

TOWER 1 BROADBEACH ISLAND

BUILDING RULES AND REGULATIONS FOR OFF-SITE AND SELF-MANAGED AGENTS



THE STAR RESIDENCES

GOLD COAST

BUILDING RULES AND REGULATIONS FOR OFFSITE LETTING

The following information is provided to ensure that you, as an Off-Site Managing Agent or Self-Manager, are aware of, and can abide by the relevant Rules and Regulations that apply at Tower 1, Broadbeach Island. These Rules and Regulations are to be read in conjunction with The Tower 1 Welcome Pack, the Building By-Laws and any other relevant scheme documentation.

AGENT AUTHORITY TO MANAGE

Keys to a Lot and the Common Property are unable to be issued by The Caretaker unless the appropriate authority has been provided. The owner must provide written authority and a current POA Form 6 must be provided by the appointed Letting Agent as evidence of their appointment. Please review page 2 for information on how to order and collect keys.

GUEST CHECK IN / CHECK OUT

In accordance with the Body Corporate's obligations under the Letting and Caretaking Agreement with The Star, check-ins and any other transactions related to your letting business must not be conducted on scheme land or anywhere else within the precinct of Tower 1 and/or The Star Gold Coast. This includes all carparking areas. Such transactions must be conducted off site and from your own business premises.

AFTER HOURS GUEST ASSISTANCE – APARTMENT ACCESS

Off-Site Managing Agents and Self Managers must not advertise on-site assistance. The Body Corporate for Tower 1 Broadbeach Island has entered into a Caretaking Agreement with the Caretaker for the Caretaker to carry out certain duties in respect of the Common Property. These duties do not include providing access to apartments. Should your guest or tenant require assistance after hours, it is your responsibility to provide your guest/tenant with your procedures, and the after-hours contact number for your office. For privacy and security reasons, the onsite hotel team are not authorised to provide access to units, or to provide maintenance assistance, to guests staying in units that are not under their management.

CARETAKERS HOURS

Caretaking hours are 9.00am – 5.00pm Monday to Friday. Phone+61 7 5592 8512 or email strata.residences@star.com.au.

SECURITY

Should there be an incident relating to your guest or tenant where the involvement of The Star Security team is required, the cost for the security attendance will be re-charged to the owner by the Body Corporate which may include any costs related to damage to property.

CCTV SECURITY CAMERAS

The building is under constant video surveillance (CCTV) and all cameras are recording on behalf of the Body Corporate. Cameras are located at strategic locations within the building.

TRADEMARKS

"The Star Residences" is the registered business name of The Star Entertainment Letting Pty Ltd. "The Star" and "The Star Residences" are two of the many registered trademarks owned by companies that form The Star Entertainment Group. The use of "The Star" in advertisements infringes the registered trademark of The Star Entertainment Group in breach of the Trade Marks Act 1995 (CTH).

Off-site Agents / Self-Managers are unable to use the business names registered under The Star Entertainment Group. Nor is the use of intellectual property rights of the Star Entertainment Group available for any entity other than those associated/trademarked under The Star Entertainment Group.

Apartments managed or marketed by Off-site Agents / Self-Managers should be **referred to as being a part of Tower 1, Broadbeach Island**, being the registered scheme name.

LOCK BOXES

It is not possible to place lock boxes on any area of common property (including the front entry fire door), Tower 1, Broadbeach Island or The Star Gold Coast. It is the Agent's / Self-Managers responsibility to coordinate key collection with their tenant / guest at an offsite location.

FIRE STAIRWELLS

Fire stair doors must remain closed at all times and should not be used in non-emergency situations.

APARTMENT FRONT ENTRY DOORS

The apartment's front entry door is a fire rated door and is tagged and certified as such. No alterations or additions can be made to the front entry doors (including door locks) without written approval of the Tower 1, Broadbeach Island Body Corporate and BMG.

BUILDING RULES AND REGULATIONS CONT'D

APARTMENT HARD KEYS

Spare apartment keys cannot be cut from regular locksmiths as they are restricted keys. Additional apartment door keys can be ordered by the Managing Agent / Owner. All requests for keys must be emailed to strata.residences@star.com.au and in accordance with Body Corporate protocols.

SECURITY ACCESS CARDS

The building entry is electronically secured which means occupiers are required to use their access card. Additional access cards can only be ordered by the Managing Agent / Owner via emailing the access card request to strata.residences@star.com.au and in accordance with Body Corporate Protocols. Please note, costs will apply.

For security reasons, it is imperative that any lost access cards / remotes are reported immediately.

Please note a minimum of 48 business hours is required for any key and security card orders to be processed. Orders can only be processed during the Caretakers Hours.

