

# The Nix

Residents' Handbook



RESIDENT  
PROPERTIES  
PLACES FOR PEOPLE

# Welcome to The Nix!

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To maintain a consistently pleasant environment for you and your fellow residents, it is necessary for us to establish and enforce reasonable policies and guidelines pertaining to the use of your apartment at The Nix.

All of this information is important and relevant to all residents so please take some time to read and understand them.

Resident Properties may from time-to-time adopt new guidelines. We will notify you in writing of any changes at least 14 days before they take effect.



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## Service Requests

The GregMore Group Facilities Service Centre is set up to facilitate tenants and occupants in the building to report any reactive building and base building or essential services faults which may be comfort related or repairs and maintenance related on behalf of Resident Properties as Building Owners.

The GregMore Group Facilities Service Centre is responsible for arranging for the rectification of the following building related faults:

- Electrical work, Fire Protection, General Repairs and Maintenance, Glazing, Air Conditioning (HVAC), Lifts, Lock repairs, Plumbing

### To report a fault or service request:

Fill out this maintenance form and make sure you add a photo of the issue <https://bit.ly/the-nix>

#### Urgent electrical issues

If an electrical issue is dangerous and threatens the safe occupation of your apartment, please contact:  
**Aotea Electric Auckland**  
P: 09 303 2074 E: [service.auckland@aoteaelectric.co.nz](mailto:service.auckland@aoteaelectric.co.nz)

#### Urgent plumbing and water problems

If your apartment's hot and cold-water system fails, or in the case of floods or leaks please contact:

**Collins Plumbing, Gas & Heating**  
P: 0800 812 550 E: [info@collinsplumbing.co.nz](mailto:info@collinsplumbing.co.nz)

For any other emergency related issues (e.g. Health & Safety) that requires urgent assistance:  
Call 0800 901 901

To report a Fire:  
Call 111

### For everything else regarding your tenancy:

Email [the-nix@resp.co.nz](mailto:the-nix@resp.co.nz)  
Call/Text Tanya 020 4070 6155



## Fire Evacuation of Building

On discovery of a fire immediately activate the alarm by using one of the manual fire alarm call points located by each fire exit. This will sound the alarms throughout the building.

A "111" call is to be made from a mobile phone or from a neighbouring building. Once connected to the emergency operator, ask for the Fire Service. Inform the Fire Service that there is a fire in (Apartment number and 18 Chapman Street, Grey Lynn), give the precise location of the fire and any other helpful information. Include the nearest crossroad as a reference if requested. Do not hang up until the Fire Service repeats the address back. Evacuate the building. Follow the evacuation procedures.

Only attempt to extinguish a fire if you are in no personal danger. Ensure that the alarm has been raised and a "111" call has been made before attempting to fight a fire.





## Evacuation Procedures

### Fire

If you discover a fire anywhere in The Nix, immediately activate the nearest fire alarm, and call 111. Evacuate the building by the safest exit. Use the stairs, do not use the lift. Do not stay in your apartment or on your balcony as you may become isolated and unable to be rescued.

#### If you hear a Fire Alarm

Check your apartment is clear, switch off major appliances, leave the lights on, and close your front door — do not lock it. Evacuate your apartment and walk — don't run — to the nearest safe exit. You will see safe exit route plans posted around the building to guide you.

Use the stairs to evacuate, do not use the lift. Stay outside until you are given the all-clear to return.

If you cannot evacuate, call 111, tell them your address, apartment number, and situation. Once outside, advise the Warden/ Emergency Services that your apartment is clear and remain in the Assembly Area.

THE ASSEMBLY AREA AT THE NIX IS: FOOTPATH TO EITHER SIDE AND AWAY FROM THE BUILDING, CLEAR OF VEHICLE ACCESS

#### Fire Evacuation procedure

Fire Evacuation Procedure Notices detailing the Fire Evacuation procedure and assembly points are displayed in the lobby area. There are battery backup emergency light fittings and exit signs in all common areas.

#### Smoke alarms in your apartment

If the smoke alarm activates within your apartment, check for the smell of smoke, visible smoke, or visible flame.

