



WELCOME

Allure Hotel and Apartments (AHA) is a riverfront residential complex located off Palmer Street, South Townsville, approximately 1.5 kilometres from the Townsville CBD and in the heart of Townsville's premier restaurant strip on Palmer Street. The main entries to the building are located on Morehead Street and McIlwraith Street.

KEEPING UP TO DATE

Try the following to keep up to date with what is happening in the building and surrounds:

- Our website has lots of useful information for AHA residents.
- Owners have access to StrataMax to pay their levies, view minutes of meetings and access a range of important scheme information and documents. Log in using your login and password to access the information. Contact Archers the Strata Professional on (07) 4722 2782 if you need help logging in.
- Look out for notices of meetings and other events. These notices are posted in the notice holders in each of the lifts.

IMPORTANT CONTACTS

CONTACT	PHONE
Emergency: Fire, Ambulance, Police	000
Police (for non-emergencies eg noise complaints)	13 14 44
Building Manager Office Hours: Monday - Sunday 7.00am - 10.00pm	(07) 4767 7997
Body Corporate Manager (Stephen McCulloch, Archers the Strata Professional) Email Stephen McCulloch (stephen.mcculloch@abcm.com.au)	(07) 4045 7403 0409 056 058

FACILITIES

GYMNASIUM



The gymnasium is located on Level 1 and is accessible from 7.00am until 9.00pm.

Please make yourself familiar with the rules for the use of the gym, which can be found near the entrance door. All users must wear closed shoes and use a towel when using the gym. Gym equipment, when finished with, must be returned to its rightful place. For example, free weights or weights put onto bars must be replaced to their respective racks.

POOL



The pool is located on level 1 7.00am until 9.00pm. Children below the age of 13 years are not allowed in the pool area unless accompanied by an adult.

For safety reasons, diving into the pool and running around the pool area are prohibited. No glassware, crockery or glass bottles are permitted in the pool area.

REPORTING A PROBLEM

If you notice a building problem in AHA's common areas that needs attention, or you or your guests have inadvertently damaged the common property, then please contact the Building Manager via the Allure BCMS.

1. Go to <https://contact.allurehotelapartments.com>
2. Select "Open New Request".
3. From the Help Topic dropdown, choose the "Building Maintenance" option.
4. Complete the online Building Maintenance form and click create request.

If you are renting an apartment and have a fault within your apartment, then you need to contact your letting agent.

HANDLING NOISE PROBLEMS

As with all residential apartments, from time to time, neighbours either within AHA or in a neighbouring building may be enjoying themselves well past bedtime.

Tips to deal with noise issues:

- Typically, a call to Reception will sort things out. Reception will politely knock on the offender's door and request that the noise be subdued.
- If Reception is unable to resolve the issue, please call the police. As it is a non-emergency event, please call the local police on 13 14 44.

Please note dealing with noise complaints is not a Body Corporate issue.

FAQS GOVERNANCE OWNERS, TENANTS AND GUESTS BY-LAWS

Owners can access the AHA by-laws on the AHA Stratamax portal.

It is the responsibility of all letting agents and ATA to provide a copy of the by-laws and AHA Building Rules to all long-term and short-term tenants.

MOVING IN AND OUT OF THE BUILDING

Please access the Allure BCMS.

1. Go to <https://contact.allurehotelapartments.com>
2. Select "Open New Request".
3. From the Help Topic dropdown, choose the "Moving In/Out of Complex" option.
4. Complete the online Moving In/Out form and click create request.

Residents need to notify the Building Manager of their intended date for moving furniture and other large items in or out of the building.

Moving in and out is only permitted Monday to Friday, commencing no earlier than 8.30am and must be completed no later than 4.30pm.

BRINGING OR KEEPING AN ANIMAL ON THE SCHEME

Please access the Allure BCMS.

1. Go to <https://contact.allurehotelapartments.com>
2. Select "Open New Request".
3. From the Help Topic dropdown, choose the "Pet Registration" option.
4. Complete the online pet registration form and click create request.

AHA has a very strict policy outlining the keeping of pets on the scheme. This policy outlines the conditions under which a lot owner may bring an animal onto or keep an animal on a lot or the common property or permit an occupier or invitee to do the same.

