



FIRST BAY

BY MOSAIC

Owner's Manual



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1. Introduction

1.1 The Development

Congratulations and welcome to First Bay by Mosaic — one of the Sunshine Coast's most exclusive residential addresses.

Taking its name from the breathtaking bay it overlooks, First Bay by Mosaic is an exquisite collection of just 38 apartments and penthouses across two boutique, architecturally striking buildings.

Welcome to your new home in First Bay, 131 Coolum Terrace, Coolum Beach QLD 4573.

1.2 This Owner's Manual

This Owner's Manual has been developed to provide an easy summary of the key information you'll need to refer to for your apartment. It includes information covering:

- Frequently Asked Questions (FAQs)
- The process for reporting general and emergency rectification items
- Downloading the Mosaic Bespoke Living resident app
- Key contact information
- Information pertaining to services in your apartment
- Some important recommendations for maintaining various finishes and fittings in your apartment
- General information on building services

Please refer to this Guide in conjunction with your detailed manuals and warranties, which are stored on both the [First Bay Resident's Guide link](#) and the Mosaic Bespoke Living app.

1.3 Frequently Asked Questions

What do I do in an emergency?

If you have an emergency apartment maintenance issue during office hours, please contact Mosaic Property Group on 1300 516 076.

Outside of these hours please contact:

- Locksmith | Able Security Group - 07 5443 7955
- Plumbing | Baywater Plumbing - 0400 788 434
- Electrical | KK Contracting - 0432 650 310 or 0420 266 707
- State Emergency Services 132 500

To report any other situations that are likely to cause injury or damage to property outside of office hours, please call 0455 346 452.

Please call 000 in the case of Fire, Medical Emergency, or if Police are required to attend.

What do I do if I lose power?

Firstly, check that the power supply to the building isn't interrupted on the Energex website. If power supply isn't interrupted, then refer to section 4.3.2 which includes information on your electrical switchboard.

How to log a rectification item for my apartment?

If you believe an issue has arisen, please forward an email to the below nominated project email address to arrange to have the item inspected. If it is deemed to be a rectification item, necessary steps will be taken to rectify.

rectifications@mosaicproperty.com.au

This is the preferred method of contact for streamlining the notification of any rectification items and should include the apartment number, address, contact details and photo along with a description of the issue. Notification of rectification items will not be accepted by phone or by word of mouth and must be given in writing.

Following receipt of written notice of any rectification items, we will contact you to arrange a suitable time for one of our team members to assess the works requested. All items agreed to be rectified will be attended to within 28 days of notification. However if any items require more time, we will keep you informed of our anticipated timeframes.

For additional details please refer to Section 3 below.

How do I access the building in the event of a power outage?

In the event of power loss all communal doors powered via electric strike will continue to operate on a battery backup. Should the power outage be prolonged and deplete the battery, the doors will then unlock. Apartment front doors will remain secure and will require your key to manually unlock.

How does my AC work?

You will find your air conditioning control panel/s mounted to the wall in either a central location to your living room and/or bedroom(s). Please refer to Arctic Cold's air-conditioning manual located on the [First Bay Resident's Guide link](#) – button details and basic instructions commence from page 91.

What services do I need to connect for my apartment?

You will only need to arrange your electricity and internet connection. For further information on arranging connection and how your other services are billed, please refer to Section 4 Apartment and Building Services Overview.

How do I shut off my water in the event of a leak?

The hot and cold water shut off valves for your apartment are located under the laundry sink.

Are my smoke detectors connected to the fire brigade?

Your individual smoke detectors are not connected to the Fire Brigade. However there is a thermal alarm in the entry of each apartment which is connected to the Fire Brigade – this thermal alarm will be triggered by heat or if any of your smoke detectors are activated for an extended period.

2. Moving In

2.1 Moving-in Procedure and Protection Measures

Prior to all move-ins and deliveries of bulk and heavy goods into and out of First Bay, Mosaic Caretaking must be notified by emailing caretaking@mosaicproperty.com.au. Advance notice will enable a smoother transition for all parties affected, including building management, existing residents and, of course, the resident(s) moving in.

Some points to consider regarding your move-in, and protective measures associated with same, are:

1. Advance booking (48 hours' minimum notice by email). This is necessary to ensure that the move does not conflict with an existing booking;
2. The need to prepare the passenger lifts for the pending move by installing protective pads, and to halt passenger lift service during planned transportation of furniture;
3. Ensuring that the security of the building is maintained during the move;
4. Supervision, to ensure no damage is done to common property, in particular, damage to sprinkler heads.
5. Advising on, or assisting the new resident/s regarding issues relating to the building's common areas, including the car park; and
6. Updating the resident database and security access.

Please note there will be some additional requirements and processes in place for the initial period of move ins due to the volume of residents occupying their apartments for the first time. Please refer to the instructions provided as part of your handover emails.

2.2 Access

First Bay incorporates an integrated access control system to regulate access for residents and guests. A system of proximity readers & intercom panels control access to the building, basement entry doors and lift controls. You will have been provided proximity fobs for access to common areas, and keys for apartment access.

2.2.1 Keys

The complex has a registered key system in place for the security of all residents. This includes all common area doors, services, and individual unit doors. This locksmith is Able Security Group.

Following settlement, you will be issued with the following keys:

- 4 x Unit Entry Keys - these will allow you access through the front door of your apartment.
- 3 x Access Swipe fobs - these will provide security access to the building
- 3 x Garage door remotes – these will provide access into the secure car park
- 4 x Mailbox keys

Mailboxes are set up for the individual collection of mail. They are located outside the Coolum Terrace entry to the First Bay development.

Any additional key requests are to be directed to Mosaic Caretaking for review and approval on behalf of the body corporate. A signed Key Request will be issued to the registered locksmith with the requesting resident's contact information.

You will be sent an invoice for payment. Once the invoice has been paid, the registered key/s will be issued to the resident via Express Post.

In the event of a resident locking themselves out, they can contact Able Security Group direct on 07 5443 7955 to request access. Any person requesting to be let into the property will be required to supply evidence to the registered locksmith that they actually reside at the property. Please note that the call out cost will be payable directly by the resident.

2.2.2 Building Access

The buildings within the First Bay complex can be accessed via entrances on Coolum Terrace (entering at Level 5) and David Low Way (entering at Level 1).

The shared communal area is located on Level 3 between both buildings. It is accessible via a gate near the visitor car parks.

You will need to use your supplied fob swipes to access each of these secure areas.

2.2.3 Lifts

There is a passenger lift in each building. Please note your fob swipe will only provide access to the building entries, your apartment level, basement levels, and the communal area level.

To call a lift, press the lift call button. When inside the lift, pass your access fob near the proximity reader and then press your floor number.

2.2.4 Car Parking

Access to the car parking levels for First Bay is via Coolum Terrace. Entry is via a secured garage door accessible using the remotes issued to you at handover.

2.2.5 Intercom

The First Bay apartments are equipped with a video intercom system. An intercom call station is installed at the pedestrian building entry doors for visitor access into the building lobbies. Each call station is interfaced with the corresponding door/lift it unlocks/opens and is linked back to the call station mounted on the wall adjacent the entry door inside your apartment.

To call an apartment, simply dial the unit number followed by the bell.

The 'key symbol' on the wall station will unlock the corresponding door from which the call came and send the elevator to the associated level.

2.2.6 Entry by Guests

There are intercom panels located at each building's entry point, as well as the car park entry.