If you discover a fire or another cause for concern, such as smouldering electrical equipment, activate the nearest fire alarm, and follow the instructions above. The smoke alarms in your apartment are hard wired to the building — they do not have a battery you have to change. The alarm will sound only within your apartment.

Fire alarm activation is indicated by a series of repeated tones. If you have a kitchen mishap, or if steam mistakenly activates your smoke alarm, press the reset hush button by your main door. Open your windows to let the smoke out, and fan it away with a towel or paper. Don't open your main door as this may trigger the alarm for the whole building.

If not silenced within two minutes, your alarm will trigger a building-wide alarm and call the Fire Service. In the event of a fire, evacuate your apartment immediately. Do not tamper with the smoke detectors — doing so will incur a system reset charge.

#### Sprinklers

The Nix has sprinklers on every level, in all units and common areas.

#### Evacuating

For any evacuation (day or night), we suggest you take a torch with you in case the lights go out in the stairwell. In all cases, leave the building by the nearest exit. Do not go to your apartment or into the building if the alarm is sounding.

#### Natural Disaster (Earthquake, Tsunami or Volcanic Eruption)

If a natural disaster hits, please evacuate your apartment immediately and report to the assembly point (same drill as the fire alarm). If you're injured or trapped, call 111. We urge residents to be prepared.

For advice on "getting ready" — from what to do in an emergency, to putting together a basic survival kit — go to these websites: <https://getready.govt.nz> and [www.civildefence.govt.nz/get-ready/prepared-for-an-emergency](http://www.civildefence.govt.nz/get-ready/prepared-for-an-emergency). It is a good idea to at least have a torch, first aid kit, battery radio, emergency food and some bottled drinking water in your apartment.



## Body Corporate Rules & Guidelines

The Resident Property Rules are the formal behaviours that all residents are expected to abide by and this document is to be treated in the same manner. The Residents Rules & Guidelines are required to be appended to, and become part of, the occupant's Residential Tenancy Agreement. A breach of any Residents Rules & Guidelines is also a Breach of the Residential Tenancy Agreement.

All owners are responsible for ensuring the Residents Rules & Guidelines are complied with, where non-residents are given/invited access to the apartment complex as a guest of the apartment, the owner is responsible for their actions until they leave.



## Occupancy

Only those persons listed on your lease may reside in your home. Should a change of occupants occur during the term of your lease, please notify management. All permanent occupants must complete a rental application (subject to management approval) and sign a rental agreement.



## Subletting and Assignment

The tenant is prohibited from sub-letting or parting with possession of the premises (including but not limited to Airbnb and other temporary renting platforms).

If you must vacate before the end of your lease, please contact management immediately. Resident Properties management will consider all requests from tenants to assign a tenancy, but tenants must not assign the tenancy without the prior written consent of the landlord.



## Use of Your Home / Installing Art & TV's

You are very welcome to hang artwork and enjoy your apartment like your own home. Please try to use Command branded removable hooks where possible, as they shouldn't leave a mark like nails do. If you must use nails, please keep in mind that all holes are to be made good at the end of your tenancy. As per The Handbook, wall mounted TVs are prohibited.

The following are prohibited:

- Business or commercial uses, including daycare or babysitting on a regular basis. (You may have a home-based office not requiring public access.)
- Subletting, including but not limited to Airbnb and other temporary renting platforms.
- Smoking in any manner or any form (see 'Smoking on the premises' for further explanation).
- Signs, banners, sculptures, pictures and other personal items visible from the outside.
- Feeding of birds and wild animals (e.g. insects and geckos). Bird feeders of any kind are prohibited on the property.
- Open-flame cooking (see special section on BBQ).
- Brightly coloured window coverings visible from the outside.
- Wall mounted television. TVs are to be on standing units only.
- Modifications to the interior or exterior of your apartment.





## Smoking On The Premises

There is to be no smoking (i.e. inhaling, exhaling, breathing, carrying, or possessing any lighted cigar, cigarette, pipe or other tobacco product or other lighted products in any manner or any form) on the premises whether inside your apartment or in the common areas. This encompasses the property in its entirety, including apartments, the roof top deck and community lounge and the building's entrance, lift lobbies, passages, fire escapes, foyers and bike storage area.

