A Art

CALYPSO



HOME SETUP
QUICK START GUIDE

Quick reference

Owner Resources Portal 2
Important Contact List 2

Move in

Parking 3
Lifts 3
Bins & Rubbish 3
Safety & Security 4
Storage Cages 4

Utilities

Electricity 5
Gas 5
Water 5
Internet 5

Access & Appliances

Map 6
Keys & Garage access 7
Intercom 7
Building Amenities 7
Warranties 7

v3.2

QUICK REFERENCE

Owner Resources Portal

calypso.artgroup.com.au

Vantage Command Centre App

Vantage will contact you with **login details on settlement**.

Important contacts

On move-in, your main contact is the **Vantage Strata Onboarding Manager**.

After the first Body Corporate AGM, dedicated Strata and Building Managers will take over as per roles below.

In the interim, contact the Vantage Strata Office

Office & After Hours
02 6171 9700

Strata Manager

- Responsible for Administrative Management of the complex.
- Aids in dispute resolution between residents.
- Processes maintenance requests.
- Manages tender requests for services at the building e.g. cleaners/gardeners.
- Organises and facilitates meetings.
- Provides Executive Committee with Assistance in matters around legislation, attendance at ACAT and communication notices.

Strata Manager
Contact details provided after first AGM

Building Manager

- Responsible for on-site maintenance of the complex.
- Completes inspections of the complex for maintenance purposes.
- Facilitates access for trades
- Completes small scale maintenance if possible.
- Checks on quality of on-site performance by trades/contractors.

Building Manager
Contact details provided after first AGM

MOVE-IN

Excited to settle into your new place?
Here's your quick-start guide to a smooth move.

Book in your move via Vantage Command Centre App

Parking Tips

Where do I park my truck?

- Book your move via the ***Vantage Command Centre App***
- On Soho Lane, limit parking to 30–60 minutes. Unload fast so others can use the space too.
- Don't drive trucks into the underground car park — clearance is only 2.2m!

Can I use other parking spots in basement?

- Nope! Be a good neighbour and only park in your allocated spaces.
- Soho Lane is strictly NO parking — you'll be towed if obstructing traffic.
- Visitor spaces *(marked with the letter V)* are for visitors only.

Lift Like a Pro

Want moving to your floor to be a breeze?

- Book the lift via ***Vantage Command Centre App*** — Menu > Reservations.
- You'll get a Lift Key that gives you full control during your slot.
- Lift size (cm): **140**w x **195**d x **240**h
- Lift door size (cm): **100**w x **210**h

Skip the booking?

- Risky! You'll be at the mercy of others who have, and will take priority.
- Obstructing lift doors can break the lift and that means $$$ in callouts.

Lift acting weird?

- Report it to your Strata Manager — even after you've moved in.

Bin Basics

Lots of boxes and stuff?
Let's keep it tidy.

What's special during move-in?

- **Look for the free Vantage Strata cardboard trailer** *(Available for a limited time during initial settlement period).*
- Use it for big cardboard so the Waste Room doesn't burst.
- Overflow is likely, but don't leave trash on the floor. Wait for pickup days (Mon/Wed/Fri).

Where does the trash go?

- Waste Room (ground floor) or bin chutes on each level.

Bin chute basics:

- **Two chutes**: one for trash, one for recycling.
- Big items or broken glass? Bring it down to the **Waste Room** as things get stuck easily.
- Properly bag your garbage — bags leak and contents break as they go down the chute leaving bad smells!
- Note there is no access to the chute termination room.

In the Waste Room:

- Follow the signs and sort it right.
- Use *Access Canberra Recycleopedia* for more information.
- Leaving stuff on the floor or not using the correct bins is considered dumping and is trackable via swipe logs and cameras.
- NOTE: Hard rubbish *(mattresses and furniture etc...)* must be taken to ACT Resource Management Centres (e.g. the tip). Nearests centre is Mitchell.

SAFETY & SECURITY

Exciting move-in moments can attract sneaky thieves. Here's how to stay secure.

Stay Safe

Top safety tips:

- Don't chock open doors – even for your friends!
- Double-check lobby doors close securely behind you.
- Don't leave garage door open.
- Avoid allowing tailgating (where someone follows) into garage.
- Watch your keys, fobs, and remotes. *Lose one?* Tell the Strata Manager ASAP.
- Never leave access devices in the following locations, letterboxes, lock boxes or in your vehicle. These are the first places target by criminals.

