

## Frequently Asked Questions – Fairwater, Blacktown

Frasers Property Australia (FPA) is set to conclude its presence at Fairwater by the end of 2023. While the Frasers Property team may no longer be physically present onsite, you can count on their continued availability to address any inquiries, concerns, or issues.

### FAQs

#### 1. When will Frasers be leaving?

Frasers Property Australia is scheduled to conclude its housing operations at Fairwater by the end of 2023. Although our construction team will complete their work and depart the Fairwater site, Frasers Property will maintain an onsite presence, and our maintenance team will remain available.

Furthermore, our Frasers Property Management team will have a physical presence at The Fairwater Centre on-site to oversee rental properties and provide assistance to direct you appropriately.

#### 2. Where can I find information relating to my property including details for home maintenance, appliances, aircon servicing, garage door issues, paint colours, etc.

##### a) If you're a Frasers Property Customer:

You can find all your property details in the one place by referring to your settlement pack or downloading the myFrasersProperty App. To download the App visit <https://www.frasersproperty.com.au/Care-and-Rewards/MyFrasersProperty>. To become a member and receive login details, request your membership here <https://www.frasersproperty.com.au/Care-and-Rewards/Rewards/Join>

Via the App, you can lodge defects and get detailed status updates on every request and its progress. This can be done by logging into myFrasersProperty > click on 'My Property' > click on 'New Request'. Complete the 'New requests' form and provide as much information to help us understand the request and provide supporting images then hit 'Submit'. Our Customer Care Team will update you through myFrasersProperty on the status and progress of the request. Make sure you have turned on and allowed notifications on your mobile device to be kept up to date.

For more information refer to <https://www.frasersproperty.com.au/Care-and-Rewards/MyFrasersProperty>

If you directly purchased with Frasers Property before March 2016, you will not be able to access myFrasersProperty until your next purchase. If you require any assistance with your property, please call 13 86 88 or contact us on email at [CustomerService@frasersproperty.com.au](mailto:CustomerService@frasersproperty.com.au).

b) **Tenants:** If you are renting, please contact your property manager / provider.

##### c) **Warranty Information:**

- 6 years against 'structural' defects (e.g. the roof, the walls etc.) – all leaks should be reported to Customer Care NSW [customercarenew@frasersproperty.com.au](mailto:customercarenew@frasersproperty.com.au) for inspection or the MyProsperity App.
- 2 years of non-structural or 'minor' defects (e.g. installation of electricals & plumbing, fittings and tiling etc.) – issues that may arise outside of the 2 year builder's warranty period become homeowner's responsibility to maintain and arrange repairs if required.

**Note: The date of completion and subsequent issue of Occupation Certificate is the date which indicates the commencement of the Statutory Warranty period.**

**3. Whose responsibility are the following items?**

- a. Community landscaping – Blacktown City Council
- b. Discarded items and rubbish in the community – Blacktown City Council
- c. Lake maintenance – Blacktown City Council
- d. Fairwater Blvd maintenance – FPA have been the managing, however moving forward the verge in front of properties is the responsibility of the owners and this includes mowing the lawn, weeding, etc. Note that issues relating to tree pruning, footpaths, curbs are to be referred to council.

**4. Will there be any security available on site (e.g. the roving security that Frasers has had during construction)**

There will be no on-site security. For non-urgent police assistance, reporting minor crime and all general enquiries, please contact the Police Assistance Line on 131 444 or the local or the local Blacktown police station on 9671 9199. For emergencies, please call 000.

**5. What's happening with stage 14?**

Please refer to Frasers Property Australia on 13 38 38 or [customerservice@frasersproperty.com.au](mailto:customerservice@frasersproperty.com.au) for current information.

**6. Update on works still to be completed (e.g. landscaping at back of Stage 55, pedestrian access to Marayong ?)**

Please refer to Frasers Property Australia for current information. Anticipated completion Q2 2024.

**7. Information on the use of the Sales Centre?**

Frasers Property can share an update on this once the sales centre site has been handed over to Blacktown City Council, as council input is required on this.

**8. What to do about traffic complaints e.g. speeding, etc**

Contact the Fairwater Traffic Committee through one of the Fairwater Community Association Committee members listed below. Otherwise, you can also direct traffic enquiries and complaints to the Road Safety Officer at Blacktown City Council on 9839 6000 or email [council@blacktown.nsw.gov.au](mailto:council@blacktown.nsw.gov.au)

**9. What day is the rubbish collected?**

General Waste is collected weekly and recycling is collected fortnightly. Place bin on verge the night before collection. To check garbage and recycling pick up days, enter your address in the 'My Neighbourhood Page' on the Blacktown City Council website for the most current information  
<https://www.blacktown.nsw.gov.au/Services/Waste-services-and-collection>

You can book up to 12 household clean up collections per year, as no extra fee. To secure the next available collection date, complete the online 'Household Clean-up Request'. You may have to wait up to 4 weeks for a date, so please plan ahead. Visit <https://www.blacktown.nsw.gov.au/Services/Waste-services-and-collection/Household-clean-up> for more information.