Residents must ensure that smoke does not interfere with the enjoyment of surrounding apartments and this effectively prohibits smoking on the community lounge deck as smoke and ash will drift.



## Mail, Courier Delivery

- NZ Post Mail.
- When delivered by NZ Post, mail is placed in the appropriate apartment's mailbox which is located in the entry foyer.
- Mis-delivered mail and mail for past residents is to be readdressed to any given address, otherwise redirected back to sender and posted.
- **Courier Deliveries.**
- There are open storage cupboards underneath the mailboxes where deliveries can be left. We will supply courier companies with an access fob to enter into the foyer and mailroom. A security camera has been positioned outside this room to avoid theft.
- **Addresses**
- Your official address is formatted like this:  
[Apartment Number]/18 Chapman Street

So, if the address on your agreement is 105/18 Chapman Street, your postal address will be:

Your Name  
105/18 Chapman Street  
Auckland  
1021



## Utilities

### Power & Water Metering

We have partnered up with Smart Power for efficient power and water charged directly for your own usage and to make your move-in process as effortless as possible.

**When you move in, power and water will already be connected. You don't need to do a thing.**

You will be invoiced by Smart Power and any concerns related to your power, water and corresponding billing are to be raised with them directly by phoning:

Smart Power Ltd (Howick office)  
Phone: +64-9534-9644

This contract with Smart Power is for the entire building; it is to ensure all our residents receive the most competitive rates and efficient energy, therefore requests for new connections from your preferred power retailer will not be possible.

Water meters are located in the cupboard above the fridge in each apartment.

There is no obligation for the Resident Properties management to read meters for residents, but for your convenience we have set up a system for all readings to be done remotely. These will be available via Smart Power and reflected on your monthly invoices.

### Hot water system

Your apartment has an instant electric hot water heater, which never needs to heat up. It is individually metered. This is in the cabinet above the fridge.



## Light Bulbs

If any lightbulb goes in your apartment, email your GregMore Facilities Manager and they will arrange replacement for you. As The Nix is a brand new building, there is a 1 year warranty period on all lightbulbs so please contact your Facilities Manager to see if the replacement is still covered. If a lightbulb needs to be replaced outside of warranty it will be at the residents' cost.



## Rubbish Facilities

For the removal of domestic rubbish, Refuse Room is located on the ground floor, to the right upon entering the carpark via Lobby 2 entrance.

Domestic rubbish is defined as that waste generated day-to-day and that is generally associated with food and beverage and their packaging, but can include small volumes of other daily general waste items. As the facility is shared equally by all apartments, each apartment does not have a huge allocation (daily equivalent of two tied off supermarket bags).

We provide five different bins for refuse:

- General Waste (collected 6 x per week)
- Food Waste (collected 2 x per week)
- Cardboard (collected 4 x per week)
- Co-mingled Recyclables (collected 4 x per week)
- Animal Waste (collected 1 x per week)

Please ensure:

- Domestic rubbish is bagged and tied off to contain all waste contents; if your bag is holed – please double bag. Any broken glass is to be well wrapped in newspaper to prevent injury to those handling the waste down the line.
- Liquids. All unconsumed fluids (milk, soft drinks, alcohol, dregs etc) are to be emptied down the kitchen sink or flushed. No toxic liquids or oils are to be disposed of via the general waste bin; please dispose of these properly and responsibly. Bulky containers are to be crushed or opened and flattened to fit in with the apartment's reasonable usage policy.

## Recycling

To minimize landfill waste, all residents are requested to separate, clean and place glass bottles, plastic containers, newspaper and cardboard in the recycle bins found at the apartments rubbish facilities.

