

RESERVE GRANDSTAND RESIDENT UPDATE - NOVEMBER 2021

Welcome to our new residents who have moved into the Reserve Grandstand complex over the past two months. For some it would have been their first experience of a football final series or the Royal Show. Lake Claremont (a short walk) is full of water – and birdlife (the five cygnets survived and are growing up). Enjoy the convenience of walking to the Foodies IGA, Mary St Bakery and Porters Liquor Store plus the Revo gym, Pace Pilates and the Aquatic Centre.

FEATURED IN THIS EDITION:

General Works

Social News

Pets, Common Areas & Acoustics

Website

Car Bays for Rent

General Information

Lock Boxes

1. GENERAL WORKS – MAIN FOYER DOORS & LOBBY DOORS & KYLE WAY BUILDING WALL

The Work Orders have been issued to the contractor tasked with changing the four main lobby doors to automatic sliding doors. The contractor is waiting on the glass and envisages that work will commence on the first door late November and will take several days to complete. (one door scheduled per day). As the door will be unusable for several hours, contingency plans will be put in place (personnel will direct residents during this time). We will give as much notice as possible. Investigatory maintenance will be carried out on two of the atrium lobby doors soon, with the view to having them all attended to by the end of the year.

And a shout out to the very patient Kyle Way residents – the replacement **building wall tiles** have been cut in Donnybrook and we are hoping for installation in the next two weeks.

2. PETS, COMMON AREAS & ACOUSTICS

We are very lucky to have a majority of residents at RG who are friendly, considerate and helpful to a tee. However the below are gentle reminders of where we need to lift our game!

- We have had several reports of aggressive behaviour by **residents' dogs**. Please be aware it is your responsibility to keep your dog under control at all times and always on a leash once exiting the oval. A dog must always be on a leash in the foyer and common areas. Letting your dog jump on the foyer furniture (this has happened) is unacceptable.
- For those residents who choose to walk through the garden bed to access the Reserve foyer may we respectfully ask that you **wipe your feet** before walking on the cleaned foyer tiles. If you have a Rooftop booking please be aware there may be a resident with a booking after you. Leave the **Rooftop** as you would wish to find it – **clean and rubbish free**.
- The other burning issue concerns residents who have been very inconsiderate of their sleeping neighbours. We all like a party but continuing that party into the wee hours with loud music, screaming in the common areas and generally being disruptive causes much grief for early risers and our many medical staff at Reserve Grandstand. Breaches have been issued to two apartments and we respectfully ask that in future everyone is aware of how noise travels throughout an apartment complex and from balconies (especially at 3am!!)

3. CAR BAYS FOR RENT

We still have residents on our wait list to rent your spare car bay. Please email Wendy-Ann on admin@reservegrandstand.com.au and she will bring the two parties together. AND we are sorry to keep repeating ourselves but there are residents who are ignoring all requests to please explain their continual presence in Visitor Parking. If you have a “story” please email or see Wendy-Ann so she can help. Otherwise, BStrata will instigate the breach procedure. We realise this sounds like a cracked record but it is important to inform new residents of parking responsibilities.

4. LOCK BOXES – A GREAT IDEA

The lock boxes are up and running and there are some very relieved residents who have had to utilise the service. **For \$65 you can have your own lock box in your mail room.** Once the fee is paid (BStrata will email an invoice), Wendy-Ann will input your four digit code into the security system so you can access the mail room, via the numbered key pad, at any time day or night. Email Wendy-Ann or call by the Concierge desk for your registration form.

5. SOCIAL NEWS

- **Every Sunday until Sunday December 5th the Claremont Football Club is hosting Sunday Sundowners from 3.30pm – 8.30pm.** The Tiger Bar, food trucks, kids activities and community fellowship are on the agenda.
- The footy club is also hosting an **art exhibition** (local artist **Antonia Naarstig** who has kindly lent us the foyer painting) **Tuesday November 16th and Wednesday 17th from 9am- 5pm.**
- A reminder that the **Rooftop Terrace** (Reserve Level 6) has a regular Friday booking (5-7pm) for all residents, new and old, to come together and enjoy a communal drink.

6. OUR WEBSITE

Please regularly check the www.reservegrandstand.com.au website for updates and news on what’s happening around your complex. We no longer place official news on the Claremont Oval Apartments Facebook page because it’s a social page only.

7. GENERAL INFORMATION

If you need assistance:

- **BUILDING ISSUES** - please email the office on admin@reservegrandstand.com.au.
- **MAINTENANCE IN YOUR APARTMENT** - call your property manager or own contractor. Strata Services don’t extend to assisting with internal maintenance but we may be able to provide you with contractor recommendations.
- **REPORTING DAMAGE IN COMMON AREAS** - If you see anything damaged or needing repair in common areas and car parks such as a leaking or burst pipe, power outage or elevator showing a warning light, call the BSTRATA Emergency service on 1300 722 445 if after hours. You can also report issues to the concierge desk Monday to Friday 9am to 1pm or email admin@reservegrandstand.com.au if the issue is more of a routine nature.

Kind regards from Wendy-Ann & your Council of Owners

Direct Council Email: council@reservegrandstand.com.au