

*WAVES REDCLIFFE*

*OWNERS' HANDBOOK*



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## *WAVES BODY CORPORATE COMMITTEE*

The Waves Body Corporate Committee consists of a Chairperson, Secretary, Treasurer and up to four additional ordinary members.

The Committee is elected annually at the AGM held in August at which time any owner may be eligible to nominate for a position on the Committee as long as certain criteria are met. The Committee is made up of lot owners or people who act for them.

The Committee is in charge of:

- Looking after the administrative and day to day running of the body corporate
- Making decisions on behalf of the body corporate
- Putting the lawful decisions of the body corporate into place
- Providing Body Corporate information to the Body Corporate Manager (Capitol) for recording
- Instructing the Body Corporate Manager
- Managing the Caretakers

Committee meetings are held at nominated times throughout the year and owners are welcome to attend to observe. Notification of meetings are sent to owners and posted on the notice boards at least one week prior to the meeting date.

Contact with the Body Corporate Committee is via email: [bcwaves17@gmail.com](mailto:bcwaves17@gmail.com)

There is also the Body Corp Strata Mailbox for written correspondence.

The Committee will respond to all correspondence in a timely manner.

## *WAVES CARETAKERS*

Waves Caretakers are Emma Zhu and Cheng Pu. They are responsible for cleaning, gardening and general maintenance throughout the buildings' common property.

Communication with the Caretakers regarding cleaning, gardening or maintenance is to be through the Body Corporate Committee please.

## *CAPITOL BODY CORPORATE ADMINISTRATION*

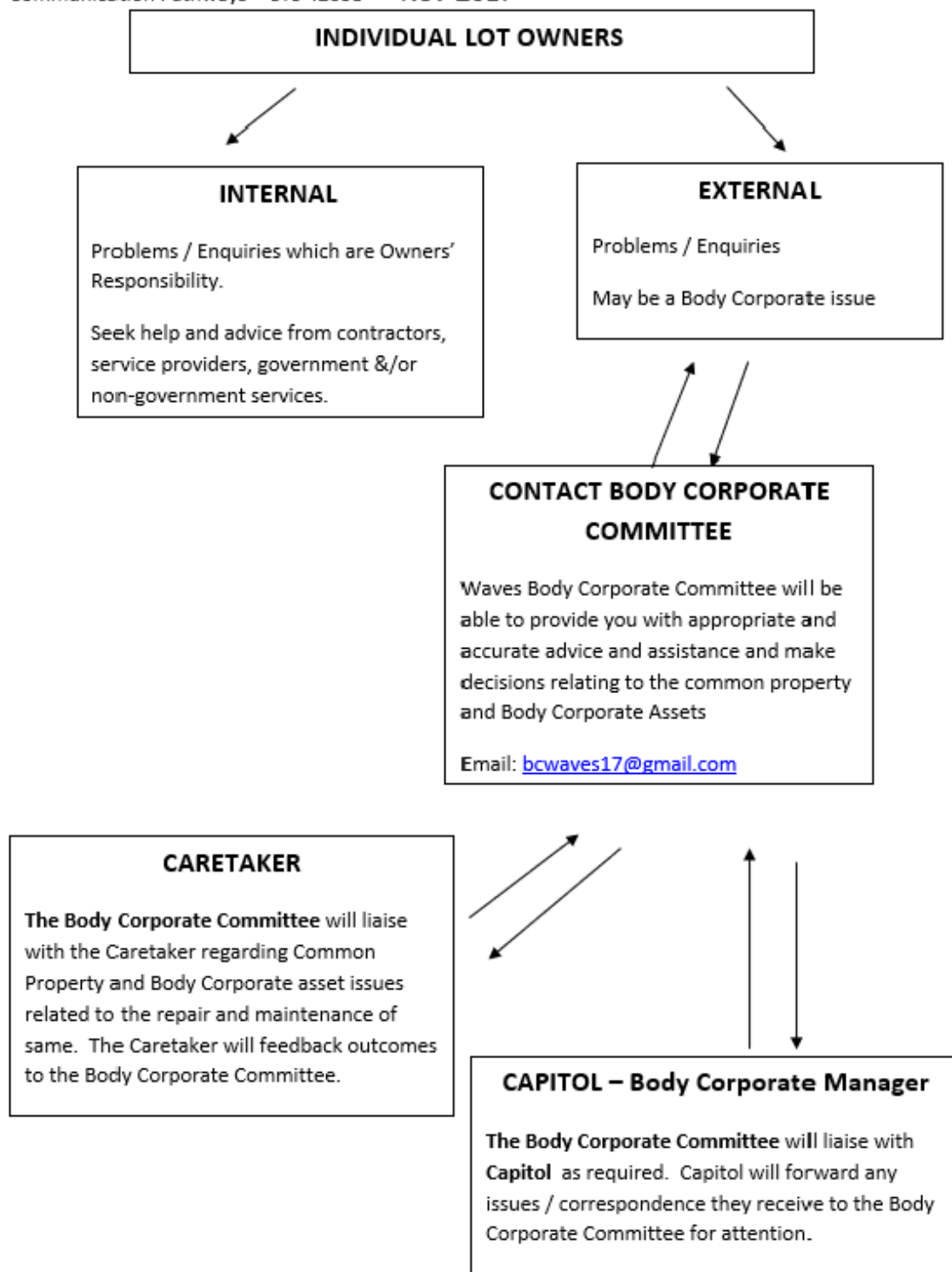
Capitol BCA is engaged by Waves Redcliffe Body Corporate as the body corporate manager to carry out duties as delegated by Waves Body Corporate Committee such as administration of the bank accounts, issuing levy notices, preparing and sending out notices of meetings and minutes and keeping Body Corporate records.

