



THE GREEN
A FAIRWAY VILLAGE

THE GREEN WELCOME PACK

**THE VILLAGE AT A GLANCE
FOR OWNERS & RESIDENTS**



<https://www.thegreen-resident.com.au/>

This pack consists of things we wished we'd known when we moved in!

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On behalf of the Council of Owners*

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WELCOME TO THE GREEN!



This information pack is to help welcome and familiarise all new Residents to The Green and has been designed to provide Residents with easy access to the guidelines and nuances of living at The Green. It will give an overview of things you need to know about living in this lovely estate.

OVERVIEW

As you will be well aware The Green is an Over 55's Lifestyle Village and has all the amenities you would expect in this type of village.

The Central Community Centre

This centre provides social, entertainment, dining, relaxation and administration facilities. It hosts a full-size 2-lane bowling green in landscaped surrounds and a fully equipped commercial style kitchen. There is an inside-outside bar and on-site barbeques for your enjoyment. Residents are welcome to relax in the large lounge area with a Nespresso coffee or sit and read a good book in the library. The library also provides Residents with access to two computers which are connected to the internet.

Opposite the library is a fully equipped craft room. Also within the centre is a fully equipped pool and darts games room.

Included is a Receptionist Area and Medical Centre which will ensure your personal needs and requirements can be accommodated.

If you are planning to hold a personal event, you are welcome to book an area in the centre. (See further information in this pack).

The Leisure Centre

A second Community Centre is due to open late 2023. This will house a gym, massage room, sauna and an outdoor heated swimming pool. Not to mention a hair salon, carpet bowls, golf simulator and table tennis along with an outdoor pizza oven and BBQ area.

Additional features

There is caravan parking that current and aspiring Grey Nomads (depending on site availability) can lease, a Community Garden, as well as plans for a Community Workshop.

A weekly Newsletter is emailed to all Residents with current news about events and what is happening in the village. The Green Newsletter is your **primary** source of what is happening and when it is on. It also includes messages from your Council of Owners and Wellness updates relating to doctor's and allied health professional visits, available vaccinations etc.

If you are a Facebook user, The Green Residents have their own Facebook page called **The Village Green**. It is a private group, and you are welcome to join as it is a great way to keep abreast of news. For details on how to join, please ask at Reception.

Reception can also provide a form that will enable you to join the Social Club.

We do hope that you will be happy here with your new home and new friends.

STRATA COMPANY

It is important to remember that the facilities and common property at The Green actually belong to each and every owner who has bought into the village. It is the owners who form the Strata Company. Every year at the Annual General Meeting, owners elect a Council of Owners (CoO) who will represent them over the coming year.

Council of Owners

The Council of Owners consists of owners who have nominated to be members of a committee. The council can consist of between 3 and 7 members. If more than 7 nominations are received, an election will be held to determine who will be on the council for the coming year. Only one person from each lot is entitled to vote.



The Council of Owners hold responsibility for the calculation of strata fees, control and management of the common facilities, areas and assets for the whole village. This responsibility extends to maintenance, repairs and ensuring everything is well maintained now and into the future.

The Council of Owners hold regular community forums to ensure that information flows from the community to the Council and visa versa.

STRATA MANAGEMENT



The Green Council of Owners have contracted its strata management to Conquest Strata Management and Conquest Facilities Management, who have been appointed to oversee the collection of Strata Fees and the maintenance of all common grounds within the village. Conquest Strata Management also assist the Council of Owners with the enforcement of our Strata Bylaws where necessary.

These Bylaws are set out in Schedule 2 of your contract and are a minimum standard of behaviour for all to ensure a comfortable and harmonious lifestyle at The Green.

Please note, it is the responsibility of all purchasers to ensure that the Strata Management Company have the current contact details of all owners and residents (should they be different).

Strata Fees

Strata fees are payable by all Owners upon settlement of the block of land on which their house is to be built. The fees are determined by the Council of Owners annually, voted on by the owners at the Strata Annual General Meeting (AGM) and are based on maintaining the village to a high standard.

Facilities Management



Currently Conquest Facilities Management responsibilities' cover four main areas:

- Reception
- Cleaning
- Gardening, and
- Maintenance of all common property.

Conquest Facilities Management have a Facilities Manager who is contactable through Reception.

Conquest Facilities assist with:

- Community Centre issues.
- Any matter pertaining to common property issues.
- Repair/maintenance of common property.
- Overseeing gardening of common property including reticulation and landscaping.
- Occupational Health and Safety as well as incidents and injuries.
- Security.
- Induction of new Residents to the Community Centres.
- Induction of Residents in use of the Commercial Kitchen .
- Consumable supplies.
- Waste management.
- Information Technology within the Community Centres, including TVs, microphone and media systems.