### Cardboard

- Remove plastic bags, packing material (e.g. polystyrene) and food remnants from cardboard packaging, deconstruct the joins and flatten to maximize the amount of material able to be removed without overfilling the sacks provided.
- NO paper and NO domestic rubbish.
- Please remove all bottle tops.
- NO drinking glasses or crockery; these are to be well wrapped in newspaper and disposed of with domestic waste.
- Food & Organic Waste



- What you can put in the Food Waste bins:
- Vegetables & Fruit
- Meat & seafood (including bone and shells)
- Food
- Compostable coffee cups
- Paper towels & napkins
- All compostable & biodegradable packaging, including bio bags which can be thrown along with your food waste
- Food waste bins are exchanged for clean deodorised ones twice weekly. All bins are brought back to the Rubbish Direct depot in West Auckland for sorting and then turned into fertiliser.



### Non Domestic Waste

Anything other than domestic waste or legitimate recycling is to be disposed of by the resident either by delivering to the nearest transfer station or recycling. This includes but is not limited to - household cleanouts, furniture, TVs, and packing material.

Do not leave unwanted personal items in the common area for others to pick over; these items will get removed by management, Resident Properties will seek full recompense including administration for doing so.





## Smartphone As Keys

At The Nix, you'll no longer need to worry about keys being copied for outsiders or anyone not on the lease. With Digital Keys as the main form of entry for every resident, you can be sure no one will lend their Smartphones over the weekend like with keys. Please refer to the steps below for instructions on setting up your digital key on your Smartphone.

### Digital key:

All you need to do is download the JUSTIN app, register your details, activate your digital key and tap your phone on the reader of the lock. Here are more detailed instructions:

1. Download the JUSTIN MOBILE phone app from the App Store or the Play Store.  
<https://apps.apple.com/us/app/justin-mobile/id960998088>  
[https://play.google.com/store/apps/details?id=com.saltosystems.justin&hl=en\\_NZ&gl=US](https://play.google.com/store/apps/details?id=com.saltosystems.justin&hl=en_NZ&gl=US)
2. Follow the onscreen registration process. You MUST register, as simply downloading the app will not send us any information. The App is now ready to receive Digital Keys.
3. Your Property Manager will assign a key for every person on the lease within their software. Your digital key will automatically arrive and install in the Justin mobile app.
4. To use, open the app and select the property (as you may have more than 1 key).
5. At the lock, press the green button and touch the phone to the lock reader. The lock will signal access by a green light. Open Handle, the lock will relock when the handle is released for your security.



JustIN Mobile  
Salto Systems  
★★★ 2.8 • 50 Ratings  
Free



### Fob:

Fobs represent the user's physical credentials to a lock. Every programmed fob can unlock the valid door. Fobs are highly secured, by using programming and encrypted proximity tag. Fobs are convenient to open the door in case you don't have your phone on you all day. In an event that it gets lost or stolen, please notify your property manager immediately so we can block the missing fob and hand out a new one. Every resident will receive 1 digital key and 1 fob, any extras will require a \$75 deposit which will be paid back upon safe return in workable condition. Any fobs unreturned at the end of tenancy will also incur a charge of \$75 per fob.

### Lost keys:

In an unfortunate event of your smartphone getting lost or stolen and your fob missing, first try to ring your apartment at the intercom panel. If no one is at home to grant you access, please phone your Facilities Manager and they can arrange access for you remotely. Please note that this will incur administration charges of \$50 during business hours (8:30am to 5pm, Monday to Friday) and \$100 outside of these hours, plus any locksmith charges that may be incurred.

## Carparking Remotes

If you currently pay for carpark at The Nix and you'd like a remote for the gate, we can arrange it for you for \$85+GST (\$97.80). This deposit will be refunded to you in full when returned to us.





## Front Door Intercom – Guest Entry

Normal access to The Nix building by residents is by holding your smartphone or a fob at any security door. Visitors to The Nix apartments can gain access without the resident having to go to the front door by the visitor calling the apartment from the intercom panel at the foyer door. On receipt of this call, the apartment resident can then remotely open the door as well as release the lift to the apartment's floor. Lift release timing is three minutes. If visitors miss the lift or get out on the wrong level, they will have to return to GL and try the intercom again. Everyone is free to exit.

### Lifts

Your lift swipe card gives you access to just your floor of The Nix and that of the rooftop residents' area. If the lift stops while you're inside and you can't get out, please follow the instructions inside the lift.

