



LEEDERVILLE GARDENS ESTATE RESIDENT HANDBOOK



**37 BRITANNIA ROAD
LEEDERVILLE WA 6007**

Last updated September 2018

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LEEDERVILLE GARDENS ESTATE

RESIDENT HANDBOOK

WELCOME TO LEEDERVILLE GARDENS RETIREMENT ESTATE

The Leederville Gardens Handbook has been compiled by Village administration staff with the support and approval of the Owner, Leederville Gardens Inc. (LGI).

The purpose of the handbook is to provide Residents (stakeholders) in the Estate, with a simple and easy guide to everyday living in the Estate.

It is our aim to promote Leederville Gardens as an independent living village where the Residents, the Village Manager and the Owner of Leederville Gardens (LGI) pursue shared goals while working together with mutual trust and respect.

The Leederville Gardens Retirement Estate Handbook is not legal or binding but is a “living” document that will reflect changes as they occur.

YOUR ESTATE

A Quick Overview

Leederville Gardens Retirement Estate, opened in 1993, is an independent living village comprising 50 villas, 16 Atrium apartments and a Clubhouse. It is located in the beautiful leafy suburb of Leederville, 3 kilometres from Perth and within the vibrant City of Vincent.

The entrance to Leederville Gardens is from 37 Britannia Road. Adjoining the Estate is a public reserve stretching west towards Lake Monger. The Estate is well situated close to shopping centres, an eclectic mix of entertainment, the freeway and public transport.

GOVERNANCE & MANAGEMENT

Estate Management

Leederville Gardens Retirement Estate is a unique stand-alone Estate with its own character and culture. Accordingly, the management process is tailored to reflect the nature of the Estate and the aspirations of its Residents, rather than the Residents having to follow a one type fits all management process. This reflects a growing trend in retirement village living whereby Residents take an active interest in the running of “their” village.

The operation and the management of Leederville Gardens Retirement Estate are governed by and will conform to the *Retirement Villages Act 1992* and the *Fair-Trading Act (Retirement Villages Code) Regulations 2015*.

These Acts and Regulations are generic to all Retirement Villages operating in Western Australia. Relevant sections are contained in the Pre-Contractual Documents, which by law must be made available to every Resident of Leederville Gardens.

1. The Owner

Leederville Gardens Inc. (LGI) is the corporate body that owns and performs the executive functions for the Estate. The Board comprises six (6) members all of whom are volunteers who reside in the City of Vincent and represent the Residents of the Estate. Three (3) Board members are appointed by the City of Vincent and three (3) are elected by Residents, all for a 3-year term. They are elected at the Annual General Meeting which takes place in September. A copy of the constitution is available in the Clubhouse Library for your reference.

Current Board members are:

- Bradley Schrader - Chairperson
- Lisa Hamilton
- Carolyn Hofmeester
- Owen Davies
- Robert Dreger
- Kevin Jones

2. The Village Manager

Village Solutions Australia is the appointed Village Manager by the Owner, Leederville Gardens Inc. (LGI) to manage the affairs of the Estate on their behalf under a Management Contract.

It is the duty of Village Manager to ensure the Estate operates efficiently and that the interests of the Residents are duly represented and safeguarded.

3. The Village Coordinator

The Village Coordinator is the first point of contact for Residents on all day to day issues and works closely with the Village Manager to resolve all residents' issues and village concerns in a timely manner.

The Village Coordinator: Genevieve Carroll
Telephone: 9242 5602
Email: genevieve@villagesolutions.com.au
Village Attendance: The Village Office is located in the Clubhouse.

The office hours for staff to assist residents are:

- **Monday, Thursday & Friday 8.30am – 1.00pm**
- **Tuesday & Wednesday 8.00am – 1.00pm**
- **Tuesday & Wednesday 2.30pm – 4.00pm**

Village staff are unavailable during "Focus Time"
which is between 1.00pm – 2.30pm daily

4. The Leederville Gardens Residents' Association (Inc.) Committee of Management (hereafter known as the Committee)

The Committee is a duly recognised body incorporated in 1998. It operates within the Retirement Villages Act 1992 and the Fair Trading (Retirement Villages Code) Regulations 2015.

