

Assemble

Resident



Handbook

15 Thompson Street,
Kensington

May 2024



Assemble is located on the traditional lands of the Wurundjeri Woi Wurrung peoples of the Kulin Nation. We acknowledge that sovereignty was never ceded, and pay our respects to their elders past and present. We extend this respect to all Aboriginal and Torres Strait Islanders across Victoria, and Australia.

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1. Welcome to Assemble

Welcome home! We are delighted to welcome you to your new home and community.

Thank you for signing on to become a resident. In this handbook you will find all the resources you need to move and settle into your new home.



About Assemble

At Assemble, we’re building a future where more Australians can access and live in sustainable, affordable, and well-designed homes and neighbourhoods.

We’ve made it our mission to design new ideas for a better, fairer housing system – one that cares for the people and places within it.

Our ambition is to challenge our country’s housing affordability crisis – to develop new ideas on how we can create a fairer system. With a deep respect for people, place, and planet, we create communities that embrace diversity, reflect local culture, and nurture a stronger sense of ownership and belonging.

Our commitments to you:

Community Support

To provide exceptional service and community support, including money coaching.

Neighbourly Events

To strengthen your connections to your neighbours by programming regular community events and initiatives.

Building Maintenance

To operate and maintain your building to a high standard.





2. Community Services

Assemble Team

Our dedicated team will assist you with any apartment or building needs you may have. We have a Neighbourhood Operations Manager who oversees the day-to-day operations of the property.

Our Maintenance Technician, who forms part of our Operations Team, is on-site to manage the maintenance programming and coordination of contractors attending the property, for both the common areas of the building and within your homes, should you need assistance whilst renting with Assemble.



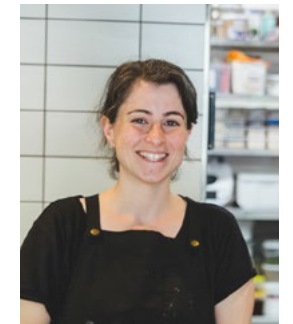
Nicola Fawl,
Head of Operations



Luke Eden, Regional
Operations Manager



Greig Richardson,
Maintenance
Technician



Jess Dammous,
Neighbourhood
Experience Lead

Assemble Resident App

Assemble is committed to providing a service to residents both on-site and via the Assemble Resident app. The services available on the app aim to cover ‘everyday’ touchpoints, enhancing your experience as a resident of Assemble.

The app enables you to manage your day-to-day living, including paying your rent, , booking a communal space or lending a library item, logging a maintenance request, or posting on the resident community noticeboard. You can even use the app to open common doors and entrances using the Bluetooth key feature.

The app is available to download from the Apple and Google Play stores prior to moving in. Search ‘Assemble Residents’ or click on the links below.

[Apple Store →](#)

[Google Play Store →](#)

Money Coaching

Our Money Coaching program is a practical, free of charge program designed to help you build strong financial habits. Our panel of independent Certified Money Coaches will help you explore and navigate your financial behaviours and support you on your pathway to home ownership.

From the time you sign your lease until you purchase your home, all residents have access to participate in the opt-in 3-month intensive program. Our money coaching program includes:

- A dedicated Certified Money Coach
- Private coaching sessions for your household
- Group workshop sessions with other Assemble residents
- Access to tools and templates to help you understand your money habits.

3. Thompson Street Facilities

Our communal neighbourhood areas have been created with sustainability and thoughtful design in mind. These additional spaces can be used by individuals or groups and support everyday living in an apartment building.

Lending Library

Located on the ground floor, the lending library is a collection of household items and tools available to borrow.

Using the Assemble Residents app, simply scan the QR code to check out and return an item within 24 hours. All we ask is that you return the items intact and clean, ready for your neighbour to use after you.



Communal Room

The resident communal room is located on the ground floor. This is a common space for all residents to use for social activities.

The space has kitchen facilities, a TV and seating for residents and guests. We encourage you to book the space in advance for any events via the Assemble Residents app, available in three-hour blocks.

Different get-togethers require different amounts of space. So, the communal room at Thompson Street can be split in two to allow you to host more intimate get togethers, or opened up as one larger room when you need the extra space. When booking the communal room via the Assemble App, make sure you select the correct common room booking, choosing either one half or the whole space.

