

# Casuarina Villas – Further Rules and Guidelines

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## **Guidelines for Residents Moving in or Vacating**

If you are moving in or out of the property, you must alert the Owners Corporation Manager at least a week in advance and complete and return an Indemnity Form to the Manager before the move takes place.

The form is attached at the end of this document.

If possible move in or out on week days when there are less people about.

Please inform your carrier that **high vehicles cannot access the car park**. High vehicles must park legally in designated areas in Gladesville Blvd and must not obstruct any entries.

**Removalists MUST have all the necessary insurances including Public Liability Insurance.**

Due to the nature of the site, moves can only be made through the Main Entrance at the front. All trolleys must have **well pumped RUBBER tyres** fitted and extreme care must be taken when moving goods.

Furniture or goods must not be stacked or placed across driveways, paths, stairwells, entries or in any common areas on any level.

**Removalists** are required to take away cardboard boxes and packaging away with them or return soon after to collect.

All boxes and packaging must be kept inside the resident's unit all disposed of properly.

Dumping of cartons, crates, plastics, unwanted furnishings or any other waste is strictly prohibited on or in any part of the building or common property. The owners corporation has installed video security at all entrances and car parks and action will be taken against offenders.

The entry foyers, stairwells, courtyard, including carpets and walls must be left in a clean and tidy condition.

Residents will be held responsible for the cleanliness of common areas, damage to common area walls, gardens, carpets, doors, etc. An account will be rendered to the resident for any repairs or additional cleaning that may be required.

## **Mail and Courier Deliveries**

Each apartment has a mailbox that is clearly labelled with the apartment number.

Mailboxes are located on the interior of the two front entry gates.

The mailboxes are individually keyed.

The Owners Corporation does not hold keys to your mailbox, therefore if you lose your keys, you will need to arrange for a locksmith to open your mailbox and reissue you with new keys. Access has been provided to Australia Post in order to deliver your mail.

Residents will need to make their own arrangements with couriers to deliver parcels, either by using the intercom system or phone contact.

## Car Parking in the Building

Residents should park only in their allocated parking space and not use another car space without the permission of the respective Owner/Leaser.

The maximum allowable height of vehicles entering the car park is 2.0m. Vehicles over that height are prohibited from entering the car park as they may cause damage to overhead sprinklers, ducts or pipe work. Should this occur, it is the responsibility of the vehicle owner to pay for any damage which may be incurred. If it is a visitor or contractor to a particular apartment, the liability will rest with the apartment owner.

There are 14 visitor car parks on the premises in the central car park area.

As pedestrians and contractors constantly walk through this area, all safety measures must be adhered to.

Put on your head lights when in the car park to improve visibility.

Always use your FOB when entering or exiting the owners car parks on either side.

Only one vehicle is permitted to enter or exit the building per each rotation of the car park gate. If you fail to use your remote control, the garage door could end up on the bonnet or roof of your vehicle which will be caught on video and action taken against the owner of the offending driver.

Please note, It is not an acceptable practice to place a vehicle or item in the path of the door sensor to prevent it from closing. The practice will result in the malfunctioning of the system and will put at risk other's security

Under certain circumstances, however, it will be necessary for the car park gate to remain open eg: when maintenance is being carried out or bins are being taken into or out of the property for collection.

For security purposes, do not leave your FOB in your vehicle.

Residents must refrain from tampering with the garage door control box. When problems occur, please advise Mayfield Owners Corporation Management of the fault immediately on (03) 9645 9981.

## Car Washing

There are no car washing facilities at Casuarina Villas in accordance with EPA Stormwater regulations and water restrictions in Melbourne when they apply.

## Balconies / Courtyards

When using your balcony or courtyard please consider the comfort of those below and around you. Unsecured items can be carried by wind to the lower levels.

During periods of high winds and on departing your apartment, ensure all doors and windows are tightly closed and locked all loose items should be removed from balconies and terraces.

Cigarette butts **must** not be discarded over the balcony or left in ashtrays on your balcony, as wind will carry them through to apartments below.