Please note, Conquest Facilities Management are not responsible for completing or arranging maintenance or repairs at private residences. They are only responsible for common property.

COMMUNICATION DETAILS - WHO TO CONTACT



Strata Communications

Strata Manager	Shelley Fitzgerald	0478 168 550	admin@conqueststrata.com.au
Facilities Manager	Jim Thomson	0412 888 947	maintenance@thegreenestate.com.au
Reception	Nikki	9405 3193 9am to 2pm (Mon-Fri.)	reception@thegreenestate.com.au
AFTER HOURS AND EMERGENCIES Common Property Only		Kevin Wontner	0415 874 972 (Sat and Sun on call).
THE GREEN RESIDENT WEBSITE:			https://thegreen-resident.com.au

Please note, the above contact details may be amended with staff changes. Please check the weekly Newsletter for relevant and up to date contact details.

THE GREEN WEBSITE

Registering as a User

Go to The Green Website <https://thegreen-resident.com.au>

From the TOP menu, on the far right, click on REGISTER

- ALL fields MUST be completed
- Click on REGISTER



Please note, your application will be assessed and if membership is approved, a confirmation email will be sent to the registered email address.

The Green Policies, Procedures and Forms

The following list of procedural documents and forms (as referred to in this pack) are currently available for download from The Green website.



[Home](#)

[Facility Information](#)

[For Residents](#)

[Contacts](#)

[Logout](#)

The Green Policies, Procedures & Forms

[Home](#) > [The Green Policies, Procedures & Forms](#)

- [Incident/Injury Report Procedure_V2](#)
- [Pet Ownership Policy and Procedure V1_July 2020](#)
- [Procedure for Requesting or Donating an Item_July 2022](#)
- [Resident Parking Procedure](#)
- [Sale of Alcohol Procedure and Guidelines_GSAP_V1_Nov2022](#)
- [The Green Covid Safety Plan_31st January 2022](#)
- [Visitor Parking Plan](#)
- [Application for Temporary Casual Parking_GACP_V1_Jan 2021](#)
- [Application for Temporary Tenancy_GATT_V3_Aug 2021](#)
- [Community Center Facilities Booking Form](#)
- [Incident/Injury Report Form_GIIR_V2_Oct2020](#)
- [Item Request_Donation Form_GIRDF_V1_July 2022](#)
- [Items Held on Common Property Form](#)
- [Pet Registration Form GPR_V1_July2020](#)
- [Property Alteration Application Form GPA_V1_July2020](#)

STRATA PROBLEMS/ISSUES

All common area problems that arise within The Green are to be brought to the attention of the Strata Manager in writing, via email or handed in person to the Strata Manager at the Community Centre. The Strata Manager will in turn forward any concerns to the Council of Owners.

Process for Strata queries, suggestions, complaints or general issues:

Inform the Strata Manager by email or letter: admin@conquestrata.com.au		
The Strata Manager will acknowledge the correspondence.		
The Strata Manager will forward the information to the Council of Owners.		
The Council of Owners will review the comments and respond if possible.	OR	The query/comments/issue will be added on the agenda for discussion at the next Council of Owners' meeting. <i>Please note, if this is the case, please allow sufficient time for your query, comment or issue to be discussed and a response generated.</i>

Please note, any correspondence with the words: "and on behalf of other Owners" will only be treated as coming from the one person unless all "other Owners" are named and have also signed. Anonymous correspondence will be disregarded.

STRATA COMMON PROPERTY



Common Property is classed as all grounds outside the boundary of your property be it your house or your apartment.

As owners, we own not only our lot, but also a portion of the Common Property be it the Community Centres, surrounding gardens or internal roads.

Common Property is maintained for the enjoyment of all residents. Please treat all areas with respect and encourage others to do the same. Owners/Residents are not permitted to make any alterations or place any items on common property without prior consent of the Council of Owners.

Under no circumstances are residents to alter or repair common property.

Any damage or necessary repairs to Common Property are to be reported to the Strata Facilities Management. Maintenance and non-emergency repairs are best reported by filling in a maintenance request form on the website.

Please note: Owners/Residents are responsible for the cost of any damage to any common property by the Owner/Residents and/or their guests. Owners/Residents are required to always remain with their guests throughout the Village.

Items Held on Common Property

Items such as chairs, benches, statues, bird baths etc., cannot be placed on Common Property without prior approval of the Council of Owners. All items placed on Common Property will be deemed to have been "gifted" to the Strata and become the property and responsibility of the Strata, unless the Owner has completed an "Items held on the Common Property of SP77035" form in respect of each item.

