



VIRTUOSO
51 Ferry Rd West End 4101

Welcome Kit

Welcome to Virtuoso! We trust you will enjoy living here at Virtuoso and be comfortable and happy in your new home.

The Body Corporate Committee (VBCC) has prepared a Welcome Kit to help you settle in. It includes the following:

- 1 An **information sheet** from the Justice and Attorney-General giving a basic introduction to the roles of owners and the Body corporate in an Apartment complex.
- 2 A copy of the **Virtuoso By-Laws** which outline the laws specifically relating to our building.
- 3 **Application forms** for:
 - Pets
 - Renovations and alterations
 - Car park storage units

Contact the Committee by email if you have any queries or suggestions: virtuoso-bcc@googlegroups.com

4. **Flood Resilience and Mitigation Plan.** A flood resilience and mitigation plan has been prepared for Virtuoso following the 2022 floods, similar to others in the Kurilpa area. This is an important document to guide residents in preparing for the impact of flood to Virtuoso. Contact VBCC for a copy of the report.
5. **Fire Safety Advice** – Fire Safety Procedures have been documented – contact VBCC for a copy.
5. **Frequently asked questions**
 - **Caretaker** – Our Caretaker is on site Monday to Friday from 8.00am to 4.00pm. He can be contacted on 0437 275 721.
 - **After Hours Contacts- Lockout help** – First Response 0432 999 243,
Plumbing – Kookaburra Plumbing 0406 473 887 or Radburn Plumbing 0411 794 467,
Electrical – NHN Electrical & Air 0432 058 660.
 - **Body Corporate Committee Communication** – VBCC issues regular newsletters to keep you informed. Owners are encouraged to use the Body Corporate Committee email if you have any concerns or suggestions. Our email address is virtuoso-bcc@googlegroups.com.
 - **Moving In and Out** – Please contact our Caretaker at least one business day in advance of your move to enable them to pad the lift and give instructions as to the protocol for moving. The resident must accompany the removalist during this process.

- **Pets** – Virtuoso is a pet friendly building. If you have a pet please complete the application included in this pack and forward it to the Committee for approval. Pets must be restrained at all times when in common areas, including the front lawns. They must not use the front lawns for toileting.
- **Garbage Disposal** – All rubbish placed down the chutes must be contained securely inside a plastic bag. Do not throw loose, unwrapped items down the chute. Anything to be recycled is to be taken down to the appropriate bins in the basement. Owners are responsible for disposing of large items – they should not be placed in the bins.

Virtuoso supports the *Containers for Change* program. Separate green bins are available for wine bottles, aluminium, glass, plastic etc. Details of the containers eligible for the program are provided on those bins. Income from the program is used for community purposes, eg the defibrillator, located near the gym.

- **Parcels** – Parcels may be delivered to your apartment, however you are requested to collect them as soon as possible as we don't have a designated delivery storage area. Parcels will normally be left inside the front door.
- **Car Park** – Your car park must be kept clean and tidy according to the Virtuoso By-Laws. It is not a storage area. Any items stored must be contained within an approved storage unit. Only vehicles such as cars, bikes, trailers etc are allowed in your car space.
- **Visitors Car Park** – Residents are not permitted to park in the visitor car park. Vehicles breaching this By-Law can be towed.
- **Renovations** – Written consent from the Body Corporate Committee is required before any renovations or alterations are undertaken. This is to protect common areas from damage.
- **Social:**
 - **Facebook** – Virtuoso has a Facebook page for social and informal interactions. Our administrator will add you to the page once you move in.
 - **Womens' Social Group (WSG)** – a range of events are organised throughout the year. Details are given on the WSG Facebook page
 - **Virtuoso book club** – The book club meets monthly on Wednesday afternoons, rotating the meeting place between members' units. Contact VBCC for more details.
 - **Virtuoso happy hour** – Happy hour is held from 5.00 to 6.30pm on the first Thursday of each month, by the pool or on the lawns. Bring your favourite drink and plastic glassware and meet the neighbours. See the Virtuoso Facebook page for details.

Thank you for taking the time to read this letter and attachments.

Virtuoso Body Corporate Committee – January 2025

Attachments: Justice and Attorney-General Information Sheet
Pet, Renovation and Storage Unit Application forms
By-Laws