



Tenant Handbook

PROPERTY DEPARTMENT

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1. Emergency contacts

In the event of an emergency, fire or major security breach you should contact:

Darwin Police, Fire and Emergency Services	-	000
Australian Federal Police Emergency	-	1300AFP
Airport Fire Services Emergency	-	8920 4899
Airport Duty Manager (Emergency only)	-	0401 005 977
Environmental Incidents and Spills		0402 088 145

2. Physical and maintenance services

Through our existing airport operations and technical services divisions, Darwin International Airport (DIA) provides a range of technical and physical services to the Airport Precinct. These are provided as part of our role as Landlord and Airport Operator.

If you have a maintenance issue please complete the tenant maintenance request portal located at Property | Darwin International Airport (darwinairport.com.au) alternatively in case of an emergency contact:

DIA Business hours 8:30am – 5:00pm Monday to Friday	
	(08) 8920 1966 or
	(08) 8920 1834
Outside Business hours	
	0401 005 977

2.1. Rubbish Removal

All tenants are responsible for their own rubbish removal and for maintaining their premises in a clean and tidy condition free of vermin, in accordance with their lease obligations.

2.2. Annual Rubbish Removal

Each year in October, DIA offers the use of large rubbish skip bins to our tenants to facilitate our annual pre-cyclone clean up. This is a great opportunity to get rid of all unwanted waste material around your premises. The bins are usually placed on Lancaster Road and Murphy Road and are emptied as required. The bins are in place for approximately one month and information is sent to tenants via email along with a flyer showing the location of the bins.

2.3. Recycling

DIA encourages all tenants to participate in recycling programs as this not only reduces the cost of waste removal from the property but also helps the environment.

2.4. Security

All tenants are responsible for their own tenancy and building security and will need to assess their own particular needs.

It is our aim to maintain a safe and secure environment for all tenants and visitors to the Airport Precinct.

The Airport has a relatively high level of security presence to protect the airport and those operations are available to respond to landside needs or emergencies.

The Airport is made up of 2 separate zones, airside (aerodrome) and landside being portions of land that is accessible to the general public. For those tenancies who require or have access to airside, additional security procedures must be in place including access control to airside gates and all employees and visitors are required to display an ASIC or Visitor pass before they are able to work airside, further information can be located on www.darwinairport.com.au or you can apply for an ASIC via www.asic.net.au.

2.5. Electrical Power

DIA supply and reticulate all electrical power on the Airport and will provide monthly accounts to all tenants. Electrical meters are installed for each tenancy and are read on a monthly basis. The supply and consumption charges are billed at the gazetted rates published by Power Water Corporation.

New connections and any supply faults should be referred to the Property Manager.

2.6. Electrical Safety

Tenants are responsible for ensuring their workplaces are compliant with AS3760-2003 in regard to electrical safety for all plug-in equipment or appliances.

The above Australian Standard and Northern Territory regulations require that:

- All electrical equipment is regularly tested and tagged
- A register of all electrical equipment is kept
- Failed equipment is removed or rendered inoperable
- New equipment is entered into the electrical register
- The register records the retest date for all equipment

All other requirements pertaining to electrical safety under Territory-based laws and regulations must be implemented by the tenant.

2.7. Water, Sewerage and Trade Waste

DIA is responsible for the individual site supply and reticulation of all water and sewerage on the Airport Estate. Water meters are installed for each tenancy and are read on a monthly basis. The supply and consumption charges for both water is billed at the gazetted rates published by Power and Water Corporation.

Where trade waste infrastructure is installed, tenants must service and maintain their systems to comply with Power and Water requirements

2.8. Telecommunications

Telecommunications are the responsibility of each tenant and enquiries should be made through your respective service provider. Any additional services required must be referred to the Property Manager.

2.9. Landscaping

Landscape maintenance and reticulation within your site is normally your responsibility under the terms of the lease. However, as part of our service provision, we can recommend a suitable contractor.

Given the sensitivity of some areas across the airport precinct such as the Rapid Creek corridor, DIA have developed a Landscape Treatment Guideline which provides information on preferred landscaping treatments and guidance on plant selection. Tenants who are looking to refurbish and/or install new landscaping at their Premises should refer to this document before undertaking any works. Please contact us for a copy if required.

Removal of trees or heavy pruning requires prior written approval from the Airport Environmental Manager, if you wish to undertake such work the Landscape Management Exemption Form can be found at:

Airport Building Activity | Darwin International Airport (darwinairport.com.au)

2.10. Air Conditioning and Mechanical Plant

All plant must have a regular maintenance program to ensure running efficiency, safely and ongoing performance. The obligation to maintain equipment can vary from lease to lease, if you are unsure who is responsible for your premises please contact the Property team.