We ask that you treat this area as an extension of your own home and please remember to keep it clean and tidy for other residents when you leave. Please be mindful of late-night noise, music and guests exiting the property, so as not to disturb your neighbours.

Workshop

Trying to fix things or taking up a hobby in your home can be challenging without making a mess!

To help you out, a workshop is available on the ground floor. Here you can work on a messy project, do some painting, fix your bike using the bike repair tools provided, or tackle any other task where you need a little extra room.

3. Thompson Street Facilities

Communal Laundry

We have provided a laundry room with commercial machines for residents who don't have washing and drying facilities in their apartment.

We aim to keep our prices to a minimum with a price of \$3 per wash and \$4 per dry (prices subject to change). The laundry is located on the rooftop and has two washing machines and two dryers for use. Simply tap and pay per cycle.

Chicken Coop

We've built a chicken coop on the rooftop that require volunteers to care for the chickens. If you are interested in helping care for the chickens at Thompson Street, please email the team at thompson@assemblecommunities.com.

We will provide further information once you have moved into your homes and the chickens are on their way.



Pizza Oven & Outdoor Kitchen

Located on the rooftop, make your summer dinner parties even more special with our outdoor kitchen including pizza oven. Then, enjoy the fruits of your labour as you sit in our communal seating space, overlooking the city.

To book the Outdoor Kitchen and Pizza Oven, navigate to the Community page of the Assemble App and select "Book a Space".

You can access instructions on how to use the pizza oven in the Building Manual.

Please keep the area clean after using the pizza oven. If you encounter any issues with the pizza oven, please log it as a maintenance issue in the Assemble App.

Rooftop Communal Facilities

Several communal facilities can be found on the rooftop.

Communal Herb Garden
Head to the herb garden to add fresh flavours to your cooking, and if you're a gardener, join the resident Garden Club to help keep the garden healthy and lush.

Clothes Lines
We encourage you to use the communal clothes lines as an alternative to using a dryer. With the number of residents utilising the washing lines, please be conscious of removing your laundry from the line as soon as it's dry.

Dog Wash and Run
Let your four-legged friends stretch their legs on the rooftop dog park, and when they're in need of a good wash, our communal dog wash can make sure your bathroom stays clean. We understand accidents happen but please refrain from letting your dog go to the toilet on the rooftop space.

Kids Play Area
Little ones can tire themselves out on the kids play equipment and sandpit in the dedicated kids play area.

Sports Court
Let off some steam with a round of futsal or basketball on the sports court with a Flexipave floor.

Guest House

You guests can stay close when visiting you by staying in the Guest House, a two-bedroom and two-bathroom apartment located on the ground floor at Thompson Street.

Book the guest house on the Assemble App by navigating to the Community page of the Assemble App and selecting “Book a Space”.

As the booking resident, you will be charged for the use of the guesthouse to your Assemble Account which you can access and pay from the Assemble App.

We ask that you and your guests leave the guest house in a clean condition when checking out.

Bicycle Storage

We have 430 bicycle storage racks at the property. They are located on the lower ground and ground level basement areas. Please always use a secure anti-theft lock when storing your bikes.



Communal Walkways

Our communal walkways between apartments are designed for resident interaction.

We encourage you to personalise your own entryway but ask you not to obstruct any stairway access points or essential services doors. The plants located on each level are for the enjoyment of all residents.

Mail & Deliveries

Mail will be delivered directly to your apartment mailbox by Australia Post. Parcels will be delivered directly to the parcel rooms by Australia Post and couriers.

There are two parcel rooms at Thompson Street, with each side of the building being allocated its own parcel room.

It is your responsibility to check the parcel rooms regularly for expected items.

Most couriers have access to the parcel room via our secure access set up and will be onboarded to the property once practical completion is achieved. However, please note some couriers may not access this system. Assemble is not responsible for lost parcels, outside or within the Parcel Room.

Please take note of your address for deliveries which will be noted on your lease.