There are 10 dedicated 'Visitor' car parks on Level 3. Five of these spaces are located behind the secure garage door. Visitors may use these spaces and will need to contact the building occupant via the car park intercom panel to request access past the garage security door.

2.3 Mosaic Bespoke Living Resident App

Mosaic utilises the resident application and portal Mosaic Bespoke Living to manage the use of amenities (if applicable) and information including manuals & warranties, key contacts, and the Community Wall.

Residents will be able to update their personal details, reset passwords, and opt-in to receive instant notifications via the Mosaic Bespoke Living app.

Residents can access the platform via the following simple steps:

1. Search Mosaic Bespoke Living on the iOS app store or Google play store and follow the prompts to install for free.
2. Registration should take no more than a few minutes, simply enter your details and set your own password.
3. When prompted, you will need to enter the site code **FIRSTBAY**. Please note the code is case sensitive.

For those who prefer not to download the mobile app, a desktop version of the portal is also available via the following link and following the simple registration steps above.

For more information on how to download and use the app, you can refer to the instructions located on the [First Bay Resident's Guide link](#).

2.4 First Bay By-Laws

The Body Corporate By-Laws can be accessed via the [First Bay Resident's Guide link](#) or via the Mosaic Bespoke Living app.

Enforcement of the By-Laws is monitored by the Body Corporate. Any infringements will be reported by the Caretaker to the Body Corporate for their review and response to applicable lots as required.

3. Rectification Items

3.1 Our Quality Assurance Processes

Mosaic implements an extensive quality assurance process as part of our handover to you. It includes arranging an external building inspector to examine your apartment, and completion of a comprehensive pre-handover checklist that includes items such as making sure your appliances are operating correctly.

Despite our best efforts, it is normal for teething issues to arise in the weeks and months following settlement. Importantly, we have robust internal protocols for the management of any issues.

The following provides some context for these protocols and details clear steps for raising any rectification items within your apartment.

Mosaic Construction engages many different trades as subcontractors to complete their works within your apartment ie. electrician, joinery installer, plumber, painter etc.

Once they have completed their scope of works within the building, they will proceed to their next contract or job. Under their contract with Mosaic Construction they are obligated to return and fix any identified defects or rectification items and we manage those relationships to have items rectified as promptly and efficiently as possible.

The most streamlined and least disruptive approach to managing rectifications across the building is to have trades attend to non-urgent items in a bulk rectification day or series of days.

We ask that if you identify any concerns following settlement, that you compile and send through your list as soon as possible, and preferably within 3 days following your move in.

We will review your items, compile a list of agreed rectification items across the building, and coordinate the relevant trades to return. Those rectification days will typically take place around 2-3 weeks following settlement.

Please keep in mind that rectification protocols and timeframes will differ over the Christmas closure period, however we will provide specific details prior to the break.

Typically we will request access for the full day/s and a member of our team can provide supervised access of any works should you not be in attendance and are happy for them to do so.

3.2 Notification of rectification items

To raise a rectification item:

1. Identify issue(s) requiring rectification
2. Take a photo of each item
3. Send an email to rectifications@mosaicproperty.com.au with your building name and apartment number as the subject heading. Describe the issue(s) with as much detail as possible
4. One of our team will contact you to arrange a suitable time to assess the issue
5. Agreed items will be rectified during a bulk rectification day or series of days where possible. Mosaic can provide supervised access if you are unable to be present.

Please note rectification items will not be accepted by phone or by word of mouth. It must be given in writing.

3.3 Appliance and Aircon Issue Rectification

For appliance and air-conditioning issues, there will be a slightly different process for arranging rectification.

For the first six weeks following your move-in, please send any operational issues to the rectifications@mosaicproperty.com.au email inbox.

Beyond this period, we have supplied the details for the respective suppliers/installers for you to contact directly. As there is usually some specialist troubleshooting required, your concerns will be most efficiently addressed if suppliers/ installers are contacted directly.

Please feel free to keep the Rectifications email copied into any correspondence, as that will allow us to have some oversight of any issues that arise.

3.3.1 Appliances

Your appliances have been supplied by Harvey Norman Commercial.

In the event of an appliance malfunction where the issue cannot be resolved, please observe the following contact protocol.

- In the first 6 weeks following your move-in, please send the issue to rectifications@mosaicproperty.com.au, whereupon we will coordinate rectification or repair on your behalf.
- Following this period, please contact Harvey Norman on the details below, or the manufacturer directly (warranty details can be found on the [First Bay Resident's Guide link](#)).

Contact Harvey Norman Commercial: 07 3297 3705 or Jade.Atkinson2@au.harveynorman.com

Please reference your apartment number followed by the address details: 'First Bay' 131 Coolum Terrace, Coolum Beach, QLD, 4573

3.3.2 Air-conditioning

There is a 12-month warranty period in place for air-conditioning defects that is effective until 3 December 2022.

Following the first 6 weeks of your move-in please contact the installer directly:

Arctic Cold
1300 729 889
info@arcticcold.com.au

Please ensure you keep up to date with maintenance of your air-conditioning system, as per the recommended guidelines in your manual.

Prior to reporting any issues, please ensure all systems have been operated correctly and checked for abnormalities, as call out fees may be charged for user errors or if the issue has arisen due to lack of maintenance.

Arctic Cold will be operating an annual maintenance program for First Bay apartments in which they will send through reminders for regular servicing. In light of conducting bulk maintenance across the building, they will be able to offer a discounted rate to owners that wish to take up this service. If you would like to opt into this program, please advise Arctic Cold on the above details.

3.4 Emergency Rectification Issue Notification

If you experience an urgent apartment related or maintenance item such as: lock outs, general electrical, general plumbing such blocked drains, hot water issues or leaks, you are encouraged to engage the below recommended trades in the first instance.

Locksmith	Able Security	07 5443 7955
Plumbing	Baywater Plumbing	0400 788 434
Electrical	KK Contracting	0420 266 707 0432 650 310
Major incidents & emergencies	State Emergency Services	132 500

To report emergency situations likely to cause injury or damage to property:

- 07 3171 2270 8.30am – 5pm, Monday – Friday
- 0455 346 452 Outside of business hours

Within the 12-month warranty period, please also email rectifications@mosaicproperty.com.au at your earliest opportunity to advise of the situation.

4. Apartment & Building Services Overview

4.1 Entry door

Your entry door is a fire door and is tagged and certified as such. Please note the following important information in relation to your front entry door:

Tampering with this door and its closer may affect its functionality in the event of an emergency and, as such, we recommend reporting any issues with this door immediately to the Caretaking team. Please do not undertake any maintenance of this door yourself.

Do not use any object to hold this door open – this door must always be closed.

Do not install any additional locks, dead bolts or magnetic door stops to these doors.

Never tamper with the self-closer installed with this door.

4.2 Fire Stairs, Lobby Doors & Other Doors

Do not use any object to hold open common area doors – these must always be closed. Tampering with these doors and closers may affect its functionality in the event of an emergency and as such we recommend reporting any issues with these doors immediately to building management/body corporate management.

4.3 Electrical

4.3.1 Arranging your Apartment's Electricity Connection

First Bay has an embedded electricity network managed by Apex Energy, which means that the development purchases its electricity in bulk. This arrangement reduces network charges by aggregating all electrical meters through one metering point that is directly connected to the main electricity network, providing a competitive energy rate to all residents.