Please keep your balconies tidy.

Laundry, clothes racks, towels, clothing, storage boxes, tyres and bicycles are not permitted on balconies. Please refer to the Owners Corporation Rules for further details.

Alterations to balconies are not permitted without the approval of the Owners Corporation. Repairs to balconies are the responsibility

Membranes can be disturbed causing leaks into apartments below or your own. All proposed work to balconies must have clear engineering specifications completed and provided to the Owners Corporation for approval along with other required building permits and insurances.

## **Smoking**

Casuarina Villas is a non-smoking building. This means that smoking is not permitted in or on any part of the common property of the building at any time.

Smoke in common areas may result in the fire alarm and the attendance of the CFA.

- A false alarm callout incurs a fee of approximately \$3000.00 which will be invoiced directly to the resident identified as being responsible.
- Do not throw cigarette butts off balconies, empty out your ashtray on the car park floor or leave an ashtray on the balcony where winds can blow cigarette butts away.

## **Cleanliness in Public Areas**

The Owners Corporation employs a cleaning contractor to undertake the cleaning of the common areas. Residents are asked to help minimise rubbish in common areas and damage to walls & floors. Please notify Mayfield Owners Corporation Management (03) 9645 9981 of any damage or mess requiring attention.

## **Insurance & Damage to Apartments**

The Owners Corporation has an insurance policy which covers the Owners Corporation structure, common area fixtures and fittings, public liability, office bearers etc.

Under Section 54 of the *Owners Corporations Act 2006*, the Owners Corporation effects insurance on the building and public liability within the common areas only. The Owners Corporation policy does not cover any damage to privately owned fittings within apartments, including carpets, curtains, blinds, light fittings and electric fittings or appliances not built into the apartment and which can be removed, regardless of how the damage occurred. The public liability cover does not extend to cover the interior of any apartment, balcony or car space.

***It is the responsibility of owners and residents to arrange their own contents and public liability insurance. Owners acting as landlords, owner occupiers and tenants require an appropriate policy.***

If you wish to be noted on the Owners Corporation Insurance Policy as a mortgagee, please contact Australian United Advisers Pty Ltd quoting the below details. A small fee is usually charged for the notation which is the responsibility of each owner to attend to:

**AUSTRALIAN UNITED ADVISERS PTY LTD**

**Ph: 03 8676 0503**

**Please Quote: P.S. 544418D**

If a resident is responsible for damage caused to another apartment or lot or to common property, that resident may be liable for the cost of reinstatement. Owners should be aware that any damage caused by their tenant is the responsibility of the owner and appropriate recognition of resident's responsibility should be set out in lease documents.

It is essential that Mayfield Owners Corporation Management be advised immediately of any potential claim against the Owners Corporation insurance and written details provided within 24 hours of the incident. Your claim will then be forwarded to the Owners Corporation insurer for assessment.

### **Commission**

Mayfield Body Corporate Management may receive a commission from the underwriter for placement of Owners Corporation Insurance for which Mayfield Body Corporate Management assist with the processing and overseeing of insurance claims.

### **Excess & Owners Liability**

In the instance where a claim has arisen as a result of lack of maintenance within an individual lot or negligence by a lot owner, their tenant(s) and/or invitee(s), please note the following:

1. Where Common Property is involved, the Owners Corporation reserves the right to recover from the Lot Owner, any costs not recovered through the insurance policy, including excess and repairs.
2. Where only private Lot(s) are involved, but not the common property, the Owners Corporation may submit a claim through the Owners Corporation policy for determination. The Owners Corporation reserves the right to recover from the relevant Lot Owner any costs not recovered through the insurance policy, including excess and repairs.
3. Where multiple Lots are involved, any costs not recovered through the insurance policy, such as investigative works, excess and repairs, will be referred back to the Owner(s) who submitted a claim. The Lot Owner at their sole discretion will thereafter be responsible for seeking recompense for such out of pocket expenses from the person(s) responsible for causing the loss.