If you are in the North building your mailing address is:	If you are in the South building your mailing address is:
[apartment number] 15 Thompson Street Kensington VIC 3031	[apartment number] 27 Thompson Street Kensington VIC 3031

Please arrange to be home for any online food deliveries.

We are unable to accept or deliver any bulk or heavy items to your apartment on your behalf. Please arrange to be home for any furniture or parcel deliveries that are bulky and/or weigh over 30kgs so they can be authorised and delivered directly to your apartment.

Utilities

We provide residents with optional 100% accredited green power at the same price as brown energy, as part of our commitment to achieve a net-zero-emissions future.

Assemble Connect offers you discounted accredited green energy through our renewable energy partners, including Australia’s first community energy farm, Hepburn Energy. Together, we can tackle reducing greenhouse-gas emissions by opting for renewable energy. We also power communal spaces with on-site and off-site renewable energy.

With no lock-in contracts, you can opt in to the Assemble Connect energy service or choose your preferred electricity provider.

To register, head to the Resident app or visit assembleconnect.com.au

Once registered, you can manage your energy and internet accounts, as well as monitor energy usage and billing, on the Assemble Residents app.



Water & Hot Water

All residents are required to use Assemble Connect and Greater Western Water for the water supply of their home, regardless of the utility company you are signed up with for electricity. Your cold water and hot water will be billed separately.

The water authority for the property is Greater Western Water. Residents pay for cold water usage and sewage disposal charges directly to Greater Western Water, and billing will begin from your move-in date.

Feel free to contact Greater Western Water direct to confirm the credentials they hold for your account in case you want to make any changes. If you move out of your apartment, you will need to notify Greater Western Water. You may follow instructions on how to do this [here](#).

Hot water is supplied to the apartments via a centralised heat pump system. Residents pay for supply, consumption, and heating of the hot water as part of your Assemble Connect account, which will be labelled as a daily supply and usage charge on the bill. The apartment hot water meter collects individual usage data.

Please note: if you choose a third-party energy provider, your billing structure may look different.

Internet

As part of our Assemble Connect offer, residents also have the option to choose the Assemble Connect internet service. Our aim is to offer discounted service at faster speeds compared to the NBN.

With no lock-in contracts, you can opt in to the Assemble Connect internet service or choose your preferred NBN provider.

To register, head to the Assemble Resident app or visit assembleconnect.com.au

You and your guests can connect to free wi-fi in our communal neighbourhood areas on the ground level and level seven. Simply connect to the wi-fi network if you are already an Assemble Connect customer or register as a guest user.

4. General Information

Living closer together provides great opportunities for new connections. Part of this is a collective responsibility to treat the environment, each other, your homes and the wider community with consideration and respect. The following measures have been put in place to ensure the safety, welfare and protection of the residents and the property.

Car Park

All residents who are allocated a car space will have access to open the entrance to the car park. Please ensure you only park in your allocated space. The height clearance for the car park is 2.3m. Please check your vehicle clearance before entering the car park.

Car Shuffler

Allocation of car shuffler spaces will be based on the size and weight of vehicles.

One space per apartment will be allocated to those residents who have car park agreements. Once the car shufflers have been programmed and commissioned by the manufacturer, we will be able to allocate the spaces.

Once the car shufflers are operational, please follow the training and instructions provided every time you park your vehicle. Vehicles that park in the car shuffler must weigh no more than 2 tonnes, less than 180cm in height and 520cm in length to fit into the space. Note: most electric vehicles are too heavy for a car stacker – please get in touch with one of the team before parking an electric vehicle in the car stacker.

If you have a roof or bike rack, please check your vehicle clearance before entering the car park. The stacker platform is adjusted to the size of the wheels on your vehicle and



some of the higher spaces of the stackers will have essential service equipment underneath them (such as fire safety devices like sprinklers); therefore, it is extremely important to ensure your vehicle is suitable to park in these spaces to avoid damage to both equipment and your own vehicle. Your vehicle must be less than 180cm in height to ensure safe clearance for all vehicles when rotating the stackers.

If you need any assistance, please speak to a member of the Assemble team.

Motorcycle and Scooter Parking

There are eight shared scooter and motorcycle parks located in a secured designated area within the basement.