An electricity account will need to be opened in the occupant's name from settlement. To establish your account with Apex Energy, please follow the instructions at www.apexenergy.com.au.

Apartments retain their own individual meter and will be billed monthly. Please note that under an embedded electricity network, you are required to sign up with Apex Energy rather than another provider, however the supply rates are lower than what you would obtain under a retail arrangement.

4.3.2 Apartment Switchboard

The apartment switchboard is the point from where your electricity is distributed throughout the apartment. It is typically located in the cupboard above your fridge cavity or a cupboard in your hallway. This panel houses the Main Switch and protection devices for your electrical installation. The main switch, as labelled, will isolate the electricity at this point from your apartment if in the OFF or DOWNWARD position.



In addition to your Mains switch, there are safety switches/circuit breakers for the apartment power points, light fittings, wall oven, hot water system, and air conditioning unit.

In a fault condition these switches will act automatically and switch to the OFF or DOWNWARD position, thereby isolating the power to this service/portion of the apartment. If a fault is detected, the Safety Switch/Circuit Breaker will automatically switch to the OFF position. This can be caused by faulty appliances plugged into power points. To locate the problem, it is recommended that all appliances be switched off and unplugged from the power points. Once this is done, the switch should be able to be turned back ON in the manner described above.

To identify the faulty appliance, reinstate the plugs back into the power points one by one and turn on. Upon the reinstatement of the faulty appliance, the switch will automatically switch OFF identifying this as the faulty appliance.

4.3.3 Apartment Smoke Alarms

Every apartment is fitted with 240V battery-backed ionisation smoke alarms located on the ceiling. In some instances, there may be more than one smoke detector distributed throughout the apartment. If so, they are interconnected to provide an audible alarm at all locations in the event of an alarm occurring. If the red cover is still in place on moving-in, please remove it.

Testing your smoke alarm

- Perform a visual inspection of the smoke alarm

- There should be a constant illuminated **GREEN** neon light indicating that main power is connected to the alarm
- A **RED** flashing neon light every 40-60 seconds indicates correct operation, and the device is ready for smoke detection.
- Perform a Push Button Test - Pressing the button on the face of the device labelled PUSH TO TEST does this. After 3 seconds (approx.) the alarm will sound along with other interconnected alarms within the apartment. In this event the operation of the alarm is correct. This procedure should be carried out on every device within the apartment, and testing should be performed at weekly intervals.
- Cleaning - The smoke detector should be cleaned monthly to ensure it is free from dust or dirt. The smoke detector can be vacuumed or cleaned with a soft brush to remove dust or dirt. Please ensure the smoke detector is tested again after cleaning.
- If the device sounds an audible beep at approximately 1-minute intervals, then this may mean that the battery needs replacing. Remove the device from the ceiling by simply pulling the alarm from its casing that is fixed to the ceiling. Replace the battery at the rear of the device and reinsert the device back into the ceiling housing.
- It is recommended that battery replacement be undertaken annually and then re-tested each time. This device requires a 9 Volt DC carbon zinc or alkaline battery which may initially be in the smoke detector but needs to be installed.

Please note there is a thermal alarm installed in the entry of your apartment. If triggered, this will alert the Fire Brigade to attend. This thermal alarm will be triggered by the presence of heat or extended activation of any of your smoke detectors.

4.4 Hot and Cold Water

Each apartment has separate hot and cold water meters and will be individually charged for their usage.

Your cold water will be billed by the Council water authority. They will be in touch with you following settlement to bill you for your usage and service connection.

Hot water is generated by an instantaneous electric system, so you do not need to arrange a separate connection for this.

Please note there are hot and cold water shut off valves in each apartment located under the laundry sink.

4.5 Internet/ NBN Connection

All apartments within this project are equipped with access to Fibre to the Premises (FTTP) NBN internet connection.

First Bay provides residents with an exceptional building-wide wireless internet experience via Gigafy. Enjoy excellent, reliable customer service, simple 60-second activation, NBN level speeds of up to 100 Mbps, no set-up fees or lock-in contracts, and a very competitive monthly fee.

Simply connect to the Wi-Fi using the supplied details on the pre-installed Gigafy router you'll find in your apartment service cupboard. You will be automatically redirected to the sign-up page where you can finalise your details and access the internet immediately. Please note your first month's connection is free and you will be notified in advance when your first payment will be deducted.

Alternatively you may wish to connect your NBN with another provider. You will find your NBN 'NTD' (Network Termination Device) located either in a hallway cupboard or within a robe of a secondary bedroom. Please note you will likely incur a new connection set up fee of \$300 as this is typically passed on from your retailer.

Reception and Wi-Fi Calling

As you may be aware, the Sunshine Coast is known to have areas of patchy mobile phone reception. Parts of the Coolum Beach area, including the First Bay development, are frequently affected by this.

Please note this is a carrier issue and while this is something that may improve in the future as some carriers upgrade their infrastructure, the installation of the NBN network to First Bay will provide you with a hard-wired connection that allows you to utilise the Wi-Fi calling feature of your mobile phone.

With Gigafy pre-installed throughout the development, you'll be able to create an account and establish your internet connection within 5 minutes of moving in, minimising the potential inconvenience experienced by patchy reception.

To turn on the Wi-Fi Calling feature:

- On iPhones, simply go to **Settings**, select **Mobile** and then turn on **Wi-Fi Calling**.
- On Android devices, go to your phone's calling app, select **More** or the three dots in the top right corner, select **Settings**, and turn on **Wi-Fi Calling**.

You will now be able to use your Wi-Fi internet connection when making and receiving calls.

If interested, there are signal boosters available on the market if you would like to have one installed to your home. These types of devices are carrier dependent and can boost the signals of various network operators to multiple people at the same time. These devices are not always effective and can be quite expensive so we would recommend you review your options closely if this is a direction you wish to take.

4.6 Free-to-Air and Pay TV

Free-to-air and Pay TV points are provided to select locations within each apartment.

A Pay TV satellite dish has been installed on the roof of the building.

To arrange your connection, please contact Foxtel or alternative provider directly. Please note any connection fees/ account establishment fees are the liability of the resident to pay.

4.7 Garbage Disposal

First Bay by Mosaic has a garbage chute located within the Coolum Terrace building. This garbage chute system can be used for general waste.

Do not leave waste adjacent to the chute door. If there is a blockage, please contact Mosaic Caretaking to report the issue and dispose of your waste in the main refuse bins provided (to right of Coolum Tce car park entry).

To prevent garbage chute blockages, loose garbage, large items and oversized garbage bags must not be deposited in the garbage chutes. All garbage must be properly bagged, bound, or packaged to reduce or eliminate mess and odours. Incorrect use of the bin chute may cause damage to the system and building.

Residents in the Masterpiece building will need to deposit their rubbish in the dedicated bin rooms on Levels 2 and 4 of their building.

Recycling waste is to be disposed of in main recycling bins for each building (to right of Coolum Tce car park entry for the back building, or Levels 2 and 4 of Masterpiece building).

Boxes must be flattened before being placed into the recycling bin. Furniture and any unwanted goods are not to be dumped in refuse areas.

Any issues with the bins are to be reported to the Caretaker on caretaking@mosaicproperty.com.au for review and rectification. This will be communicated back to the Body Corporate and Committee if there are any issues.

Mosaic Caretaking have arranged for the bins to be collected weekly by council and monthly cleaning of the bins by an external contractor.