You'll see there's an emergency line that connects to a 24-hour emergency service. They'll send people to assist.

**IF THERE'S A FIRE OR NATURAL DISASTER USE THE STAIRS, DON'T USE THE LIFT.**



## Building Security

### Access Control

Security at The Nix is everybody's responsibility; every resident has a duty to ensure non-residents do not enter the building uninvited.

- All residents will have a digital key on their smartphone and a programmed fob for the complex's access controlled doors – be it the main foyer doors, floor levels and the lift access.
- Do not allow people to follow you into the building – if you open the door for them, you may be held responsible for their actions!
- If you see anyone acting suspiciously, loitering, or think that security may have been breached, please contact the Building Manager at once. If the threat is serious or immediate, call 111.



## CCTV

There are four CCTV cameras in The Nix. These are positioned outside the front door, inside the lobby, facing the mail room door, and in the bike storage area facing the bike racks and bike entry door.

The usage of recorded data is only available and used for the investigation of behavioural issues that are non-compliant with the Resident Properties Rules and for identifying those responsible.

Access to the CCTV system and its recorded data is only afforded to those that are directly involved with the day to day management of The Nix. Every effort is made that management of CCTV information and the privacy of all residents complies with the Principles of the New Zealand's Privacy Act.





## Residential Noise & Noise Complaints

Residents who live in an apartment complex without ongoing consideration of their immediate neighbours' entitlement to peaceful enjoyment of their home, do not make good neighbours. Often people living in apartments may not appreciate the impact of noise so if your neighbour is disturbing your peace and quiet, before calling in the Noise Control Officers, do introduce yourself to them and tell them of the issue. After having met you face to face, most neighbours may then remember this going forward. However, if this approach does not work, the immediate option is to then contact Gregmore Group 0800 901 901 and they will send out a Security Officer; please also document & report the incident to your Property Manager.

If you are enjoying a glass of wine on the community lounge deck, please keep noise to a minimum after 9pm. Access is restricted to the residents lounge from 10pm. Any excess noise after midnight will result in a security callout and the cost will be recovered from the perpetrators.

If you're the resident whose peace is disturbed due to the amount of noise coming from the common areas of the building past midnight, **please call 0800 901 901 to report the issue to security.**



## Maintenance, Appliances, Upkeep & User Guides

Resident Properties supplies each apartment with a fridge, washing machine/dryer combo, dishwasher, heat pump and cordless Samsung vacuum cleaner (which is the property of Resident Properties). Most care and maintenance instructions are uploaded to the Residents Page <https://www.thenix.co.nz/for-residents/> under IMPORTANT DOCUMENTS and other hard copies will be given to you at the start of your lease agreement. These can also be found under 'documents' when you log on to Re-leased. These details will be provided to you by your Property Manager.

### Appliances – use and care

The manufacturer's information booklets for all appliances can be found inside your tenant box, and you can also find digital versions online.

### Appliance servicing contacts:

All the appliances in your apartment such as your oven, hob, rangehood, dishwasher, and fridge/freezer are serviced by Applico Ltd & Kitchen Things, a Jones Family Business.

To get in touch with their Customer Care Team:

Phone: 0800 566 372 (Monday - Friday, 8:00am-5:00pm)

Email: [commercial@jonesfamilybusiness.co.nz](mailto:commercial@jonesfamilybusiness.co.nz)

Online Service Booking Link: <https://jonesservices.co.nz/book-a-service>

Please reference these numbers if asked for Proof of Purchase: 15012629 (Samsung products only) or 1080953-D01 (Applico, InAlto or Smeg products).

They may also need the serial number of the appliance.

### General cleaning tips

Your apartment has a few surfaces with special cleaning requirements.

Bathrooms and kitchens contain acrylic plastics, porcelain, tiles, glass, stainless steel, aluminium and chrome. All these surfaces have specialised cleaning products designed to clean them without damaging the surface; please make sure you're using the right cleaner for the job.



Tiles, grout and stone: Don't use acids (citrus and vinegars are acidic).