Electric Vehicle Charging

Two residential car parks are available for electric vehicle (EV) charging with 22kw DC chargers with fast charging capabilities that can charge an EV within approximately 2 hours. Residents can reserve the EV bay for their chosen time and pay for the electricity usage via the Assemble Connect app. Once the EV is charged, the resident will then move their vehicle to their allocated car park or outside the property, if a car park has not been allocated within the building.

4. General Information

Reporting a Maintenance Issue

Prior to raising a maintenance issue through the app, we encourage you to troubleshoot the issue using the building manual which has been created for you. You can locate the building manual in the switchboard of your apartment, by scanning the QR code. We find that most issues can be resolved independently, particularly when you have just moved in and are becoming familiar with your building and common area operations.

If after troubleshooting the issue and whilst you are on the purchase pathway, a Maintenance Technician is on hand if something in your apartment or any of the neighbourhood communal areas, aren't working as expected.

Please log a request via the Assemble Residents app, identifying the location and nature of the issue (the more detail the better and, if possible, provide a photo). By using the app, the Assemble team receives an instant notification and you can track the progress of your request.

If we require access to your apartment to investigate the issue or make the repair, we will always contact you first to arrange a suitable time. If you are happy for us to enter your apartment when you aren't home, we'll just ask you to confirm this in writing first via email. Once the job is complete, or if we need to provide you with a status update, this information will be communicated to you via a push notification within the 'track request' feature. Handy!

On the Assemble App, you can also see which maintenance issues have been logged in communal areas, so you know what still needs to be reported.

Where work has been carried out to the apartment, which is caused by misuse, there may be a cost associated with any parts required and the time of the Maintenance Technician to attend.

Emergency Maintenance

If you have an emergency maintenance issue such as a power outage or a water ingress event, please use the 'Report Emergency' feature on the app, which will connect you directly to a member of the team via a phone call, or you can phone 03 9070 0999 directly (available 24/7).

Cleanliness

We ask that you treat the property as an extension of your home. Please be conscious of keeping the areas around your property tidy and presentable for the benefit of all residents and ensure that you clean up after yourself when using the common spaces within the building.

Defects

When moving into a new building, there is a 12-month defect liability period, in which the builder responds to certain maintenance issues that are covered under this warranty period.

Each apartment will be checked prior to residents moving in and will note any defects still present on a separate defect register. If a defect arises during your tenancy, you can report the issue via the normal maintenance request process above and Assemble will liaise with the builder to determine if the issue is a defect or not. If a defect is present, the builder will liaise with Assemble to arrange for rectification. There are industry standard criteria in place which determine what constitutes a building defect and guides the builders on which ones must be rectified. For transparency, this may mean that minor aesthetic issues are not considered defects and therefore may not be rectified by the builder or Assemble. Please also be aware that Assemble cannot instruct builders to complete work which is not accepted or considered to be a defect.

Your Feedback & Suggestions

In addition to providing feedback via the Assemble resident satisfaction surveys, we welcome your feedback and suggestions on a day-to-day basis.

Please email thompson@assemblecommunities.com and we will respond within five business days. You are also welcome to organise a meeting or phone call with our Neighbourhood Operations Manager by emailing: thompson@assemblecommunities.com

Keys & Locks

All communal doors and entrances at Thompson Street have electronic locks.

You will be provided an electronic fob upon move-in, or you can use the Bluetooth key feature on the Assemble Residents app.

If you lose any of the keys you have been issued, please notify a member of the team. Fees will apply for loss of keys and/or change of locks if required. Fees will be dependent on the type of key or lock that needs replacing and for security purposes, the number of keys issued to each apartment will depend on the number of occupants living there.

Payment of Rent

Your rent payments are due on the first day of every month, if the first falls on a weekend or public holiday, it will be debited from your account on the next business day. Assemble’s preferred payment method is a recurring direct debit which avoids rental arrears, ensuring rent is paid on time each month and avoids any manual errors or delays in reconciliation to your account.

The options for payment are outlined below.

Assemble Resident App

By using the app, you can register to pay your rent on a recurring basis via direct debit (card direct debit only), PayID, BPAY or as a one-off payment via the app.