4.8 Lift

In the event of the lift shutting down, being stuck on a level or not calling, a call out request can be logged with Going Up Elevators direct as the lift is still under warranty. Please note, if no fault is found, a call out fee may be applicable.

Number: 1800 855 127

This is managed by Mosaic Caretaking on behalf of the Body Corporate. To raise any issues, please contact Mosaic Caretaking on 0455 346 452.

4.9 Garage Doors / Gates

In the event of the garage door not opening or closing, residents can report this issue to the Caretaker on 0455 346 452. A contractor will be arranged to attend and make the door safe/ accessible if locked down. Please note this immediate attention will typically ensure the door is open for free movement until further works can be completed to have the door fully operational.

While the door is under warranty, the original installer will be responsible for repairs to ensure the warranty is not voided.

4.10 General Building Maintenance

Any routine general maintenance items relating to the common areas are to be reported to the Caretaker on caretaking@mosaicproperty.com.au for review and rectification.

This includes items relating to cleaning and gardening, which gets maintained on a regular basis as per the Caretaking Agreement. If any additional work is required, this will be at the cost of the Committee.

For wear and tear to fittings, any items required to be replaced post warranty period will be at the cost of the Committee.

Items requiring attention will be communicated back to the Body Corporate and Committee if it is over the Caretaker's spending limit. Once accepted, the works will be scheduled for completion in order of priority.

4.11 Building Electrical & Plumbing

While the complex is in the Defect Liability Period, it is required for all general electrical & plumbing issues to be directed to our Construction Team for review and rectification. Please report any concerns to the Caretaker on caretaking@mosaicproperty.com.au to manage.

In the event of an emergency, residents should call the Caretaker on 0455 346 452, who will arrange the appropriate trade to attend and make the property safe.

4.12 Security

We take the safety of our residents extremely seriously.

The security of your building and well-being of fellow residents is of paramount importance. As a community, we all need to look out for each other and be extra vigilant.

The property's entrances (including the car park, front door, and surrounding gates) are Council compliant and designed to mitigate the risk of unlawful entry. These areas are also under 24-hour CCTV monitoring. However, despite all this, unfortunate events can still occur.

To minimise the danger of potential breaches, we ask residents to:

- Never put your apartment keys on a keychain with your address on it.
- Ensure all entryways remain closed and locked behind you.
- Ensure no one follows you into the building. Be awards of tailgaters; if you don't know them, please do not allow them into the complex.
- Ensure none of the following are stored in your car while unattended: keys, carpark remotes or access fobs; valuables; anything with your personal information
- Always lock your car and do not leave valuables in it. If you cannot take valuables with you, keep them out of plain sight.
- Not store valuables in the garage/carpark storage facilities.
- Secure your bike with a good quality lock ('D' locks generally provide a higher level of security).
- Engrave your bikes with the first letter of the Australian state that your licence is in, i.e. Q, then your driver's licence number.
- Record basic details of your bike, including make, model, colour, and serial number, and keep a photograph of it if you need to report its theft to the police.
- Call the police straight away if you witness or discover a theft/security breach. Do not touch anything in the relevant area until the police have investigated.
- Ensure adequate insurance for your apartment, car(s), and any storage areas, including contents, has been arranged.

Always take note of anyone acting suspiciously. If you see anything unusual, please contact the Police or Mosaic Caretaking on 0455 346 452.

In the unfortunate event that a security breach or theft occurs, please report the incident immediately to both the police and Mosaic Caretaking. Please note such matters need to be handled by the affected resident(s) directly with the police. The role of Mosaic Caretaking is to provide the police with

any requested security footage or other information, and to assist with arranging repairs or insurance claims that relate to the building only.

4.13 Fire Protection

Apartment living requires special consideration when it comes to fire safety.

Fire protection systems are an essential part of any building, and it is critical that they connect to Queensland Fire Emergency Services (QFES). It is important to understand that it is unknown whether an evacuation alarm instance is false or genuine until the QFES attends the building to determine the cause of the alarm.

Stay safe by planning and responding to a fire or emergency by following these simple steps:

- Familiarise yourself with the building's fire evacuation plan; look for the posted Fire Evacuation Diagrams on your level and take the time to read and understand.
- Know the location of the emergency fire exit stairs on your floor.
- Only use the fire hose reel and portable fire extinguisher if you feel confident and safe in doing so.
- Make an escape plan with your family or other occupants. Include an arranged safe meeting place outside the building.
- Fire stairs provide a safe evacuation passage that will lead you to a safe place away from the building. Never prop open any fire stair doors as this will cause smoke and heat to enter the fire stairs.
- Familiarise yourself with the designated Assembly Point on the next page which illustrates the designated assembly area.

Upon the sounding of the evacuation tone, occupants are to:

- Respond immediately. Do not wait.
- Evacuate the building using the nearest safe emergency exit and proceed to the designated external Assembly Point.
- If safe to do so, close all doors behind you as you leave.
- In the case of a Fire, do not use the lifts as they are not flame or smoke resistant.
- Assist mobility impaired persons to a fire safe area (if safe to do so)
- Stay clear of the driveway and away from the hydrant/sprinkler booster boxes.
- Call 000 (triple zero) from a mobile phone.
- Acknowledge re-entry to the building cannot be granted until the QFES personnel have completed their checks and confirmed the building is safe. Mosaic Property Group will also be made aware of the alarm.

First Bay's apartments are designed to provide residents with a level of fire protection. Even so, any time a general fire alarm sounds, it is imperative to your safety that all residents respond and evacuate the building, using the designated fire stairs.

4.14 Safety on Balconies

Please keep in mind your safety and more importantly, the safety of your children. When placing furniture, plant pots, barbecues etc. on balconies, as a guide, please make sure they are positioned a

minimum of 1.2 metres back from the balustrade to prevent this furniture being used as a step up and over the balcony balustrade.

Please do not hose any potting mix or plant matter into the drainage system as this may cause blockages. To ensure good drainage, all pots should be slightly raised and placed on drip trays. We recommend you inspect the drainage locations on the balcony to confirm the drainage point is clear and free of sand and debris.

4.15 Internal Apartment & EU Area Alterations

If you wish to carry out any works within your apartment, balconies, basement car space, storage space or external areas, you must seek consent from the body corporate, as detailed in the by-laws. Please contact Mosaic Property Group's Client Services Manager, Lisa Lange, who can assist with the approvals process by liaising with the Body Corporate Manager on your behalf.

Once consent is received, you should also read the by-laws carefully before undertaking any form of work within your lot which may affect common property. It should be noted that any unauthorised works carried out may void applicable warranties.

For any further queries relating to the above, please contact the Client Services Manager.

5. Maintenance Guide

5.1 Recommended Routine Cleaning Practices

5.1.1 General Apartment Maintenance

Residents are responsible for the upkeep and maintenance of their apartment. It is recommended that regular cleaning and maintenance be undertaken by residents, particularly carpets and wet areas (kitchen, laundry, and bathrooms) and outdoor areas and elements.

In addition to routine care, often minor maintenance attention provided immediately saves you a more serious, time-consuming, and sometimes costly repair later.

Please also note that neglecting routine maintenance can void some of the applicable warranties provided by the builder and/or suppliers.

Periodic maintenance is essential due to:

- Normal wear and tear;
- The inherent characteristics of the materials used in your unit;
- Natural fluctuations in temperature and humidity;
- The natural and manufactured materials interacting with each other and the environment; and
- The **EXTREMELY CORROSIVE NATURE** of being in close proximity to breaking surf.

