

CAPITAL HILL CAPITAL

APARTMENT MANUAL

Capital Hill Apartments

Units Plan No. 3259

Block 17 Section 6

ABN 65 049 397 664

Version 26 February 2024

The Apartment Manual for Capital Hill Apartments is provided to all owners and tenants to enable them to get maximum enjoyment from their apartment, assist in dealing with any problems that may arise and ensure that they are aware of their rights and obligations as residents of Capital Hill Apartments.

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1 Introduction

This manual provides you - owners and tenants - with important information about your apartment. It covers things you need to know to make caring for your apartment as easy as possible. It includes all the information you need to arrange for phone connection and to deal with emergencies, as well as handy phone numbers for local services. Even the colours of your paint and tile selections are included for future reference.

This manual also contains information on how to operate the various appliances installed in your apartment. Important information has been provided in the relevant sections on the use and care of these appliances. The operating instructions for each appliance have been provided. Should they be required, replacement copies should be available from the manufacturers. Please put them in a safe place for future reference.

2 Warranty

Note that the initial warranty period for minor defects has long expired and that the works covered by the builder's warranty insurance have been carried out.

Non-warranty work – which is now the greater part of our defects – is the responsibility of the Owners' Corporation if the matter is with common property. If the matter concerns your apartment alone, it is the responsibility of the individual owner.

3 Contact numbers

CONTACT NUMBERS FOR LOCAL AUTHORITIES AND SERVICE RETAILER

Water	Icon Water	(02) 6248 3111
Gas	ActewAGL	131493
Electricity	ActewAGL	13 14 93
Telephone	Telstra	13 22 00
	TransACT	(02) 6229 8000
Access System Security	Blitz	(02) 8880 6458
Intercom	IntuneTV	(02) 6258 7008

* Note. It is advisable to contact the Managing Agent in the first instance for security and intercom problems – phone (02) 6156 3305.

4 Emergency Procedures

4.1 Procedure During Normal Working Hours

- Identify the cause
- Isolate if appropriate
- Always act to ensure personal safety

If the problem is within the common areas, (these areas include the entries, corridors, stairwells, open spaces, the external face of the building, landscaping, and basement car parking) contact the Owners Corporation’s Managing Agent: Bright & Duggan, phone (02) 6156 3305.

If the problem is within your apartment, isolate it if appropriate. In the case of **water**, shut off your apartment’s water valves (in the cupboards in the corridor). In the case of **power**, isolate at the switch board in your apartment (turn the big red switch to ‘off’). In the case of **gas**, turn off your apartment’s valve (in the cupboard in the corridor). Then contact the appropriate service provider.

4.2 Procedure Out of Normal Working Hours

If you experience an essential service problem in your apartment that requires urgent attention after hours, please contact one of the numbers listed below:

CONTACT NUMBERS OUT OF NORMAL WORKING HOURS

Electrical Faults	Wayne Taylor	0418 633 756
Water Faults	Robert Edwards 6-Star Plumbing	0448 844 911
Air Conditioning	Seda Services	1300 007 332
Managing Agent	Bright & Duggan	1300 092 863
Air Conditioning	Seda Services	1300 007 332
Lift	Schindler	131874

These numbers are for emergency out of hours use only and may incur a direct charge to you should they be called out for any other reason. Please note that if service/repair contractors other than those listed above undertake repair works then warranties may be voided and you may incur service fees.

If the problem is located in the common areas contact the Owners Corporation’s Managing Agent – Bright & Duggan, phone (02) 6156 3305 during working hours or 1300 092 863 out of these hours.

Please do not allow any leak to continue without calling for assistance as there is a risk of overflowing water penetrating the membrane under your floor and causing damage to adjacent property, the unit below or to cars or other items in the basement.

4.3 Emergency Services Access

Residents will notice that a small key safe has been installed next to the intercom by each front door. The safe contains an electronic swipe which can only be opened by keying in a pre-set combination. Should the Ambulance be unable to enter the building by using the normal intercom procedure (as has happened), then they are able to get at and use the swipe. Please note that the swipe will open the front door and the lifts. There is no provision to be able to open the door to your apartment (and neither should there be). The Owners Corporation

has a duty under current Work Health Safety legislation to enable emergency access and egress for the buildings but for reasons of security and privacy, cannot extend this provision to individual apartments; that must remain the responsibility of the individual owner.