Owners may access the body corporate records at any time by accessing the owner login service – [www.capitolbca.com.au/owner-login](http://www.capitolbca.com.au/owner-login)

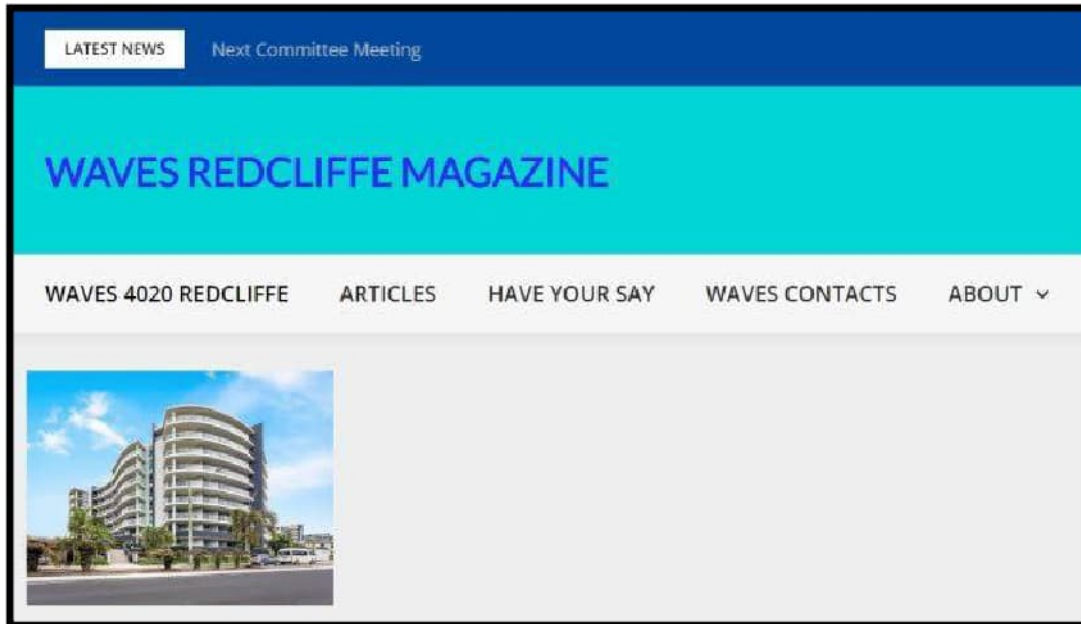
All your contact details should be kept up to date by you in the Capitol Records.

## COMMUNICATION PATHWAYS – CTS 42638

Communication Pathways – CTS 42638 Nov-2017



## WAVES MAGAZINE



Waves web based magazine portal which may be accessed at <https://waves-mag.com/> is an on-line magazine for owners at Waves, Redcliffe. It provides up to date information, articles of interest, forms and contacts that may be of assistance.