To help you maintain the material surfaces in your apartment, ensure regular and strict maintenance and cleaning is carried out in your apartment.

Please find following Mosaic Construction's recommendations on 'living by the sea' cleaning practices. For more extensive details on a variety of finishes and appliances within your apartment, please refer to your property warranty manuals.

Please Note: Mosaic Construction has made considerable efforts to source the following information from Suppliers and Contractors, however we recommend reviewing your maintenance and warranty documents for further information relating to the above methods of cleaning. For any specialist maintenance that is required to be undertaken, it is the responsibility of the owner to contact the supplier. Any associated maintenance costs must be borne by the owner/user.

5.1.2 General Cleaning Products and Tips

We recommend you follow the instructions within this guide and your individual product manuals for the type of cleaning product to use on the various materials within your apartment.

To ensure applicable warranties are not voided, manufacturers' instructions as well as directions on the cleaning product being used, must be strictly followed.

Excessive rubbing or over cleaning can often lead to damage to the material. Care should be taken with painted surfaces as strong solvents or strong cleaning concentrations can cause damage. A small discreet area should always be tested first, and abrasive cleaners/scourers should be avoided. Household cleaners containing abrasives should not be used on painted surfaces. These abrasive materials (steel wool, abrasive brushes etc.) can scratch, cause wear to and harm finishes. Drips and splashes should be removed as quickly as possible to avoid staining and deterioration. Temperature extremes during cleaning must be avoided as heat can accelerate chemical reactions and may evaporate water from the solution.

Cleaning should be carried out in shade at moderate temperatures as cleaning under adverse conditions may result in streaking or staining. Heavy duty cleaners should not be substituted for frequently used mild cleaners.

Never use paint removers, aggressive alkaline, acid, or abrasive cleaners. Do not use trisodium phosphate (TSP) or any highly alkaline or highly acidic cleaners. Manufacturers' recommendations for mixing and diluting cleaners must always be followed and you should never mix cleaners, as they may not only be ineffective but also very dangerous. Ensure that cleaning sponges, cloths etc. are grit free to avoid scratching / marking of surfaces.

5.2 Finishes

5.2.1 Walls and Ceilings

Optimal care of plasterboard walls and ceilings is dependent upon the finish applied to the walls. The relevant care instructions are in the paint, ceramic tiles, stone, or joinery maintenance in this section. It should be noted that the joints between the plasterboard walls, ceilings, doors, joinery, and other elements have been designed to allow for inevitable differential movement and, as such, cracks may appear. These cracks are not defects but are normal movement joints.

Care should be taken when moving around the apartment to minimise damage to the walls and ceilings. The most common cause of damage to walls and ceilings is caused by the impact of carried objects, scratching, and slamming of doors.

5.2.2 Painted Surfaces

Painted surfaces should be inspected on a quarterly basis and any surface marks or dust should be removed by:

- Using a soft cloth or feather duster, brush lightly to remove dust. Avoid excessive rubbing.
- Using a mild detergent in warm water on a soft cloth, rub in a gentle circular motion to remove any stains. More stubborn stains may require the use of a proprietary cleaner such as 'Spray and Wipe'. Always following the manufacturer's instructions.

Stains are removed more effectively if they are identified and removed whilst fresh.

As there are a wide variety of stains and quite several recommended stain removers, to obtain the correct advice for your stain, we recommend that you contact the paint manufacturer direct.

Once a stain remover has been selected, ensure that the area is washed down with clean water, and whilst protecting all other areas in the vicinity of the stain, remove the stain following the product manufacturer's written instructions.

All painted walls should be recoated every five years and all painted ceilings should be recoated every seven years.

5.2.3 Stone Benchtops

Please refer to the stone benchtop manual for specific information on your stone. If you have natural stone, please note there are specific instructions for your stone finish commencing from page 12.

For everyday routine cleaning of stone benchtops, we recommend wiping the surface with warm soapy water (a mild detergent) and a clean damp cloth. Do not use the cloth you use to wash the dishes, as it may transfer oils and other contaminants to the stone surface.

Cleaning is recommended after every use.

5.2.4 Tiles

To maintain the surface of internal tiles with regular cleaning we would recommend sweeping or vacuuming, then washing the surface with normal cleaning agents. Rinse the surface thoroughly with clean rinse water afterwards, changing the water regularly, i.e. every 10m² or more if the water is extremely dirty. Cleaning tools, i.e. mop heads and brushes, should be changed regularly and allowed to dry between uses.

To maintain the surface of external tiles (slip resistant tiles) it is recommended that scrubbing equipment such as a non-metallic scrubbing brush be used in conjunction with a mild detergent and a thorough rinse with clean water.

Weekly cleaning is recommended.

5.2.5 Grout and Joint Cleaning

All internal corners, tiling edges, grout lines and movement joints from time to time will require some extra attention to ensure no build-up of contaminants occur. These areas may require specific cleaners and scourers to return them to their original appearance. Mould or discolouration is the result of lack of removal of soap, shampoo and other contaminants left in corners to dry and build up. If this occurs, scouring and scraping of these items will be necessary.

Fortnightly cleaning is recommended.

5.2.6 Carpet

You can add years to the life of your carpet with regular care. To assist in maintaining your carpet's appearance and lifespan it is recommended that a regular maintenance program be implemented and maintained. Always act quickly to mop up spills. Do not rub or scrub your carpet as this action can cause pile distortion. Rinse stains with cold or lukewarm water only, then blot dry with an absorbent material such as paper towelling or use a cold air fan to complete drying.

Vacuuming should be carried out once or twice a week or even every day for high traffic areas. Regular vacuuming will remove soil and dirt particles before they become embedded into the pile of your carpet. Frequent vacuuming is a wool carpet's best friend; you cannot over-vacuum.

Spot Cleaning

- **Liquid Spills** – use a clean white cloth to prevent any colour transfer and absorb the spill as much as possible with the cloth. If any residue is left, wet the area with clean cold water and repeat until the spill is no longer visible.
- **Food Spills** – Use a blunt object like a spoon or like remove the food and apply water to the area if stained. Absorb water with a clean white cloth and repeat, if necessary, until the spill is totally removed.
- **Blood** – Absorb with a clean white cloth and use cold water and a clean cloth to remove any further residue.
- **Dirt and Soil** – Let it dry and then vacuum. Do not use water, as this will turn the spill to sludge.
- **Oil and Grease** – Remove as much as possible with a blunt instrument such as a spoon or similar. Apply mineral turpentine or similar clear solvent to a clean white cloth and try first on the carpet in a hidden area just to make sure that there is no colour loss due to the solvent. If okay, proceed to dab the oil or grease area with the solvent on the cloth, continue until clean.

- **Pen Marks** – Most pens will state on the label if the ink is water or oil based. For water-based pen marks proceed cleaning with lukewarm water, but for oil-based pen marks use a solvent (taking the same precautions as above for oil and grease).

5.2.7 Timber Flooring

It is recommended that you have floor protectors on the base of all furniture located/used on the floorboards. These can be purchased from most supermarkets and all hardware stores.

Cleaning is best done with an anti-static mop for surface dirt and dust and a well rung out mop that is damp and not wet. Using excessive amounts of water can cause damage to the boards which may then require replacement. Do not use corrosive cleaning chemicals, steel wool, or polish. Always use a soft broom or recommended timber floor broom. Do not leave pot plants sitting on timber floors. Plant stands and appropriate saucers should be used.