Planning short-term rentals?

- Lock boxes aren't allowed on site. Use off-site options or a rental agent.

Security cameras?

- Yep! Ask your Strata Manager or Building Manager about current coverage on move-in.

What do I do with my Personal Emergency Evacuation Plan (PEEP)?

- Hand it to the Strata Manager. They can store it for access by Emergency Services if needed.

Storage Cages

Is your stuff safe?

- Only as safe as your padlock. We suggest you purchase a heavy-duty lock straight away!
- Even tough locks are no match for bolt-cutters – keep extra special valuables elsewhere.
- Elevate items off the floor to protect from moisture.
- The basement is deemed a wet area. Make sure you have your own contents insurance.

Suspicious activity

Report suspicious activity to police by calling:

– Emergency **000**

– Police Assistance Line **131 444**

– Crime Stoppers **1800 333 000**

UTILITIES

In your building, utilities run a bit differently thanks to an "Embedded Network." That means electricity and gas are bought in bulk from Origin Energy, so you get cheaper rates. Each apartment has its own meter, so you only pay for what you use.

Electricity

How do I set it up?

- You'll get a welcome pack from Origin via the *Owner Resources Portal*.
- Just follow the steps to pick a plan and sign up!

What do I need?

- You might need your NMI number (found in *Owner Resources Portal*).
- Ignore the Meter number — it's not needed for sign-up.

Gas

Will I get a gas bill?

- Yes. Your hot water is heated by gas. Set up your account through the embedded network provider (see the *Owner Resources Portal*).
- If your cooktop is also gas, you will need to inform the embedded network provider.
- For owners, an account is set up in your name post-settlement (For renters ask your property manager).

Water

Will I get a water bill?

- You'll get a quarterly water & sewage *'connection'* bill (to the owner) — water *'consumption'* is fully covered under body corporate fees.

Hot Water

Do I get charged for hot water?

- Yes. It's tracked via a smart meter.
- Ask your Building Manager where your meter is, but don't stress, readings are automatic.
- Note: **on move-in**, hot water may take a few minutes to work through the system.

Internet

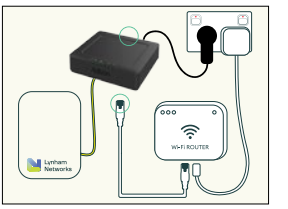
Internet is provided via an embedded network — brought to you by **Lynham Networks**, with 15+ providers to choose from.

How do I connect?

You've got two options:

1. **Use the Embedded Network**

- Superfast speeds (capable of 1000mbps depending on plan).
- Go to: **lynhamnetworks.au/residents**
- Pick a provider (such as *Lightning Broadband*), check your address, choose a plan.
- To get WiFi access connect your own WiFi router or discuss options with your preferred provider.
- Your apartment will have an incoming network connection point. This will be a small box called an NTD (Network Termination Device).



- Then just Plug in and go!
- Need help? Contact your chosen provider.

2. **Go Wireless** (5G)

- Skip the embedded network and go with an outside 5G provider.
- Note: Service must be fully wireless — no access to the building's network.

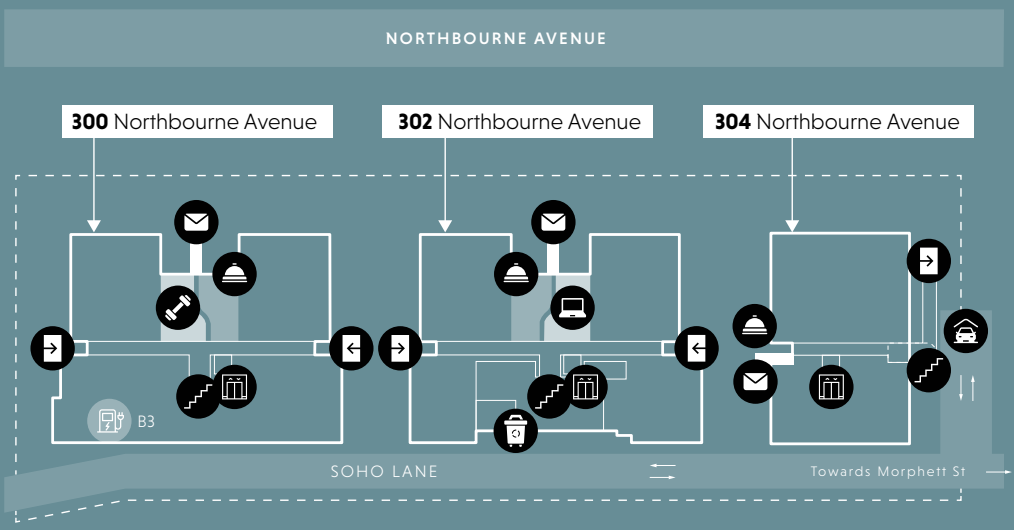
Free WiFi in shared spaces?

