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Pre-Check in

Have a look at The Thomas House

Here is a video walkthrough of where you'll be staying: <https://youtu.be/-PbtJGmWs38>





Checking in

Getting the key

Self check-in is from 3pm onward. The keys are located in a secure lockbox at the nearby 7-Eleven Spring Hill, [170 Leichhardt St. Spring Hill QLD 4000](#), requiring a code to give to the counter attendant, which will be provided just before check-in. There is an additional green fob on the keychain (not pictured), which is required for the 7-Eleven cashier to scan the keys for check-in/out.

Parking is available at the 7-Eleven. To exit, you'll need to drive through the parking garage, turn left at the exit, turn right at the corner onto Leichhardt St, and turn right onto Hope Street.





Getting into the building

Via the parking garage

The entrance gate is on Hope St. Open the sliding gate using the garage door clicker button #1. Once in the garage, turn left, then right, and then right again. Parking space 340 is on your right. Both spots (one in front of the other) are available to you. Do not park in the visitor parking. A car wash parking spot is located at the garage entrance, directly to the right.

After you've parked, face the garage door and head diagonally left to Lift 3. Use the black fob (place it at the middle of the receiver) to press Level 6. The black fob is also required to return to the B2 level parking space.

There is a pedestrian door from the street down a few steps, between the main entrance #2 and the sliding garage door.

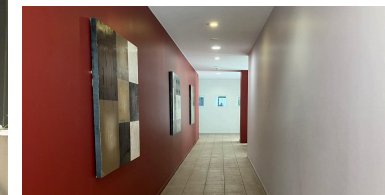
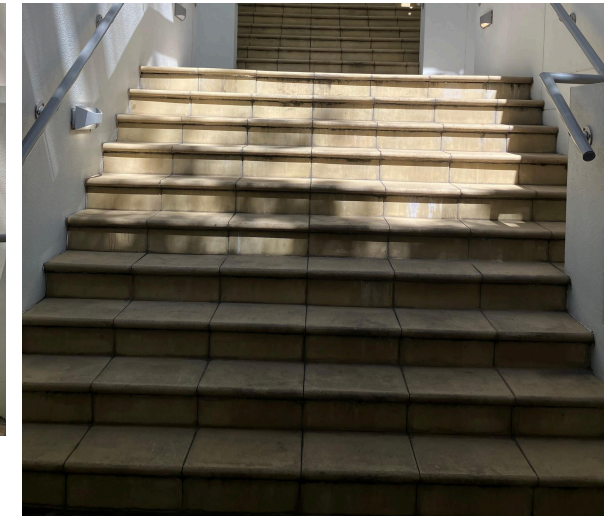




Via the street level

Arrive at Trilogy Residences **Entrance 2** and use the black fob (place it at the middle of the receiver) under the intercom to access the panelled glass door. Use the ramp to the left or walk up one level of steps. At the landing of the single flight of stairs, turn right and enter the glass door (no key required). Walk down the red-walled corridor to the lifts and once inside, use the black fob to press Level 6.

If you've walked up all 3 flights of stairs, you've gone too far and are now on the level to reach the pool. Come back down 2 flights.





Getting into the unit

Make a left out of the lift, and the unit's gate is directly in front of you. Use the same key to open the gate and the unit's front door.





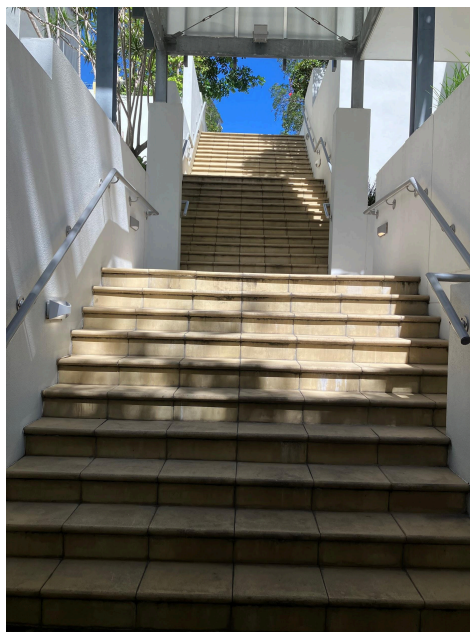
Getting to the gym

Enter the gym from the B2 parking level. From the unit 340 parking space behind you, head diagonally to your left towards the door with the gym sign. Use the same key for the unit gate and front door to access the gym.



Getting to the pool/bbq/lawn

Arrive at Entrance 2 and use the black fob to access the glass door. Walk up to the top of the 3 levels of steps and go straight. The entrance to the pool and lawn is on your left. Walk through to the opposite side of the yard to reach the BBQ and seating area.