Weekly cleaning is recommended.

Protect Your Floor

Follow these simple steps to achieve many years of enjoyment from your timber flooring:

- Place entrance mats (which must not have a rubber backing) at all exterior doorways and entrances to trap dirt, sand, grit, moisture, and other substances from shoes. Clean mats regularly.
- Use non-staining felt protectors under heavy pieces of furniture, and fit other furniture with soft treads or castors. Chair pads should be used under desk chairs with castors.
- Heavy objects and furniture such as large bookcases, full sized billiard tables or kitchen units should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure.
- Never drag, slide, or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly.
- Pet claws can scratch your floor. Keep nails trimmed.
- Floor to ceiling windows coupled with the harsh Australian sun can create floor temperatures of over 70°C. Your floor should be protected from extreme temperatures and strong, direct sunlight using interior temperature and humidity control (recommended temperatures 10-30°C and relative humidity between 30% and 70%), window tinting, awnings and/or curtains/blinds. Dramatic temperature changes and/or extreme humidity can cause joints to lip/gap and possible surface checking. Prolonged direct sunlight will cause fading.

Common Characteristics of Timber Floors

- As a natural product, timber floors will oxidise during the first few months due to UV light exposure, typically leading to a darker, fuller appearance. As a result, timber floors may display some change in colour between exposed areas and areas covered by rugs or furniture. Your floor should be protected from prolonged periods of direct sunlight with curtains, blinds, shades or awnings and rugs/furniture moved periodically to expose all areas evenly.
- Timber flooring products can display discolouration caused by contact with rubber products such as rug/mat backings, furniture feet, rubber soled shoes/slippers, wheels for trolleys and wheelchairs etc. which are likely to leave permanent marks. Only non-staining vinyl backed

mats or woven rugs identified as colourfast should be used on timber floors. If the floor is to be subjected to any of these applications, darker colours are recommended which will hide any discolouration, should it occur.

- The appearance of minor nicks and scratch marks can be reduced using repair accessories such as colour matched filler sticks. Products such as Tibetan Almond Stick or Gilly's Scratch Cover oil will successfully cover/ disguise most minor scratches and blemishes.
- While the factory finish of your timber floors may be refinished, doing so will void the Finish/Abrasive Wear Warranty. If your lacquer finished timber floor starts to show dull spots or signs of wear, then periodic maintenance can be considered, consisting of a thorough clean and application of a topical water based polyurethane maintenance coating, such as Bona Timber Refresher (always following the manufacturer's instructions). This will typically satisfy most light scratching and dullness issues and reduce the need for a full refurbishment. Where refurbishment (sanding and recoating) is required, it is essential that a professional flooring contractor is engaged prior to commencement of any works.
- Timber flooring is a living product that is constantly moving and changing. This is the inherent beauty of timber flooring. It will expand and contract in accordance with your internal environment. As such it cannot be completely sealed. Keeping the environment stable as per recommendations in the installation instructions and maintenance care instructions is the key to longer lasting and great performing floors.

5.2.8 Joinery

For general cleaning, most marks and spills simply wipe away with a damp cloth or use an all-purpose cleaner such as Windex cleaner. Avoid scourers and abrasives as they will damage the surface.

Fortnightly cleaning is recommended or when marks appear.

5.2.9 Shower Screens & Mirrors

It is recommended that the glass be cleaned at least weekly. Using a mix of 1-part methylated spirit to 4 parts of water, simply wipe over the surface with a cloth and then polish the surface dry with a lint free cloth. The use of proprietary glass cleaners is not recommended.

Shower screen hinges should be cleaned using soap and warm water. Wash hinges and rinse with water. Hinges should be checked once a year to make sure that screws are tight. Never use harsh detergents, bleaches, scourers or any other abrasive cleaner.

Black spots on mirrors

Black spots on the mirror's corner or edges are bound to occur thanks to desilvering. Silver nitrate is the responsible component for transforming plain glass to mirrors. Paint sealants also provide extra protection for the mirror's back. But when these protective coatings are exposed to various elements, including air, moisture and harsh cleaning solutions, black spots appear or 'desilver'. Desilvering occurs due to the oxidation of the silver nitrate, which is caused by the condensed moisture from the splashes of water and other elements on the edge of the mirror.

Avoid using cleaners containing ammonia as these will damage the backing and mirror edges.

5.2.10 Glass

It is recommended due to the coastal environment that windows and glass are cleaned monthly using a window cleaner (such as Ammonia-free Windex) or mixture of one-part vinegar with ten parts water.

Monthly cleaning is recommended.

5.2.11 Security Screens

The surfaces of the screens should be washed down with warm water in conjunction with a 'soft' cleaner such as dishwashing liquid. Fibre brushes may be used to loosen dirt and grime, but no abrasives such as sandpaper or emery paper must not be used. It is essential to finish off the cleaning by thorough rinsing all washed surfaces with clean water.

Cleaning every 2-4 weeks is recommended.

5.2.12 Window, door frames, security screen frames, gates and balustrading (aluminium and metals)

To preserve the powder coated or anodised finish on your aluminium windows and doors, security screen frames, metal door frames, gates and balustrading, regular cleaning is required. Cleaning is recommended by using warm water and soap or detergent. Keep water free from dirt and grit and ensure that the weep slots in the window and door tracks are clear to allow maximum drainage.

Do not under any circumstances use an abrasive cleaning agent as this will severely damage the surface of the material. Thoroughly rinse off any detergent with clean water. Hosing must be avoided under all circumstances. Dry - preferably with a chamois, alternatively with a soft cloth. The cleaning of the product should be performed at a time that will allow the aluminium to dry quickly, preferably early in the morning.

Monthly cleaning is recommended.

5.3 Fittings

5.3.1 Hardware, hangers, hinges, wardrobe railing, pivots, brackets, internal workings of locks, handles and catches

Light spray of a corrosion preventative (such as CRC Marine 66, Innox or WD40) followed by a light wipe with a dry cloth to remove excess. Exposed surfaces should first be wiped down with warm soapy water and a soft rag, and then rinsed clean before applying preventative.

Visible surfaces of hinges should be wiped down with warm soapy water on a soft rag and then rinsed off by wiping with a clean damp rag. Be careful not to get these compounds on the timberwork itself as they may cause staining.

The external finish of all hardware must be kept clean by removing any harmful residue, especially salt spray, from the surface using a nonabrasive cleaning agent and wiped down with a soft cloth moistened with WD40 or RP7. When maintaining either internal or external hardware, ensure that all finished surfaces (e.g. timber, aluminium etc.) in close proximity are well protected from exposure to any cleaning or lubricating agents. All tracks and sills must be kept clear of dirt, debris and other matter which can cause damage to, and restrict the proper functioning of rollers, guides and drop bolts.

Monthly cleaning is recommended.

5.3.2 Stainless Steel

Stainless steel, although renowned for its resistance to corrosion and low maintenance requirements, can be susceptible to staining / discolouration if not cleaned regularly. Use a mix of 50/50 water and methylated spirits or Windex and then polish with a soft, dry cloth. Avoid scouring or use of an abrasive, as this will impair the surface. Any damage to the stainless steel will be difficult to repair and may require replacing.

To avoid build-up of contamination or "tea staining", cleaning is recommended monthly.

5.3.3 Tapware & Fittings

Cleaning is recommended using warm soapy water (a mild detergent) and a clean damp cloth.

