



Welcome to Darling Island Apartments



Resident Living Guide

June 2025

Welcome to Darling Island Apartments (DIA)

Congratulations on your decision to reside in one of the most exclusive harbourside locations in Sydney.

Moving to a new home or area is always challenging. Our objective in providing this welcome pack is to take some of the uncertainty out of that move by providing basic resident information. This document covers the great services provided at DIA, details our processes and procedures to guide behaviour and explains your responsibilities, ensuring all residents enjoy their life at DIA.

To ensure that you are familiar with the building and its operation please take time to review the following information. Further help is available on our website www.darlingisland.com

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KEY CONTACTS

CONCIERGE

The Concierge phone number is 0434 029488.

Email: Concierge@darlingisland.com

The Concierge desk is manned 7 days per week by a wonderful team led by Jakub. It is a central point of contact for you on most queries. The Concierge team takes bookings for visitor carparking, receives deliveries for you and monitors the precinct generally. The Concierge is located at the entry to Building 1 in Fyffe Street. A Concierge is available to assist residents 7 days per week from 7am to 11pm.

BUILDING MANAGER

Greg Hill | ManageMeant

M: 0476 266 285 E: buildingmanager@darlingisland.com

Building Management is responsible for managing common property, access to common property for tradespersons doing work and repairing common property. Greg will also assist with queries regarding renovations of any kind. If Greg doesn't answer the phone, please leave a message and he'll call back as soon as possible.

STRATA MANAGEMENT

Kate Maclachlan | Strata Choice

T: 1300 322 213 E: info@stratachoice.com.au

The strata manager supports the Owners Corporation and manages a range of specific functions including coordinating general and committee meetings, issuing levy notices, arranging specific services and coordinating financial transactions and accounting.

For any general matters or enquiries, please contact the building manager.

OWNERS CORPORATION

Owners Corporation (Strata Committee). The makeup of the Strata Committee changes from time to time. Minutes are distributed after every meeting and contain the names and apartment numbers of all committee members.

THE DIA WEBSITE

The Darling Island Apartments website is www.darlingisland.com. It contains forms you may need for move in/out or minor and major renovations, plus interesting information about the history of Darling Island and the facilities and resources contained within the complex. To access the website's secure areas for Owners and Residents you need to register your email details through the Concierge.

Connecting the Essentials

HOW DO I CONNECT MY GAS AND ELECTRICITY?

You will need to call your preferred provider to connect your gas and electricity. They do this remotely, however if your suppliers ask for your meter numbers, the Building Manager will access them for you.

HOW DO I CONNECT MY INTERNET?

DIA has NBN to the basement which can be connected and activated by any Internet Service Provider. Your preferred supplier will connect you to the internet via their systems. If a technician needs to come out for a connection or for any kind of service, then they will need to see the Building Manager.

ELECTRIC VEHICLE CHARGING

Darling Island Apartments already has many apartments which have the facilities in place to enable quick connection of an Electric Vehicle charger at their car space. For all other apartments, some additional work is required when you wish to connect into the core system. If you wish to charge an electric or hybrid vehicle, contact the Building Manager. Additional information is available on the DIA website at darlingisland.com/residents/ev-charging/.

Provision has been made for all occupiers to charge their electric or hybrid vehicle in their car space. This provision consists of a core infrastructure which enables one car space for each apartment to be connected to the apartment's power supply and into the EV Charging Management system. The management system ensures that no parts of the electrical infrastructure are over-loaded and provides facilities for EV owners to locally or remotely manage the charging cycle for their vehicle.

COMMON FACILITIES

WASTE MANAGEMENT

Darling Island has a target of reducing waste to landfill by 30% over the next three years. To support this, we have established an integrated waste and recycling system.

On every level there is a garbage chute for general rubbish and a tub for small recyclable items.

NOTE: The chute is for general rubbish only, please use securely tied garbage bags. **DO NOT** place loose rubbish, bedding, furniture, building materials or any other large items down the chute.