House Rules

General rules:

- No smoking, vaping or e-cigarettes allowed in the unit or the balcony. There is a monitor that will detect this kind of smoke as well
- No pets
- No events
- No commercial photography or filming allowed
- 6 guests maximum per booking
- No noise that interferes with the peaceful enjoyment of others at any time. Quiet hours are 10pm to 8 am. A noise meter (does not record conversations, just the decibel level) that is also an occupancy sensor (not a camera, just senses motion) and a smoking detector has been installed in the apartment. Excessive noise can result in us reaching out to communicate with you, security being called and the non-refundable termination of your stay. The noise meter/occupancy sensor is mounted to the ceiling, and it is not to be removed or covered. We get notifications if it is removed, and doing so is a breach of house rules.
- We encourage guests to use the shoe rack and bench in the gated entry as opposed to wearing shoes indoors, to maintain the carpets.
- Put all furniture and fixtures back in their original location/orientation
- Key Fees
 - \$50 AUD fee if the key is not returned to the cashier at the 7-Eleven Spring Hill upon checkout.
 - Lockouts if the cleaner or host has to attend: \$110 AUD before 5pm Mon-Sat; \$210 AUD after 5pm Mon-Sat, Sundays or Public Holidays. Costs to be determined if a locksmith has to attend.
 - There will be a \$450 AUD charge for lost keys.



Per area:

- Parking: Only park in space #340. Do not park in visitor parking or store items in the parking space.
- BBQ: Hours are between 6am and 10pm. Leaving the BBQ and its surroundings unreasonably dirty or untidy may result in a fee. Use of the BBQ to cook will require submitting a form to building management and a \$50 refundable cash deposit (as long left clean) to reserve & unlock. Please message us with your desired date & timeframe. Please note that your request is not guaranteed, as there may be a prior booking. Bookings for weekend use must be submitted by Fridays at 3:30pm to allow for submission and potential approval before the building management office closes at 5pm.
- Pool: No glass, no alcohol or unsupervised children under 14
- Gym: No glass, no alcohol or unsupervised children under 13. Ensure doors are locked, and lights and air conditioning are off when leaving. Do not operate the air conditioning with the door open.
- Balcony: Do not place anything on the railings/walls. If you place the drying rack outside, it is be close to the sliding door or the walled area of the terrace so that it's not visible from common spaces.



House Manual

1. Wifi network (WiFi-9A0A7C) and password (70567540)
2. Kitchen
 - The following appliances are behind the roller door: kettle, toaster
 - On the counter you'll find: coffee pods, tea, sugar, salt and pepper
 - Upper cabinets from left to right include: mugs, plates & bowls, and glassware
 - Lower cabinets from left to right include: dishwashing supplies/sink plug/dish rack, mixing & storage bowls, pots/pans/cutting boards, and jug
 - Drawers from top to bottom include: cutlery, utensils, oven mitts/placemats/tea towels, shopping bags
 - 2 ice trays are in the freezer
 - A magnet of helpful phone numbers on the freezer
 - 1 life-long milk in the fridge
 - Stainless steel bin is for garbage and the white plastic bin is for recycling
3. Entry top cabinet
 - Sofabed linen, bath towels and pool towels for an additional 2 guests beyond 4 are within the locked cabinet. The code will be provided if we are notified that you will want to access these amenities.
 - Accessing the bottom cabinet is prohibited.
4. Utility closet
 - Top shelf: Fire blanket, extinguisher, first aid kit, and appliance manuals are in a red sealed plastic bag.
 - Mop, broom, bucket, vacuum, dustpan, carpet/upholstery cleaner, bug spray
5. Master Bedroom
 - Mattress topper for the sofabed and 2 pool towels are in the closet.
6. Ensuite



- Hair dryer in top left drawer, floor mat, hand towel, shower gel, shampoo, conditioner

7. Guest Bedroom

- Drying rack and 2 pool towels are in the closet
- Desk with chair and lamp, and wifi router & modem under the desk
- Once the light switch is on, turn the fan on by pulling the string closest to the room door several times for a faster speed. Pull the string closest to the window to turn off the light while the fan remains on.