Please note credit card payments incur a 0.53% surcharge. Debit cards, BPAY and PayID do not incur a surcharge.

BPAY

Use the below information to make a BPAY payment. The reference number is ‘00’ (two zeroes) followed by your unique CRN number.

Locked Out

If you are locked out of your apartment, please call 03 9070 0999 (available 24/7).

We encourage you to upload a profile picture on the Assemble Residents app for quick ID verification for safety and security purposes, as we may request photo ID before allowing access to your apartment.

If you are locked-out of your apartment outside of office hours, a lock out fee may apply to enable a member of the team to grant you access to your apartment.

Please also be aware if you have a visitor staying with you in your apartment who is locked out, then Assemble will be unable to grant them access to the property and your apartment without written authorisation to do so from you, this applies to all visitors including family members.

PayID

To find the correct entity to use PayID, search 621227389 which is the ABN for the MAKE MRK Unit Trust.

When paying your rent, we require your entry ID and surname to identify your payments made to your account.

If you have paid money to this account before, the payment will appear in less than a minute. First-time payments to a new payee may be held for up to 24 hours as a security measure. Please ensure if you intend to use this method that you pay in advance to ensure the rent is paid on time.

Financial Hardship

If you experience financial hardship when renting with Assemble, either prior to move in or during the five-year period, you can speak with the team. A number of measures have been designed to support you during financial hardship.

The following examples may be reasons for loss of employment or income leading to financial hardship:

- a global pandemic (COVID-19)
- a serious health issue (of the resident or immediate family member that requires the resident to act as primary carer)
- a victim of serious crime (which affects a resident’s ability to work or limits their previous capacity)
- domestic violence (in line with family violence tenancy protections)

Privacy

- Your personal information is very important to us, and we employ best-practice security and protocols to protect your personal intellectual property (IP).
- Your confidential information is stored, used, and disclosed in accordance with current Victorian legislation. Our privacy policy can be reviewed on our website via [this link](#).
- If you have any questions on how we manage your personal information, please contact us via email: privacy@assemblecommunities.com



Apartment Customisation

We want your apartment to feel like home from day one.

For this reason, if you’d like to cosmetically customise the space –for example paint, a wall, hang a picture, or get creative with furniture – you are welcome to do so. All we ask is that you return the apartment to its original state at the end of your lease (if you decide to not purchase your apartment). This would come at your own cost or, alternatively, we would take it out of your bond.

Beyond hanging art or painting a wall, please get in touch with our team first, and we can talk through any changes you’d like to make, to ensure they can be completed safely so as not to impact any services or residents.



Intercom Entry System

Our intercom system is supplied by Hikvision, a world leading provider of security products and solutions.

The intercom unit located at the main entry door features a keypad, card reader, and a 2MP fisheye camera with excellent night vision, noise suppression and echo cancellation.

Using the intercom system

As a resident, entry to the building is as simple as placing your access fob or using the Bluetooth key on the Assemble Residents app on the card reader section of the intercom system. This will open the main doors and allow access to the premises.

Guests

You will be able to provide your guests with remote access to the building via the intercom system. Upon arrival, guests will use the keypad to enter your apartment number. This will activate the intercom within your apartment and an alarm bell will sound.

All apartments are fitted with a 7-inch colour touch screen that will allow a live video feed and two-way communication with guests at the main entry door. You will be able to direct your guests and remotely unlock the door using the functionality of the system.

If you are not home and you miss a call on the intercom system, an image will automatically be captured by the camera at the front door which you will be able to view once you return home.

Waste Disposal

Our Corporate Social Responsibility Strategy commits to best-practice waste and sustainability targets to greatly reduce our environmental impact.

We have ambitious targets to achieve zero food waste and recycle all materials possible. We have set up the waste areas to be easy and straightforward to access and use. The waste area will house a variety of bins for residents to recycle waste.

Waste Chutes and Waste Types

There are bin chutes on each level, across from the elevators. One chute is for general waste, and one is for recycling. Please take care to use the chutes for the correct waste and items. All large items, boxes and cardboard should be flattened and cut up then brought directly to the waste room on the basement to avoid the chute becoming blocked.