Take all large rubbish and furniture items directly to the garbage area located on the ground level near Building 1 entry.

Other waste and recycling can be deposited in the car park on level 1 or the main garbage room, *as per the guide below*. These areas are for food scraps, garden waste, FLATTENED large cardboard boxes, medical blister packs, beauty packaging, old sports shoes and items for donation. Concierge accepts spent household batteries.

Regular City of Sydney Collections

	Bulk Yellow Lid Bins Located in B1 Carpark, near buildings 2 and 3 Tubs located in each lobby are for small recyclable items	Bulk bins: for flattened cardboard boxes only. Separate foam and soft plastic packaging and place them in the Red Lid Bins.
	Red Lid Bins for waste to landfill Located in B1 Carpark, near buildings 2 and 3, and in each lobby chute room	For non-recyclable general waste to landfill, including soft plastics.
	Green Lid Bins for garden waste Located in B1 Carpark, near building 3	For garden organics, plant trimmings, cut flowers. No food scraps or wood items.
	Maroon Lid Bins for food scraps Located in B1 Carpark, near buildings 2 and 3, and in main garbage room	Food scraps must be in approved compostable bags. Use the QR code to sign up for your free kitchen caddy and a year's supply of compostable bags.



Irregular City of Sydney Collections

	Bulky Items: Mattresses, furniture, metal and electronic waste, old suitcases	Large items not suitable for land fill or the other waste streams provided at DIA. Please contact the Concierge to access the main Garbage Room, and specifically for mattress collection. Don't leave bulky items on carpark level.
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Resource Recovery Hub - Located in B1 Carpark, adjacent to Building 3, Lobby 1

	Clean clothing and household items in good condition, for charitable giving or re-sale. No underwear or damaged goods
	Sport or active lifestyle shoes, in any condition. No business footwear or heels
	Beauty packaging, clean and empty , e.g. plastic and glass bottles, jars, pots and pumps from skincare/haircare, makeup. No aerosols or nail polish.
	Tablet blister packaging combining foil and plastic. Packaging must be empty. 
	Nespresso aluminium coffee pods
	Please hand your spent household batteries directly to the Concierge, Lobby level, Building One.

SMOKING

Smoking is not permitted on common property or on your balcony. You can smoke inside your apartment (with doors closed so it does not enter another lot) or on the street.

YOUR LOBBY

Fire safety standards require that there are no possible obstructions to egress in the event of a fire. Please do not place furniture or other substantial items in the lobby outside your apartment. Similarly, if your apartment is on the ground floor, please refrain from leaving a door mat where it might become a trip hazard.

Lobbies are common area shared spaces so other items such as shoe racks and umbrella stands must be kept inside the apartment.

BY-LAWS INFORMATION

The DIA is governed by a set of By Laws (updated March 2025). The full set of by-laws is available on our website www.darlingisland.com. The extracts below cover some of the most-asked questions and the observance issues which can occur.

BALCONIES

As you would expect in a complex of this size and location, no laundry or bedding is to be hung on the balconies and no bikes, pet shelters or anything else that would detract from the building appearance are to be kept on balconies. Pot-plants and furniture on balconies should enhance the appearance of the complex rather than detract from it.

BATTERIES

In recent times there have been numerous media reports about fires caused by Lithium-ion batteries. Rechargeable lithium-ion batteries of varying sizes and capacity are contained in many common household items, including most mobile phones, laptops, tablets, e-scooters, e-bikes and power tools.

Electric and plug in hybrid vehicles have proportionately larger battery banks. Regardless of their size, all batteries can initiate a fire, as evidenced by the number of garbage truck fires attributed to batteries being disposed of in garbage.

Whilst incidents are rare, they are increasing and can be serious when they occur. The batteries can overheat or explode if they are used, charged or disposed of incorrectly or if they are damaged. Fires caused by the batteries can be dangerous and difficult to extinguish.