8. Main Bedroom

- Hair dryer in top left drawer, floor mat, hand towel, shower gel, shampoo, conditioner

9. Laundry

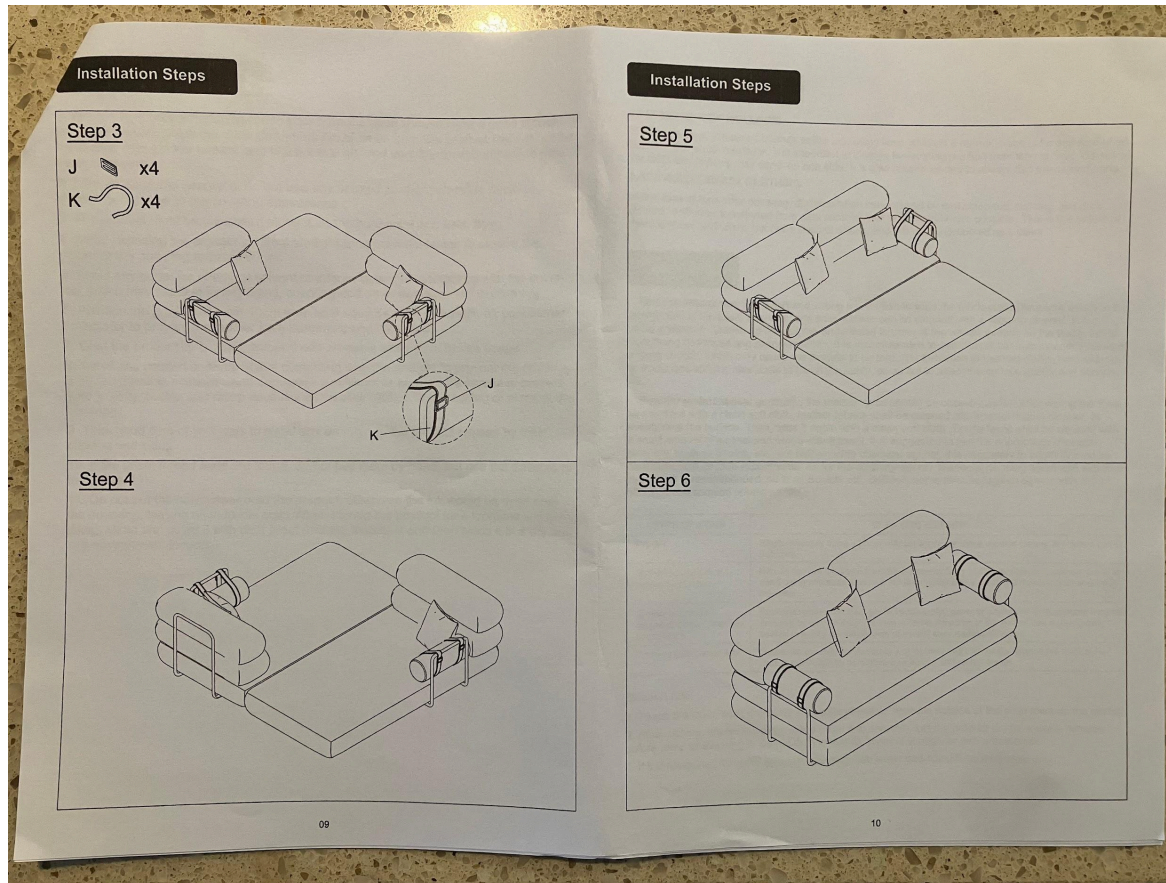
- Washing powder, iron, ironing board, washer, dryer, sink

10. Dining Room

- The dimmer light switch for the dining and living room is to the right of the tall mirror
- Coasters in the middle of the table

11. Living Room

- TV remote is on top of the TV media unit
- Board games in the TV media unit
- Coasters at the coffee table and on the side tables
- Balcony light switch and fan remote are next to the latch of the sliding door
- The couch can be arranged in many ways to turn it into a bed or flat lounger. The 4 poles slide out, the cushions can be adjusted and slide the poles back in to provide support for the cushions in their new position. Refer to the image below for options.



12. Balcony

- 6 seats and 2 nested tables



Checking out

State of the unit

1. Please return the keys where you have collected them.
2. Please make sure the property is tidy (e.g., dishes washed, rubbish in bins).
3. Leave the sheets on the bed.
4. Leave used towels in the bathroom.
5. Clean dishes and return them to their locations.
6. Turn off all appliances, lights, and heating/AC before leaving.
7. Double-check that all windows and doors are closed and locked.
8. Double-check your belongings to make sure you do not leave anything behind.
9. Keep the trash bag and recycling in the unit. If you need to take out trash during your stay, please use the trash chute for smaller items (turn right out of the unit, and it's the 2nd hallway door on the left, just before unit 337). Use the Level B2 parking garage refuse room between Lifts 1 & 2 for larger trash and recycling items.





Returning the key

Checkout is by 11am. The keys are to be returned to the secure lockbox at the nearby 7-Eleven Spring Hill, [170 Leichhardt St. Spring Hill QLD 4000](#). Please hand over the key to the 7-Eleven cashier and they will scan the keys to check them back in. A code is not required.

Parking is available at the 7-Eleven. To exit, you'll need to drive through the parking garage and turn left at the exit.

There will be a \$50 AUD fee charged if the key is not returned to the cashier at the 7-Eleven Spring Hill upon checkout. There will be a \$450 charge for lost keys.