

Who to contact at GemLife Maroochy Quays



GemLife™
MAROOCHY QUAYS

CONTACT RESORT MANAGERS

maroochy.manager@gemlife.com.au | 0408 106 544 or 0418 224 782

- Aqua aerobics
- BBQs and gas bottles
- Bins
- Boardwalk circuit
- Bowling Green
- Bus
- Caravan/boat storage area
- Croquet lawn and shed
- Country Club maintenance
- Damage to GemLife property
- Electricity bills
- Fences
- Fire within the resort
- Fob keys
- Gardens: villa and communal
- GemLife Shop: items to buy
- Golf buggy: GemLife and personal usage
- Injuries sustained in resort
- Intercom system
- Lights in communal areas
- Noticeboards
- Number-plate recognition
- Pedestrian gates
- Pets: including visitors' pets
- Pools and spa
- Resident shuttle
- Resort communal areas
- Resort facilities (breakages etc)
- Roads
- Site fees
- Solar power systems
- Street lights
- Storm water lines
- Tennis court
- Toilets: communal toilets
- Vehicle gates
- Villa alterations/modifications
- Watering systems
- Water leaks in communal areas
- Water bills (when billing begins)
- Questions regarding the resort
- Questions regarding the resort facilities

POST-CONSTRUCTION

Please refer home owners to the QA Build Warranty Pack provided at the time of handover

CONTACT HOMEOWNERS COMMITTEE (HOC)

secretary@mquays.com.au

- HOC meeting minutes
- Teamup and booking system

CONTACT SOCIAL CLUB

maroochyquaysocialclub@gmail.com

- Resort social events

Urgent after-hours electrical faults or water faults within your villa:

For urgent matters after hours, such as serious plumbing or electrical issues, residents should contact an appropriate licensed local 24-hour provider.

If the issue is deemed to be a warranty item, then homeowners should contact warranties@qabuild.com.au

Emergencies: In the case of an emergency - such as fire, flood, an extreme weather-related incident, or any other serious matter that presents a risk to your property or health – the first point of contact should always be **Triple Zero (000)** – or **SES** for major roof leaks on **135 200**.

TV reception: Homeowners should check their connection cables. Only report to GemLife Post-Construction Support Team if you have newly moved into your villa and the connection point is not working at all. If you have not newly moved into your villa, please contact a TV repair tradesman directly.

Internet connection: Homeowners should check their connection cables. If no connection, contact your internet supplier to see if they are experiencing disruptions. If you have not newly moved into your villa, contact an internet technician directly.

Hot water system not working:

Homeowner should check that the hot water system is turned on at the unit and the electrical box first. Report to GemLife Post-Construction Support Team if it is not working after these checks have been done and the system is still within the one (1) year cosmetic warranty period.

Instruction books and manuals for villa appliances:

Manuals for appliances should have been left in the villas. If you have not received a manual for an appliance, it can be downloaded from the internet.