Where a tenant is responsible for the maintenance program, DIA may request at regular intervals copies of service reports. Where DIA is responsible, we will implement a maintenance schedule with one of our preferred contractors, your assistance in allowing access to perform the works is appreciated.

2.11. Fire Safety

All fire safety equipment within the premises requires regular inspection and testing, the obligation to maintain this equipment can vary from lease to lease, if you are unsure who is responsible for your premises please contact the Property team. The Fire safety equipment installed may include:

- Portable fire extinguishers
- Emergency lights and exit signs
- Sprinkler systems
- Ventilation fans
- Interface with building fire alarm/monitoring
- Gas suppression systems

In addition to routine maintenance and testing an annual compliance certificate, stating that all fire equipment and essential services have been maintained and continue to perform in accordance with its design is required. Where a tenant is responsible, DIA may request a copy of this certificate.

2.12. Other Building Repairs and Maintenance

Tenants should familiarise themselves with their repairs and maintenance obligations under their Lease but generally speaking tenants are normally responsible for both internal and external general repairs. Tenants should enter into Maintenance Agreements to ensure that the building remains in good tenantable condition. DIA will periodically request sight of all maintenance agreements arranged by the tenant.

2.13. New Buildings (Constructed by DIA) – Defects Liability Period

New construction work will usually have a period of warranty (Defects Liability Period) on all physical components, builder's works and landscaping. It will be DIA's responsibility to ensure that these warranties are satisfied and all defects are satisfactorily repaired. The warranty periods will vary for various components and information regarding expiry dates can be provided if required.

3. COMPLIANCE

3.1. Building Construction, Alterations and Fit-Out

Please remember all works within your tenancy or premises require the approval of DIA and the Airport Building Controller (ABC). Please ensure you contact us well before the commencement of any work.

You will need to submit a formal application to obtain consent. This ensures that all parties are informed of the works to be undertaken and building standards are maintained.

A separate application will need to be lodged with ABC for Commonwealth approval.

Both the DIA and the ABC application forms are available from the DIA Website via the following link:

[Airport Building Activity | Darwin International Airport \(darwinairport.com.au\)](http://darwinairport.com.au)

The applications can be lodged simultaneously but it will not progress until the DIA consent is issued.

3.2. Contractors in the Workplace

Tenants are responsible for ensuring that all contractors it engages have been inducted by DIA to check valid licenses, insurances, and meet all OHS/WHS and Environmental requirements.

A link to our Working on Airport Induction process on our website is:

[Working on Airport | Darwin International Airport \(darwinairport.com.au\)](http://darwinairport.com.au)

The ability of a contractor to work safely and in accordance with other rules and regulations must be verified by the tenant before allowing the contractor to commence work on the Premises. All contractors must complete a task based risk assessment prior to starting work. This can be in the form of a job safety analysis (JSA) or safe work method statement (SWMS) or similar. This document will outline the steps of the work, the hazards associated with each step and the risk controls to be used on the work. Please contact the DIA WHS Advisor should you require any clarification.

In instances where DIA engages contractors, it only uses contractors that are licensed, insurance and meet all OHS/WHS requirements. DIA has established an approved contractor panel that contains accredited contractors who meet all of these requirements. If tenants would like access to this list of contractors, please contact us.

3.3. Signage

Please ensure you submit written details, plans and drawings prior to the erection of any signage, for review, and approval. DIA must approve all signage in writing.

[Airport Building Activity | Darwin International Airport \(darwinairport.com.au\)](http://darwinairport.com.au)

3.4. Insurance

All lease agreements include an obligation to hold and keep in place certain insurance policies. It is the responsibility of each tenant to ensure all relevant insurances are affected prior to occupancy. A copy of the currency certificate can be forwarded to DIA addressed to the Property Admin Coordinator each year on renewal.

3.5. Special Licenses

Special licenses should be obtained from the issuing authority where applicable e.g. Industrial Waste Discharge Licence. DIA should be provided with a copy for its records.

3.6. Emergency Evacuation Plan

All properties are required to have an Emergency Evacuation Plan. It is recommended Australian Standards Guidelines AS3745 Emergency Control Organisation and procedures for buildings, structures and workplaces are implemented.

The responsibility to manage and control an evacuation required by an emergency will be identified in the building evacuation plan. Head wardens and floor wardens will be designated and identified.

Tenants are responsible for the evacuation of their leasehold area in accordance with this evacuation plan. Tenants and their employees must participate in training exercises and cooperate with fire wardens.

3.7. Environmental Management Plans

It is the responsibility of all tenants to prepare an Environmental Management Plan, which should be administered and regularly reviewed, by each tenant.

