

Policy Owner/Responsible Officer	Manager Project Development and ILU Operations
Department	Blue Haven
Date endorsed	27 April 2021
Next review date	March 2024 (next Residents Committee AGM)
TRIM reference	23/60736

Contents

1.	Introduction	2
2.	Residents' Committee	2
3.	No smoking	2
4.	Visitors and guests	2
5.	Noise	2
6.	Parking and traffic	2
7.	Security	3
8.	Fire safety	3
9.	Pets	3
10.	Village gardens	3
11.	Balconies	3
12.	Feeding of birds	3
13.	Hanging of paintings	3
14.	Ceiling fans	4
15.	Emergency medical assistance	4
16.	Village common areas and facilities	4
17.	Shared Area Protocols	4
18.	Carpark storage	5
19.	Drying areas	5
20.	Common hallways	5
21.	Garbage disposal	5
22.	Insurance	5
23.	Electric scooters and wheelchairs	5
24.	Tradesmen and other contractors doing work in your unit	6
25.	Complaints and disputes	6

1. Introduction

These Village rules were originally adopted by special resolution of a general meeting of residents on 9 November 2020. They were subsequently modified by special resolution on 27 April 2021.

2. Residents' Committee

- 2.1 The elected Residents' Committee is the agreed conduit through which all requests relating to the provision or maintenance of Village services, infrastructure and facilities are conveyed to Village Management. These Village Rules allow the Residents' Committee to make or vary Policies to facilitate the safe and harmonious operation of the Village, after consultation with all stakeholders.
- 2.2 Residents are required to respect the privacy of members of the elected Residents' Committee.
- 2.3 To properly manage the flow of information all communications on matters of Residents' Committee business, must be submitted in writing to the Committee Secretary.
- 2.4 Unless invited by individual committee members, email and other communications should not be sent to committee members' private email addresses (or letterboxes), but instead be sent to the Secretary.
- 2.5 A resident advocating to the Committee on behalf of another resident must provide a letter from the other resident, authorising this advocacy.

3. No smoking

Blue Haven Bonaira is a non-smoking area. Residents, staff and visitors are not allowed to smoke in any part of the site, including units, common areas or outside areas (other than in the designated staff area in the rear carpark).

4. Visitors and guests

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

5. Noise

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

6. Parking and traffic

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

7. Security

- 7.1 While buildings have access control, each Resident is individually responsible for the security of their unit.
- 7.2 Unit entry doors should be locked at all times.
- 7.3 The *Emergency Call System* may be activated by a Resident if they feel that they are in immediate physical danger.

8. Fire safety

- 8.1 Each unit is fitted with a smoke detector and fire blanket.
- 8.2 Unit doors are fitted with door closers as they are fire doors and must not be left open.
- 8.3 Residents must comply with the Standard Fire Orders issued by the Operator.

9. Pets

- 9.1 Pets (other than a fish in a bowl) are not permitted to reside within the Village.
- 9.2 Guide dogs and dogs for those living with a hearing impairment are permitted, providing that they are registered and recognised by an approved body.

10. Village gardens

- 10.1 The elected Residents' Committee may make and vary policies on the use of common garden areas, in consultation with residents and Council.
- 10.2 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.

11. Balconies

- 11.1 Residents are requested to maintain their balconies in a tidy and clean manner.
- 11.2 Pot plants may be placed on balconies, providing that care is taken to ensure that water does not overflow onto the balcony below. Watering may be done by a hose fitted with a trigger nozzle, providing care is taken to ensure that water does not impact on any units below. Saucers should be used to prevent staining of tiles.
- 11.3 While electric BBQs are allowed, gas BBQs are prohibited for fire safety reasons.

12. Feeding of birds

- 12.1 Feeding birds from balconies or other built areas can attract insects and rodents, as well as Myna birds. Feeding of birds from balconies is therefore not permitted.

13. Hanging of paintings

- 13.1 Residents are requested to not drill holes in any location in their unit without first ascertaining the location of electrical wiring and water pipes. Holes should not be drilled in kitchen or bathroom cabinets, nor in bathrooms due to the risk of cracking wall tiles.

