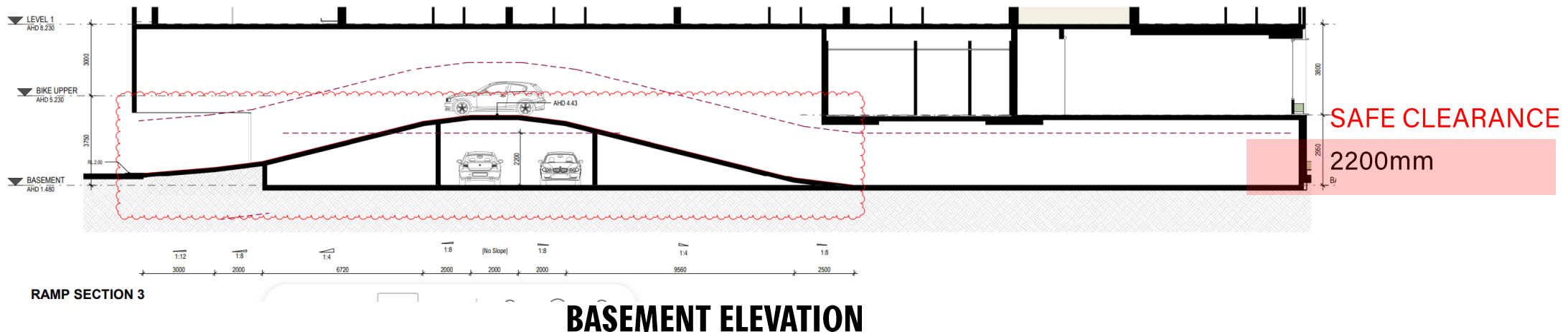
Please note the high restrictions for the basement to access resident parking:

→ 2200mm maximum height

Fire doors to the elevator lobby in the basement have a maximum width of 900mm

Removalists

Due to the height restrictions, we will not allow any removalists to enter the car park.



Move in Tips

Dismantle bulky items like bedframes, desks and shelving prior to arriving at Thompson Street.

Prioritise getting bulky items in your apartment first while you have exclusive lift use.

Please be mindful of tight spaces in common areas like corridors to not damage these spaces.

Measure bulky items before moving to understand if they will fit in tighter spaces outlined on the next slide.

Assemble cannot accept deliveries on your behalf, please ensure you are home to accept any furniture or appliances



Dimensions

Lift Dimensions

	Internal Dimensions	Door Opening
Height	2500mm	2000mm
Width	1400mm	1000mm
Depth	2000mm	N/A

Building Entryway Dimensions

	Building Entry Door	Waste Room Doors	Fire safety doors
Height	2690mm	2340mm	2340mm
Width	1165mm	920mm	920mm

Apartment Door Dimensions

	Apartment Entry Door
Height	2040mm
Width	920mm

Removalists

We have relationships with the below removalists who will be inducted to the building and are providing competitive rates for Assemble residents:

- HomeMove
- United Furniture

When booking your removalist, ensure you have enough time to load your belongings from your currently home, and unload them into your new Assemble home.

It is your responsibility to book a removalist and ensure they are free during the move in time slot you wish to use. This applies to our partner removalists too. Should they not be available, it is your responsibility to find an alternative removalist that has availability.



Induction & Insurance

All movers are required to complete an online induction through a software service called *MRI*, prior to attending the property to move belongings in for residents. During this process, the following up to date certificates must be uploaded:

- Insurance Certificate of Currency
- Public Liability Insurance

Access to Induction

Residents should provide details of removalists to Assemble at least 7 days in advance of arrival to allow us to send the induction link and ensure we have received their appropriate insurance certificates and indemnity form.

Removalists who have not provided this information in advance will have to complete the induction on the day before any belongings begin to be moved.



Disposing of moving boxes

If you have a special arrangement with the removalist you have chosen, the boxes will need to remain in your apartment until the removalists come and collect them.

Many locals on the Kensington Good Karma network are looking for moving boxes – why not offer them to your neighbourhood?

The nearest waste and recycling centre is located at 437 Dynon Road, West Melbourne.