You will also find a glass waste bin on each level, please separate glass out inside your apartment and bring it to the glass bin to dispose of it safely. Glass cannot be deposited down a chute for any reason due to safety and noise disturbances to your neighbours.



Organic Waste

We are pleased to be part of the City of Melbourne’s organic waste pilot. The City of Melbourne has mandated that Food and Garden Organics (FOGO) services to be delivered to all Victorian residents by 2030. Thompson Street is now the seventh property to be involved in the pilot scheme for dehydrators which process organic waste into fertiliser.

Each apartment will be provided with a FOGO waste caddy to place any food scraps into. Once you wish to dispose of it, simply come to the basement area, input your pin number onto the machine and the waste processing will begin.

We are passionate about sustainability and would love a high level of participation in managing and diverting FOGO to landfill and we are hoping that the participation rate of our residents is the highest in the pilot scheme as we know you too are passionate about managing waste.

If you’re unsure of what waste can go where, chat to a member of the Assemble team who will be happy to help.

5. Policies

Subletting

Assemble has developed a Subletting Policy to ensure that we adopt a fair and consistent approach to support subletting in an efficient and reasonable manner within each Assemble building.

Subletting a Room

As the ‘head lease resident’, you can sublet a room or rooms in your Assemble apartment at any time during your five-year rental period.

To avoid head lease residents using their apartments to provide short-term accommodation such as Airbnb, which can be disruptive to the community, an arrangement to sublet a room or rooms in your apartment must be in place for a minimum of six months and a maximum of two out of five years of the purchase pathway journey.

You can commence subletting a room within your apartment at any point throughout your lease, so long as there is a minimum of six-months remaining.



Subletting the Entire Apartment

As the ‘head lease resident’, you can sublet your Assemble apartment at any time during your five-year rental period.

To avoid head lease residents using their apartments to provide short-term accommodation such as Airbnb, which can be disruptive to the community, subletting entire apartments must be in place for a minimum of six months. You may sublet your apartment for a maximum of two years of the five-year purchase pathway journey.

Who is responsible for what in the process of subletting an entire apartment?

Head lease resident	Assemble
Finding a sublet resident/s	Checks that the sublet resident/s is appropriate (including conducting property and character reference checks) for the property
Paying rent to Assemble	Ensures the sublet resident/s understands and signs the building rules
Providing Assemble with sublet resident/s contact details and proof of identity (e.g. photo ID)	Provides sublet resident/s access to services (such as the Assemble Residents app) and shared amenities
Removing sublet resident/s in the case of building rule breaches (depending on circumstances)	Removing sublet resident/s in the case of building rule breaches (depending on circumstances)



6. Conflict Resolution & Antisocial Behaviour

Noise

As part of our approach to community living, we encourage residents to be conscious of excess noise when in your apartment, moving around the property, or utilising common areas.

All residents have the right to quiet enjoyment of their apartment and surrounds, and if this isn't being achieved, we ask that you communicate your concerns to your neighbour in a respectful manner in the first instance.

If you are experiencing a continued disturbance relating to noise or other factors, and have already spoken with your neighbour, please contact a member of the team who can refer you to a mediation service.

Assemble follow community guidelines as per [Victoria's Environment, Protection Authority and the Environment Protection Act 2017](#) (the EP Act).



Damage

We understand that damage may occur in either your apartment or when using the communal facilities.

Please report any damage to us using the maintenance section of the Assemble Residents app with as much detail as possible and images.

Quotes from third-party trades may be necessary, dependant on the type of damage and the repair or replacement required. Costs will be discussed with you on a case-by-case basis before being added to your account for payment.

Smoking

Assemble operates a smoke-free property; therefore, smoking is not permitted in any of our communal areas. We encourage you and your guests not to smoke in your apartment or on your balcony and terraces due to the smell that travels to other apartments.

Balconies & Terraces

As your balcony is visible from the street, we request that they are always kept clean and tidy.

Plants and patio furniture are permitted on terraces and balconies but must be secured in case of inclement weather. Bicycles can be neatly stored on balconies but must be secured. Clothes lines are provided on the rooftop; therefore, we request no laundry be hung over the balconies (of course, clothes racks are fine).

