



Village Rules

Introduction

These Village Rules are modelled on those which have been in place for many years at Blue haven Terralong. It is intended that once Blue Haven Bonaire is fully occupied, that these rules would be put forward for formal adoption at An extra-ordinary meeting of all Blue Haven Bonaire Residents.

These draft rules will apply until the Special Meeting is held.

No smoking

- Blue Haven Bonaire is a non-smoking area. Residents & their visitors are not allowed to smoke in any part of the site, including units, common areas or outside areas.

Visitors and guests

1. Residents are welcome to have guests & visitors at any time.
2. Guests who wish to stay longer than three weeks will require Council's approval.
3. Visitors and guests are not permitted to use the Village recreation or lounge areas without the resident also being present.

Noise

1. Each resident is responsible to ensure that they do not unreasonably interfere with other residents through the creation of excessive noise or other disturbances
2. Residents are also requested to not use washing machines or dryers between 9:00pm and 7:00am
3. If you suffer from hearing loss and your television or radio can easily be heard outside your unit, please consider using headphones

Parking and traffic

1. As all roads within the Village are shared with pedestrians, both drivers and pedestrians should use extreme care and keep speed to a minimum
2. Residents should not park in visitor parking areas for longer than one hour
3. Horns should only be used in the event of an emergency

Security

1. While buildings have access control, each resident is individually responsible for the security of their unit
2. Unit entry doors should be locked at all times
3. The Vitalcall pendant may be activated by a resident if they feel that they are in immediate physical danger

Fire safety

1. Each unit is fitted with a smoke detector and fire blanket
2. Unit doors which are fitted with door closers are fire doors and must not be left open

Pets

1. Pets (other than a fish in a bowl) are not permitted to reside within the Village
2. Guide dogs and dogs for the hearing impaired are permitted, providing that they are registered and recognised by an approved body

Village Gardens

1. The elected Resident's Committee may make & vary policies on the use of Common garden areas, in consultation with residents and Council.
2. Kiama Council's Tree Preservation Order prohibits the pruning, lopping or removal of any tree, for the purpose of maintaining a view from any residence in the Kiama Municipality

Pot plants on balconies

1. Residents may also place pot plants on your unit balcony. Pot plants should only be watered using a watering can (not a hose) and care should be taken to ensure that water does not overflow onto the balcony below. Suitable saucers should be used under all pots

Feeding of birds

1. Feeding birds from balconies or other built areas can attract insects and rodents, as well as Myna birds. Residents are therefore requested to only feed birds in garden areas which are well away from buildings.

• Hanging of paintings

1. Residents are requested to not drill holes in any location in their unit without first contacting the Caretaker, who is aware of the location of wiring and water pipes. Holes should not be drilled in kitchen or bathroom cabinets.

Emergency medical assistance

In the event of a medical emergency, the Resident should summon the ambulance immediately by dialling “000”

The supplied *Vitalcall* system should only be used in the following three circumstances:

- Immediately **AFTER** the resident has dialled “000”, to enable the Caretaker to assist the ambulance to gain access to your unit, to secure your unit and contact your next of kin (if you are taken to hospital.)
- If a resident requires the ambulance but is unable to reach or dial the telephone. The Caretaker will come to the unit to confirm the emergency, however will be unable to physically assist the resident for reasons of Public Liability. The Caretaker will contact the ambulance immediately that it is determined that the call is not a false alarm.
- **Accordingly the Vitalcall system should only be activated if a resident requires the ambulance and is unable to get to the phone** (with the following exception).
- A Resident may also activate the Vitalcall system if they feel they are in immediate **personal danger** or there is a significant emergency, such as a fire.

Village common areas and facilities

1. The Resident’s Committee may establish policies on the use of Common areas, which may be varied as required, by the Residents Committee in consultation with residents and Council.

Drying areas

1. The drying of clothes on unit balconies or in other areas visible to the public is not allowed
2. Residents are requested to liaise with other residents to coordinate the sharing of drying areas
3. Out of consideration for other Residents, residents should ensure that their washing is removed as soon as it is dry

Garbage Disposal

1. Garbage bins are provided in the carpark levels. Please exercise care when transporting your rubbish to ensure that drips etc do not occur. Residents should always use the small bucket provided to each unit to hold all green waste bags used, in order to catch drips from holes in bags.

Insurance

1. While Kiama Council fully insures both the buildings and the contents that are supplied with each unit, this insurance does not cover residents own property or possessions
2. Should a resident accidentally damage something in their unit or elsewhere in the Village, they will be responsible for the first \$100 of any necessary repairs. The balance of the cost of any repairs will be paid from residents' maintenance levies.

Electric vehicles

1. The Resident's Committee may make or vary policies relating to the use of Motorised Wheelchairs, in consultation with all residents & Council.

Tradesmen and other contractors doing work in your unit

Prior to engaging any tradesmen to do work in a resident's unit (other than to items like televisions or refrigerators) it is essential that they contact the Village Manager or the Caretakers in order to supply details of their licences and insurance

Dispute resolution

1. The NSW Retirement Villages Legislation includes a provision for disputes to be settled through the Consumer, Trader & Tenancy Tribunal
2. Kiama Council considers it appropriate to first attempt to settle any dispute amicably between Council and Blue Haven residents or between individual residents.
3. Accordingly, if you have any concerns Council requests that you follow the following procedure:
 - a. Raise the matter with the Village Manager
 - b. Should you remain unsatisfied with the outcome, raise the matter in a letter to Kiama Council

Note: If a resident is unsatisfied with the determination of the Village Manager and the matter relates to broader issues which may affect many residents, a resident may choose to raise the matter with the elected Residents' Committee.