The combination is known to the ACT Ambulance Service and is protected under the Medical Privacy Act.

5 Owners Corporation

5.1 Managing Agent

The Owners Corporation's Managing Agent is:

Bright & Duggan (ACT) Office -

Suite 4, Level 4

33 Allara Street, Canberra, 2601

Telephone: (02) 6156 3305

Email: customercare@bright-duggan.com.au

5.2 Common Property Areas

The Managing Agent manages the areas denoted as common property at the Capital Hill Apartments. These areas include the entries, corridors, stairwells, open spaces, the external face of the building, landscaping, and basement car parking.

5.3 Owners Corporation Executive Committee

This is a group of owners elected at an Annual General Meeting to administer the Capital Hill Apartments on behalf of the owners.

6 Services

6.1 Electricity

Electricity is individually metered to your apartment. Supply is provided via the switchboards located within each apartment. The board is fitted with circuit breakers to each electrical circuit. These may trip out if a fault develops in an electrical appliance. If a trip should occur, turn the appliance off and unplug it from the power outlet before resetting the circuit breaker to the on (up) position. Push the reset button on the safety switch. If the circuit breaker still trips out, an electrician should be called. To turn power on in your apartment, make sure all circuit breakers and the main switch are in the on (up) position. The circuit breaker should be tested routinely every three months.

The introduction of retail competition for electricity means consumers can choose their own energy retailer. Your electricity account was originally with ActewAGL.

ActewAGL

13 14 93

6.2 Gas

For most apartments gas meters are located in a nearby gas meter cupboard, located in the corridor at each floor level. There are, however, seven apartments

The main entry doors, which provide entry to the building and to the lobbies, have a front door Intercom station with the appropriate unit numbers.

Occupiers gain entry by presenting their access key fob at the proximity card reader at their entry door. The Access control card reader at the door will produce three short beeps to indicate that the electric lock is unlocked. Pull the door to open.

Visitors can push the numbered button (followed by the red 'bell' button), of the apartment they wish to visit and, via an audio link, speak to the occupier. To allow access for your visitor, push the key symbol on the handset and this will open the main door and allow access to the lift for your floor. The Access control card reader at the door will produce three short beeps to indicate to the visitor that the electric lock is unlocked. Pull the door to open.

7.3 Basement Garage Access

Access to the basement car park via the roller door is gained by pressing the left button on the 'Airkey' remote transmitter. Car park access via lift can only be gained by using your key fob on the lift card reader.

Access to your floor is gained by presenting your access key fob to the proximity card reader in the lift car and pressing your floor button.

Visitor garage parking access is gained by using the garage intercom call station. Once access is granted by the apartment's occupier, this will also enable the appropriate lift car level button for three minutes. Visitors without their own access key fob must press the lift floor button within this time. If for any reason, this time window is missed, exit via west fire exit door (right hand side of the roller door) and call the apartment again using the intercom.

7.4 Fire Protection and Smoke Detectors

The Capital Hill Apartments are fitted with comprehensive fire service equipment that are inspected and maintained in a fully operational condition in accordance with Australian Standard AS 1851 (SAA Code for Maintenance of Fire Protection Equipment). Installations include Active Systems, such as Automatic Sprinklers, and Passive Systems, such as Fire Doors.

Residents will notice throughout the Apartments in the corridors, basement, and grounds a Fire Hydrant System, Automatic Fire Alarms, Fire Hose Reels, Fire Extinguishers and Emergency Escape Lighting. Please make yourselves familiar with these and with the exit routes. They are in plain sight or else their cupboards are clearly marked. Fire Alarms are monitored constantly, and the Emergency Warning System is tested monthly.