### **Product Disclosure Statement & Financial Services Guide:**

These documents can be made available upon request to Mayfield or by contacting the Insurance Underwriter/Broker directly.

### **Lot owner duty of disclosure:**

Lot owners must ensure that any change in occupant use of their lot is immediately advised to our office. Changes in use may affect or invalidate the Owners Corporation's insurance policy and non-disclosure may result in significant uninsured risk and liability. The Owners Corporation will seek to recover any such losses from owners who fail to duly disclose changes to their lot. If in doubt, please contact our office.

### **Managers note (General Advice Warning):**

In accordance with the *Financial Services Reform Act 2001*, Mayfield are authorised by some Brokers to provide general and factual advice regarding their products. When providing you with general advice and/or arranging general insurance for you we act as an Authorised Representative of those Brokers. For all other products, which are not administered by those Brokers, we are only able to provide factual advice.

We are not authorised to provide personal advice. This means we cannot provide advice that takes into account your personal needs, objectives and financial circumstances. If you require personal advice you can contact the relevant broker or underwriter as shown above.

### **Why are valuations important?**

A professionally qualified valuer is key to determining the minimum insurance amounts required for each jurisdiction.

Valuations offer a way of ascertaining whether owners are meeting their legal obligations. Without professional assistance this task can be complex, leaving owners exposed to possible uncapped financial liabilities.

While valuations for insurance purposes are mandatory in some jurisdictions, even where valuations are optional they are the most practical way for owners to ascertain with a degree of certainty that they are meeting their legal obligations.

In the absence of professional assistance owners face a challenging task, involving complex and technical calculations, to determine the amount for which a building is to be insured. This leaves them exposed to possible uncapped financial exposures to the unlimited liability of the body corporate.

## **Risk of Water Damage**

Most water damage is caused by washing machines, dish washers and overflowing baths, basins and balconies.

Do not leave machines or taps running when you are absent and turn off taps when machines are not in use.

**Regularly check that the discharge hose on the washing machine is secure.**

**Regularly** ensure that the balcony drainage outlet is kept clear of all leaves and debris.

If your balcony is at risk of flooding owners should consider installing an overflow pipe subject to the approval of the Owners Corporation. Water flowing from the outlet pipe must not discharge onto another owner's balcony or courtyard without their written consent or onto common areas if this would result in a hazard to residents or visitors, or another drainage problem.

## **Leasing / Selling Procedures**

### **OWNERS' RESPONSIBILITIES**

- Section 137 of the Owners Corporation Act 2006 requires all owners/ occupiers to comply with the rules of the Owners Corporation. If tenanted, owners should ensure tenants and guests do the same.
- Owners should draw the attention of tenants the rules of the Owners Corporation at the commencement of the tenancy and advise them as new rules are made.

### **ESTATE AGENT RESPONSIBILITIES**

- For Sale, for Lease and for Auction signs are **NOT** permitted at Casuarina Villas.
- Strict attention must be paid to the security of the building during inspections and auctions. A Real Estate Agent must be at the main entry gate, and a Real Estate Agent must escort any perspective purchasers/tenants through the building.
- Real Estate Agents **MUST** supervise all inspections of apartments either for sale or rent. Real Estate Agents must ensure that during inspections potential purchasers do not wander the premises unsupervised.
- The Owners Corporation Manager should be notified of any impending Auctions.
- The estate agent must do everything to ensure the presentation of the apartment being offered for sale or lease is first class and no actions or advice be provided to outside parties that may be injurious or damaging to the reputation of Casuarina Villas.

### **Agents must ensure that they:**

- Inform the Owners Corporation Manager of new owners and tenants.
- Make reference to the Rules published on this website and .
- Do not misrepresent the Special Rules or other information on this Website.

- **Make the appropriate arrangements with the Owners Corporation Manager regarding new residents moving in or out of the building.**
- Obtain all keys, FOBs, etc. from residents at the time of vacating the premises.
- Advise the Owners Corporation Manager of any possible breach of security such as lost keys or FOBs.