The Committee currently consists of:

- Chair Alison Robinson (Villa 24)
- Duty Chair Penny Carroll (Villa 47)
- Secretary Diane Allen (Villa 33)
- Treasurer Judith Evans (Villa 32)

Ordinary Members:

- Marion Joy - also Social Secretary (Villa 50)
- Kay Jones (Villa 21)
- Vivienne Ferguson (Villa 14)
- Jill Kenney (Villa 39)

The Committee takes an interest in the financial affairs and the effective running of the Estate and works in partnership with Village Management to represent the interests of Residents.

Every Resident is eligible to be elected to the Committee. Elections are held each year at the Annual Meeting and election results are posted on the Notice Board near Reception.

“The function of the Committee is to consult with the management on behalf of the Residents about the day to day running of the retirement village and any issues or proposals raised by the Residents”. Code of Fair Practice for Retirement Villages cl.5.10 (1) – (6).

ESTATE FACILITIES

Common Areas

Common areas are the parts of the Estate for the common use and enjoyment of all Residents. These include the Clubhouse, gardens, access ways, roads, pavements, entrances, corridors, vestibules, halls, stairways and refuse bin enclosures and other like areas and visitors' parking bays.

The Clubhouse

The Clubhouse is the focal point of the Estate, brought to life by Resident activities, groups and social events. The Notice Board advertises upcoming social activities. The Clubhouse is also a place which family members are welcome to enjoy and to feel part of the Estate.

Use of Facilities

The main area in the Clubhouse is used for activities, meetings, formal sit down lunches, dinners and informal get togethers. The main area can also be used as a “home theatre” to watch a favourite movie, the Melbourne Cup, football finals and activities of common interest.

The Kitchen is equipped with food heating and preparation facilities, a refrigerator and freezer, two dishwashers, crockery, cutlery and glassware to cater for up to 80 people for a sit down meal.

The Al Fresco Area is available for the use by individual Residents or groups of Residents and guests.

The Library is continually being extended and books are now catalogued and sorted by type and content.

Books belonging to the Estate are to be returned to the “returns basket”. The City of Vincent Library provides a mobile service, where DVDs, audio CDs and books are delivered to the Village every three (3) weeks on a Tuesday morning. These items are located on shelves near the windows and items have to be signed out and upon return signed in.

The Furniture Storage Area adjacent to the kitchen is used for the storage of chairs which are not in day to day use.

Doctor

A local Doctor visits Leederville Gardens on a regular basis for those residents who do not wish to leave the comfort of the Estate. Residents are encouraged to book appointments at the Estate reception.

Hairdresser

The Hairdresser is located next to the Doctor's room. For an appointment call Linley on 0418 940 566.

Podiatrist

A visiting podiatrist can assist with a variety of professional treatments. For an appointment call Roslyn on 0422 913 685.

USE OF THE CLUBHOUSE

General Use

The use of the Clubhouse and its amenities, including events that are organised for the benefit and enjoyment of Residents, are available from 7.00am to 11.00pm daily.

Private Use

- The Clubhouse is available to Residents to host private functions for their families and friends, i.e. birthdays, anniversaries, family reunions and celebrations etc.
- The host must be a Resident of the Estate and must be present at the function at all times. The Resident is responsible for restoring the Clubhouse to its original condition as found at the outset of the function.
- The use of the Clubhouse for the purpose of conducting commercial activities is not permitted.
- The use of the Clubhouse for private functions is a privilege, **not** a contractual entitlement.
- Residents are requested to complete and submit a Clubhouse booking form to the Village Coordinator for all private functions.

DAY TO DAY LIVING IN THE ESTATE

Maintenance Issues

The responsibility and costs for maintenance and repairs, throughout Leederville Gardens are divided into three categories as defined in the Resident's Lease.