- Yes! Ask your Strata Manager for logins on move-in.

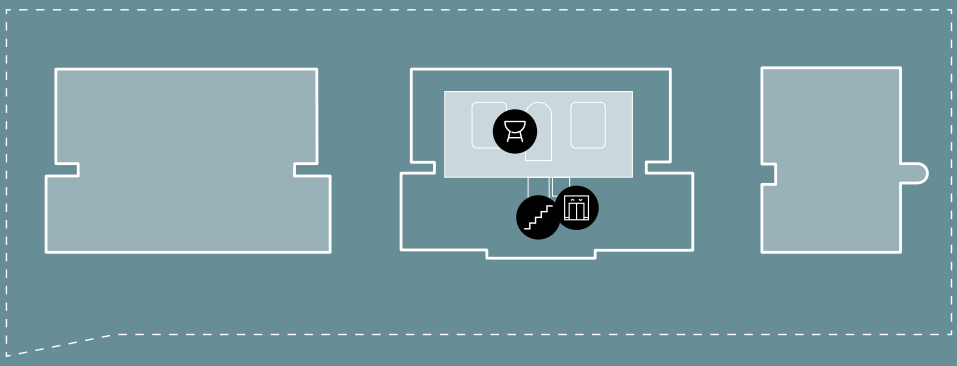
MAP

CALYPSO

Ground Level



Rooftop (Level 9)



Key

- Main entry/lobby
- Residents entry & exit
- Stair access
- Lifts
- Letterboxes
- Work from home
- Residents gym
- Rooftop BBQ
- Waste room access
- Garage entrance
- Communal EV chargers

ACCESS & APPLIANCES

Keys and Garage access

Locked out?

- Sadly, your Building or Strata Manager don't ever hold keys and can't let you in.
- Call a locksmith (or your property manager if renting).

What do my access devices do?

- **Key** – Opens your building's front door + your unit.
- **Fob** – Tap it to get into the building, your floor, and shared areas.
- **Remote** – Opens the garage and gives the same access as a fob.

Need extra keys or fobs?

- Order more fobs/ remotes via ***Vantage Command Centre App***
- Click + Request > then scroll down to **Remote Order** or **Fob/Swipe Order**.
- Need extra Keys?* Only certified locksmiths can cut them. Make a request through the ***Vantage Command Centre App***. **Owners and Agents only.*

Intercom

How do I let someone into the building or basement?

- At the main entry OR basement entrance keypads, guests enter your Unit number + press "Call".
- Their face will appear on your intercom screen.
- Hit "unlock" to buzz them in.
- The entry door OR garage door will open, and allow lift access to your floor for a short time.
- Remind guest to ONLY park in visitor spots, which are marked with a **V**.

Building Amenities

How do I access the Gym, Work from home facilities or Rooftop?

- Use your fob or remote to gain access. You may be able to book the communal rooftop. Your Strata Manager can advise further.

I've got an issue with a communal amenity. Who do I contact?

- Contact the Building Manager to discuss or report any issues.

How do I use the EV charging station?

- An RFID card is required to use the charging station. Contact Origin Energy to setup your account.

Warranties

Fisher & Paykel appliances, have a 5-year warranty. Other product coverage varies – check details on the *Owner Resources Manual*.

Do I need a receipt?

- Nope. Just use the Warranty Information Book on the *Owner Resources Portal* and follow the steps.

When does my warranty start?

- Usually from the Certificate of Occupancy date.
- Each claim goes through the supplier listed in the warranty guide.

What can I claim for?

- Toilet and kitchen fixtures, white goods and limited labour.
- Check documentation on the *Owner Resources Portal* for details on individual items.

Access the Calypso
Owner Resources Portal

Building amenity location
Quick reference

Rooftop BBQ:
302 Northbourne, Level 9

Gym:
300 Northbourne, Ground floor

Workspace:
302 Northbourne, Ground floor

EV Charge station:
300 Northbourne, Basement 3

artgroup.com.au