## **COVID-19 and Other Infectious Diseases**

### **IMPORTANT NOTICE TO ALL RESIDENTS, VISITORS AND CONTRACTORS**

It is vital that we all practice the safe hygiene measures the Australian and Victorian Governments have instructed all citizens to follow.

**In terms of keeping people safe who live in, or visit our complex, the Owners Corporation strongly urges resident and visitors to:**

- **Thoroughly wash hands with soap and / or use hand sanitiser before leaving the property, and on re-entry**
- **use disposable gloves and / or wipes when touching door and gate handles on entry or departure, and other common items eg rubbish bins**
- **Instructing your guests or contractors to do the same**
- **using elbows to open and close doors where practical**

Please stay safe and look out for your neighbours. If you are aware of anyone who needs extra practical assistance (such as dropping off essential items), please let the Owners Corporation know.

### **Occupational Health & Safety**

Mayfield Owners Corporation Management recognises its responsibility on behalf of the Owners Corporation for providing a safe and healthy workplace and is committed to ensure that the health and safety of all Owners Corporation employees in the workplace are protected.

The primary focus of all activities within Casuarina Villas on Patterson will be the provision of customer service excellence whilst balancing the management of occupational health and safety for all employees.

The goal for the Owners Corporation in occupational health and safety is the pro-active prevention of work related injuries and illnesses, and the development and promotion of safe systems of work.

The Owners Corporation must acknowledge that the active cooperation of all employees is required for ensuring a safe and healthy working environment. Consequently, Mayfield Owners Corporation Management as the appointed management of PS 544418D Casuarina Villas on Patterson is committed to a consultative approach to occupational health and safety.



All employees are expected to contribute to the improvement of health and safety within the workplace. All employees will help facilitate cooperation on health and safety issues and will assist in implementing measures designed to ensure the health and safety of all employees.

To achieve and maintain a standard of excellence in the management of occupational health and safety:

Management will, where required and when practical –

- Ensure safe and healthy working conditions.
- Provide and maintain suitable equipment.
- Establish safe and healthy work practices.
- Ensure all employees are properly instructed and supervised.

Employees will –

- Observe health and safety practices and procedures.
- Maintain safe conduct in the performance of their work.
- Wear protective clothing and equipment as required.
- Report any health and safety problems.

The commitment of Mayfield Owners Corporation Management to the occupational health and safety of the Owners Corporation's employees is as important as its commitment to other business objectives. This policy will be regularly reviewed in the context of legislation and company changes.







# SECURITY ACCESS FOB ORDER FORM

**PS. 544418D – 'CASUARINA VILLAS' 60-68 Gladesville Boulevard, Patterson Lakes  
VIC 3197**

**Your Details:**

Name: \_\_\_\_\_

Lot No: \_\_\_\_\_ Unit No. (if different): \_\_\_\_\_

Contact Number: \_\_\_\_\_ Email: \_\_\_\_\_

**Owner**  **Agent**  **Tenant**

*If you are the Tenant, your agent must complete this form on your behalf with a copy of managing authority attached.*

**Your Order:**

	Qty	\$
<input type="checkbox"/> Security Access Fob (\$16.70 inc GST each)		
<input type="checkbox"/> Non-refundable Administrative Fee Per Order (\$44.00 inc GST)	1	\$44.00
	<b><u>TOTAL</u></b>	

**Delivery Details:** Post  Pickup

*If you select to have your fob posted, please be advised that the Owners Corporation will not be held liable for lost post/ damaged goods.*

Name/ Business Name: \_\_\_\_\_

Delivery address: \_\_\_\_\_

**Payment Details:** *Your order will be fulfilled upon receipt of your completed order form where an invoice will be forwarded to you. You will then be contacted once your access fob order is ready for pickup or delivery.*

Your signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Completed forms must be submitted to:**

Owners Corporation Manager – Mayfield Owners Corporation Management Pty Ltd  
Email: [info@mayfieldbcm.com.au](mailto:info@mayfieldbcm.com.au) or  
post: Suite 114, 370 St Kilda Road MELBOURNE VIC 3004 - Ph: 03 9645 9981