*A quick welcome from your neighbours - the short version of apartment life.*

# Need to Know at your new home.....

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

## *Leave your ego at the door - literally, the one that isn't yours.*

Welcome to your new apartment. Your lot is genuinely, fully yours: the apartment, the parking spot, the space with your name on the strata plan. But you do not own the building - nobody does, alone. The corridors, the lifts, the gardens, the roof, the pipes behind the walls: that's common property, owned collectively by everyone who owns a lot here. It belongs to all of you, and to none of you the way a freestanding home belongs to its owner. Coming from a house with your own fence and your own front door, that's the one adjustment worth making early - the rest is just detail.

## The big shift, in three parts

- Noise carries - walls, floors and balconies aren't as forgiving as a backyard fence. What sounds normal to you may travel further than you'd think, especially evenings and early mornings.
- Common property is shared, not first-come-first-served - hallways, gardens, the gym, the pool, the car park are owned collectively. None of it is any one residents to modify, block, or store things in - and that includes you.
- Big decisions are made together - by-laws, levies, and major works go through the owners corporation / body corporate, not any single household. Turning up to meetings is how you get a say.

## Staying in the loop

Most frustration in apartment buildings comes from silence, not disagreement - not knowing what's happening, who to ask, or that a decision was even made. The fix is small, but it only works if people actually do it: turn up to meetings, vote if you can, skim the financial statements once a year, ask a question when something doesn't add up. None of that needs to be a hobby - just enough that the building isn't being run entirely by whoever happened to volunteer. Notices go out via email. AGMs happen annually. Voting rights sit with owners, but if you're renting, showing up still matters - you live with every decision made in that room.

> *Whether you own your lot or rent it, you're not a customer of this building - you're one of the people who makes it work. That's not a burden, it's just what makes a building like this actually function: everyone treating common property as theirs to look after, because collectively, it is.*

## Key contacts

| Role | Name / phone / email |
|---|---|
| **Building Manager** | |
| **Committee / BCC contact** | |
| **How to report maintenance** | |
| **After-hours emergency** | |
| **Strata / body corporate manager** | |

## Safety, quickly

For any life-threatening emergency, call 000 first — always, before anyone else.

| Item | Detail |
|---|---|
| **Nearest fire exit from this level** | |
| **Assembly point** | |

*Full details — wardens, hose reels, shut-offs — are on the building's Emergency Info Card near the lifts and mailroom. Worth a quick look in your first week, not during an actual emergency.*

## Everyday things worth knowing

| Topic | Detail |
|---|---|
| **Bin collection day(s) — out the night before, not days ahead** | |
| **Visitor parking** | |
| **Moving in/out — book the lift/loading dock via** | |
| **Pets** | |