It would therefore be appreciated if Owners/Residents do not place any item(s) on, or within, the Common Property of The Green, without first seeking the permission of the Council of Owners. A form needs to be completed and submitted to the Council of Owners for all donations. The relevant form can be found on The Green Resident website or obtained from Reception.

THE CENTRAL COMMUNITY CENTRE



As outlined previously, this centre provides social, entertainment, dining, relaxation and administration facilities.

Residents and their guests are welcome to relax in the lounge area. Nespresso coffee can be purchased for \$2.50 (payable with CARD not cash) from the state of the art coffee machine, or enjoy free instant coffee and tea.



Ladies, gents and mobility support toilets are located at the front of the building along the corridor to the right of the reception area on entry.

Accessing the Community Centre

The Community Centre is accessed with a personal swipe card which will be provided to you at Induction. The centre is protected by a security alarm located to the right of the Reception Desk on entry.



Upon entry to the Centre please check to ensure the alarm is **OFF**.

If **OFF** the lid on the alarm will be open showing a **GREEN** sticker.

If the alarm is **ON** the alarm lid will be closed showing a **RED** sticker.

If you are the first person to enter the building:

- Flick open the cover.
- Enter the Alarm Security Code (this code is given to Owners/Residents at their Induction to the Community Centre).
- Press OFF.
- Leave the cover open to display OFF - this will alert other Residents that the alarm has already been turned off.

If you are the last person to leave:

- Check that all external doors are locked, and internal doors are closed.
- Turn off all lights and air conditioning – leave the foyer lights ON.
- Check that no one else is in the centre before arming the alarm.
- Turn on the alarm, using the previous code and press ON.
- Flick up the cover to display **RED** - exit promptly (using your swipe card) to avoid sounding the alarm!



Community Centre House Rules

The use of the Green shared common property has compliance policies in place to reduce risk and ensure everyone's enjoyment:

- Should it be required, first aid equipment is located in the kitchen area and a defibrillator is located on the outside, northern wall as you enter the Community Centre through the electronic doors. To get the code for the defibrillator, dial 000 and ask for the Ambulance.
- Emergency Exits are at each side of the main hall leading through gates to the street. A third is located in the corridor that leads to the male and female toilets.
- Please be aware, that during a power failure, the front electric entry doors may not operate and the emergency exits should then be used.
- Under no circumstances are children allowed into the Games Room or onto the Bowling Green and surrounds unless in the presence of a responsible Resident. (Note that children under 12 years of age are not eligible to use these facilities).
- You (Resident) are responsible for your guests and particularly for the supervision of children in the Games Room and on the Bowling Green.
- Please note that our Community Centre is a non-smoking area, this includes the Bowling Green, Courtyard and BBQ areas.
- In the event of a spillage, please instigate remedial action immediately. In the case of any form of damage please advise Reception or the Strata Management/Facilities team as soon as possible.
- When leaving the Community Centre please do so as quietly as possible, sounding of car horns is prohibited except in the case of an emergency and be mindful of the 25kph speed limit within the Village.

For further information about the Community Centre Rules & Conditions, please go to the link on the Residents' Website:

<https://www.thegreen-resident.com.au/community-centres/>

Note that you will need to register and create a log-in to the website first.

COMMUNITY CENTRE BOOKINGS

There are several facilities and areas in and around the Community Centre that can be booked for use by any Resident and their invited guests.

Please note, as a Green Owner/Resident you are entitled to book an area within the Community Centre for your own "event". This is at no charge, however, please be aware that it is the responsibility of the applicant to leave the Community Centre in a clean and tidy condition. Any cleaning or repair costs incurred will be charged to the responsible applicant/owner.

Responsible applicants and/or parent or grandparent must also ensure that children are always supervised.

How to Book a Facility or Area

The majority of the facilities/areas in the booking system are listed as **SERVICES** and can cater for multiple persons. The number of people permitted for each facility are noted beside the facility/service name.