Chrome-plated surfaces: Don't use bleach or chlorine as they'll cause damage (your floor drains are chrome-plated).

Stainless steel shower tray: Avoid leaving things on this which can cause marking or rust.

#### **Bathroom floor drains**

Your bathroom has a floor drain (also known as a 'floor waste') to make cleaning easier and also stop flooding.

Please note that an odour can occur in the pipework between the shower/vanity and this drain, especially if the shower or basin haven't been used in a while. To prevent this, turn on the taps from time to time which will 'recharge the traps' (create a water seal between your bathroom and the pipes).

The shower drain pipework needs to be cleaned regularly to avoid build-up and mouldering.

The cleaning process is as follows:

- Unscrew the circular cover of your shower floor drain.
- Pour a non-bleach cleaning agent down the shower floor drain and leave it to do its work.
- Using a small scrubbing brush or cloth, clean the inside the shower floor drain.
- After cleaning, pour water down the drain to flush the system and replace the drain lid. Product options for these heroic endeavours include Drano (or a similar product) or vinegar or baking soda. Again, please don't use bleach or chlorine on chrome as it will cause damage.

#### **Sinks and drains**

Anything that you need to dispose of down the kitchen sink (such as old milk) needs to be flushed through with some water to prevent it lingering in the drain. If you need to rinse anything larger or bacteria based — such as kombucha — flush it down the toilet with some bleach in behind to kill it. It's also a good practice to pour a litre or two of water down the floor drains before you go away and when you get back — the traps inside these tend to dry out over time and this may create an odour.

#### **Toilet pipes**

Please only flush toilet paper. Paper towels, wipes and sanitary items will block the pipes.

#### **Use and care of your balcony** (top floor apartments only)

Apartment balconies have a floating timber deck sitting over a concrete base with a drain in the middle. If you have pot plants, it's a smart idea to have a base / saucer to stop soil going on the deck (which could block and stop the area from draining correctly).

You may notice a white salty stain appearing on some of your brickwork over time, which is perfectly normal and is salt leaching out of them. Brushing it off with a soft brush should take care of it. If there is any left behind, flush it with water.

**WASHING /DRYER COMO MACHINE:** The maximum load for the washing cycle is 9.5KG.

**IMPORTANT:** The maximum for the drying cycle is only 6KG. If you put a full load of washing on, remove some clothing before running the dyer to avoid the machine from overheating.

**SAMSUNG VACUUM CLEANERS:** These are the property of Resident Properties. At the end of your tenancy, please empty and clean the vacuum cleaner for the next resident to fill your apartment.

#### **Fuse board**

You'll find a fuse board near the entrance to your apartment. Check that all fuses are turned on at the board before using your appliances (switches pointing 'UP' mean they're on). Your kitchen appliances — cooktop, rangehood, oven and fridge — have labelled isolator switches that can be found next to the power point in your kitchen.

#### **Heat pump**

The instructions on how to operate your heat pump are in the tenant box. When you move in, please test your heat pump on both heating and cooling modes.

#### **Heat pumps and ventilation maintenance**

The manual for the heat pump will be provided in the tenant box for every apartment.

#### **Heated Towel Rails**

The manual for the heated towel rail will be provided in the kitchen drawer of every apartment.

### Bathroom extractor fan

Your bathroom extraction fan is wired to the bathroom light switch. When you turn your light on, the fan should automatically start after five minutes. It will continue running for 10 minutes after the light has been switched off, then time out.

### Mechanical ventilation (certain apartments only)

Every apartment with a glass walled bedroom has mechanical ventilation providing fresh air to the space. This should be switched on at all times when you are home and sleeping in the room. It can be switched off if the apartment is unoccupied for a length of time (when you go on holiday, for instance).

The on/off mode for the mechanical ventilation is above the apartment fuse box, marked with a propellor on the switch.

### Internal lighting

All apartment lights are long-life LED. In communal areas these work on a movement sensor and timer.

### Kitchen

The kitchen in your apartment has an induction hob. This means only induction compliant cookware can be used for cooking — standard pots and pans won't work. To keep the hob working well, you'll need to keep the hob glass clean.