To report any street cleaning or waste issues, phone 9839 6000.

**10. Ongoing maintenance of the ponds? Who do we report to if it's not clean?**

The ponds have been handed over to council. Please direct all enquiries to Blacktown City Council 9813 1961 or email [council@blacktown.nsw.gov.au](mailto:council@blacktown.nsw.gov.au) or visit <https://www.blacktown.nsw.gov.au/Services/Report-and-request> for more information.

**11. Ongoing maintenance of parks, roads, pot holes, street lights and footpaths?**

Please direct all enquiries and report issues directly to Blacktown City Council 9817 1961 or visit <https://www.blacktown.nsw.gov.au/Services/Report-and-request> for more information.

**12. Who do you report vandalism, shopping trolleys, etc to?**

Please direct all enquiries and report issues directly to Blacktown City Council 9817 1961 or visit <https://www.blacktown.nsw.gov.au/Services/Report-and-request/Report-vandalism> for more information.

**13. When will the dog park be ready?**

Please refer to Frasers Property Australia for the current information. Anticipated completion for Q2 2024.

**14. Questions relating to the lights in the private car courts?**

Please direct any questions relating to the lights in the private car courts to Strata. Any questions relating to general street lights and general lights in parks and public areas are to be directed to Blacktown City Council 9813 1961 or email [council@blacktown.nsw.gov.au](mailto:council@blacktown.nsw.gov.au)

**15. Questions relating to the neighbourhood?**

Please refer any questions relating to the general neighbourhood to Blacktown City Council 9813 1961 or email [council@blacktown.nsw.gov.au](mailto:council@blacktown.nsw.gov.au) or visit <https://www.blacktown.nsw.gov.au/Services/Report-and-request>

**CONTACT DETAILS:**

A list of quick-find telephone numbers and emails are provided below for your convenience, outlining who to contact when certain issues or questions may arise.

WHO	CONTACT	WHAT FOR
Defects and Warranty Queries (Home Owners)	Frasers Property Customer Care 13 86 88 <a href="mailto:customercaresw@frasersproperty.com.au">customercaresw@frasersproperty.com.au</a> myFrasersProperty App and portal	For all home owners, contact your Frasers Property Customer Care team for defects and any warranty claims within your home.
Defects and Warranty Queries (Tenants)	Contact your Property Manager	For people who are renting, contact your Property Manager if there is an issue or defect within your home.
Frasers Property Management Services	Frasers Property Management 13 10 25 <a href="http://www.frasersproperty.com.au/Our-Services/Residential/Property-Management">www.frasersproperty.com.au/Our-Services/Residential/Property-Management</a>	If you are looking to lease your property, contact Frasers Property Management services.
Fairwater Community Association	Camille Abbott, President <a href="mailto:camille.abbott56@gmail.com">camille.abbott56@gmail.com</a> Jason Meaden, Vice President <a href="mailto:meaden@fastmail.com.au">meaden@fastmail.com.au</a> Prasenjit Sarker, Secretary / Public Officer <a href="mailto:prasenjit.sarker@hotmail.com">prasenjit.sarker@hotmail.com</a> Vijay Chennupati, Treasurer <a href="mailto:chennupativijay@gmail.com">chennupativijay@gmail.com</a>	Your Fairwater Community Association are available for any queries in relation to events, activities or community issues.
Community Development Team (until December 2023)	Om Dhungel - Community Engagement Consultant on behalf of Frasers Property 0417 065 142 <a href="mailto:om@omdhungel.com">om@omdhungel.com</a>	<ul style="list-style-type: none"> <li>• Events and activities program</li> <li>• Interested in becoming a volunteer</li> <li>• Share ideas on new events, activities or social groups</li> </ul>
Police Assistance Line	Phone: 13 44 44	<ul style="list-style-type: none"> <li>• Theft/break-in, including break-in to basement or Townhomes carpark</li> <li>• Trespassing/security breach</li> </ul>

**EMERGENCY CONTACT DETAILS**

**EMERGENCY NUMBERS**

Police, Ambulance, Fire Brigade 000

**24-HOUR MEDICAL EMERGENCY CARE**

Blacktown Hospital 9881 8000

Poisons Information Centre 13 11 26

LifeLine 13 11 14

Nurse on Call 1300 60 60 24

**UTILITIES**

Sydney Water 13 20 90

OptiComm 1300 137 800

**AUTHORITIES**

Police Station (Blacktown) 9671 9199

Police Assistance Line 13 14 44

[www.police.nsw.gov.au](http://www.police.nsw.gov.au)

**AUTHORITIES**

Fire Station (Blacktown) 9493 1063

Crime Stoppers NSW 1800 333 000

NSW State Emergency Services 132 500

**COUNCIL**

Blacktown City Council 9813 1961

[council@blacktown.nsw.gov.au](mailto:council@blacktown.nsw.gov.au)

**HELPFUL HOTLINES**

Kids Help Line 1800 55 1800

LifeLine 13 11 14

Pets & Animal RSPCA NSW 9770 7555

Sydney Shelter