1. Log into The Green website: https://www.thegreen-Resident.com.au
2. From the top menu click on “ For Residents ”
3. Click on “ Bookings ”
4. From the calendar on the top left, select the booking date.
5. Below the calendar set the time range for the booking: <ul style="list-style-type: none">• There are no 0.5hr time ranges in the time slots, make sure the range you choose covers the desired time frame.• Set the time range required e.g., 9 am – 1 pm.
6. Select the required Service from the list of Services below the Time Range: <ul style="list-style-type: none">• The selected Service will appear in the Search Results panel to the right of the list.
7. Click on BOOK for the required Service.
8. From the panel, update the following if required, if not, click on Next : <ul style="list-style-type: none">• Bringing anyone with you? If you are, click on No and select the number from the drop-down list. Each service has a maximum number of persons allowed.• Additional Booking Time – each booking has a minimum 1 hr. duration; extra hours required have to be added if the time required is greater than 1 hour – these are added by ticking the box next to Additional Booking Time and using the minus and plus to add or delete hours.• For example, if the booking time range you require is 9am – 1pm this is 4 hours. You have an initial 1 hour booking time, so you need to add 3 hours under Additional Booking Time.
9. Click on “ Next ” <ul style="list-style-type: none">• This panel displays the available time slots for the booking time range you had selected previously in step 5 above, so you should see an appointment time of 9am – 1pm which matches the desired time of your booking.• If the required time slot is available Select it and click on Book.• If the required time slot is not displayed, it usually means it is not available due to the slot being already fully or partially booked. In this case, you can select another time slot if it is suitable; otherwise click on Cancel to Cancel the booking which will take you back to step 7.• If another time slot is applicable, select it and click on Book.

10. In this panel All the fields **MUST** be completed.

- If you have not done so for previous bookings, read the following:
 - **Terms and Conditions of Use of the Community Center.**
 - **Terms and Conditions on the Sale of Alcohol.**
- Tick **YES** to agree to each one of the terms and conditions.

11. Click on **CONFIRM** to make the booking.

You will be sent a booking confirmation to the email address you used in the booking.

To cancel a booking, go onto Manage My Booking on the website and follow the prompts.



COMMUNITY CENTRE FACILITIES

Reception

The reception desk is staffed between **9am and 2pm**, Monday to Friday. The Receptionist is available to steer you in the right direction should you have a general query.



You can contact the receptionist via email: reception@thegreenestate.com.au

Kitchen

If you use the kitchen, whether you have held an event or simply to make a hot drink, please leave it in a clean and tidy condition.

After an event, ALL crockery, utensils and cutlery are to be placed and washed in the dishwasher and put away after the cycle has finished. All tea towels and tablecloths are to be laundered and returned to their original locations.



Please note, if you are booking or using the kitchen for the first time, you will need to email the Facilities Manager to arrange a Kitchen Induction.

Cool Room

The cool room is left operating permanently and can be used by Owners/Residents to store perishable food.

Personal perishable items will need to be in a sealed container clearly marked with your name, date stored and placed in the area marked "FOR RESIDENTS USE". Any unmarked items or items older than 7 days may be removed and disposed of without reference.

Bar Area



Responsibility to keep the bar clean and tidy does not just rest with an event organiser but with us all. If you use the facilities, please do not leave dirty glasses, empty bottles or cardboard lying around but place them in the correct locations. You are always welcome to empty the glass washer and wipe down the bench too!

There is a glass rinse container at the bar area – please give your glasses a rinse before placing in the rack ready for the dishwasher.

Wine, beer and soft drink is available for purchase in the wine fridge. Payment is on an honour system, with cash to be placed in the container inside the fridge.

Coffee Area

There is a “state of the art” NESPRESSO coffee machine with a variety of coffees available for purchase at a nominal sum – payable by card. Instant coffee and tea costs nothing. Again, please use the glass rinser before placing your cup to be washed in the dish washer in THE KITCHEN.

Games Room

After using the Games Room, please ensure that all tables and equipment are left clean and tidy. Children under the age of 12 years are not permitted to use the pool table or darts, and over 12 they MUST be supervised by an adult Owner/Resident.



Library/Meeting Room

Everyone is welcome to use the Library. However, as it is also used as a meeting room, if you wish to hold a meeting, it must be booked via the website prior to the meeting/conference. It is a good idea to check the Bookings section of the community website to see if it has been booked before heading in to look for something to read.



Please return books to the cart inside the door to the right.

Please note, if you have books to donate you need to check with Reception (or the sign on the door) to see if the Library is accepting books rather than just leaving them.

Bowling Green

The Bowling Green is resilient artificial turf, but if not used correctly is easily damaged.



To ensure you don't damage it, please:

- Complete a Rink Induction (contact a member of the Bowling Committee or via the Receptionist), or bring any previous game experience so you know how to use and protect the surface.
- Do not carry, place, or consume food or drink on the playing surface.
- Wear only flat soled shoes or bare feet on the playing surface.
- Do not deliver a bowl from higher than ankle height to prevent “denting” the surface.
- Ensure that bowls are not dropped onto the playing surface or the surrounding banks.
- Do not allow children to run or play games on the rink surface.
- Do not sit on the side banks with feet in the ditch or on the playing surface.



