



PROCESSES – PROCEDURES – PROTOCOLS

A GUIDE FOR WHALE COVE RESIDENTS

Living in a Community

Living in a strata community requires courtesy. Being respectful of the by-laws, especially in regard to amplified music, smoking in common areas, glass in the pool area, observance of facility operating hours, and allocated vehicle parking zones are ways of ensuring harmony within the complex.

Important - if there is unlawful activity within the complex, please contact the Queensland Police Service on 131 444 for non-urgent issues, or 000 for emergencies.

By-Law Breaches

To report By-Law breaches, an electronic copy may be lodged via the site – www.wcresidents.com.au

Alternatively, the form may be collected from the folder located at the recreation room and the completed form can be placed in the Owner and Tenant Form box located at the Manager's Office.

A copy of the By-Laws is available on the website – www.wcresidents.com.au or in the folder located at the recreation room.

Common Area Maintenance

To report any common area maintenance issues, an electronic copy may be lodged via the site – www.wcresidents.com.au

Alternatively, the form may be collected from the folder located at the recreation room and the completed form can be placed in the Owner and Tenant Form box located at the Manager's Office.

Parcels

Residents are responsible for the receipt of their parcels and deliveries. The office is not authorised to receive items.

Visitors & Contractors

Residents are responsible for their guests within the complex, and when they enter or leave the complex.

Security

Residents and their guests are advised to lock and secure all vehicles and storage units.

Parking

Residents are not permitted to park vehicles in spaces allocated to other units. Visitor bays are available within the complex for visitors and contractors. Boats, caravans and over-sized trailers are not allowed in the complex.



Contact Numbers

The Property and Maintenance Managers can be contacted on 07 4194 7000 for issues related to the caretaking responsibilities within the complex.



USE OF THE POOL AREA

To ensure everyone enjoys the use of the pool, we ask that you follow the rules, which are located on the wall inside the pool area. These rules are in place for the safety, comfort and enjoyment of all residents and guests.

The pool is open daily from 7:00 am – 8:30 pm

- **The pool gates must remain closed at all times**
- **Glass is not permitted within the pool areas (this includes glass bottles).** Please use cans or plastic only. Broken glass can cause serious injury to all users of the area.
- **No smoking or vaping is allowed within the pool or any common area.**
- **Noise** – please ensure that all noise is kept to a minimum.
- No music is to be played within the pool or common areas – your choice of music might not be the same as the person next to you. Personal earphones must be used if you want to listen to music while in these areas.
- The use of scooters, skateboards and the like are not allowed in the pool area or surrounding common areas.
- Parents and Guardians of children **MUST:**
 - Always supervise children 14 years and under from within the fenced area.
 - Ensure children are using the pool and spa in a safe manner.
 - Ensure there is no running, flipping or rough play allowed.

BBQ & RECREATION FACILITIES

The BBQ's and recreation facilities within the complex are for all to use. Please be mindful and courteous and leave all areas clean and tidy for other people to enjoy.

Please clean the BBQ after each use and shut the gas supply off.



NOISE POLICY

All must be mindful of their noise levels. Whale Cove is a large complex with a mixture of owners, tenants and holidaymakers.

Noise levels must be kept to a minimum between 10.00 pm to 07.00 am Monday to Friday and between 10.00 pm to 08.00 am on Saturday, Sunday and public holidays.

- Keep music indoors and move guests inside later in the night.
- Ensure that your sound system speakers do not directly face a neighbour.
- Turn down the bass. Turning down bass controls or turning off subwoofers can help to control noise levels.
- Ask guests to leave the complex quietly.
- Avoid using front yards or street frontages as this is more likely to result in complaints from neighbours or attract uninvited guests.

The information contained here is for quick reference purposes and does not cover all the By-Laws of the Whale Cove Community Scheme. For more information, please visit www.wcresidents.com.au or the folder in the recreation room where a full copy of the By-Laws is available.