

**The
Knight**

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PS 831943H
Nightingale Village
Duckett & Hope St
Brunswick 3056

Dear owners,

**Insight, integrity
& results.**

**Subject: Owners Corporation Plan of Subdivision PS831943H –
Nightingale Village Duckett & Hope Street, Brunswick Vic 3056**

We write to you in relation to the above property. We hope that you have settled in and we have enjoyed seeing the village slowly awaken with life. We want to provide some guidance on a few common issues:

Reporting defects

The process to report defects is different depending on whether you are reporting a private or common defect.

Common property defects

Please report any defects found in common areas to the Owners Corporation Manager at alexandra@theknight.com.au. Please include the following: the name or address of the relevant building, the location and an image in jpg, png or gif format. We cannot submit the defect without these details so please ensure they are included.

We will then report them to the builder and keep track of when they are rectified.

Private defects

Private defects within your lot should be reported by the owner at <http://warrantyclaims.hacer.com.au>. You will need to provide the building, location and an image in jpg, png or gif format.

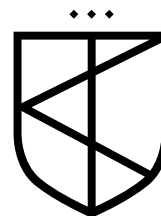
Cleaning- All buildings except Skye House

The builder has advised that the ideal product to clean the flooring is a product like the below or any other citrus based cleaner:

Caulfield North
Level 1/204 Balaclava Road

Docklands
1308/401 Docklands Drive

Geelong
Level 1/27-31 Myers Street



https://www.bunnings.com.au/de-solv-it-125ml-sticky-spot-and-stain-remover_p4460063?region_id=116042&gclid=Cj0KCQjwn4qWBhCvARIsAFNAMiiYFbrPBU1JSdSSLMCbZsN-wR0HCxE6Q9QebK PecwYv40BsIHh3yJkaAvTGEALw_wcB&gclidsrc=aw.ds

Please note this is for all buildings except Building F (Skye House)

Waste procedures

We wish to remind all residents to break down their cardboard boxes into small pieces that fit in the bin and not leave large boxes on the floor of the bin room. Please also ensure any shredded paper is restrained as otherwise it flies around the street when it gets transferred to the waste truck.

Thank you for your cooperation. If you have any questions, please contact alexandra@theknight.com.au

Yours sincerely,

Alex Smale
The Knight
For and on behalf of OCPS 831943H