LEISURE CENTRE

The Leisure Centre at The Green offers common facilities and amenities for residents to enjoy in a safe and peaceful environment. Common facilities at the leisure centre include a 25m swimming pool, sauna room, gymnasium, club room with bar and kitchen, carpet bowls area in a multi-purpose room, table tennis facility, alfresco terrace, multi-function floor exercise room, hair dressing salon, massage room, pizza oven, gas barbecue, pool side alfresco and a golf simulator.

Conditions of Use

- Approved Persons, their guests are responsible for complying with all by-laws, these Rules, and any conditions of use at all times when using common property and amenities.
- The Approved Person is responsible for ensuring their guests comply with all by-laws, these Rules, and any conditions of use.
- An Approved Person must be present in the same common area as their guests / visitors when they are using the common property and / or associated facilities.
- Approved persons and their guests are expected to always behave in a respectful and appropriate manner and not interfere with surrounding residents or the use and enjoyment of others, including being particularly mindful of how noise can travel throughout the complex.
- When on common property or using the facilities children under the age of 14 must always be directly supervised by an Approved person.
- Facility users must comply with all safety and other directions that may be displayed within the common areas.
- All common areas must be left clean and tidy after use. Any costs incurred by the Strata Company for the removal of rubbish, additional cleaning or repairing damage resulting from an Owner's use of the common areas will be invoiced to the responsible Owner at the discretion of the Council of Owners.
- Users must not misuse the facilities and must ensure that the facilities are only used in accordance with any given / provided instructions.
- Any damage caused to any part of the common area or breakdown must be reported to the Strata Manager as soon as practicable.
- Any accident that causes injury to any person using the common areas must be reported to the Strata Manager immediately.
- Smoking and vaping are prohibited in all common areas.
- No animals (other than service animals) are permitted in the Leisure Centre
- common areas.
- Appropriate and adequate clothing is to be always worn when using the facilities.
- Gymnasium.

For further information about the Leisure Centre Rules and Conditions, please go to the link on the Residents' Website:

<https://www.thegreen-resident.com.au/community-centres/>

Note that you will need to register and create a log-in to the website first.

WELLNESS



The Green has a Wellness Centre operating out of the Medical Room in the Central Community Centre. Various services are offered from time to time, including flu vaccinations, skin checks, audiology assessments and healthy heart checks. *Wellness has a regular section in the weekly Newsletter keeping all Residents up to date on availability of services.*

GP Clinic

The Green Wellness Centre currently has a doctor visiting every two weeks. As demand grows, this may change. For all appointments, including at The Green, please call the Wangara Medical Centre on **9409 6200**.

When booking an appointment, please advise the medical centre if you will be seeing the GP at The Green or at the Wangara Medical Centre.

Please also advise where you will be attending when booking an appointment for a Skin Check or Healthy Heart check.

The Wangara Medical Centre also offers Pathology, Heart checkups, Physiotherapy, Podiatry, Dieticians, Minor Surgeries, Mental Health and Counselling, Health Assessments and Care Plans and Immunisations.

Wangara Medical Centre “new patient registration” forms are available from the Community Centre Reception desk.

Podiatry

A podiatry service is also provided at The Green every 3 weeks. Please contact Wangara Medical Centre to arrange an appointment **9409 6200**.



Bio Mechanic Exercise Class

We all are aware how beneficial exercise is for all ages but becomes and particularly important in older adults. Maintaining muscle strength, provides our body with support and stability, protects bones and joints as well as reducing the risk of muscular injuries.



In light of this, Body Bio Mechanics currently provide a weekly exercise class at The Green. Their highly qualified instructor provides suitably tailored exercises. If you would like to join the class or have any questions about joining, please call the Body Bio Mechanics studio on **92092221**.

Please note, there is a \$ fee payable to attend each class.

Other services available at the Wangara Medical Centre are:

Dental – “ALL IN ONE DENTAL” Phone 9453 5995

Dietics - “NEW LEAF DIETICS” Phone 0402 457 474

Pathology for blood tests etc.

*Note that fees are charged by the Wangara Medical Centre if you wish to use their services.

THE SOCIAL SIDE

The Green has many social activities available and several community groups that may interest you. These include, but are not limited to, pool (ladies and gents), snooker, darts, bowls, library, book club and craft groups.

With the opening of the Leisure Centre, many more groups will form. The best place to check out our social groups is the noticeboard in the Central Community Centre and/or the weekly Newsletter.

LIFESTYLE & SOCIAL

There is an active Social Club which organises all sorts of events from quiz nights to dinners, music and dancing evenings. Again, your best source of information is the noticeboard, the Newsletter, and if you are on Facebook, The Village Green Residents' page.

