Everything a new resident should know from day one. Fill it in once, hand it to everyone.

New To The Building

General guidance, not a rulebook - every building's circumstances differ, so take what's useful and leave the rest.

Why this document exists

Moving into an apartment building comes with a hidden rulebook nobody hands you: which bin goes out when, why the visitor parks are sacred, how the lift booking works, and who to actually call when the hot water dies. New residents usually learn all of this by getting something wrong first.

That's not a knowledge problem, it's a welcome problem. Fill this guide in once for your building, keep it current, and give it to every new owner and renter on day one. It's ten minutes of committee work that prevents a year of friction.

For the committee: how to complete this

Fill in every field that applies and delete what doesn't. Where your building has no rule, say so: 'no booking needed for the lift' is useful information too.

Give it to renters, not just owners. Renters are residents. They can't follow rules nobody told them.

Ask agents and owners who lease their lot to include it with every new tenancy.

Review it yearly, or whenever a big rule changes.

In the Nalo?

Buildings in the Nalo keep this guide inside NaloHub, where every new resident sees it on their first sign-in: no printing, no out-of-date photocopies in the lift.

Welcome to the building

Item	Details
Building name & address	
Number of lots / floors	
Managed by (strata / body corporate manager)	
Building manager / caretaker (if any) & hours	
Committee contact (best first point)	
How this building shares news (app / noticeboard / email)	

A quick word: this building is run by a volunteer committee of owners, your neighbours, supported by professionals. When something works well here, a volunteer probably made it happen. Welcome aboard; we're glad you're here.

Day 1 essentials

Keys, fobs & access

Item	Details
What your keys / fobs open	
How to get replacement or extra fobs (and cost)	
Garage / gate access	
Intercom: how it works & how to update your details	

Moving in

Item	Details
Do you need to book the lift / loading area?	
Who to book with & how much notice	
Moving hours allowed	
Where the removalist truck can park	
Lift protection (curtains / blankets): who arranges	

Rubbish & recycling

Item	Details
Where bins are located	
Bin collection days	
Recycling rules for this building	
Cardboard boxes (flatten? where?)	
Hard rubbish / large items: how it works here	

Parking

Item	Details
Your allocated space(s)	
Visitor parking: where, and the rules	
What happens if someone parks in your space	
Bicycle / motorbike / trailer storage	

Mail & deliveries

Item	Details
Mailbox location & number	
Parcels: where couriers leave them	
Food delivery: access instructions to give drivers	

Utilities & internet

Item	Details
Electricity: how it's metered / any embedded network	
Hot water: individual or central (who to call if it fails)	
Gas (if any)	
Internet: NBN type / providers that work well here	
Water: included in levies or billed separately?	

House rules snapshot

Every building has by-laws or rules (the name depends on your state). The full set is a legal document; this is the plain-language snapshot of the ones that matter day to day. The full version wins if they ever disagree.

Topic	The rule in this building
Noise (quiet hours, hard floors, parties)	
Pets (allowed? approval process?)	
Smoking (balconies? common areas?)	
Balconies (drying laundry, BBQs, storage)	
Renovations (what needs approval before work starts)	
Short-stay letting (any rules here)	
Common property (what you can & can't leave in hallways)	
Where to find the full rules	

Ask the committee or manager for the current by-laws / rules, or check the building's document library. New owners: your purchase documents usually include them. Renters: your agent or landlord must give you a copy; ask if they haven't.

Amenities & shared spaces

Prompts: pool, gym, BBQ area, rooftop, common room, guest suite, shared laundry, storage cages, car wash bay, communal garden.

Facility	Where	Hours / booking	Rules worth knowing

When something needs fixing

The golden rule of apartment living: inside your lot is usually yours to fix; shared and structural is usually the building's. When in doubt, ask before you pay for it, and report common property problems even if they don't bother you personally.

Situation	What to do in this building
Something in my apartment is broken	
Something in a shared area is broken	
How to lodge a maintenance request	
Genuine emergency (burst pipe, no power, lift entrapment)	
After-hours emergency contact	

Renters: your first call for anything inside your apartment is your property manager or landlord, not the committee. For shared areas, report it the same way owners do.

Emergency basics

Item	Details
Emergency services	000
Evacuation assembly point	
Fire stairs location (never use the lift in a fire)	
Water shut-off for your lot (if accessible)	
SES (storm & flood)	132 500

Getting connected

Buildings run on the same thing streets and small towns do: neighbours who know each other, even slightly. You don't have to join anything, but knowing how this community talks makes everything easier, from borrowing a ladder to hearing about the water shut-off before your shower.

Channel	Details / how to join
Building app / portal	
Residents' group chat (if any)	
Noticeboard location	

In the Nalo?

If this building is in the Nalo, your welcome pack, notices, maintenance requests, documents and community chat all live in one private place: NaloHub. Ask the committee for your invite; it takes about a minute to join.

Welcome home. If something in this guide is out of date, tell the committee: you'll be improving it for the next person who moves in.

More free resources at nalohub.com · Be in the Nalo.