A owner intending to bring an animal onto or keep an animal on a lot, or to permit an occupier or invitee to do the same, must comply with AHA building by-laws with approval only granted after the appropriate application to bring an animal onto or keep an animal on the AHA Complex has been received and approved by the AHA committee.

Approval may be revoked at any time in the event of a serious or ongoing breaches.

AHA BUILDING RULES

The Building Manager is empowered by the Committee to strictly enforce these rules and these rules must be adhered to.

CAR PARKING/STORAGE & USE

The only items allowed to be stored in car park spaces are vehicles, boats, trailers, motor bikes and bicycles. No personal items are to be kept in car park spaces. Suitable storage cupboards may be installed with Body Corporate Committee approval for the storage of other items. Car park spaces are not to be kept clean and tidy.

BEHAVIOUR OF GUESTS

Residents are totally responsible for their guests' behaviour while they are on AHA property and must ensure that their guests' behaviour does not interfere with any other residents' enjoyment of their apartment.

BICYCLES

Bicycles are not to leave or enter the building through the main foyer. Bike access to apartments is allowed only via the car parking facility at side of building and basement car park.

CAR PARKING

Residents are to park only in the bays designated to their apartment unless arrangements have been made with the Building Manager or the owner of another apartment. Note the Building Manager is to be informed of any informal arrangement.

CLOTHES AIRERS/LINES

Clothes, towels, bedding, etc. are not to be draped over balcony railings nor placed on clothes airers, clothes lines or screens on the balcony.

DISPOSAL OF LITTER ON OTHER LOTS AND COMMON PROPERTY

Residents or their guests are not to throw, or allow to fall from balconies, any paper, cigarette butts or other refuse onto the courtyards, other residents' balconies or to the common property.

GARBAGE DISPOSAL

A waste disposal room is located at each Tower. TIGHTLY WRAP all rubbish that goes into the waste chute DO NOT PUT WHOLE CARTONS in the chute. Fold cartons down and stack behind the recycling bin located at the base of each tower. Items that are too large to go down the chute can be left in the basement garbage room, which is located at the basement of each tower.

NOISE

Residents are to keep all noise to such a level that it does not interfere with the peaceful enjoyment of others, in particular, excessive noise after 10pm is not acceptable. As a resident, it is your responsibility to ensure that your guests leave AHA quietly. Again, this is particularly so should your guests leave after 10pm.

SKATEBOARDS/ROLLERBLADES/SCOOTERS

In order to prevent damage to common property, skateboards, roller blades, scooters and similar devices are not to be worn/used anywhere within the AHA complex.

USE OF LIFTS — FURNITURE IN/OUT

Delivery/removal of furniture and possessions is permitted between the hours of 8.30 am and 4.30 pm Monday to Friday only. The Building Manager must be advised at least 24 hours prior to any person moving in furniture/goods, to ensure availability of lift. Cover mats, foyer runners and lift curtains, etc. MUST be used as directed by the Building Manager. Responsibility lies with the resident to supervise removal crews and to return mats, etc. to the storage area. Dirt and debris, as a result of movement of goods, is the resident/s responsibility and must be cleaned/removed.

USE OF POOL/GYM

Pool

The pool is available for use by residents and their guests. Children below the age of 15 years are not allowed in the pool area unless accompanied by an adult. For safety reasons, diving into the pool and running around the pool area are prohibited. No glassware, crockery or bottles are permitted in the pool/spa area. Residents must dry off prior to leaving the pool area. Footwear and appropriate clothing must be worn at all times in the interior common property such as foyers, hallways and the conference room.

Gym

The times and rules for the use of the gym can be found near the gym entrance door. All users must have closed shoes and a towel when using the gym. Gym equipment, when finished with, must be returned to its rightful place, for example, free weights or weights put onto bars must be returned to their respective racks. Children under the age of 15 years must be accompanied by a supervising adult. When leaving the gym, users should dry off and wear clothing appropriate for the common areas

VISITORS PARKING

The areas designated as 'Visitors' Car Parks' are for the use of visitors to AHA for a MAXIMUM PERIOD OF SIX (6) HOURS/DAY. There is no extension to this period without the approval of the Building Manager.

WATERING OF PLANTS/HOSING OF BALCONIES

When watering plants or cleaning of balconies, excess water must not be allowed to drip from any balcony onto balconies below. Balconies are not to be hosed at any time.