The DIA by-laws have been updated to reflect the desired safety factors which will apply to the use and charging of batteries. DIA will continue to monitor and implement the advice provided by relevant Australian authorities.

Smaller Battery Safety Hints

1. Charging precautions include:

- a. Charge in a cool place in a location well clear of flammable materials and direct sunlight.
- b. Do not charge batteries which are obviously damaged or swollen or showing any signs of deterioration.
- c. Have a timer on the power point being used which will turn off supply after a set period or set a timer to remind to disconnect.
- d. Only charge when someone is at home and don't charge when the apartment is empty.
- e. Disconnect the charger from the power supply when charging is finished or if the apartment is to be un-occupied.

- f. Only charge with the charger and charging cable supplied by the accessory supplier. Do not use cheap substitutes.
- g. Don't charge batteries in a location where egress would be blocked if the battery caught fire.
- h. Do not charge in storage cages which have power points or on common property.

2. Storage.

- a. Store in a cool, dry place away from direct sunlight.
- b. Use masking tape or similar over battery terminals to prevent battery to battery connection.
- c. Store well separated.

3. Disposal

DIA has a battery recycling station located in the main lobby of Building 1. The Concierge will handle the taping of batteries and their disposal. Do not dispose of batteries of any size in garbage or down the garbage chute.

Electric or Plug-in Hybrid Vehicle Precautions.

The precautions to be taken reflect those that apply to smaller batteries, namely:

1. Do not bring the vehicle into the basement parking if it has been involved in any sort of accident or if the battery bank has any faults.
2. Only use a charging station and charging cable endorsed for the vehicle.
3. Do not have the charging station or cable on the ground where it could be damaged, be impacted by water or be a trip hazard.

BARBECUES

BBQ's can be used between 8am and 10pm; however, as a courtesy to your adjoining neighbours, there should be no unreasonable smoke, odours or noise. BBQ's should only be gas or electric. We ask that they be covered when not being used.

BIKES

Bike racks are provided in the basement for resident use. Please do not store bicycles in your apartments, as we have found that moving bikes in the lifts and through the entry foyers can cause significant damage to the common property.

CAR PARK

Please drive slowly and considerately through the carpark, observing the speed limit of 10kph. We have a diverse community, where children, pets and the elderly can all be moving through the basement at the same time.

Park in your own allocated car space only, do not park in other resident's car spaces, as these are private property.

Residents are not permitted to park in the visitor car spaces at any time.

VISITOR CAR PARKING

There are 18 visitor car spaces available through Concierge. To ensure consideration and certainty, all visitors parking must be pre-booked through the Concierge. Please call the Concierge well in advance of your guest's arrivals to book the carpark. The Concierge will then allocate you a spot. When your visitor leaves, please re-lock the yellow bollard. Please do not park in the Visitors' spots without pre-booking.

EMERGENCY DEFIBRILLATOR

Two defibrillators are available for emergency medical events. One is located in the Health Club, the second at the Concierge station.

HEALTH CLUB

The Health Club is open for residents 7 days per week from 5.00am to 11.00pm. Please ensure for health reasons that you always shower prior to using the pool or spa and that you wipe down gym equipment after each use.

SECURITY FOBS AND KEYS

We maintain a high level of security within our community. We therefore ask you to adhere to By-laws 30 and 31 in relation to the distribution of security fobs, garage door remotes and apartment door keys (which also give access from street-side to fire stairs). Fobs, remotes and keys may only be held by occupants and family members. These must never be held by temporary visitors to your premises, including visitors, cleaners and tradesmen.

Our Concierge is there to provide service to your visitors and will issue your key and fob on a single use basis to cleaners and tradesmen who will return the key after they leave your apartment.

Please ensure lobby doors are never left open unless attended.

