



FREQUENTLY ASKED QUESTIONS

FAQ'S REGARDING SETTLEMENT

1. Who do I contact if I have a question about my Contract?

Any questions that relate to legal aspects of your Contract of Sale must be directed to your legal representative.

2. How will I know when settlement is due?

Settlement is due on the date which is the later of 10 Business Days after notification by the Vendor's Legal Practitioner (Gadens) to your legal representative of:

- registration of the stage Plan for the Property by the Registrar; and
- the issue of the Building Approval for the Property.

At settlement, you are entitled to vacant possession of the Property.

The Swanston Central Settlement Team will keep you updated on settlement timing of your stage and advise of major milestones as they are achieved during the construction phase of the project.

Official notification of the precise settlement date will be advised by your legal representative.

3. When will I receive my Statement of Adjustments outlining how much I need to pay at settlement?

Once settlement has been triggered Gadens will finalise the Statement of Adjustments according to your contract and issue it along with all other legally required documentation to your nominated legal representative. This statement details all payments required to finalise settlement. The amounts most commonly include, but are not limited to:

- Amount owing on your apartment, i.e. total cost of apartment, less any cash deposit made.
- Adjustment for council rates
- Adjustment for water rates
- Adjustment for Owner's Corporation fees
- Adjustment of Owners Corporation Insurance
- Adjustment of Land Tax
- Any initial connection fees for utilities
- If you have made a nomination, nomination fee in accordance with the contract
- If deposit paid by bank guarantee, bank guarantee charges in accordance with the contract

Please refer to your legal representative for further information.

4. What Government charges am I liable for when buying off the plan?

Most transfers of Land in Victoria incur Stamp Duty. Although you may be entitled to stamp duty savings when purchasing off the plan, you will likely still be liable for some payment. The final amount of stamp duty payable will be confirmed by your legal representative prior to settlement. The amount owing is calculated based on government requirements and the saving you may be entitled to is based on the level of construction complete at the time of your purchase, amongst other things.

For more information, please contact your legal representative.

5. What do I need to do to make sure I settle on the due date?

You will be kept informed on when the time is right for you to commence preparations for settlement.

We suggest you do the following to ensure you are ready for settlement:

Contact your legal representative and advise when settlement is likely to occur. Re-confirm your legal representative has your correct contact details so that settlement documentation which you need to sign can be provided to you.

Ensure you have your finance in place. Please contact your financial institution or broker to discuss your finance options if you haven't already done so. We recommend you have your finance strategy in place now and complete your loan applications within three months of anticipated settlement.

If your financial institution requires information or wants to make an appointment to access site for a valuation, please contact scsettlements@hengyi.com.au. Appointments for valuation inspections are likely to commence in 3 to 5 weeks prior to settlement and will be staged depending on completion status for each apartment.

6. What happens if I can't settle by the due date?

Under the contract of sale, penalty interest and delay costs may apply in the event you do not settle by the specified date. Protracted delays may also lead to the issuance of a default notice by the vendor, upon the expiry of which the contract may be terminated and the original deposit forfeited to the vendor.

Requests for settlement extensions need to be formalized through your solicitor for consideration. For more information, please contact your legal representative.

7. What is a pre-settlement inspection and when will it be?

Under the contract of sale, you are entitled to one inspection before settlement is due.

We anticipate inspections for will commence approximately 3 weeks prior to settlement. The settlement team will contact you again in due course with further details in relation to dates and times. Due to there being many inspections required to occur over a short period of time, opportunities for rescheduling will be limited. If you wish to discuss this further, you will have the opportunity when the settlement team contacts you.

8. I will not be in Melbourne for the pre-settlement inspection, how can I be sure my apartment will be inspected thoroughly?

Hengyi has a team of dedicated professionals who are focused on ensuring its developments are built to the highest standard. Upon completion of each stage in Swanston Central this team will

inspect each apartment prior to your inspection. If you are electing a representative to undertake the inspection on your behalf, we will require written authorization and contact details (email and mobile number) for the person you have nominated.