It is recommended you join the Social Club, it costs nothing and you will receive email notification of upcoming events.

The Lifestyle team has affiliated with the Social Club to bring you different activities that include Events, Welcome Tours, Walking Club, Fashion Shows and more. As the new Leisure Centre becomes more established, many of the activities will be based here.

Please visit the Leisure & Social website for further information about upcoming events, weekly activities and other exciting initiatives:

www.lifestylethegreen.com

COMMUNITY GARDEN



The Community Garden is there for everyone to enjoy. If you are interested in gardening and would like to be more involved, the "Village Green Thumbs Community Garden Group" extend an open invitation. All Owners/Residents are welcome to participate.

There are regular (fun) gatherings held every Wednesday at 4 pm, where the team work together maintaining the Community Garden including discussing upcoming projects, plant selections, and future produce planting.

Enquire at Reception for further information.

Even if you are not a gardener, you can still enjoy the produce. The team harvest vegetables, place them in the fridge and advise all of availability via the weekly Newsletter.

A gold coin donation in the lock box on the front of the shed would be appreciated to fund further plantings.

Herbs can be picked at any time. We also have a small orchard just off Moray Grove where you can pick various citrus fruits along with apples, figs and more.

COMMUNITY WORKSHOP

A Community Workshop will be constructed shortly. The weekly Newsletter will keep you updated on its progress.



RECYCLING BOTTLES AND CANS

Recycling bins for the collection of bottles and cans have been placed around the village and are managed by volunteers. The bins are provided and collected at no cost to Residents. They accept recyclable aluminum cans (NOT tin cans) and plastic and glass bottles (with the ten-cent label).

When recycling plastic bottles, please remove all lids and recycle them in the 'small lid' recycle bins in the Community Centre. These small bins are labelled and located in the bar area.

Money raised from recycling will be used for amenities within the village.

Please note, glass jars and wine bottles are not welcome unless they have the ten cent label. Please do not dispose of kitchen waste in recycling bins.

INCIDENT/INJURY REPORT



It is important to remember that if you experience or observe an incident or injury, it should be reported to Strata Management. Not only for your own safety but the safety of others, as this "incident" may prove dangerous for others.

Reporting will ensure that appropriate action can be taken to mitigate such hazards. It also ensures that we have the safest living environment, to the best of the Developer, Contractors, Owners and Residents ability.

All Owners/Residents should endeavour to mitigate any risk or hazard.

Incident/Injury Lodgement Process

Should you experience or witness an incident or accident please download and complete the following document "Incident/Injury Report GIIR_V2_Oct 2020" from The Green website.

The relevant form is also available from Reception.

Incident/Injury Report

The completed report is to include all relevant information regarding the incident/injury, outcome, and mitigation actions.
The report should be filled out by the involved person wherever possible.
The report is to be lodged in hard (paper based) or soft (electronic) copy format with the Strata Manager.
The Strata Manager will provide a formal acknowledgement on receipt of the report.
The Strata Manager will forward the report to the Facility Manager and the Council of Owners.
The Council of Owners will be notified by the Facility Manager of proposed mitigating actions to be taken.
The Council of Owners will forward completed report to the Strata Manager.
Following all required action, a signed and completed report will be forwarded to the person involved in the incident/injury by the Strata Manager.

Please note, a record of all incidents/injuries and outcome is to be kept and maintained by the Facilities Manager and the Council of Owners' Secretary.

SECURITY



In order to maintain a high level of security and safety for everyone, residents are reminded of the need to be vigilant and have a general awareness of the importance of security.

All residents must use their **own** swipe card to enter and exit the Community Centre. Please report any lost or stolen swipe cards to the Facilities Manager.



LOCKSMITHS AND LOCKOUTS

If you are accidentally locked out of your home or apartment you will need to contact a locksmith yourself. The Strata Management does not keep copies of your keys.

HOUSE SITTERS/TEMPORARY RESIDENTS

Although it is okay to have someone looking after your property while you are away, there is a procedure that should be followed.

An Owner/Resident must complete the “Application for Temporary Tenancy during the Owner’s absence” form which can be found on The Green website. The relevant form is also available from Reception.



Completed forms are to be submitted to the Strata Manager by email. Handwritten forms can be submitted via Reception.

Once approved, your visitor will be issued with a temporary swipe card to utilise the common area facilities. House sitters must still undergo the standard Induction procedure prior to receiving their swipe card.

House sitters are of course expected to abide with all our Bylaws whilst residing in the Village.