MOVING FURNITURE AND BULKY GOODS

It is essential that the internal lift covers are always used when moving furniture or bulky items and that an inspection of common areas is completed beforehand. For this reason, all movements of furniture and bulky items must be booked through the DIA website well in advance of any movement of goods. The Concierge will then ensure the lift covers are fitted prior to your move.

Removals and deliveries of large items may only occur between 9am and 5pm Monday- Fridays. Please contact Concierge prior to any intended removalist activity or changes to activity timing.

NOISE COURTESY

The By-Laws outline the noise guidelines, but generally, noise that could disturb your neighbours should not occur outside 8am-11pm Friday and Saturdays, and 8am-10pm other days. This includes amplified music, musical instruments and potentially noisy balcony events.

PARCEL DELIVERIES

Our Concierge team is happy to take delivery of smaller parcels and to deliver them to your apartment, but we are finding some couriers have been leaving parcels outside foyers, sometimes at the wrong building and sometimes where rain can damage them.

The Owners Corporation cannot be held responsible for delivery of parcels on which the information is incorrect. You can help by giving the on-line provider clear, detailed instructions, including:

- Instructing the courier to leave your parcel with the Concierge in Fyffe Street
- Having your apartment number clearly written on the parcel
- Limiting the size of deliveries to less than 10 kilos so our Concierge team can manage them.

For deliveries of goods larger than 10 kilos, you should arrange to have it delivered direct to your apartment at a time convenient to you so that you can sign for the goods and manage the internal transportation.

PETS

DIA is a pet friendly environment, with a few restrictions that ensure your neighbours are not impacted or disturbed. Pets - their type, size and number - must be pre-approved before taking up residence. We do not permit restricted dog breeds like Pit Bulls, Staffordshire

Terriers, Mastiffs, Dobermans and Chow Chows and we encourage smaller breeds – under 12 kgs. Whether you are a tenant or owner, please complete an Animal Registration form available on the website before bringing a pet into the complex. Pet ownership is subject to strata approval.

Please click [here](#) to be taken to the Darling Island Website or go to darlingisland.com (you will be required to login) where you can register your pet. This must be completed and approved prior to bringing a pet into the building. Note, as per the By-Laws, pets must be kept within the lot and not allowed to roam unsupervised on common property and must be leashed when travelling through common property. Owners are responsible for cleaning up after their pets. Pet approval can be revoked for repeated By-Law breaches.

POOL, SAUNA AND GYM AREAS

The Darling Island Health Club areas can be accessed via level B1, all residents will have access to this area by using their fobs. Guests must always be accompanied by a resident and children under the age of 12 must always be supervised by a responsible adult. The Health Club is open from 5am to 11pm.

POOL AREA TOILETS AND SHOWERS

The pool area contains a spa, sauna, swimming pool, plus toilets and showers and a well-appointed gymnasium. Note: If you have contractors working within your apartment we would ask that you allow them to use your toilets.

FISHING BANNED BETWEEN 10PM AND 7AM

Placemaking NSW bans fishing on Darling Island between the hours of 10pm and 7am. Should you need to complain about unacceptable behaviour by people fishing, you can ring the Rangers on 9240 8601

APPLICATIONS

MOVING IN AND OUT

All bookings must be made with Concierge using the Removal Notification form on the website. A refundable bond of \$2500 is payable as part of the application. Please allow 3 business days' notice to avoid missing out on your moving date, as there is only one move per day per building allowed within Darling Island.

All moving rules and forms can be found [here](#). Please see By-Law 11 for all move in and move out rules.

The basement area minimum clearance is 2.1 meters, strictly no access for over-height vehicles.

The lift cars that service Darling Island have the approximate dimensions: 2100mm high x 980mm wide x 2180mm deep (door 900mm wide x 2100mm high).

RENOVATIONS, MINOR AND MAJOR

Under current NSW legislation minor works and renovations in your apartment or on common property require approval from the Owners Corporation before commencement. **As a first step when considering works you should consult with the Building Manager as to which By-Law is applicable.** He will also advise you on preparing your application. The website darlingisland.com contains the forms you might require.