Personal items (such as pot plants, a small stool, or a bicycle) are permitted to be kept at the entrance to your apartment, so long as the items do not protrude into the communal walkway or block the pathway for other residents. These items must not block or impede the stairway entrance or exits, particularly in case of an emergency. Due to the nature of the open breezeways, pots can damage and stain the membrane so we encourage you to be mindful of this in the selection and maintenance of the plants you choose.

No fixtures can be fitted to the external area without prior written consent from Assemble.

No motorcycles are allowed to stand in or on balconies, terraces, or communal walkways.

Vehicles & Parking

Unless written approval is obtained by the Neighbourhood Operations Manager, the car park bays are to be used by permit holders only.

When entering or leaving the building, your vehicle must not exceed 10km per hour. Any unauthorised motor vehicle that is parked in the car park may be towed away without notice at the owner's expense, so please contact us or update your details through the Assemble Resident Portal if you change vehicles or need to drop off a bulky item and do not have a vehicle permit.

Please be mindful that there is no standing room or loading bay for vehicles in the car park and leaving the vehicle in a position which prevents access/exit from a car space could have an impact on your neighbour so please never leave a vehicle unattended.

The EV chargers are shared ones, please be mindful of this and ensure once your car has been charged that it is removed from the space to allow access for the next booking.

Storage

Each apartment is provided with a storage cage located on the basement levels. Please provide your own key and padlock and only use the cage allocated to your apartment.

If your storage area encloses a services asset (such as a smoke detector or sprinkler), please store your items so that you do not impact operations of this facility. Contractors from time to time may need to access the area; we will be in touch with you in advance if this is the case, unless emergency access is required.

Please do not store any flammable liquid or chemicals in these areas.

Pets

We love animals at Assemble and are looking forward to meeting your furry or scaley friends, but we request that pets are not a disturbance to others.

All pets should be registered with Assemble to communicate this to staff or contractors who might attend your apartment, so please keep us up to date. Please always supervise your pets when outside of your apartment and ensure you clean up after them.

We also encourage annual vaccinations of your pets to ensure no nasty viruses and can be passed on to other pets.

Annual Apartment Inspections

While you are renting your home, as part of your rental agreement, we need to conduct regular apartment inspections. These will occur on an annual basis.

Not only does this give us an opportunity to review the fixtures and fittings within the apartment and ensure safety measures are being maintained, but it also gives you an opportunity to let us know of anything that isn't working as expected.

We will also make every attempt to coordinate any fire safety or electrical safety checks during this inspection; if this is not possible when dealing with third-party contractors, we will schedule another convenient time with you.

7. Safety

Hygiene & Cleanliness

We also have a third-party cleaner who will attend to the high-traffic areas of the building daily and disinfect high-touch areas such as elevator buttons, railings, and doors. We encourage you to participate in keeping the common areas clean and tidy at all times, taking ownership for the levels you occupy together, and assisting us in maintaining a high level of cleanliness.

Security & CCTV Recording

There is CCTV recording at the main entrance, in the communal areas and at the exit areas of the property.

CCTV can only be accessed by a member of the Assemble management team or emergency services upon request. If there is an incident, please reach out to the Assemble team as soon as possible. We will be able to work with emergency services if access to CCTV is required.



Out-of-hours Support

If you have an emergency issue such as a power outage, lockout, or another incident, please use the ‘Report Emergency’ feature on the app to connect you with an Assemble team member via a phone call, or phone 03 9070 0999 directly (available 24/7).

Please note depending on the issue, a call-out fee may be applicable.

Moving Out

We appreciate that circumstances can change during your time living at Assemble.

If you wish to break your lease, please contact the Neighbourhood Operations Manager in the first instance who will talk to you about the process and any costs involved. If you are moving out at the end of the fixed-term tenancy agreement, we require you to let us know in writing of your intention to vacate.

As a purchaser, you will need to provide 130 days’ notice as per your contract of sale terms; as a renter, you will need to provide 90 days’ notice, as per your rental agreement.

Defects

When moving into a new building, there is a 12-month defect liability period, in which the builder responds to certain maintenance issues that are covered under this warranty period.

