

Policy Owner/Responsible Officer	Manager Project Development and ILU Operations
Department	Blue Haven
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1. Introduction

The Residents of Blue Haven Village and Kiama Council have together agreed on the following Village rules, which are designed to ensure the harmonious operation of the Village.

2. No smoking

Effective from 1 January 2012, only existing residents and those who have placed their name on the waiting list as at that date, will be able to smoke within the Village (excluding common rooms). New residents from 1 January 2012 (excluding those on the waiting list at that date) will not be permitted, under the Village Rules, to smoke in their unit, or in any other part of the land or buildings occupied by the Retirement Village. This rule also applies to visitors and guests.

3. Visitors and guests

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

4. Noise

- 4.1 Residents are welcome to have guests and visitors at any time.
- 4.2 Guests who wish to stay longer than three 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. Parking and traffic

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

6. Security

- 6.1 While some buildings have access control, each Resident is individually responsible for the security of their unit.
- 6.2 Unit entry doors should be locked at all times.
- 6.3 The *Vitalcall* pendant may be activated by a Resident if they feel that they are in immediate physical danger.

7. Fire safety

- 7.1 Each unit is fitted with a smoke detector and fire blanket.
- 7.2 The *Standing Fire Orders* which are attached to the back of the front door of each unit should not be removed. These Orders should be followed in the case of fire.
- 7.3 Unit doors which are fitted with door closers are fire doors and must not be left open.

8. Pets

Except for the NSW Civil and Administrative Tribunal (NCAT) order below:

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

NCAT order:

On 9 March 2022 NCAT made the following order:

By consent, ORDER, that the Respondent amend its policy within 35 days so as to provide for residents to be permitted to keep companion animals if required for therapeutic or medical purposes.

Accordingly,

- 1. Residents are permitted to keep companion animals if required for therapeutic or medical purposes.*
- 2. Kiama Council's Policy regarding the keeping of companion animals by residents of the Blue Haven Terralong Retirement Village governs the implementation and management of this NCAT Order.*

9. Village gardens

- 9.1 Please see the Resident's Committee policy on the use of common garden areas, which may be varied as required by the Residents Committee in consultation with residents and Council.
- 9.2 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.

10. Pot plants on balconies

- 10.1 Providing that residents do not obstruct the movement of other residents, they are permitted to place pot plants on the common walkway near the entrance to their unit. In some cases, there may even be room for a small chair or table.
- 10.2 Residents who choose to place items on the common walkway will be responsible for sweeping the area occupied.
- 10.3 When watering pot plants, Residents are asked to ensure that the paths remain dry and that minerals do not leach out of pots, which can then stain the tiles.
- 10.4 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.
- 10.5 Consultation as to the number of potted plants that may be appropriate on each common balcony is undertaken through the garden committee for that building.

11. Feeding of birds

- 11.1 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 the garden areas.

12. Hanging of paintings

- 12.1 It is preferred that all hooks for the hanging of paintings are installed by the caretaker.
- 12.2 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.

13. 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 (3) circumstances:

- 13.1 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).
- 13.2 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. 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 of 13.3).
- 13.3 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.

14. Village common areas and facilities

- 14.1 Please see the Resident’s Committee Policy on the use of common areas, which may be varied as required, by the Residents Committee in consultation with Residents and Council.

15. Drying areas (Stages 2 to 5)

- 15.1 Stages 2 to 5 have a number of communal drying areas on each floor.
- 15.2 The Residents Committee may, in consultation with Residents and Council, establish protocols for the use of the drying areas within the Village.
- 15.3 The drying of clothes on unit balconies or in other areas visible to the public is not allowed.
- 15.4 Out of consideration for other Residents, Residents should ensure that their washing is removed as soon as it is dry.

16. Garbage disposal

- 16.1 Garbage bins are provided in the carpark levels of Stages 2, 4 and 5 (Level 1 only). 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 plastic bags used, in order to catch drips from holes in bags.

17. Insurance

- 17.1 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.
- 17.2 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.

18. Air conditioning

- 18.1 Prior to installing an air conditioner in a unit in any Stage, it will be necessary to contact the Village Manager to discuss the location and routing of pipes, etc. In addition, all installers must submit details of insurance, prior to doing any work.

19. Electric vehicles

- 19.1 Please see the Resident's Committee Policy on the use of Motorised Wheelchairs, which may be varied as required by the Residents Committee in consultation with Residents and Council.

20. Tradesmen and other contractors doing work in your unit

- 20.1 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 Caretaker's in order to supply details of their licences and insurance.

21. Complaints and disputes

- 21.1 At the time of taking up occupancy, Residents are provided with a copy of the following documents, which should be consulted in the event of a complaint or dispute:
- a. Internal dispute resolution process;
 - b. Complaint handling process;
 - c. Elder Abuse Policy; and
 - d. Guide to the role of the Contract Caretakers.