Your apartment is fitted with one or more stand-alone smoke detectors which are hard-wired to your apartment's switchboard and with battery back-up in the event of a power failure. Common area lobbies and stairwells also contain emergency lighting and exits, together with smoke detectors and speakers that are linked with the ACT Fire and Rescue. In the event of an evacuation, please listen to instructions which will come through the speaker system.

These smoke detectors should be tested monthly. Batteries should be replaced annually and doing this at the end of daylight saving is a good practice; reminders are posted in the lifts and on basement doors.

The original smoke detectors in Capital Hill Apartments were of the ionisation type, but the ACT Government recommends that as these becomes faulty or near

their expiry dates (usually ten years), consider replacing them with photoelectric smoke alarms which may be more effective in detecting smouldering fires. Both the PSA Model LIF5800RL and the Clipsal Fire Tek 755PFM are suitable replacements.

Common sense is what is needed in response to a fire emergency. If the fire is small and easily contained, deal with it using the equipment to hand, such as an extinguisher. Report the incident to the Managing Agent, Bright & Duggan, phone (02 6156 3305). If the fire is more serious, raise the alarm with your neighbours, if you can, and call 000 for the Fire and Rescue.

Should evacuation be necessary, stay calm and again use commonsense. Don't use the lifts. Follow the green exit signs and move well away from the buildings. This is no time for false heroics: leave the matter to the trained professionals of the ACT Fire and Rescue.

8 Home Care and Ongoing Maintenance

8.1 Cleaning

Your apartment has been constructed from quality materials to provide years of durable service. Insufficient cleaning or the use of inappropriate cleaning materials can ruin the surface of many of the materials, fixtures, and fittings in your apartment. Please ensure you familiarise yourself with the recommended care procedures for all fixtures and fittings in your new home.

8.2 Windows and Doors

Tracks and rollers should be regularly cleaned for ease of use. The architraves are not structural items and are not designed to have heavy loads fixed to them, although they will support lightweight blinds and curtains.

All internal windows and doors should be cleaned by the resident. External windows and doors which have access via a balcony should be cleaned by the resident. All other external windows (including those not readily accessible) will be the responsibility of the Owners Corporation.

8.3 Kitchen and Bathroom Fittings

To keep your bathroom fittings looking their best, avoid strong abrasive cleaners on baths, basins, toilets, etc., as they can damage, dull or stain the surface. Use mild household cleaners and plenty of water. Check instructions on all cleaning products before use. Do not step into a bath or shower with shoes on because grit on shoes will scratch the surface.

8.4 Laminates

Laminates on bench tops and cupboards should be cleaned regularly and frequently with a non-abrasive cleanser. Avoid scratching and damaging the surface with utensils by always using chopping boards. Hot containers should not be placed direct on laminated bench tops because they will also damage the surface.

8.5 Floor and wall tiles

Only use recommended products to clean floors and wall tiles and always read instructions. Avoid heavy-duty abrasive cleaners. Regular cleaning is advised. A soft bristle brush can be used to clean grout areas.

8.6 Wooden Floors

Most apartments have Armstrong floating timber flooring (although some have a similar product made by Boral), usually spotted gum. Both floorings are treated with aluminium oxide during manufacture, which provides a hard and durable surface. Use Armstrong Hardwood & Laminate Floor Cleaner (obtainable from carpet shops) for either floor. Another good product is 4 Versadet, obtainable from Bunnings and the like. Many proprietary wooden floor cleaners contain harsh chemicals that remove the protective aluminium oxide finish; obviously, these should be avoided.

8.7 Heating

If your apartment is fitted with Noirot Panel Heater/s, the occupier/owner must ensure they arrange for the panel heater/s to be serviced regularly in accordance with the manufacturer's recommendations. Failure to do this will void any warranty.

8.8 Light globes

Your light fittings contain light globes of an appropriate wattage. Signage inside the fitting states the maximum wattage rating. It is important that these recommended maximums are not exceeded to avoid overheating of the fitting.

8.9 Paintwork

It is important to clean painted surfaces occasionally. Avoid using excessive water and never use an abrasive cleaner or scourer. A wipe-over with a damp cloth is usually adequate. Specialised cleaners for removing marks from paintwork are sold in major supermarkets. Exterior paintwork should be washed occasionally.