### *Facebook*

There is a Waves Facebook Group you may join if you have a facebook account.

### *BUILDING SECURITY*

Safety and security of residents is of utmost importance with the following measures in place. Contact the Committee if you need replacements or extras.

#### *KEYS:*

Residents will require the following keys to access the building:

Garage door remote: gives you vehicle access to your designated parking level.

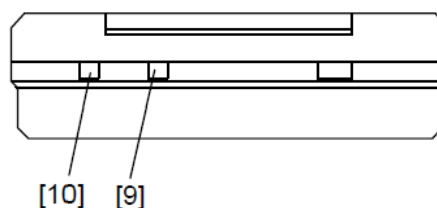
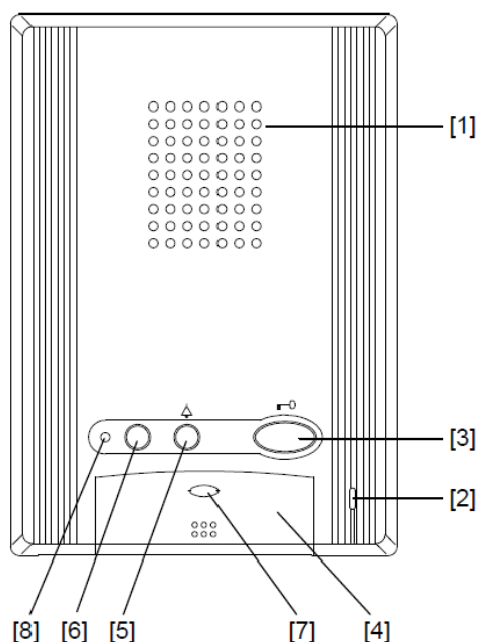
Lift fob: gives you access to both lifts on both car parking levels, access to level 1 (for front of building access), and access to your level in the appropriate lift. This ensures that only residents who live on a particular level should have access to that level.

Common Area Key: This key provides access to common area locks such as the lobby door for each tower, the fire exit door on level 1 and personal access door to both garage levels. Please ensure that these doors close properly behind you.

Apartment Key: This key provides access to your own apartment. It is also required to access the internal fire stairs door on your level.

Move-In/Move-Out: The Body Corporate has published a separate move-in/move-out document. Please contact the Committee for a copy (BCWaves17@gmail.com)

## INTERCOM:



- 9. Receive volume control
- 10. Call tone volume control

- 1. Speaker
- 2. Microphone
- 3. Door release button
- 4. Talk button

The intercom system allows visitors, at Waves front door, to call the unit by pressing the unit number followed by the green bell symbol.

In the unit, the intercom will emit a distinctive ringing tone.

To answer the call, press and release button [4] and speak into microphone [2].

To allow entry through the Waves front door and then to your floor level via the lift, press and hold Door Release Button [3]. You should hear the Waves front door lock click indicating that the door latch has been released.

Advise your visitor to PULL the door open while you continue to hold button 3, not try to turn the handle as most might.

Your visitor should then be able to pull open the Waves front door, enter and proceed to the lift and once inside, press the button for your floor level.

**Garage Door Security:** Residents are reminded to be alert at all times when entering the garages to mitigate the risk of entry by an unauthorised person who follows your car into the garage. Please adhere to the Guard The Gate notices. Do not leave keys, fobs and remotes in your car.

Should you notice any suspicious activity please notify the Police immediately. Please then update the Committee by email of your actions.

## *FIRE SAFETY ADVICE FOR ALL WAVES REDCLIFFE RESIDENTS*

Safety of Waves Residents and Guests is a responsibility of ALL Lot Owners and occupants - not just the Body Corporate Committee or the Fire and Evacuation Co-ordinator.

Evacuation of the building by ALL residents (via the Fire Stairs ONLY) in a safe and timely manner following the sounding of any emergency evacuation broadcast over the buildings speaker system located in the common areas is required. The only exceptions are those persons who have previously notified the BC Committee of health or physical disabilities that prevent them from safely exiting via the Fire Stairs (not the lifts).

It is recommended, and supported by advice from QFES, that each Unit should have the following:

- \* 1 Fire Blanket (approx. 1m x 1m) for use on fat fire on the hot plate or BBQ.