Please do not place hot pots or oven ware directly onto the stone benchtop as it will cause damage. Always use a protector mat under hot items.

Your dishwasher has flood-guard valves that will shut off the water supply if a major leak occurs.



## Television Signal Distribution

There are no Sky TV or FreeView antennas at The Nix as most modern Smart TVs support streaming service apps. Your Smart TV will connect to your unit's internet connection using wireless, or you can use the pre-wired ethernet connection — you'll see it on the TV wall.

Any other issues regarding television reception should be referred to the Facilities Manager in the first instance.

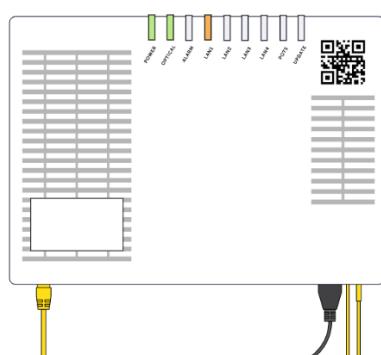


## WiFi

All apartments at The Nix have been set up with a high-speed fibre connection. The Chorus ONT boxes have already been installed for your convenience, so all you need to do is assign a local provider eg; Spark, Vodafone, and they will send you a modem if you don't already have one, and set up your account and connection.

- The Chorus box is located on the wall in your living room. There is a sticker on the back of this white box with a serial number. You will need to give this serial number to your local provider along with your physical address **your unit number/18 Chapman St, Grey Lynn** for them to finalise the connection. Your Property Manager will have these serial numbers on file if you have difficulty reading it.

This device is your Optical Network Terminal (ONT). It connects the modem supplied by your broadband provider to the Chorus fibre network.



## Pets



Pets are negotiable and are not allowed without permission from management by way of a signed pet agreement. We have adopted a limited pet policy that takes into account the important contributions pets make to the lives of responsible people who value and appreciate animals. At the same time, we recognise there are people who wish to avoid contact with pets and other animals. Our pet policy is designed to protect both pet owners and non-pet owners and ensure that the animals themselves receive responsible care.

It is up to you to prove, upon lease offer, that your animal is suitable for your chosen apartment. This means that we may request a track record from former neighbours and landlords about your pet's behaviour and arrange to meet your pet in order to make a case-by-case decision.

Please refer to the Pet Policy attached. Please make sure you take the time to read this thoroughly, so you understand exactly what your responsibilities are as a pet owner at The Nix.

## Insurance



Insurance is important for both landlords and tenants. As the landlord for the whole building at 18 Chapman Street we have full building insurance.

Please find details below:

- Landlord's Fixtures & Fittings (eg Appliances, Furniture etc) is covered with a \$5,000 limit per unit.
- Hidden Gradual Damage to the unit/building including the landlords fixtures & fittings is covered with a \$3,000 limit per unit (\$30,000 in total in one insurance period).

The standard claims excess is \$500, which increases to \$1,000 for a burglary claim and \$2,500 for a theft claim.

For example, accidental damage by a tenant to the Building or Landlord's fixtures & fittings contents will have a \$500 excess. A break in and burglary claim will have a \$1,000 excess.

It is recommended that all tenants have their own home contents policy as this covers their personal items and contents as well as their personal liability. This is not covered via the building policy and will need to be arranged by each individual tenant in their own capacity.



## Storage Unit Usage & Cleanliness

At The Nix, all apartments are allocated one storage unit located on the Ground Floor by the bike storage.

Please make sure any personal belongings or equipment is stored inside the lockers and not left on the floor or on top of the lockers.

All storage items must be kept wholly within the locker, as fire regulations stipulate that no items can obstruct the area. Do not store hazardous items — such as paint or other flammable materials — inside the locker.

You will be supplied with two sets of keys. If these keys are lost, the cost for replacement is \$130 plus GST.



## Common Areas Usage & Cleanliness

No items may be stored, kept, or displayed in the common areas, including hallways, apartment doors, entrances, bike parking areas, foyers and the common lounge. Please do not leave shoes in the hallways. All items must be stored within your apartment or storage locker, where applicable. Door mats must be placed inside your apartment, not in the common hallway.



