



Guest Manual

Avante Apartments, Rawson St

Wollongong



Manager Contact Details
Email: wollongong@astraapartments.com.au
Phone: +61 448 379 790



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1. On arrival

You will be met by one of our Property Managers and be given a full orientation of the building and apartment. There is a lot to take in as you arrive, so this brochure is for you to refer to in the first instance should you have any questions. We have also included additional information to help you settle into your new neighbourhood.

The Wollongong Manager is Graeme Perry. Please call him on +61 448 379 790 or email wollongong@astraapartments.com.au if you have any matters that need dealing with during your stay. Office hours are 9 am to 6 pm. Please call during office hours. Urgent matters only should be raised outside of normal office hours.

2. Mailboxes

The mailbox is in front of the foyer entrance to the building. The mailbox numbers are clearly marked.

3. Doors / keys

You will be given an apartment front door key, mailbox key, garage remote and an access swipe/fob. Use the access swipe for access to the main foyer entrance door and to swipe in the lifts to get to your apartment level and carpark level. Your front door key also provides access to the garbage room and fire escape doors. The garage remote control is required to enter the gated, residential carpark.

The front doors to the apartment close automatically **AND LOCK** - please ensure you have apartment keys with you when you leave the apartment.

There is a \$150 call-out fee for lockouts. If either security cards or keys are lost or damaged, you will be charged up to \$350 to replace them.

Should you lose your key, garage remote or access swipe, the Property Manager must be advised immediately to cancel access to the building and to order replacement cards and keys.

4. Visitors

Visitors should call your apartment via the remote call panel at the street-level entrance. Follow the instructions on the keypad to call the intercom. When you answer the intercom and are happy that the visitor is genuine, let them in by pressing the key symbol on your intercom monitor.



5. No Smoking

Smoking is strictly prohibited inside the apartment, balcony and common areas of this building. A \$300 deodorising fee will be charged if there are any signs of smoking in your apartment.

6. Garbage

The garbage chute for general waste is located on the same level as your apartment. General waste must be placed in plastic bags and tied securely to prevent odours from escaping. Paper/cardboard and glass/plastic/cans can be placed in the recycling bin. The recycling bin is located on the ground floor. The entrance is next to the lifts, down the ramp and to the right.

****Please be advised that summer in Sydney is cockroach season!***

Please do not leave food scraps or rubbish lying about in your kitchen. Cockroaches will find it very quickly and are then very difficult to eradicate from your apartment.

7. Electrics panel

In the unlikely event of electricity failure, please check the distribution panel first to check for a tripped switch, this is located in the kitchen in the top cupboard above the fridge.

8. Cleaning

The apartment is serviced weekly. The cleaners will change the bed linen and towels, clean the kitchen and bathroom and dust and vacuum/clean the floor. Please make sure that any bags/objects are off the floor to facilitate the cleaning. They won't do the washing up if there are dirty dishes so please manage these tasks yourself. You will be notified of the cleaning day on check-in.

9. Internet

Unlimited Wi-Fi is provided. The network name for Wi-Fi and password will be provided on check-in.

10. Laundry

The laundry includes a washing machine and dryer. Please ensure the fan is switched on and the cupboard doors are open while the washing machine and especially the dryer are



11. Environmental Considerations

Please be mindful of the wasteful use of energy/water and its impact on the environment. We kindly ask guests to turn off lights, air conditioning or heaters when you leave apartment. Take measures to reduce water consumption.

12. Windows and doors

Please keep windows and doors closed if you are out. Summer storms can start very quickly and violently. The wind that comes with them will damage the curtains/blinds. Please stack the outdoor chairs as they also get blown and may cause damage. Please also be advised that guests are responsible for paying for any repairs due to wind or rain damage if doors and/or windows are left open.

13. TV

The apartment has a Smart TV.

14. Smoke detection

Smoke detector devices are fixed to the ceiling of your apartment, along with sprinklers. These devices will activate an audible alarm if smoke is detected in your apartment.

15. Fire Alarm & Exits

Emergency EXITS are clearly marked by green signs hanging from the ceilings and in the hallways. Please familiarise yourself with the fire exits.

In the event of an emergency, follow the instructions of any authority. Exit the building following the 'exit' signs via the fire stairs.

Do not use the lifts in emergencies.



16. Emergencies

For emergencies, use the following contacts:

Host or Authorised Representative	Graeme Perry	+61 448 379 790 wollongong@astraapartments.com.au
Plumber	Elite Plumbing Group	+61 448 379 790
Electrician	MyLec Electrical	+61 448 379 790
Police/Fire/Ambulance	Emergency	000
Floods and storms	SES	132 500
Police attendance	Police	131 444
International Incident Emergency Helpline	Helpline	1300 555 135
Wollongong Hospital	Reception	+61 4222 5000

17. Local Area / Amenities

Avante apartments are conveniently located close to supermarkets, cafes, restaurants, and beautiful coastal beaches! You are also within walking distance of public transport and gymnasiums.

18. Maintenance

For any maintenance matters, please call Graeme Perry on +61 448 379 790 or email wollongong@astraapartments.com.au. Rest assured, we will work hard to have maintenance issues dealt with expediently as far as is possible.

19. Insurance

You are required to insure your own contents. If we are required to claim on our insurance for damage caused by you or your visitors, you will be required to pay any excess charges.



20.Damages

We understand that accidents do happen. Please notify us of any damages or breakages.

Acceptance of the Terms and Conditions includes agreement to payment for any damage, breakages or loss of any furniture, fittings, and/or equipment to the property, its common areas and/or its contents and agrees to provide credit card details as payment for any such occurrence. This includes wind and or rain damage if doors or windows are left open.

21.Other

Should Astra Apartments staff need to access the apartment for inspections and/or maintenance repairs, guests will be notified beforehand.

22.Early departure and extensions

Once you have commenced your occupancy we require as much notice as possible for any amendments. If you reduce your stay without 72 hours notice you will be charged at the full nightly rate up to a maximum of 3 days.

Extensions can only be granted if the apartment is not booked out and there is availability for you. We will do our best to facilitate your requirements but cannot always guarantee availability.

23.On Departure

Normal check-out time is 10 am on the day of departure. Please let us know if you need to extend this and we'll do what we can to help.

Please leave your keys on the kitchen bench and close the door locked behind you. If you had a car during your stay, you need the keys for the lift to access the carpark level. The garage door will open automatically when you exit the gate. You may be required to park on the street so you can return your keys to the apartment and take the lift down the street entrance which can be accessed without having to use a swipe.

Thank you for choosing to book with Astra Apartments Wollongong. We wish you a pleasant and comfortable stay!