8.10 Condensation

Condensation will occur when the air temperature inside the home is greater than that outside.

To prevent condensation:

Open windows in dry weather.

Open windows or use an exhaust fan in your bathroom, kitchen, and laundry.

Leave bathroom and laundry doors open whenever possible.

8.11 Hairline Cracks

Hairline cracks to plasterboard walls and ceilings are not generally deemed to be a defect.

8.12 Composite, Marble & “Granite” type Bench Tops

Most apartments have Caesarstone bench tops. To keep them looking good, wipe them regularly and frequently with a damp cloth. Wipe away any spills as soon as they happen and avoid using harsh cleansers. Caesarstone’s own cleaning products can be obtained from <http://www.caesarstone.com.au/shop-online>

Granite and Marble bench tops require wiping down with warm water and once a year a stone care product should be applied to the surface, following the care product instructions and recommendations.

The edges of the bench tops are easily damaged. Be careful!

8.13 Carpets

Regular maintenance is required for carpets. Frequent vacuum cleaning is recommended for best results. Periodic deep cleaning of carpets is also recommended. This should be carried out by a professional carpet cleaner. Removable mats are recommended at all entrances to carpeted areas so that loose dirt is not walked through your apartment.

8.14 Keys and Remote Controls

Apart from your front door keys, which are special security keys, the keys to your home are of a non-restricted nature. These other keys are all able to be cut by any locksmith. As a minimum, each apartment was issued with:

- (a) 2 numbered keys to access your front door,
- (b) 2 numbered keys for the sliding doors,
- (c) 2 numbered keys for your letterbox,
- (d) 2 numbered keys for window locks (if applicable),
- (e) 2 numbered garage door ‘Airkey’ remote controls transmitters, and
- (f) 2 security key fobs (swipes) for lobby door and lift.

Class Locksmiths, 51 Kembla Street, Fyshwick (02 6280 6611) are familiar with our requirements and the procedure for cutting security keys. See the Managing Agent in the first instance because the locksmith will need a special letter of authorisation. Incidentally, Class Locksmiths have fitted deadlocks and fire-

proof “peep-holes” in a number of apartments and these devices are recommended for your personal security. Some owners have installed small key safes by their doors, and these are worthy of consideration.

Replacement or additional remotes and swipes may be purchased through the Managing Agent.

Please note that **there are no master keys** to open your apartment if you lock yourself out. Many residents leave a spare key with a neighbour or friend. As noted above, others have installed deadlocks and/or keysafes. Failing these measures, you will have to call a locksmith, which can be an expensive exercise, especially outside normal business hours.

Over time the basement garage door becomes less responsive to the remote devices and often the cause is simply that the devices’ batteries are running down. A good replacement is the Fujitsu model 23A. They’re an unusual size but they are available from Battery World, 95 Grenville Court, Phillip, at about \$7 each. Replacement is simple; all that is needed is a small Phillips head screwdriver. When removing the old battery, the polarity should be noted so that the new battery is not put back to front (the bed the battery sits in is not marked with the usual + and -).

8.15 Television

Your television receives its signal from Black Mountain Tower.

All Free to Air Digital Channels

The building has an integrated free to air/Foxtel Pay TV MATV System. Any television outlet within your apartment is capable of receiving the Foxtel Pay TV satellite service. Residents wishing to access the Foxtel service can contact Foxtel direct for payment options and installation of the decoder box.

8.16 Appliances and Warranties

All appliances such as your stove, range hood and dishwasher are covered by the manufacturer’s warranty. If you find that an appliance is not working properly or is faulty, please contact the manufacturer. You will find their contact details in the appliance manual.

It is the apartment owner’s responsibility to maintain these items and arrange repairs and maintenance if required. Any repairs should be done by an authorised service company in accordance with your guarantee. Keep guarantees for your appliances in a safe place.

In the event of a problem with an appliance, first refer to the operational procedures in its accompanying manual. If you can’t rectify the problem, then contact the manufacturer for an accredited service agent.