RESIDENT PARKING

In keeping with the Strata Bylaws, restrictions apply to the use of common property parking facilities.



Parking of all vehicles on the surveyed strata is covered by the following:

An Owner/Resident will not do any of the following:

- Park or stand any motor or other vehicle on any part of the Common Property that is not designated on the Strata Plan or by the Strata Company for this purpose.
- Drive, permit to be driven or park any boat, trailer, caravan, campervan or mobile home over the Common Property except as reasonably necessary to access and park in the Caravan Bays.
- Conduct repairs on, or restorations to any vehicles, on any portion of the Common Property, unless it has obtained the prior written consent from the Strata Company to do so.

Visitors’ Car Park

The parking bays lining the streets within The Green are for visitors parking only. An Owner/Resident cannot park or stand any motor vehicle or other vehicle on areas set aside for visitor parking.



An Owner/Resident is required to ensure visitors to their lot, only use the visitor parking areas for its intended purpose of casual parking.

An Owner/Resident cannot park any motor vehicles on any part of the common Strata property in such a way that may limit reasonable pedestrian access or reasonable vehicular access to or from any lot.

Application For Temporary Casual Parking

In the event of exceptional or extenuating circumstances, an Owner/Resident may be granted approval to temporarily utilise visitors' parking for their vehicle. This may include health or mobility issues, moving into the residence, deliveries and inability to access vehicle garaging facilities.

At no time does this permit the running of power cables or water hoses across common property to the vehicle whilst parked.

This application and approval process only applies to Owners/Residents for a parking period in excess of 4 hours as a "one off" requirement. All re-occurring parking requirements, regardless of time, or those that exceed 4 hours are subject to formal application. Approval does not constitute providing an Owner/Resident or any other person a special interest in the common property.

An Owner/Resident who for exceptional or extenuating circumstances requires the casual use of a Visitors' Carpark, should complete the "Application for Temporary Casual Parking" form which can be found on The Green website. The relevant form is also available from Reception.

Completed forms are to be submitted to the Strata Manager by email. Handwritten forms can be submitted via Reception.

On receipt of the application the Strata Manager will put in place the following process:

Once submitted, the Strata Manager will acknowledge receipt of the application and provide a copy of same to the Council of Owners as soon as practicable.

The Council of Owners will consider and decide on the merits of the application as soon as practicable and inform the relevant parties.

On approval, a numbered parking permit will be issued by Facilities Management for prominent display on the vehicle's dashboard. Permits are to be returned once agreed parking duration is completed.

Facilities Management will, if applicable, deploy traffic management devices to reserve the parking bay for the Owner/Resident.

CARAVAN PARKING

The Green has secure caravan parking available for current and aspiring Grey Nomads. There is a monthly fee payable and these bays are leased from the Developer. They are not managed by the Strata Company.



Car Wash Area

A car wash area is located south of the caravan parking. This is for washing cars/caravans only and is not to be used as additional parking or as a mechanical workshop area.

WASTE WATER TREATMENT PLANT

The Green is not on Watercorp Deep Sewerage. We have our own Waste Water Treatment Plant and as such –



THE FOLLOWING IS ALWAYS CRITICAL!

- Flush only toilet paper and what nature provides.
- Flushing wipes, tissues and other products will clog your home plumbing and severely harm our waste water treatment system clogging equipment and leading to environmental damage.
- NEVER flush incontinence pads or pants, nappies, wipes, feminine hygiene products, dental floss, cotton swabs or tissues.

Or anything other than the 3 “P”s.... PEE – POO – PAPER (toilet)

NOTHING else is flushable despite what the packaging says, including tissues.

The Watercorp also implores people not to flush wipes, tissues etc., through their sewer system, ours is no different

Whilst your strata levies cover the maintenance of the Wastewater Treatment Plant, it will not cover damage caused by incorrect use by Owners/Residents.

You may be asked to open an account by AQUASOL (the contractors who manage our water treatment plant) This does not mean that you need to pay for their services. The account is merely a necessary formality. All sewage accounts go directly to Strata Management who pay for all homes.



PET OWNERSHIP

The Green is a lifestyle village and in keeping with the essence and theme of the village, pet ownership is restricted to ensure the peaceful and quiet enjoyment of all owners.

Domestic pets are allowed and welcomed, but they must be kept under control and not be a public nuisance. The Green Contract of Sale outlines the conditions of pet ownership.

In accordance with the Bylaws Schedule 2, clause 5 to 13, all pets need to be registered with The Green (and the City of Wanneroo where applicable). Certain pets are restricted or excluded.

A Resident can keep:

- Fish, in an enclosed aquarium.
- One caged bird.
- One small dog below 15kg when fully grown.
- One cat.