The Assemble team checks each apartment prior to residents moving in. While we expect the apartments to be defect-free, we will note anything that needs to be highlighted on the condition report. If a defect arises during your tenancy, you can report the issue via the maintenance request process (outlined above). Assemble will liaise with the builder and keep you updated on the time frame and access required to rectify the issue.

Fire Safety & Evacuations

The fire-safety equipment installed across the building and in your apartments is there for the protection of the residents and the property.

Please do not tamper with any equipment installed in your apartment or around the property including smoke detectors, break-glass points, or fire safety equipment. Any tampering or deliberate alteration, misuse or damage to these essential services will be a breach of your agreement with Assemble.

Smoke Alarm

The equipment installed in the building and your apartments are there as essential life saving devices and for the protection of the property.

The building has a monitored alarm system, which means if a communal detector or break glass point is activated, the fire indicator panel will communicate with the fire brigade who will attend the property.

The smoke detectors within your apartment are localised and hardwired to the apartment distribution board. This means that if the smoke detector is activated in your apartment, it will be localised to only your apartment, please do not open the door to the common corridor in the event of an accident which has activated your smoke alarm i.e. burnt toast.

The smoke alarms have a 9v battery backup which can be replaced by pressing the button on the side of the unit to release the cap. You can test the detector and battery by pressing down on the test button for several seconds. You should hear a tone if the smoke detector is working normally. Further, the green light indicates that the unit is operational. The silence button can be used to pause alarm fault tones or in the instance of an unwanted alarm.

Please report any issue regarding your smoke detector if they arise. Our team will inspect smoke detectors on a routine basis to ensure they are operational.

Apartments may have sprinkler systems inside the living spaces. Do not hold a flame to the sprinkler as this may activate the unit and can cause considerable property damage.

Fire Alarm Activation

If an unwanted fire alarm is triggered in your apartment:

- Open your windows and balcony door to try and clear any excess smoke.
- DO NOT open the door to your apartment as this will trigger the alarm in the common walkways, resulting in a full evacuation of your level and/or other levels being required.

- Turn on the exhaust fan of your stovetop.
- Try to expel the smoke away from the detector and out of your apartment.
- Please notify a member of the Assemble team and/or the fire brigade of the cause of the alarm and that there is no actual fire.
- In the event of an alarm being triggered in the building that is not in your apartment:
- Evacuate the building immediately in an orderly manner, using the fire exit stairwells closest to you following the wayfinding signage.
- DO NOT use the elevators.
- Close all doors behind you. If you have your keys close to hand, please take them with you.
- Proceed to the designated assembly area or follow the instructions of the fire brigade.
- DO NOT attempt to re-enter the building until instructed by a Fire Warden from the Assemble team and/or the fire brigade.

Actual Fire

If there is a fire in your apartment or if you discover a fire elsewhere in the property:

- Evacuate immediately.
- If, for some reason, an alarm is not sounding, please break the glass on a fire alarm point by pressing firmly on the centre point marked on the glass.
- Call 000.
- Provide emergency services with the following information: your name; location including the street address and cross-street (Albermarle St/Macaulay Rd); building number and room number. Remain calm, speak clearly, and follow all instructions given by the emergency services operator.
- Assemble team members are trained Fire Wardens. If a member is on-site, they will aid you and emergency services by assisting in the safe evacuation of the building.
- If you have made any attempt to utilise fire safety equipment, please notify a member of the Assemble team as soon as practicable so the item can be inspected and replaced if necessary.

Fire Alarm Activation Fee

Please be aware that in the event of false fire alarms, the Melbourne Fire Brigade charge for the call out and their time at the property, which will be directly invoiced to you. The rate of call-out fees as of 2024 is \$597 per truck per 15-minute increment. Melbourne Fire Brigade have complete discretion on whether to charge the fee or not and Assemble are not responsible for this charge.

8. Instruction Manuals

The builder has created a building manual which also contains user guides for items in the apartment and cleaning instructions.

To access the manuals, please scan the QR code in the switchboard of your apartment. We encourage you to troubleshoot issues using the instructions, before reporting any concerns as a maintenance issue.



Assemble

Homes for change

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