Never use harsh detergents, citrus based or abrasive cleaners on any products as these will scratch the surface. Where your tapware remains dry in use, a soft cloth can be used to remove surface dust. Alternatively, a wipe over with warm soapy water is all that is required to maintain the finish in perfect condition for a lifetime of use. Use of wax-based furniture cream should be avoided as these can result in a build-up of deposits, which could detract from the appearance. Do not use undue pressure when wiping.

Weekly cleaning is recommended.

5.3.4 External Light Fittings

External light fittings may be cleaned using a mild detergent such as dishwashing liquid, a soft cloth and warm water.

DO NOT use abrasive detergents, scrubbing tools or harsh chemicals.

Fortnightly cleaning is recommended.

5.3.5 Internal Light Fittings & Fans

It is recommended to remove excess dust, cobwebs or other matter, using a soft dry brush every two weeks. Clean regularly using a neutral detergent, lukewarm water and a damp cloth.

Fortnightly cleaning is recommended.

5.3.6 Drains

Never tip oil/fat down your drain as this can cause a build-up of grease and leads to blockages. Drain cleaning products such as Draino are recommended to be used quarterly (3 months) in all frequently used areas (kitchen sink, bathroom basin and shower drains) – this will assist in keeping the drains clear of hair, soap scum and grease build up.

Quarterly cleaning is recommended.

5.3.7 Blinds

It is recommended that blinds are maintained by vacuuming with a soft brush.

Monthly cleaning is recommended.

5.4 Appliances

5.4.1 Dishwasher

Clean external surfaces with a damp microfibre cloth and PH-neutral detergent as required. It is recommended that the filters and spray arms are cleaned thoroughly under running water, using a non-metallic brush.

Monthly cleaning is recommended.

5.4.2 Ovens / Steam Ovens

In order to keep your oven in the best possible condition, it is recommended that you clean it regularly after letting it cool down. Do not allow food residues to dry inside the oven cavity because doing so could damage the enamel.

The glass in the door should always be kept thoroughly clean. Use absorbent kitchen roll. In case of stubborn dirt, wash with a damp sponge and an ordinary detergent.

Internal surfaces should be cleaned using a microfibre cloth soaked in water and neutral washing up liquid. Rinse thoroughly.

Cleaning is recommended after every use.

5.4.3 Microwave

Outer surfaces should be cleaned with a neutral detergent, lukewarm water and a damp cloth.

Internal surfaces are recommended to be cleaned after every use with a damp cloth. Do not use abrasive products.

Cleaning is recommended after every use.

5.4.4 Cooktop

Remove light marks with a damp cloth with washing up liquid diluted in a little water. Then rinse with cold water and dry the surface thoroughly. Highly corrosive or abrasive detergents and cleaning equipment likely to cause scratches must be absolutely avoided.

Cleaning is recommended after every use.

5.4.5 Rangehood

The rangehood and its filter mesh should be cleaned regularly in order to keep in good working order.

Filters are recommended to be soaked in warm water with a mild detergent and cleaned with a soft brush.

To protect the main body from corrosion over a long period of time, the rangehood should be cleaned with hot water plus soap or non-corrosive detergent once a week. Do not use grinding detergent, or it will damage the body.

Weekly cleaning is recommended.

5.4.6 Appliances not provided by Mosaic (Kettles, toasters, etc):

It is recommended that all household appliances such as kettles and toasters and cleaned regularly a neutral detergent, lukewarm water and a damp cloth.

Weekly cleaning is recommended.

5.4.7 Zip Taps

When cleaning your Zip tap, it is recommended you use a soft cloth and a mild soap. Do not use strong, abrasive, corrosive, or spray cleaners.

Filters should be replaced every 6 months. It is also recommended that general maintenance is carried out every 6 to 12 months.

External cleaning is recommended weekly.

Filter replacement is recommended every 6 months.

5.4.8 Fridges

Stainless steel exterior doors and exterior components of the refrigerator are recommended to be cleaned with liquid dishwashing detergent dissolved in warm water and a soft lint-free cloth. Rinse with clean water and dry with a clean, lint free cloth.

Interior surfaces should be cleaned once every 1-2 weeks by using only liquid dishwashing detergent dissolved in warm water and a soft lint-free cloth. Rinse with clean water and dry with a clean, lint-free cloth.

Do not use harsh chemicals, abrasives, ammonia, chlorine, bleach, concentrated detergents, solvents or abrasive scouring pads on any part of your refrigerator. SOME of these chemicals may dissolve, damage and/or discolour the interior of your refrigerator.

Weekly to fortnightly cleaning is recommended.

5.4.9 Washing Machine

Machine hosing and control panels should be wiped with a soft, damp cloth.

The machine drum should be cleaned with chlorine-free cleaning agents, do not use steel wool.

Monthly cleaning is recommended.

5.4.10 Dryer

It is recommended to clean the control panel and outer surfaces of the dryer using a soft damp cloth to wipe all surfaces, then wipe dry. If the drum has any residual dirt or lint stuck to it, remove this and wipe it clean with a damp cloth.

It is important to clean the lint filter after every load, as the lint produced in the drying process can become a fire hazard if it accumulates in or around your dryer.

Cleaning is recommended after every use.

5.4 Façade

The external surfaces of First Bay by Mosaic's building façade will be cleaned and maintained by contractors arranged by the Caretaker. You are responsible for the cleaning and maintenance of the surfaces directly accessible from your balcony. Failure to carry out the required cleaning and maintenance as outlined below will result in deterioration of materials and may void warranties provided.

It is the responsibility of the occupant to ensure windows are closed during the event of a severe storm or during high winds.

5.4.1 Powder coated surfaces

Applies to window frames, sliding door frames, louvres and tracks, and balustrade handrails.

Powder coated and anodised aluminium surfaces need regular cleaning to preserve their appearance. It is recommended that this be carried out monthly.

Powder coating to sliding door tracks that are in contact with door rollers will naturally wear off over time.

To wash the powder coated surfaces, use a solution of warm water and very mild detergent solution:

1. Gently remove any loose deposits with a sponge
2. Using a soft (non-abrasive) brush or cloth with a gentle household detergent solution remove dust, salt, and other deposits.
3. Rinse off with clean water
4. Do not use steel wool, scrapers, scouring liquids or powders to remove any deposits as these will damage the coating surface. Do not use strong solvents such as thinners or solutions, abrasive cleaners or cutting compounds. To remove stubborn stains, white spirits may be used after a small area is tested to ensure that no colour change or damage will be caused.

5.4.2 Glazing (windows, doors, and balustrades)

To preserve the visual and aesthetic clarity, glass must be properly cleaned as part of routine maintenance. It is recommended that the cleaning as outlined below is undertaken quarterly. Care should be taken when cleaning glass surfaces to ensure no permanent damage is done to the product i.e. by only using products that won't scratch the delicate surface.

5.4.3 Cleaning instructions (interior glass surface)

Clean glass when it is cool to the touch, not in direct sunlight.

Drench the glass with clean water to loosen any residues present – please note when cleaning the glazing within the apartment space that the effect of water on surrounding surfaces (such as carpet) is kept in mind, and controlled water spraying tools (bottle with trigger spray) are used. Spray the cleaning solution onto the glass surface (the recommended cleaning solutions for this product are listed below).