ALLOWABLE NUMBERS OF ACCESS CARDS PER APARTMENT

The number of access cards allowable per apartment is limited to up to 3 for a 1-bedroom apartment and 5 for a 2-bedroom apartment. The Tower 1 Broadbeach Island Body Corporate is ultimately responsible for determining the number of access cards permitted per apartment.

REMOTE CONTROL – CAR PARKING

For Occupiers with allocated parking, a remote control will be required to gain access to your car park. If lost, replacement car parking remotes can be ordered via strata.residences@star.com.au at a cost. Only the Managing Agent or Owner is able to order replacement car parking remotes.

EXCLUSIVE CARPARKING

Parking is only permitted in the apartment's designated location as detailed in your car park license agreement. If the apartment is allocated a car parking space, access is via remote control to the secure entry gates on Levels 2, 3 or 5.

EXCLUSIVE CARPARKING cont'd

Should the unit not have a designated carpark, occupiers and agents may park within The Star Gold Coast general public car park, at the rates available to the general public. Please visit <https://www.star.com.au/goldcoast/about-us/locate-us> for more information. Please note that the general car park must not be used for permanent parking.

CAR PARK BOLLARDS

Should you wish to install car park bollards on the space you license, this may be possible however requires prior written approval of The Star, which can be coordinated via the Building Management team, who will provide you with the approved bollard type.

STORAGE IN CAR SPACES

Storage of any items other than a vehicle within a car park space is not permitted.

PORTE-COCHERE

The Porte Cochere area is strictly for drop off and pick up only. NO PARKING is permitted for any period of time. At no time are deliveries able to be completed via the porte-cochere or main lobby area.

LUGGAGE TROLLEYS

All luggage trolleys are the property of The Star and unfortunately cannot be used by guests of Off-Site Agents / Self-Managers.

LIFT ACCESS

Due to periods of high demand, lifts run at their peak occupancy from 9am – 11am and 1.30 – 3.30pm. Where possible, it is best to avoid the lifts during this period.

During periods of extremely high demand, the efficiency of the lifts is impacted and it is strongly suggested that contractors / cleaners avoid use of lifts during peak times.

Any damage caused to a lift will incur rectification charges and the responsibility to pay the charges will rest with the Managing Agent / Owner of the relevant apartment. This includes damage by cleaning equipment.

BUILDING RULES AND REGULATIONS CONT'D

RESIDENTIAL PORTAL - MYBOS

The Star Residences Caretaking team operates a residential portal called MyBos. This portal is a building management application that is available to occupiers via a web-browser or app. It runs in real time and acts as the main source of information and communication for occupiers. It is essential that all details in MyBos are accurate and current as essential building related communications will be issued to you via this portal. It is the Agent's responsibility to ensure their tenant details are up to-date.

REAL ESTATE INSPECTIONS / OPEN HOMES

It is against building bylaws for Real Estate Agents to display signs upon any part of the Scheme when advertising a unit for sale or conducting unit inspections or open homes.

ADVERTISING

Off-Site Agents / Self-Managers must ensure that all advertising collateral clearly references that the apartment is not affiliated with either The Star Residences or The Star Gold Coast and that guests will not have access to The Star Gold Coasts exclusive facilities or guest services.

At no time should an advertisement have the potential to confuse and/or mislead the public into believing that the apartment owners and/or the apartment being advertised is in some way affiliated with or endorsed by The Star Residences and/or The Star Entertainment Group.

To avoid disappointment, potential Tenants / guests should be made aware that there are no onsite facilities to store items such as luggage, furniture etc.

LEVEL 20 RECREATIONAL FACILITIES

Level 20 recreational facilities are operated in accordance with Body Corporate by-laws which stipulate the accessible hours of use being 6am – 10pm, 7 days a week.

Residents and guests are responsible for any damage caused by themselves or their invitees and will be billed accordingly. All damage needs to be reported to reception as soon as noticed.

Private Dining rooms are unable to be booked by occupiers of an Off-site Agent or Self Managers. The Agent / Manager must make the booking on the occupier's behalf.

LEVEL 6 AND STAR GOLD COAST AMENITIES

All facilities located of level 6 (such as Isoletto pool and pool bar) of The Star Residences, do not form part of the Tower 1 Scheme and are therefore are not available for guests' occupying apartments that are not managed by The Star Residences (unless they make bookings in accordance with offers that are available to the general public).

Guests occupying apartments not managed by The Star Residences do not have access to The Star Grand Resort Pools and amenities, Azure Spa Fitness Centre, or Level 6 Isoletto Pool.

MAIL DELIVERY

Each individual apartment has a designated, numbered letterbox. Mail will typically be delivered to the units allocated letterbox on Level 5 by 7pm each day. The mailroom is accessible to occupiers 24 hours, 7 days a week.

Off-Site Agents / Self Managers are responsible for providing mailbox keys to their guests / tenants.