14. Ceiling fans

14.1 Residents are requested to not fit ceiling fans in any location in their unit without first contacting the Caretaker.

15. Emergency medical assistance

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

The supplied *Emergency Call System* should only be used in the following three (3) circumstances:

- 15.1 Immediately **AFTER** the Resident has dialled “000”, to enable the Caretaker to assist the ambulance to gain access to the resident’s unit, to secure your unit and contact next of kin (if the Resident is taken to hospital).
- 15.2 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.
- 15.3 A Resident may also activate the *Emergency Call System* if they feel they are in immediate **personal danger** or there is a significant emergency, such as a fire.

16. Village common areas and facilities

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

16.1 Residents’ Lounge (unit 222)

The operator has provided unit 222 as a permanent Resident Lounge. The Residents’ Committee may establish and vary policies in respect of the use of this area.

16.2 Activities room (at rear of Barroul House)

The operator has provided a room at the rear of Barroul House as a permanent Resident Activities Room. The Residents’ Committee may establish and vary policies in respect of the use of this area.

17. Shared Area Protocols

17.1 The following Shared Area Protocols were endorsed by the Operator in July 2022 and form part of the Village Rules:

- a. Matterson Hall Usage Policy;
- b. Observation Deck Usage Policy; and
- c. Building 4 Lift Usage and Foyer Access Policy.

These protocols are attached.

18. Carpark storage

- 18.1 Residents are permitted to store material in their allocated car space, subject to the following principles:
- a. safety and visual amenity are maintained using suitable shelves or cabinets of no more than two (2) metres in height;
 - b. mutual agreement is reached between adjoining car space holder regarding use of area between car spaces; and
 - c. loose items must not be stored directly on the floor.

19. Drying areas

- 19.1 Drying areas are available and provision has been made in all units for the installation of electric clothes dryers.
- 19.2 With the exception of residents who, for personal care reasons, need to dry or air some items on private balconies, the drying of washing is not permitted on unit balconies. In such cases, Residents are requested to do so in a manner that minimises concerns for others.
- 19.3 Residents are requested to liaise with other Residents to co-ordinate the sharing of all clothes lines within the buildings.
- 19.4 To optimise the available clothes-line space, Residents should ensure that their clothes are removed from lines as soon as they are dry.
- 19.5 No items of clothing or linen may be hung on balcony balustrades.

20. Common hallways

No loose items, including shoes, may be left at any time outside Residents' doors except in suitable containers. Shoe stands are not permitted. Residents are required to leave their door closed unless entering or leaving their unit.

21. Garbage disposal

- 21.1 Garbage bins are provided in the carparks of buildings 1 to 3 and building 4. Please exercise care when transporting your rubbish to ensure that drips or spills 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 any drips from holes in bags when taking the organic waste to the basement.

22. Insurance

- 22.1 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.
- 22.2 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.

23. Electric scooters and wheelchairs

- 23.1 Residents with electric scooters or wheelchairs are required to operate their vehicle in a safe manner. When operated within the Village, such vehicles must give way to pedestrians at all times.
- 23.2 The Residents' Committee may make or vary policies relating to the use of Motorised Scooters and Wheelchairs, in consultation with all Residents and Council.

24. Tradesmen and other contractors doing work in your unit

24.1 Prior to engaging any tradesperson to do work in a resident's unit (other than to repair personal 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.

25. Complaints and disputes

25.1 The NSW Retirement Villages legislation includes a provision for disputes to be settled through the Consumer, Trader and Tenancy Tribunal.

25.2 Kiama Council considers it appropriate to first attempt to settle any dispute amicably between Council and Blue Haven residents or between individual Residents.

25.3 Accordingly, if a Resident has any concerns, Council requests that the following procedure be used:

- a. Raise the matter with the Village Manager; and
- b. Should the resident 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 other Residents, a Resident may choose to raise the matter with the elected Residents' Committee.