3.8. Environmental Obligations

All Tenants and Contractors should operate in an environmentally responsible manner including, but not exclusive to:

- Avoidance of any pollution of soil or water and minimisation of emissions to air; including solvent emissions
- Minimisation of energy, water and materials use
- Minimisation of noise
- Avoidance of dust contamination of occupied spaces and HVAC systems including ducting

Any incident that may cause environmental harm (eg fuel or chemical spills, dumped waste materials) must be reported to the Airport Operations team on 0402 088 145.

Further detail on the airports environmental guidelines and obligations can be found in the Environment Management Handbook and we recommend Tenants familiarise themselves with this document.

[Environment | Darwin International Airport \(darwinairport.com.au\)](http://darwinairport.com.au)

3.9. Removal of Fill/Soil - Taking Material off Airport

Removal of or disposing of soil or sand, including fill from construction and landscaping works off the airport is not permitted without prior written approval. Please contact our Property team for further information.

3.10. Dangerous Goods and Hazardous Chemicals

The sale, use, storage and disposal of dangerous goods or hazardous substances is subject to a variety of Regulations and Standards, including Work Health and Safety legislation. Tenants should familiarise themselves with the applicable regulations and standards where it applies to their use and occupation of the premises.

DIA require all dangerous goods and hazardous materials to be stored in the correct manner to minimise the risk of accidental leak, spillage or harm to people or possessions.

3.11. Animals, rodents and vermin

Tenants must take all reasonable precautions to keep the premises free of rodents, vermin, insects, birds and animals.

Unless prior approval has been granted, pets must be restrained at all times while on Airport land and safely secured in a cage in Airside locations.

3.12. Measurements of Premises (New Buildings)

Where required by the lease, DIA will arrange to have the premises measured and assessed for rates etc. DIA appreciates your cooperation in providing access for a Surveyor. Once DIA receives the survey a copy will be forwarded to you for your records.

4. Property and facilities management

4.1. Building Inspections

Property, Environment and Building Maintenance staff will, from time to time seek to conduct an inspection of your premises for maintenance purposes and to ensure compliance with the lease and other statutory regulations. Your assistance in facilitating this process is appreciated.

4.2. Property Management

Any queries relating to your lease and building/services should be directed to the Property Manager.

4.3. Car Parking

Tenants are generally provided with carparking at their facility for staff and clients. Please be aware if these areas are not available, please refer your staff and clients to the common area parking on Airport in the map below. For further information on DIA Car Parking please refer to our website.

<https://www.darwinairport.com.au/traveller/parking-transport/parking>

5. Essential contacts & correspondence address

5.1. Website

Darwin International Airport Pty Ltd
www.darwinairport.com.au

5.2. Correspondence Address

Please address all correspondence to:

Property & Terminal
Darwin International Airport
PO Box 40996
CASUARINA NT 0811

E: property.maintenance@adg.com.au

6. Invoices and accounts

6.1. Monthly Rental Invoices & Accounts Procedure

Invoices are raised around the first day of each month (approximately a month in advance of the due date) for standard charges of rent, electricity, water and variable outgoings (where applicable).

All accounts are due and payable monthly in advance on the first of each month. If accounts are not paid by the due date, arrears interest may be raised in accordance with the terms of the Lease and will be added to your account.

6.2. Rates

Rates are levied by the City of Darwin Council and on-charged to tenants on airport. DIA pay the rates on behalf of the tenants and then recharge each tenant accordingly.

7. Precinct repairs & maintenance

DIA manages the common areas within your precinct under various contracts, forming the basis of the precinct outgoings. This section will depend on your specific Lease Agreement and, the design, fit-out and size of your premises. However, generally the following procedures can be applied.

The services include but are not limited to the following items:

- Electricity supply to and repairs and maintenance of the lighting columns
- Landscaping, general repairs and maintenance of the roads, verges and signage
- Security of Airport
- Property and Facilities Management

8. Safety

The Tenant is responsible for the health and safety, within their leasehold area(s) for all employees, contractors and authorised visitors.

For buildings that are leased in entirety by one tenant, that tenant will be responsible for all areas within the property boundary unless expressly noted otherwise in the lease agreement.

DIA has a dedicated WHS Advisor who can assist with any issues if required – contact details as under:

Steve Caldwell

WHS Advisor

T: 8920 1969

E: steve.caldwell@adg.com.au

DIA runs a Safe Work Month in October each year which includes education sessions. All Airport tenants and their employees are welcome to attend by booking as required. The Safe Work Month Calendar of Events is emailed to tenants approximately one month prior.

9. Other airport information

From time to time, other information is required to be relayed to tenants eg road closures, update on new developments, Airport Children's Christmas Party, Airport media releases etc. This information is generally relayed to tenants via email, if there are any changes to your current information please email us at property.maintenance@ntairports.com.au