- \* 1 Dry Powder Fire Extinguisher- min 2kg capacity for use on electrical fires or oil/fat fires.

These items can be purchased at your local Bunnings Store and some Supermarket Stores e.g. Big W etc.

The extinguishers should be checked annually to ensure the extinguisher is still pressurised as per the gauge.

Instructions for using the extinguisher, which are usually found on the extinguisher, should be read and understood prior to using it.

It is recommended that both the fire blanket and extinguisher should NOT be located immediately adjacent to or above the cook top or oven -in the event of flames, accessing them may be dangerous in these locations.

In the event of an electrically sourced fire in an appliance, it is wise to disconnect power supply to the item either via the power point if it is safe to reach the point, or at the Safety Switch Box located within your unit. Remember never to handle an electrical item which has caught fire whilst it is still connected to live power supply and of equal importance please do not try to extinguish a fire in an electrical item using water – it may well have deadly consequences.

Use of water to extinguish a fat fire is highly dangerous as the burning oil or fat will be spread by the water and could worsen the situation or cause the fire to reach your body or clothing causing severe burning.

Check BBQ gas line for cracking and perishing, regulator, fittings, and gas bottle regularly as these are subject to deterioration in the elements and the harsh salt environment in which we live.

If you have a refrigerator (including bar refrigerator) on your balcony or courtyard, please ensure that it is rated, by the manufacturer, for external use and you should seek BCC approval for same. Internal use rated refrigerators are not suitable for outside use and can prove to be a source of fire due to salt, corrosion, and moisture damage to the electrical components. Waves has already experienced a fire in an internal use rated domestic refrigerator located on a balcony which could have had quite serious consequences had it not been for prompt attention to extinguish the item.

Please do not store flammable liquids such as petrol or diesel (except in the fuel tank of your vehicle) or LP gas bottles in the car parks.

## OCCUPATIONAL HEALTH AND SAFETY

**Common Areas:** In order to avoid undue risk to owners, residents and visitors using the common areas, it is requested by the Body Corporate Committee that only items approved by the BCC be placed on any common area

**Door Mats:** Should an owner wish to place a mat outside the apartment door on common property, only chamfered edge mats may be used. These types of mats reduce the risk of trips and falls.



### Emergency

The Caretaker will provide after hours emergency contact support to residents.

Please note – *contact with the Caretaker must only be in cases of genuine emergency when a situation presents an immediate threat to security or damage to plant / property.*

Caretaker Phone Number: 0431 213 732

Suspicious activity is to be reported directly to the Police on 000.

Should you have concerns relating to the Common Property and Body Corporate Assets contact your Body Corporate Committee in writing at [bcwaves17@gmail.com](mailto:bcwaves17@gmail.com) or via the Strata letterbox

**Hazards:** Please advise the Body Corporate Committee by email of any potential hazards that you may notice so that risk can be mitigated. Should there be an immediate safety issue, please notify the Caretaker in the first instance.



## Storage of Items in Garages

By-Law 10.1 (r) states that the owner "not bring to, do or keep anything in its lot which shall increase the rate of fire insurance on the building or any common property or which may conflict with the laws and/or regulations relating to fires or any insurance policy upon the buildings or any common property or the regulations or ordinances of any public authority for the time being in force"

QFES recommends that the following items should not be kept in car parking spaces or in storage areas –

- Petrol / diesel fuel / Kerosene
- Mineral turpentine / methylated spirits
- Oil based solvents
- Chlorine – granules or liquid
- Acetone
- Garden chemicals and/or fertilisers
- Suppressed or liquefied gas cylinders
- Oxy-acetylene bottles
- Caustic soda

## AMBULANCE SERVICE

### ADDRESS TO BE GIVEN WHEN CALLING 000

- Quote your address as follows:
  - Unit Number
  - Waves
  - 17-23 Marine Parade, Redcliffe



Please give ONLY this address as this is what Queensland Ambulance Service has been assigned.

The access information will automatically appear in their vehicle as required for QAS and they will enter via Sutton Street, where they have a locked key-box. They will then be able to reach your Unit door which you should unlock.

If QAS is given the Sutton Street address the access information will not correctly appear for them and confusion will ensue.