## The Residents Roof Top Community Lounge and Deck Areas

At The Nix, we provide a community lounge for all residents to enjoy.

### Location

The main lounge/deck is located on Level 6 – Top Floor. As you step out of the lift, turn right and follow the signage. This lounge includes a kitchen, dining area, bathroom facility, indoor/outdoor furniture and a large balcony overlooking the Auckland Harbour. The smaller balcony is located at the opposite end of the Level 6 corridor looking back over Eden Terrace.

### Rules

All residents are welcome to use the water glasses, jug, coffee cups, kettle and fridge provided. Please leave the lounge and deck areas as you found them, clean and tidy. All dishes must be cleaned and put away in the drawers.

All noise must be kept to a minimum after 9pm. The door will be automatically locked by 10pm and open at 6am. Two apartments share the top floor so please be considerate to these residents.

It is your responsibility to keep yourself, children, visitors and animals safe while using the common areas at The Nix. Please do not lean on the glass balustrades or climb over the furniture so we can avoid any accidents.

### SMOKING

When you filled out your application to rent at The Nix, you ticked the 'non-smoker' box. Please understand that your application would not have been shortlisted should you have told us otherwise. We appreciate that you may have guests visiting who smoke (never in the apartment or under someone else's apartment!) so we have installed a smoking station on the 6<sup>th</sup> floor balcony as we continue to receive complaints from the building next door about the number of cigarette butts that end up in their carpark and even on top of their cars, damaging paint. If you or your guests are responsible for this, you will be charged for any damage caused - please take the smoking elsewhere and please abide to the Residents' rules within the attached Handbook.

### Rooftop Garden Planters

All the planters on the rooftop of The Nix are irrigated to keep the plants watered and fresh. The two smaller planters on the deck of the residents' lounge are for a communal herb garden which are available for the residents to enjoy.



## Webber BBQ

When using the communal BBQ located on the main communal deck - Level 6, please remember to turn the gas bottle off and clean all grills and hot plates after use. There are specific cleaning products to use kept in the communal kitchen drawer. The BBQ cover must also be put back on, attached at the bottom with Velcro on both sides with utensils returned and hung back on the BBQ. While you are cooking you will need a drip tray which are also located in the kitchen drawer. You can find instructions on how to use the Weber on the residents website under Cleaning Instructions <https://www.thenix.co.nz/for-residents/>



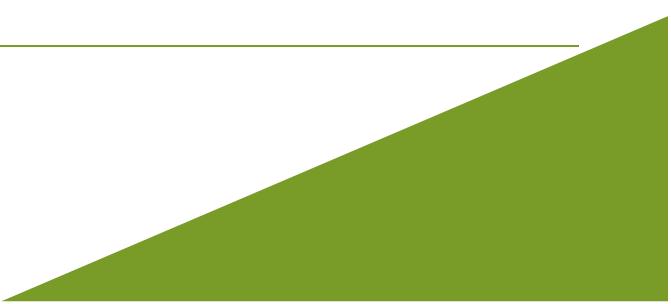
## Moving Instruction for Incoming & Outgoing Residents; and Apartment Furnishing

- You will need to contact your Property Manager to schedule a date and time to move into/out of your apartment, and they'll make sure lift curtains are installed so you don't have to worry.
- All furniture will need to come through the back entrance through the bike storage room. This door extra wide for furniture and takes you directly to the lift. Please be mindful of traffic passing and keep as close to the footpath as possible. Two traffic cones will be provided to place round your moving truck.
- To make the move as easy as possible, we recommend using some large rubber wedges to hold open any doors while moving furniture to avoid damage.
- At the conclusion of moving in, clean up any mess caused during the move. All cardboard must be flat packed and put in the appropriate bin in the rubbish room. If the bin is full, please contact your Property Manager who will arrange all rubbish to be removed.
- **The lift dimensions are: 1200w x 2100d x 2100h**



# Notes

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**RESIDENT  
PROPERTIES**  
PLACES FOR PEOPLE