



420 Queen Street

Welcome!

You're moving into Aurora Tower

Information that will help this move to go smoothly.

See: <https://www.theauroratawer.com.au/new-residents/>

Booking loading bay	<p>Make sure you book access to the loading bay as soon as you are aware of your moving date.</p> <p>Please remind the removalists to be aware of the sprinklers attached to the corridor ceilings (some are quite low). Water damage from sprinkler impact can be extensive.</p>
Turning on the electricity/gas and water	<p>The Body Corporate has negotiated attractive rates with service providers. Energy Resources Corporation (ERC) is the contact company. Phone: 07 54378188 Email: info@energyresources.com.au or cs4@energyresources.com.au</p>
Internet	<p>There are a range of options. Learn more here. https://www.theauroratawer.com.au/accessing-the-internet/</p>
Access to building with fingerprint	<p>Register at reception. Reader is on Visitor Car Park Entry Level 1.</p>
Delivery of parcels	<p>You'll receive a notification slip in your mailbox. You must present this to reception to collect your parcel.</p>
Register Mobile Details for text messages	<p>Register at reception. Only for residents – please advise if changes are required. System being trialled for weather events etc..</p>
Noise or safety problem	<p>https://www.theauroratawer.com.au/guidelines-rules/</p>
Maintenance issue	<p>https://www.theauroratawer.com.au/maintenance/</p>
Parking for visitors	<p>Short term parking for your visitors is available on a first come basis. You need to sign your visitors in at reception and ensure there is a valid slip on the dashboard.</p> <p>Residents are not permitted to park in the visitor's car park. Misuse of the visitor parking could result in the car being towed.</p>
Chris Brown, Facilities Manager	<p>The Facilities Manager should be contacted if you are having maintenance issues that may affect other apartments or the common property. maintaurora@theoaksgroup.com.au</p> <p>Any common area maintenance should be reported via the Aurora Tower website.</p>

Electrical work	CBD Electrical	07 3172 7036 or 0434519355
Plumbing work	A Plumber Now Hayes Plumbing	0401673963 0401722310
Air Conditioning	Isothermal Cosy Air Services	07 3910 2484 0429074241
General handy person		
Joining Aurora Tower Community group	We have an active group for owners and long-term residents on https://www.facebook.com/groups/226303651653031	

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