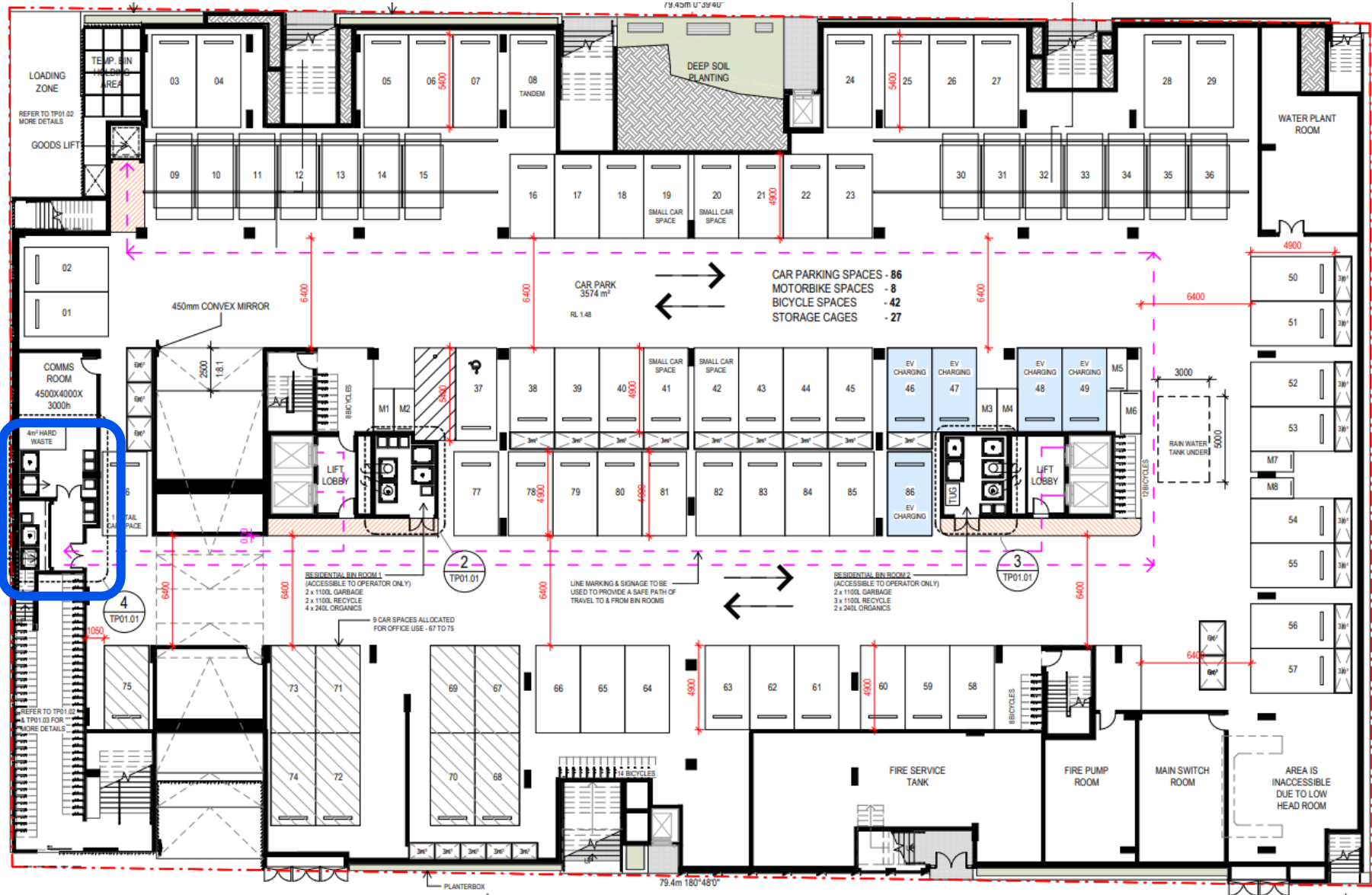
As a last alternative, you may bring your broken-down boxes to the basement waste room.

Boxes will need to remain in your apartment until you have disposed of them.



