



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 & lift	<p>Make sure you book access to the loading bay and/or the lift 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 and expensive.</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>
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	<p>CBD Electrical 07 3172 7036 or 0434519355</p>

Plumbing work	A Plumber Now 0401673963 Submerge Plumbing & Gas 0400785913
Air Conditioning	Coolmaster 07 32098099 Cosy Air Services 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

Update: January 2023