8.17 Standard Finishings

Although some individual apartments had different selections made by their owners during construction, the basic fit-outs included:

Flooring

Bathroom, en suite and laundry tiling - Bianco Natural 350 x 350 vitrified tiles
Bedroom, study, home theatre Victoria Carpets 'Platinum Plush' 80/10/10 50 oz.
Colour "River Reflections" 112881

Walls

Bathroom, en suite, laundry tiling - Bianco Natural 350 x 350 vitrified tiles
Kitchen splashback - Starfire colourback glass, Colour Yoghurt
Entire unit – Paint finish : Dulux 'Fair Bianca'
Entire unit architrave, skirting, cornice - architraves (to doors only) & skirtings -
Paint finish: semi-gloss enamel.'Cornice - Rondo P50 shadowline'
Laundry splashback - Bianco Natural 350 x 350 vitrified tiles

Joinery

Entire unit bench tops - Caesar Stone Colour Ivory 2220
Laundry bench top - Laminex Colour 'Stipple seal'
Entire unit cupboards - Satin 2 pack polyurethane paint, Colour Dulux 'Fair
Bianca'
Kicker - 'Lamiwood' MR MDF, Colour 'Alabaster'

Tapware

Entire unit - Alder 'Nuova' range: Kitchen gooseneck mixer 85299
Basin mixer 85090, Bath set 85090
Overhead shower rose (one per dwelling)
All other bathrooms /shower set with 'moda' rail 85697
Laundry - Alder 'Milano' swivel mixer and Dura Arco lever.

Fittings

Bathroom, powder, en suite accessories - toilet roll holder - Techno, towel rail -
Mizu 1500 series, combination shelf and soap dish, robe hook - Roger Seller
'Architect'. All chrome.

8.18 Garbage Collection

Garbage rooms for each building are located in the basement behind the lifts.
Your door key will open the garbage room for your building only.

Please place **recyclable material** in the **GREEN Bin** provided in the Garbage
Room and **non-recyclable material** in the **BLUE Bin**.

The Blue bins are taken out for pick-up on Sunday and Wednesday afternoons
and are returned on Monday and Thursday mornings. The Green bins are
emptied on the Sunday/Monday cycle. If the bins are not available, please leave
your rubbish on the floor in secure bags; the cleaner will take care of it when the
bins are returned.

Kitchen garbage must be drained and securely wrapped. Bottles and cans should
be drained and rinsed. Cardboard cartons should be squashed flat or cut up so as
to leave room for other material.

Our rubbish removal contract does not cover the removal of large articles such
as furniture, mattresses and televisions and the CCTV system will record any

infringement of the legally binding Rules, which prohibit the dumping of this material and provide for the recovery of costs from the offender. **These rules will be enforced.** You may make items that you no longer need available to others through the website but, if not disposed of in this way, you will need to arrange for the removal of such items yourself.

8.19 Balconies and Courtyards

Drains on balconies and courtyards should be inspected regularly and frequently to ensure that they are not blocked. Flooding, or the back-up of water near the apartment entrance, is a clear indication of a blockage that should be attended to promptly in order to avoid more serious problems. If you are unable to fix the problem yourself, you should engage a qualified contractor (see also 4.2 above).

8.20 Storage Cages

Each apartment has a storage cage assigned to it.

These often contain valuable and attractive property and residents are encouraged to keep them locked.

From time to time, minor flooding has occurred in the basement. A prudent measure is to keep large and heavy items on duck boards or pallets and for smaller items to be kept in large plastic bins, preferably with lids (to keep the dust out).

Some owners have installed lighting and power points in their cages. This is readily done by qualified electricians if the relevant air-conditioning unit is near the cage. In this way, the electricity consumption can be properly charged to the owner. Normally, consent of the Owners' Corporation is not needed but check the Rules.

