

Southern Cross Gardens – Unit Owners FAQ (Frequently Asked Questions)

Please note: This information (FAQ) is provided as a guide only. All owners are encouraged to read the Strata Scheme Management Act (1996) to obtain further information. Please feel free to contact the Strata manager or a member of the Executive Committee if you have any further questions.

What is “common property”?

“Common Property” is everything that does not form part of a lot and is owned by the owner’s corporation. In simple terms this means such things as the car park area, gardens, stairwells, lifts, outside walls. It also includes such things as the plumbing network within the complex and all external windows, doors and the concrete slab of the unit floors.

How do I arrange for a repair to be made to common property within Southern Cross Gardens?

To arrange repairs to common property please contact the Strata Managing Agent.

What is the process for making an alteration to my unit such as a bathroom renovation or installing an air conditioner?

An application must be made to the Owners Corporation for such works to be carried out. Please contact the Strata Manager for further information.

What is the process for arranging emergency repairs?

Please contact the Strata Manager. Outside normal office hours there will be a recorded message and this will provide a number of emergency contact numbers. Please note, that this process should only be used in the case of genuine emergencies such as a broken main water pipe.

I have lost my key to the security gate, how do I arrange to get a new key?

Please contact the Strata Manager. Please note that you may be charged for a replacement key.

I would like to raise an issue to the Executive Committee, how do I do this?

Please submit your issue in writing to the Executive Committee Secretary. This can be done either via e-mail or via a letter sent to the

Secretary. SCG Executive Committee.
C/- 2 Spruson Street. Neutral Bay.
2089. NSW.

(The mailbox for the Secretary is co-located with all the mailboxes for the units in the main entrance)

I have a complaint about how the unit complex is being managed, how do I do this?

Please contact any member of the Executive Committee.

What are the rules concerning the use of the visitors parking spaces?

The visitor’s car parking spaces are for visitors and for short term use only. (i.e. days not weeks)

I wish to use part of the garden area for a private function, how can I arrange this?

Please contact the Strata Manager.

How do I make a suggestion for improving the appearance of the Southern Cross Gardens complex?

Please contact any member of the Executive Committee.

Who are the members of the Executive Committee and how do I reach them?

The list of Executive Committee members can be found via a link on the main Southern Cross Gardens Homepage. (http://www.shareswatch.com.au/scg_index.html)

Can I help with any work or activities related to the Executive Committee without actually being a committee member?

Yes of course. For example, volunteers are always being looked for to help in the garden or assist the Works Sub-Committee. Please contact any member of the Executive Committee for further details.

My neighbour keeps making noise which is clearly heard inside my unit, what can I do about this?

Firstly, try talking to your neighbour about this. Due to the unusual layout of the units it may be possible that your neighbour is not aware of the problem and does not know the noise is disturbing you. If after talking with your neighbour you feel there is no improvement in the situation, you may then wish to submit a formal complaint to the Executive Committee.

I would like to help in the garden, is this possible?

Yes, please contact any member of the Gardens Sub-Committee for details.

I have a question about my unit levies, who should I contact?

Please contact the Strata Manager.

I am moving furniture in/out of my unit do I need to inform anyone about this.

Yes, you need to inform the Strata Manager. You also need to take steps to protect common property within the complex and inform the removalists that they need to use protective coverings etc in order not to damage common property such as paintwork and carpets while moving furniture in/out of the complex etc.

I am moving furniture in/out of my unit and need the main security gate left open, how can I arrange this?

Please contact any member of Executive Committee.

I have a large amount of rubbish I need taken away, how can I arrange this.

Firstly, the garbage rooms are for routine household rubbish only. For large amounts of rubbish it is a unit owners/residents responsibility to have this removed. North Sydney Council carry out a regular rubbish removal service and further details can be found on their website.