Waste Management

Thompson Street



Resident waste room
Located in basement

Stubbs Street

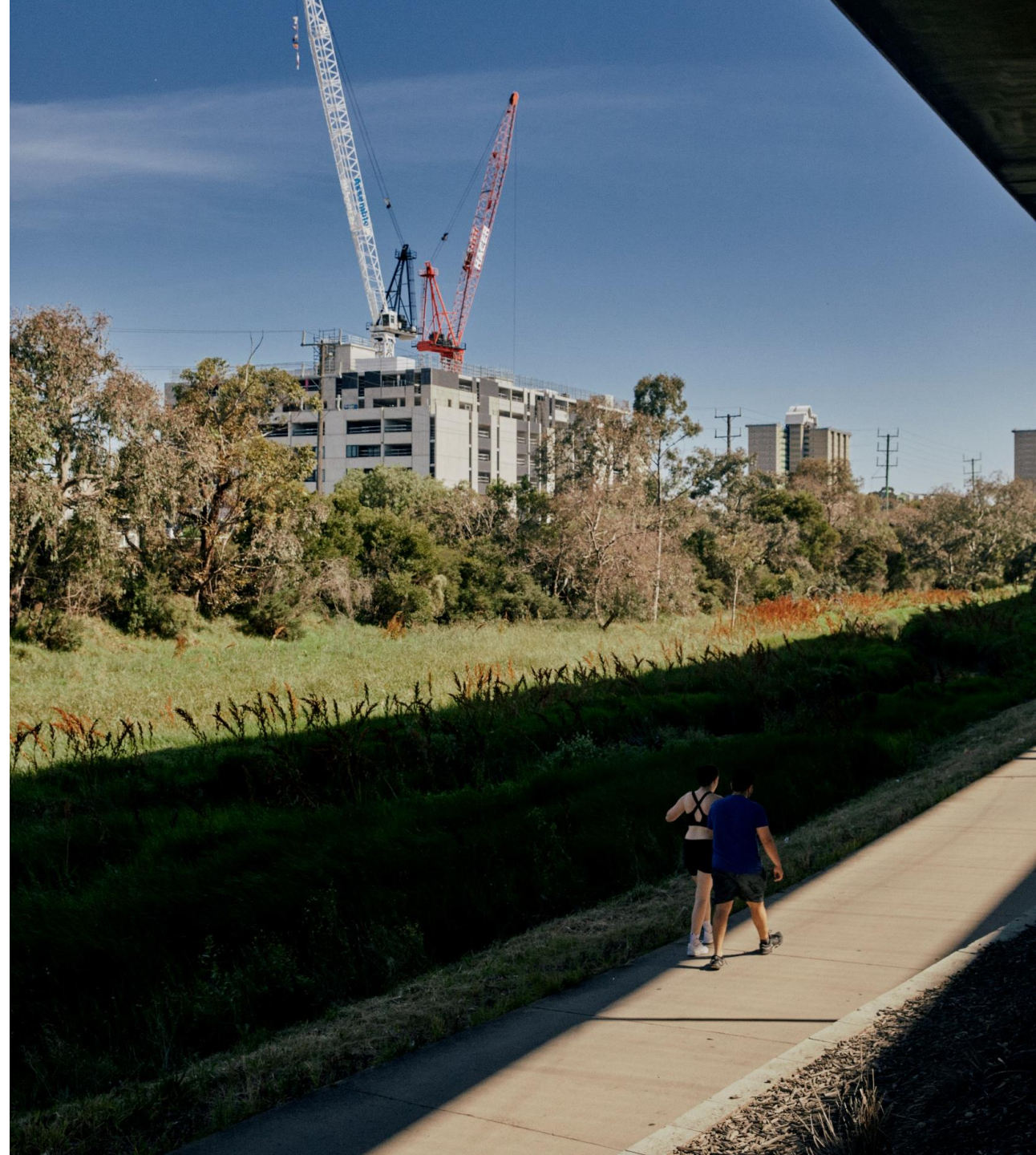
Building Inductions

We'll host building inductions with Assemble Staff twice (2) a week during the move in period.

We will walk you around the building to familiarise yourself and allow you to ask Qs which you haven't been able to answer through referring to the building manual or resident handbook.

Come to the session that fits your schedule.

Book in via the Assemble Resident App.



Next steps

- 1 Move in information sent to you over email
- 2 Access the Resident Portal and update your details
- 3 Confirm removalist availability and book their time
- 4 Book your move in appointment on the Resident Portal
- 5 Set up utilities and internet with Assemble Connect
- 6 Look out for first rental payment information
- 7 Download Assemble Resident app
- 8 Pick up your keys
- 9 *Move in!*
- 10 Resident housewarming event

Questions?



Building Operations



Purchase Pathway

Break out groups



Construction

Assemble

assemble.com.au