

## **PROCESSES – PROCEDURES – PROTOCOLS** **A GUIDE FOR WHALE COVE RENTAL RESIDENTS**

### **Living in a Community**

Living in a strata community requires courtesy. Being respectful of the by-laws in regards to amplified music, smoking in common areas, glass in the pool area, observance of the operating hours of facilities, allocated vehicle parking zones are all 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.

### **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 and contractors when they are in, and when entering or leaving, the complex.

### **Security**

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

### **Parking**

Please do not park vehicles in spaces allocated to other units. Visitor bays, within the complex, are available for visitors and contractors to use.

Boats, caravans and over-sized trailers are not allowed into the complex.

### **Faults in your unit**

If there are faults or maintenance issues in your unit, please contact your relevant agent. The Property Manager is not responsible and cannot intervene in units managed by other agents.

### **Contact Numbers**

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

### **By-Law Breaches**

To report By-Law breaches, an electronic copy may be lodged via the site – [www.wcresidents.com.au](http://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](http://www.wcresidents.com.au) or in the folder located at the recreation room.

### **USE OF THE POOL AREA**

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

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

- **The pool gates must always remain closed.**
- **No glass is allowed 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 of the common areas.
- **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 by leaving 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 level 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 face your 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](http://www.wcresidents.com.au) or contact your agent for a full copy of the By-Laws.