Please remember, as a community we are committed to encouraging continual improvement to the building. We wish to assist you in every way to achieve your renovation goals. However, proceeding with alterations without the necessary approvals could place you in contravention of the by-laws, which at worst case could mean you have to cease all works and re-instate the property to its prior condition.

HARD FLOORING

In order to ensure the quiet enjoyment of neighbours, the Owners Corporation has established strict standards which apply to changes to hard flooring. See By-law 26 for details of the requirements and the processes you need to go through to make a change to existing hard flooring.

SECURITY CAMERAS

Please be aware that Darling Island Apartments have a comprehensive CCTV system which covers all common areas, basement car parks, foyers and roads around the complex. In addition, Placemaking NSW has CCTV covering Ballaraat Park and the roads around the complex. This is monitored 24 hours a day.

HELP IS AT HAND

WHAT DO I DO IF MY POWER HAS TRIPPED?

Inside your apartment (depending on your layout) you will find the electrical distribution board which supplies your apartment. Each electrical service breaker will be labelled. If your power has tripped, check these switches are all 'on'.

If all switches are 'on' and there is still no power to your apartment, the main breaker for your apartment in a local Electrical Room may have tripped.

If this is the case, please contact Building Management or the Concierge and they will assist with getting your power back online.

WHAT DO I DO IF THERE IS A LEAK IN MY APARTMENT?

If there is water leaking into your apartment, please contact building management as soon as possible so they can start investigations on where the leak is coming from. If in an emergency you need to shut off water to your apartment, there are hot and cold isolation valves located either under your kitchen sink OR laundry sink (The position of isolation valves may vary. Please make sure you know where

isolation valves and your electrical distribution board are located). Please close these valves to isolate all water to your apartment.

WHO DO I CONTACT ABOUT REPAIRS IN MY APARTMENT?

If you are renting, your first point of contact is always your real estate agent. For owners, most problems you will encounter in your lot will be your responsibility to repair or maintain. If you have an issue and are unsure about what is part of your lot and what is common property, feel free to email the building manager or check the responsibilities table in By-law 28.

EMERGENCY SERVICES

Police / Ambulance / Fire

Brigade..... 000

EMERGENCY TELEPHONE NUMBER: 0411 344338

One of the most-asked questions by residents is what do I do in a medical or safety emergency outside the hours of the Concierge? The answer is to ring **000** or **112** on your mobile. That will put you in touch with police, ambulance and fire departments. These emergency services will contact the Strata Committee member who has the emergency telephone and can provide access to the buildings, lifts and also to your apartment, provided you have left a spare key with the Concierge. If you then feel you need someone to be with you until the emergency services arrive, ring the **EMERGENCY TELEPHONE NUMBER 0411 344338. Please note, this telephone number is not to be used for anything but medical or safety emergencies.**

NB: If you have not left a spare apartment key with the Concierge, nobody can access your apartment in an emergency, without calling a locksmith or breaking down the door. Keys are stored by the Concierge under the strictest of security.

USEFUL TELEPHONE NUMBERS

If you see unacceptable behaviour occurring around Darling Island and wish to report it, these are the key numbers to ring. If you note the time, date and position, we can now find the incident on CCTV:

- **Rangers – 9240 8601**
- **Police – Day St – 9265 6499**

- **Water Police – for party boat and other water- based issues –
9320 7499**

For NON-emergency situations:

Police City Central Command.....	02 9265 6499
City of Sydney Council.....	02 9265 9333
Sydney Water.....	13 20 90
Energy Australia – Electricity/Gas.....	13 34 90
AGL – Electricity/Gas.....	13 12 45
Building Management.....	0476 266 285
Strata Management.....	1300 322 213
Concierge.....	0434 029 488
Rangers.....	02 9240 8601