9. What happens if I notice a defect at my pre-settlement inspection?

We will ensure that the builder rectifies the defect/s as soon as practicable. Settlement cannot legally be delayed due to existence of minor defects. We will have daily contact with the builder's representatives to ensure all defects are rectified as promptly as reasonably possible. You will be supplied with further details regarding the post settlement defect liability period in your Owner Manual.

10. What is included in the Owner Manual and Move-In Pack provided after settlement?

Once settlement has occurred you will be issued with a Move-in Pack which will include information and details on your new apartment. The pack will include keys, security access fobs, Owner Manual etc. The Owner Manual will include important information about the development and your apartment including floor and wall finishes schedule, cleaning instructions etc.

We will confirm prior to settlement when and from where your pack can be collected. You will require photo I.D, or if you are unable to collect your own pack, you will need to provide written authorisation for someone to collect on your behalf.

MOVING IN AND CONNECTING SERVICES

11. How do I arrange to move in to my new apartment?

Once settlement has occurred, and you have collected your handover pack you will need to visit <https://swanstoncentral.wewumbo.io> and select Create Resident Account to complete the registration form. Once approved by the Building Manager, you will receive a welcome email with a link to access the app where you can book access for a removalist and your move in.

12. What will my new address be?

Your address at Swanston Central will be unit XXXX, 160 Victoria Street, Carlton 3053.

13. What do I need to know regarding connection of services?

a. Electricity

Electricity is supplied via a private embedded electricity network. The Embedded Networks Company Pty Ltd trading as seene has been engaged to manage this embedded network on your behalf.

You can connect your electricity and create an account for your apartment by registering online using the registration link below or contacting seene. Details will also be provided in your Welcome Pack.

Registration URL: <https://www.seene.com.au/registration/#/swanstoncentral>

Email: hello@seene.com.au

Phone: 1300 609 387

b. Gas

Gas meters are installed for usage for the gas cook top and other gas appliances and you will be billed through the Owners Corporation.

c. Gas Hot Water

A gas centralised hot water plant for the residential apartments will be located in plant room areas.

Origin Energy billing system will be incorporated to individually charge gas usage to each apartment.

d. Water

City West Water is the water authority for Swanston Central and water will be connected at settlement. As part of the settlement process, your solicitor/conveyancer will work with Hengyi's solicitor Gadens to transfer the water account from the developer to you.

There are different requirements depending on whether you are an owner occupier or whether your apartment is tenanted. For further information, refer to the following link: [City West Water](#)

14. Internet & Telephone

Swanston Central is connected to the National Broadband Network ("NBN"), which makes very fast internet available for residents who connect. Residents will need to arrange an internet connection with a retailer of their choice.

15. Window Furnishing

To maintain architectural consistency of the building when viewed externally any external facing appearance (e.g. roller blinds to be consistent with the black or charcoal colour scheme) and must be roller type blinds. This is detailed within the Owners Corporation Rules.

The nominated supplier for supply and installation of window furnishing is Lovelight. You are not obliged to use the nominated supplier however the nominated supplier will have access to measure, quote and install prior to settlement. Unfortunately, we cannot offer this early access to multiple suppliers.

Lovelight

34 Garden St, Sth Yarra
P:1300 763 171

E: info@lovelight.com.au

W: www.lovelight.com.au

Please note that it is a legal requirement in Victoria to have window furnishings installed, if you are leasing your apartment.

16. Who is the Owners Corporation Manager?

The Owner's Corporation that has been appointed for Swanston Central are Bluestone OCM Pty Ltd. Their contact details are as follows:

Bluestone OCM Pty Ltd
Eliza Voltz

T: +61 (3) 85352770

E: info@bluestoneocm.com.au

17. Who is the Building Manager?

A Building Manager has been appointed to provide building management services for Swanston Central. Should you wish to raise a query via the Building Manager, please phone / email as follows:

T: 0418804064

E: swanstoncentral@buildingmgr.com.au

18. Who is the preferred leasing agent?

Please refer to the contact details below for any queries you may have in relation to leasing your apartment.

Swanston Central Property Management

Michelle Deng

T: 0468 384 093

E: info@scpmanagement.com.au

Filomena Vilas- Boas

M: 0402 503 597

E: info@scpmanagement.com.au