



Information for new Cloudland residents

Firstly the body corporate and management would like to offer you a warm welcome to our small community at Cloudland. The following information we hope will be of assistance to you as you settle in.

The complex comprises of 5 bodies corporate with 156 units. 'Nimbus' & 'Stratus' townhouses are numbered from 1 to 48. Of the three high-rise units, 'Cumulus' apartments range from 49 to 73, 'Nebula' apartments from 74 to 99 and 'Bowen Point' apartments from 100 to 156.

When planning your move to Cloudland please avoid scheduling the removalist around normal morning and afternoon peak hours, and with Nimbus & Stratus townhouses, we would recommend you avoid Wednesday mornings (refuse day). Large removalists' trucks can have difficulty maneuvering through the exit gate and traffic calming, please make enquiries with the on site manager if you think this will be a problem as any damage to the common area by a resident or visitor is charged to the resident.

Refuse collection days for the townhouses are on Wednesdays with a shared recycle bin fortnightly. The high rise units refuse room bins are removed every Monday and Thursday morning so odorous items should be deposited the evening before. Recycle bins for apartment residents are in large green/yellow bins near the rear entrance gate. When using the high rise rubbish chute please insure that items are of a size that will not clog the chute e.g. pizza boxes. Please bag any loose items. Glass items must not be dropped down the refuse chute but be carried down and placed in the rubbish room bin on the ground floor. This is to prevent injury to anyone in the rubbish room. Large items such as furniture and electronic goods should not be placed in the bins as the rubbish removal contractor will reject collection of the entire bin. It is a requirement of the QLD Fire & Rescue Service that refuse room doors be closed when unoccupied.

Every home is equipped with an intercom system to enable you to open the front gate for visitors and the front building doors for those in the apartments. Please make your guests familiar with the code needed to contact your home using the intercom. The hash # button is first pressed from the gate keypad, followed by your residence number as a three digit number. An example is if you live at unit 8, your guest will need to dial #008 to call you. To contact unit 88 dial #088. After answering the call you will need to hang up the intercom then lift up and dial 7 to open the front gate. The building entry front door release code varies between high rise buildings; this code is often written on the intercom handset. When dialing another residence you omit the # key and just dial the home number expressed as three digits. So to call apartment 57, dial 057. The onsite manager can be called by dialing 400. Closed circuit T.V vision of the front gate and both pools is available through your television antenna. Most televisions will need to be turned to the analog CCTV channels.

Extra keys and remote controls for apartment car parks and the front gate are available for purchase from the onsite manager at the front office. An additional deposit of \$100 is required which is refundable on their return. The main complex key (bubble 'kaba' key) can be used to operate the front gate, car parks, pools and tennis court gates. Outside the manager's office is both an on-site manager and body corporate mailbox.

For those living in high rise apartments, the onsite manager, after issuing prior notice will on occasion need to access your residence to facilitate routine maintenance such as pest control (included in your body corporate fee`s) , plus annual fire door and fire alarm checks.

For those living in Cumulus, the fire detection system in the kitchen and living areas of Cumulus building are equipped with heat detectors to prevent 'cooking' smoke from setting off the alarms, while the bedrooms, hallways and floor foyers are equipped with smoke alarms. To reduce the likelihood of false alarms it is advisable when cooking items where excess smoke or steam is produced to close your bedroom doors, use your stove smoke extractor units and open windows .Steam from showers has also triggered bedroom smoke alarms. If an alarm is triggered please evacuate the building via the stairs and assemble at the point shown on the evacuation plan in the building foyers. Please contact the onsite manager or body corporate before installing ceiling fans or making alterations to your apartment front door as these could compromise the effectiveness of the fire system and lead to expensive restoration costs.

Residents of high rise apartments are encouraged to ensure building entry doors are closed after use; this is also a requirement under the fire safety code.

For further information please contact

The onsite Managers

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Additional information such as insurance certificates of currency, house rules and bylaws is available on the cloudland website www.cloudland.com.au