For parcel deliveries from Australia Post and Couriers, the occupier is to be contacted via the intercom at the front of the building. The occupier will then need to come down and sign for the delivery. Unfortunately, The Star Residences cannot accept parcels on an occupier's behalf, nor is it possible for parcels be left at reception.

It is the responsibility of the Off-Site Agents / Self Manager to advise their guests / tenants that if they are not at home to physically receive a parcel, they must not give authority to leave any deliveries. Couriers are not permitted to leave parcels in the mailroom or foyer.

FOOD DELIVERIES

Occupiers can collect food deliveries from the Porte Cochere or use their intercom to buzz the delivery person to their level, please note the lifts will allow access for a 4-minute period. For security reasons, occupiers should take care whom they allow in and ensure that delivery drivers leave their bikes outside.

Under no circumstances can The Star Residences team handle any food items or collect any food deliveries on behalf of an occupier.

BUILDING RULES AND REGULATIONS CONT'D

BY-LAWS

It is the responsibility of the Off-Site Agents / Self-Managers to provide a copy of the Body Corporate Rules to the occupier. These can be downloaded from the MyBos portal. The below points are a brief summary of some of the by-laws detailed outlined in the CMS (by-laws) – full details must be reviewed by the Off-Site Agent / Self-Manager and their occupiers.

Pets

Keeping of pets is subject to the conditions of by-law 18.1 being met. Please refer to the building by-laws. Pets are required to be kept on leashes and accompanied by the owner at all times. The Definition of Pets within the by-laws means either a domesticated cat or a dog. If a pet has an accident in a common area, it must be cleaned up immediately. Failure to comply with these guidelines will result in cleaning costs being charged to the lot owner by the Body Corporate.

Noise

The Owner or Occupier must not create or permit in a Lot noise likely to interfere with the peaceful enjoyment of a person lawfully on another Lot or the Common Property or others on or outside the Scheme Land.

Vehicles and Bicycles

An Owner or Occupier must comply with provisions of the Building Management Statement (BMS) in using any vehicle access or parking area. They must ensure its invitees' vehicles are parked in parking bays in accordance with the BMS.

Bicycles must be stored within Lots or in designated areas as details in the BMS and may only be brought into and out of the Scheme by way of the carpark entry.

No-Smoking

Tower 1, Broadbeach Island is a no smoking property. Smoking is not permitted in common areas or on apartment balconies.

Damage to Common Property / Landscaping

An Owner or Occupier must not, without the Body Corporate's written approval, damage any plant on the Common Property or use a part of the Common Property as a garden.

An Owner or Occupier must not, without the Body Corporates written approval, mark, paint, drive nails, screws or other objects into, or otherwise damage or deface a structure that forms part of the Common Property or Body Corporate Asset.

An Owner or Occupier must notify the Body Corporate promptly of any accident to or defect in any water pipes, gas pipes, electric installations or fixtures on the Common Property.

Behaviour of Invitees

An Owner or Occupier must take reasonable steps to ensure their invitees do not behave in a way likely to interfere with the peaceful enjoyment of another Lot or the Common Property.

Structural and Other Alterations

An Owner or Occupier must not make any structural alterations to a Lot or in any way alter the external appearance of the Lot without the written consent of the Body Corporate Committee and of the management group under the BMS.

The manner and style of any structural fit-out or structural alteration to the interior of a Lot must have prior written approval of the Body Corporate Committee and of the management group under the BMS.

Appearance of Lot

An Owner or Occupier must not hang washing, bedding or other clothes nor display fairy lights or other decorative lighting or display signs, advertisements, placards, banner, flag, pamphlet or similar if visible from another Lot or Common Property. An Owner or Occupier must not throw, drop or allow to be thrown or dropped any object of substance from their Lot or the Common Property in or onto another Lot of the Common Property.

Garbage Disposal

The Owner or Occupier must comply with all relevant laws and provisions of the BMS about disposal of garbage. They must use the designated rubbish chutes for the disposal of all rubbish, refuse or other articles and not throw out or deposit or leave rubbish or other materials on Common Property. They must not throw or allow to fall, or permit to be thrown or allowed to fall, from a window, door or balcony any rubbish, refuse or other article and must not, adversely affect the health, hygiene or comfort of the Occupiers of other Lots. Costs may apply for improper use of the garbage chute facilities.

BUILDING RULES AND REGULATIONS CONT'D

By-Laws to be Exhibited

A full copy of the by-laws (or a precis of them approved by the Committee) must be exhibited in a prominent place in any Lot made available for Letting.

RECOMMENDATION

The Body Corporate recommends that the Rules and Regulations contained in this document are translated in applicable languages as required and provided to all tenants upon their arrival to the residence.



TOWER 1, 5 THE DARLING AVENUE, BROADBEACH ISLAND, BROADBEACH



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