9 Troubleshooting

	Probable Cause	Remedy/Suggestion
Smoke detector emitting intermittent beeping sound and/or light flashing	Battery low	Check the battery, it may need replacing.
Power failure	Tripped at the meter board	<ul style="list-style-type: none"> - First check the meter board. Has the circuit breaker tripped to the off position? If so, reset. - If the problem persists, you may have a faulty appliance. Ensure all appliances are off and try again. - If the power trips out again, consult an electrical contractor.
	Your supplier	<ul style="list-style-type: none"> - If the power failure appears to be caused by the supplier, surrounding buildings will also be blacked out. - Contact the supplier and enquire as to any faults in your area and the estimate time for supply to resume.
Supplied Appliances not working		<ul style="list-style-type: none"> - Check the circuit breakers are in the on position. If not, reset and try the appliance. - If the fault persists, refer to the operating manual. You may need to refer the problem to the manufacturer's service agent under your warranty (most appliances are covered for 1 year).
Supplied Appliances general faults		Refer to the instruction manual and warranty details covering the appliance.
Intercom/Access System not functioning		Contact the Managing Agent.
Plumbing: cistern does not fill	No water supply	<ul style="list-style-type: none"> - Check the stopcock is turned on and water is entering cistern. - Contact your plumber.
Plumbing: cistern overflowing	Water level may be too high	<ul style="list-style-type: none"> - Ball float may be jamming. - Adjustment of float may be required. - have gathered under the seal. Clear debris and replace. - Inlet valve rubber may need replacing.
Locks defective		<ul style="list-style-type: none"> - Contact your plumber. - You should not encounter any problem with your locks, but please do not leave your key in the lock internally, as this can sometimes jam the cylinder when entering the apartment.

10 Useful Telephone Numbers

The following is a mix of ‘official’ contacts (such as ActewAGL); trades people employed by the Managing Agent on a regular basis (such as Wayne Taylor); and others that members of the Owners Corporation have found to be worthy of recommendation. Nevertheless, the Corporation takes no responsibility for these suggestions and certainly makes no warranty as to their competence or reliability.

Managing Agent – Bright & Duggan	(02) 6156 3305
ActewAGL (Electricity)	13 14 93
ActewAGL (Gas)	13 14 93
Icon Water	02 6248 3111
Carpet Cleaning: Genie Carpet Care	(02) 6262 3355
Electrical Faults: Wayne Taylor (our contractor)	0418 633 756
General Handyman: Dave Le Ruez (he’s Bright and Duggan’s regular)	0413 949 151
Glazier: ACT Glass & Glazing Pty Ltd	(02) 6293 9784
Balcony tile cleaning; hedge trimming. Greg Leahy	0401 285 001
Joiner and Carpenter: Daryl Temple	0477 773 887
Locksmith: Class Locksmiths	(02) 6280 6611
Miele Service: AES Appliance Service	0423 300 445
Plumber: Robert Edwards, 6 Star Plumbing	0448 844 911
Painter: Edvard Farhad, Classic Deco Pty Ltd	0413 053 785
Painter: Shane Billington	0418 610 461
Plasterer: Brad, Brindabella Plastering	0418 487 132
Television: Mirek Kilimnik, Telight-Antel Pty Ltd	0408 487 273
Telstra Faults	13 22 03
TransACT Communications	13 30 61
Tiler: Professional Tiling Services Pty Ltd	(02) 6161 6501
24-HOUR MEDICAL EMERGENCY CARE	
North Canberra Public Hospital, Haydon Drive, Bruce	(02) 6201 6111
The Canberra Hospital, Yamba Drive, Garran	(02) 5124 0000
Queanbeyan District Hospital & Health Service Collett Street, Queanbeyan	(02) 6150 7000
Poisons Information Centre	131 126
Lifeline	131 114
MEDICAL PRACTITIONERS	
Barton General Practice 2/3 Sydney Ave Barton	(02) 6295 0424
Deakin Medical Centre 10 Thesiger Cres Deakin	(02) 6285 2500
Manuka Medical Centre, 19 Furneaux St Manuka	(02) 6295 8045

Oasis Medical Centre, 34 Bougainville St Manuka	(02) 6282 8008
Yarralumla Surgery, 1/18 Bentham St, Yarralumla	(02) 6282 3899

PUBLIC TRANSPORT

Taxis-Elite	(02) 6126 1600
Action Buses	13 17 10