## Items Close to Handrails

Any climbable object should be positioned well away from the handrails so that they cannot be used as a foothold for children to climb. No furniture or fixture should be located within 900mm of the balcony rail.

## RUBBISH REMOVAL

All domestic rubbish should be taken to the bin room located on the ground floor, near the vehicle entrance.

General rubbish should be "double bagged " to assist with pest control and foul-smells, and placed in the general rubbish bin. (Red lid).

Recyclable items should be placed in the recycling bin (Yellow lid).

Items that have a 10cent refundable deposit should be placed in the smaller separate Containers-for-Change bins.

Only the following items can be recycled:

**What can I put in my recycling bin?**

| ✓ YES - Accepted  | ✗ NO - Do not include   |
|---|---|
| Paper (office, newspaper, magazines)  | Disposable nappies  |
| Cardboard   | Medical waste, needles and syringes   |
| Liquid paperboard - milk & juice cartons  | Green waste (vegetation, mulch, grass clippings) and food scraps (see <a href="#">composting</a> )  |
| Aluminium cans, trays & foil  | Plastic bags and soft plastic items   |
| Steel cans & lids, and empty aerosol cans (remove plastic lids & spray tops)                          | Polystyrene (may be marked with recycling triangle and number 6, but this is not recycled through the household recycling wheellie bin ie coffee cups, meat/packaging trays & packaging foam used for appliances and electronics) |
| Glass bottles or jars   | Clothing  |
| Plastic containers & bottles - Recyclable triangle 1, 2, 3, 4, 5, 6 & 7 (excluding polystyrene foam). | Light bulbs   |
|   | Hazardous chemical containers   |
|   | Motor oil containers  |
|   | Ceramics and ovenware   |
|   | Glass (eg. window or kitchen glassware)   |
|   | Scrap metal   |

Rubbish is collected by council contractors on Monday, Wednesday and Friday.

Only domestic rubbish is to be placed in the bins.

Any large items should be taken to the Redcliffe Transfer Station located at: 261 Duffield Rd, Clontarf. Show you Redcliffe drivers licence for free entry.

Open 7 days - 7.00am - 5.00pm (Closed Christmas Day)

## Bins and Vacuum Cleaners

To prevent the smoke detector from triggering a false fire alarm, it is necessary to maintain a dust-free environment within the bin room.

To support this endeavor, residents are not to empty vacuum cleaners directly into the waste bins in the bin room. Residents should empty vacuum cleaners into bags within the confines of their apartments and only deposit sealed bags into the bin room waste bins.

## CAR CLEANING

There is a tap located in the outside visitor car park which can be used for washing your car. The hose (and tap handle) is located just inside the basement car park gate. Please ensure that the hose is returned when you have finished. Please wash away any excess dirt from the car park area.

Body Corporate power may be used for limited periods only for vacuuming of cars.

## *BY-LAWS – DAILY LIVING*

Residents are responsible for the upkeep of their balcony area – please consider the following:

### **LAUNDRY**

Residents are not to hang or place laundry on their balcony where it can be seen from outside the unit. In accordance with the Development Approval for the building, each Unit has a clothes dryer installed that must be maintained in working order.

### **EXTERIOR FIXINGS**

Our units are close to the sea and as such, corrosion can be a big issue. Residents are to seek approval from the BCC prior to affixing anything to the walls of their balcony.

### **REFRIGERATORS**

Only refrigerators rated for external use are permitted on the balcony, after residents having first sought approval from the BC Committee. Domestic kitchen refrigerators are not permitted on the balcony.

### **CLEANING**

Residents are responsible for the cleaning of their balcony floors, balustrading, external louvers and glass. Please only use low pressure if using a hose on your balcony. Mopping is the preferred method of cleaning the balcony tiles. Balustrade rails and louvers can be cleaned using a lanolin based cleaner.

### *CLEANING OF COMMON AREAS*

Whilst the lift floor and entry foyers to each floor are common property and the responsibility of the Body Corporate, there is an expectation that residents will clean any spills, marks or mess made by them

## *ITEMS REQUIRING BODY CORPORATE APPROVAL*

In order to ensure that Waves is maintained in the best interests of all owners, there are certain approvals that are required prior to changes being made–

- Gas BBQ on verandahs
- Wall hangings on external walls of units
- Restoration of damage to external walls of units
- Alteration to window treatments
- Over car storage in garages
- Pet Ownership - Owners will require written approval from the BCC to have a pet in their unit. Please apply in writing to the BCC prior to bringing the pet to your unit. Please clean up deposits left behind by your animals. Please keep animals restrained at all times when in common areas of the building
- Additional air conditioners

Waves Body Corporate is to be contacted by email in the first instance and the appropriate form will be sent for completion by the owner and subsequent review by the Committee.