Dog/Cat Complaint Process

- Talk to the person/s concerned with any issue to resolve any problem immediately and if no satisfaction, pass on your concerns to the Strata Manager via email.

Pet Registration

Owners/Residents must register all pets by downloading and completing the “Pet Registration Form” from The Green website. The relevant form is also available from Reception.

Please submit one form per pet. Completed forms are to be submitted to the Strata Manager by email. Handwritten forms can be submitted via Reception.

Residents must obtain prior written consent from the Council of Owners to keep more than one of the above pets or any other type of pet not listed, including a large dog above 15kg when fully grown.

Residents **must not** keep any excluded dog. Excluded dogs under the Strata Bylaws are German Shepherds and Doberman Pinschers.

Naturally, you cannot keep dogs which are forbidden under the Dangerous Dogs Dog Act 1976.



It is imperative that you clean up all excreta your dog may make whilst walking and on common area property. Please take home and place in your own bin. Dogs must be always on a leash when on common property.

Owners/Residents must accept all responsibility for any problems or damage caused by their dog.

Dog Run Guidelines

The Green village does have a dog run. The entrance to this, is off the car wash area.

The following guidelines refer to all Owners/Residents, visitors and contractors:

- Dogs must be socialised with other dogs (friendly).
- Owners/Residents are to pick up after their own dogs and dispose of waste appropriately.
- Area to be kept clean of rubbish and plants/lawn to be watered and tended to in a timely manner.
- Vaccinations for dogs should be up to date.
- Gates to be closed/secured after entering and leaving.



OTHER USEFUL INFORMATION

Rubbish Bins

Please contact the City of Wanneroo direct to arrange delivery of your rubbish bins. The Developer is unable to organise bins on your behalf. Their number is **9405 5000**.

Rubbish is collected every Thursday (please put your bins out on **Wednesday** evenings). Recycling is collected on alternate weeks. Kerbside general collections are also available. When these are imminent our weekly Newsletter will publish the drop off points where items may be placed.

Please note, whilst building is going on skips are located around the village. These are for BGC use ONLY, not for residents. If this is abused, BGC will charge the Strata Company a penalty.

Power and Water

Every home and apartment has their own power meter and water meter. Owners/Residents will need to set up your own **SYNERGY** and **WATERCORP** accounts.

NBN

Whilst you have NBN installed with “fibre to the house”, Residents will need to arrange their own internet provider and connection. Please note, you may be charged a standard connection fee.

Contact Reception if you need assistance with connection as there are “tech savvy” residents who will be happy to assist.

Solar System

Every home has a SOLAR SYSTEM installed. However, to offset the output from your system onto your account, you will need to contact GREEN LOGIC with your Synergy account details. Their number is **6200 8409**. They can also arrange the installation of additional panels at a reasonable price.

Kerb Planting

Planting is provided, however if you wish to do your own planting, there are strict guidelines Owners/Residents must adhere to. A copy of these guidelines as well as permitted plantings is available at Reception. Under no circumstances are trees to be removed.

Owners/Residents are also responsible for maintaining their kerbside garden and for additional watering in summer if required.

Property Alterations

The Sale Contract for your property precludes you from making external changes to your residence without seeking approval from the Council of Owners. All external alterations need to be in keeping with the visual appeal of the village and not adversely affect your neighbours. Approval will not be unreasonably withheld.

Applications for property alterations can be found on The Green website. The relevant form is also available from Reception.

TAKING UP RESIDENCE



Please notify Reception when you have moved in to ensure you receive all news flashes, the weekly Newsletter and have access to the Residents' website. Reception will assist with access to your Community Centre swipe card and organise your Community Centre Induction.

The weekly Newsletter will keep you updated on functions, information you need to know and what is going on around the Village, as well as updates from the Council of Owners. The link to this Newsletter is emailed to you every Thursday. There is also a notice board located in the Community Centre reception area.

If there is anything you would still like to know after reading this Welcome Pack, feel free to ask at Reception. If they don't have the answer, you will certainly be directed to someone who can assist with your enquiry.

Remember existing Residents are always delighted to meet and assist you.

We live by, and our Strata Bylaws support, the ethos that everyone has a right to be treated with courtesy and respect.

Each of us is responsible for:

- Respecting others dignity, privacy and wellbeing.
- Being considerate to others needs and points of view.
- Sharing facilities equitably, and
- Treating everyone equally and fairly.

We hope that this Welcome Pack has helped to resolve the myriad of confusing queries we all have in relocating to a new home at The Green Over 55's Fairway Village.



THE GREEN
A FAIRWAY VILLAGE