Using a squeegee or a lint free cloth, immediately remove the cleaning solution. All water and cleaning solution must be removed from the glass and window frames, as well as any sealant or gaskets present. If there is any residue, these surfaces may deteriorate as a direct consequence of the poor cleaning process.

Clear 'Windex Glass and Surface', which can be purchased from a local supermarket is recommended. Do not use the blue coloured Windex product or any abrasive cleaning products, as these will damage the glass.

5.5 Air Conditioning Unit/s

5.5.1 Air conditioners (Ducted systems)

The air filters are recommended to be cleaned when the controller indicates 'Time to clean filter'. If the contamination is difficult to removed, wash the air filters with neutral detergent and lukewarm water, then dry them in the shade.

Be sure to clean the air filter at the beginning of the cooling or heating season. (A decrease in the airflow volume of the air conditioner will result, and the performance of the air conditioner will be degraded if the air filter is clogged with dust or dirt.)

Indoor units, outdoor units and remote controllers should be wiped with a soft cloth every 2 weeks.

In certain operating conditions, the inside of the air conditioner may get foul after several seasons of use, resulting in poor performance. It is recommended to have periodical maintenance by a specialist every 6 months. For specialist maintenance, please contact the dealer who supplied the air conditioner. The maintenance cost must be borne by the user.

If you would like to register your system for warranty and be put on a schedule for regular maintenance, please contact Arctic Cold at 1300 729 889 or info@arcticcold.com.au.

For further information, please refer to your manual.

5.5.2 Air conditioners (Split systems)

The front panel should be cleaned every 2 weeks using a soft cloth soaked in water.

Air filters should be vacuumed, or dust cleaned from filters every 2 weeks. If the dust does not remove easily, wash the air filters with neutral detergent thinned with lukewarm water, then dry them in the shade.

Air purifying filters are to be cleaned using a vacuum or cloth every 6 months, they should also be replaced every 3 years. If the dust does not remove easily, wash the air filters with neutral detergent thinned with lukewarm water, then dry them up in the shade.

Indoor units, outdoor units and remote controllers should be wiped with a soft cloth every 2 weeks.

In certain operating conditions, the inside of the air conditioner may get foul after several seasons of use, resulting in poor performance. It is recommended to have periodical maintenance by a specialist every 6 months. For specialist maintenance, please contact the dealer where you bought the air conditioner. The maintenance cost must be borne by the user.

5.5.3 Condensation

When warm, moist air meets cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the unit combined with low outside temperatures and inadequate ventilation. The following attributes will determine the level of condensation your apartment will be subject to:

- **Normal Activities** - As you live in your unit, your daily lifestyle contributes to the moisture in the air also. Cooking, dishwasher activity, clothes dryer and internal clothes drying, running hot water in the kitchen sink, baths and showers, aquariums, plants, and so on all add water to the air in your unit. Likewise, your daily routine can mitigate the amount of moisture in your unit and reduce condensation on interior surfaces.
- **Temperature** - Avoid setting your A/C at high temperatures. Heating your unit will cause the materials to dry out faster, generating more moisture into the air; drying the materials out too fast also increases shrinkage cracks and separations.
- **Ventilation** - When weather conditions permit, open windows and outside doors so that fresh air can circulate through your unit. Develop the habit of using exhaust fans in bathrooms, laundry and over the stove. Condensation results from weather conditions and lifestyle use and is not considered a defect as the builder, nor the developer have any control over these factors. Exhaust fans require periodic maintenance pending use; it is best to clean fans when the A/C is being maintained.

6. Warranties & Operation

While Mosaic Construction provides a 12-month warranty for items within your apartment, some of the different fixtures and fittings have individual warranties that extend beyond this timeframe.

For your convenience, we have provided the contact details for the key trades that completed work within your apartment below, should you have any questions, issues or requests **following the warranty period with Mosaic Construction.**

The individual warranty and operation / instruction manuals are included on the [First Bay Resident's Guide link](#).

Please contact rectifications@mosaicproperty.com.au if you have any queries in relation to your apartment, particularly in relation to maintenance in the first few months following settlement.

Please note Mosaic Property Group is not responsible, and cannot warrant, any future work undertaken by these contractors without prior consultation.

You are welcome to reach out to these commercial trades to request a quote for additional work, however please note we cannot guarantee these trades will be interested, or have sufficient capacity, to complete retail jobs.

Item / Trade	Subcontractor / Supplier	Contact Details	
Appliances	Harvey Norman Commercial	07 5413 8800	stapylton.commercial@au.harveynorman.com
Stone benchtops	Accent Benchtops	07 5513 1177	info@accentbenchtops.com
Joinery	Vivid Joinery	07 5527 9938	
Shower screens, mirrored robe doors	Civic Shower Screens & Wardrobes	07 3441 7777	
Electrical and AV	KK Contracting	07 5391 1737	service@kkcontracting.com.au
Timber Floors and Carpet	City Floors	1800 595 475	contact@cityfloors.com.au
Air-conditioning	Arctic Cold	1300 729 889	info@arcticcold.com.au
Plumbing	Baywater Plumbing	0400 788 434	
Painter	Imperial Coatings	07 3844 9543	admin@imperialcoatings.com.au

7. Contacts

7.1 General Contacts

Contact	Service	Phone	Email
Mosaic Client Services Manager (Lisa Lange)	Queries relating to the body corporate and by-laws	07 3171 2270	llange@mosaicproperty.com.au
Mosaic Caretaking	Queries on caretaking of common areas	0455 346 452	caretaking@mosaicproperty.com.au
Mosaic Rectifications	To notify of items within 12-month warranty period		rectifications@mosaicproperty.com.au
Emergency Contacts	<p>If you are calling for an apartment related or maintenance item such as: lock outs, general electrical, general plumbing such blocked drains, hot water issues or running toilet, you are encouraged to engage the below recommended trades in the first instance.</p> <ul style="list-style-type: none"> • Locksmith 07 5443 7955 Able Security • Plumbing 0400 788 434 Baywater Plumbing • Electrical 0420 266 707 KK Contracting 0432 650 310 • Major incidents 132 500 State Emergency Services <p>To report situations likely to cause injury or damage to property:</p> <ul style="list-style-type: none"> • 07 3171 2270 8.30am – 5pm, Monday – Friday • 0455 346 452 Outside of business hours 		

7.2 Other Contacts

As you may be new to this area, and not have any contacts who may be able to assist with small tasks around your home, we have put together a list of local trades you may wish to use.

Please keep in mind that some changes to a lot may need to be approved by the Body Corporate – please refer to Section 4.15 for more details.

Please note the following are suggestions only, gathered for your convenience. Mosaic has no affiliation with the companies listed and our inclusion of their details is not an endorsement of their services.

Service	Contact	Phone	Email
General Tradesperson	Complete Property Maintenance	0450 955 611	info@comcarpentry.com.au
Electrician	Excite Electrics	1300 414 177	admin@exciteelectrics.com.au
Audio-Visual	Iconnect Electronics	0437 881 514	iconnect@iinet.net.au
Delivery Service	Little Green Truck – Caloundra	0483 888 792	caloundra@littlegreentruck.com.au
Picture Hanging	Right Hook Picture Hanging	0417 763 956	info@righthook.com.au
Cleaning	Cleaner Things Inc	0432 327 228	cleanerthingsinc@gmail.com
Pest Control	Scientific Pest Management	07 5443 4069	admin@spmsuncoast.com.au
Air-Conditioning	Port City Air Conditioning	07 5443 4095	sales@portcityairconditioning.com.au