## *ELECTRICITY & WATER SERVICES*

*For electricity connection please contact:-*

From 6<sup>th</sup> February 2026

EnergyOn

Ph 1300 323 263

eMail: [TheTeam@EnergyOn.com.au](mailto:TheTeam@EnergyOn.com.au)

www: [EnergyOn.com.au](http://EnergyOn.com.au)

Until 5<sup>th</sup> February 2026

'Altogether" on their web site [Altogethergroup.com.au](http://Altogethergroup.com.au) or Ph: 1300 803 803

Electricity accounts are issued on a quarterly basis.

*Water services* are managed by Unity Water.

Phone 1300 086 489 or [www.unitywater.com](http://www.unitywater.com)

*Both water and electricity are individually metered.*

## *PHONE / NBN / Wi-Fi INTERNET SERVICES /FOXTEL*

Owners are to make their own arrangements for NBN/phone and/or Wi-Fi internet connections through their preferred supplier.

For Internet, as of June 2021, we now have working TPG Fibre to the Building (FTTB). This is faster and cheaper than any NBN offering.

See <https://waves-mag.com/fibre-internet-at-waves/> for more details.

Contact Foxtel directly for connection to the satellite system installed in Waves

## *GENERAL INFORMATION*

### *CAR PARKING*

Residents are to use the car parking areas allocated to their unit.

Visitor parking is allocated within the basement level car park and outside the building on the western side. Residents are not to use the visitor car parking except for the purpose of car cleaning

### *Carpets and Floor Coverings*

When replacing carpets or floor coverings please note that there are Fire Regulations that they should be rated as a minimum of 2.2 CRF (Critical Radiant Flux).

### *GARDENS*

The gardens are maintained by the Caretakers and there is an irrigation system in place. Times and taps are set to provide the optimum irrigation to the gardens and must not be adjusted without prior Committee approval.

### *LETTERBOXES*

Letterboxes are located at the main entry on Marine Parade. Please ensure that letterboxes are kept secure and do not leave unit keys inside. Should you require a

replacement lock, please let the Committee know via email and the Caretaker will replace the lock.

### *LIFT CURTAINS*

In order to protect the interior panels of the lifts, protective lift curtains are to be used when taking delivery of and/or removal of furniture and garden items or transferal of contractor's bulky resources.

Should you require the lift curtains installed, please email the BC Committee ([BCWaves17@gmail.com](mailto:BCWaves17@gmail.com)) giving at least 48hrs notice.

### *NOTICE BOARDS*

A community notice board is located on the wall near the bin room. Residents are able to place appropriate notices on this board.

BCC notice boards are located in the ground floor foyer of each tower. Please check these boards regularly for new information from the BCC. Some notices may also be placed in the Lifts once Committee approval is obtained.

### *POT PLANTS*

All plants are to be provided with an external base to collect water. This will prevent dripping and staining to the building facade and tiled areas, as well as water penetration through the grout into the slab.

Where overwatering occurs which results in staining, damage to tiles and/or damage caused by water ingress, individual owners may be liable for rectification.

### *PUBLIC TRANSPORT*

Translink operates bus and train services within the area.

Bus stops are located on either side of Marine Parade opposite the Waves building.

The closest train station is at Kippa Ring.

Go to the Translink website for details.

### *TROLLEYS*

For the benefit of residents, there is a shopping trolley located near each lift on both car park levels. Please return the trolley as soon as you have finished using it. Please remove any marks left by the trolley in the foyer area of your floor.

### *WAVES LENDING LIBRARY*

We have a lending library available for residents, located behind the West lift tower on the ground floor. Residents are invited to borrow books, magazines and DVD's from the library. Any donations to the library are also most welcome.

### *Beach Sand Washdown Area*

On the north side of the Marine Pde stairs is a hose which should be used to wash any beach sand off yourself when returning from the beach area.