Responsibilities

1. The Resident

- Maintenance and repair of "all things" inside your villa. This includes all fittings and installations inside the villa.
- Day to day tasks, such as changing light bulbs, washers in water taps and toilet valves and cisterns, window cleaning, and for the operation & maintenance of appliances and internal fixtures.
- Warranties
Make sure you are supplied with appropriate warranties for any new appliances and appliances still within the warranty period.
- All Costs related to maintenance and repairs inside your villa are payable by the Resident. The Resident is responsible to make the necessary arrangements.
- Additions and Alterations
Any request for something that is the responsibility of the Owner (LGI), or any structural alterations inside or outside your villa, must be submitted on the appropriate Alterations and Additions request form and handed to Reception (Village Coordinator). Patience is required as approval for major work may take some time.

You can submit the additions or alterations request by email to the Village Coordinator via email or by visiting Reception. For enquiries you may call Reception on Ph. 9242 5602.

Email: genevieve@villagesolutions.com.au

- Approved Suppliers of the Estate are as follows:
 - Plumbing - David Nixon 0427 882 466
 - Green Plumbing - Brendon Green 0417 994 835
 - Jordans Plumbing - Andrew Jordan 0414 408 521
 - Electrician - Rarsh Harun 0401 552 408
 - Maintenance - Trevor Theunissen 0424 130 555
 - SAS Locksmiths - 9227 7727

If an approved supplier, or any other supplier is called independently, not through Reception, the cost is the responsibility of the Resident. An extensive list of contractors can be obtained from the Library.

- Each villa has a private storage space and a rear private garden. The upkeep and maintenance of these areas are the responsibility and expense of the Resident. Any modifications need the Village Management approval.
- The Resident is also responsible to make good any structural damage caused by an act of neglect or default by you or by a visitor or service provider.
- If any difficulties are experienced with essential services such as gas, electricity, water or sewerage check with neighbours to see whether the situation is confined to this villa only. If it is widespread then the service provider can be contacted on the direct access lines on page 12.
- In short, all the day to day maintenance issues that you normally attended to inside your previous home are your responsibility with regard to your villa at Leederville Gardens.
- Familiarise yourselves with the location of the mains water shut off valve; ensure that it is easily accessible. Also ensure that the shut off valve can be easily turned on and off. If any difficulties are experienced, ask the Village Coordinator for assistance.

There are some Exceptions where the Resident is not responsible for certain maintenance and repair issues:

- I. The Owner (LGI) is responsible to make good any construction faults, omissions, faulty equipment and installations, modification, poor workmanship or any shortcomings that have arisen from the design and planning or during the construction of the Village. LGI is also responsible for the replacement or repair of the hot water system and the oven and hotplate when Village management decides in its discretion that these items are at the end of their useful life.
- II. The Village Management is responsible for the maintenance and upkeep of the Blueassist 24 hour medical equipment inside your villa. Operations and maintenance costs are part of the Estate operating budget.

2. Village Manager

- The Estate as a whole is managed by the Village Manager, Village Solutions Australia, who is appointed by the Owner (LGI).
- The Village Manager determines who is responsible (in consultation with your lease documents) for specific maintenance issues; whether it be the Resident, the Owner (LGI) or whether such issues fall within the scope of the Estate operating budget.
- In maintenance terms the Village Manager is responsible for developing a maintenance plan for the Estate. The Village Manager ensures that the facilities of the Estate are kept in good working order. These include roadways, passages, gardens of all common areas, gates, perimeter fences, pest control, rubbish collection, maintenance of gutters and drains, Clubhouse facilities, health and safety requirements and effective outdoor lighting throughout the Estate.
- The Village Manager will also monitor and report on structural assets and infrastructure of the Estate. In conjunction with the Owner (LGI), the Village Manager will initiate relevant maintenance and refurbishment work.
- In addition to dealing with maintenance issues, the Village Manager is also responsible for administrative functions, compliance with statutory regulations, financial reporting and accounting functions etc.

3. The Owner (LGI)

- With reference to maintenance issues at Leederville Gardens, the Owner has direct responsibility for items involving capital expenditure, including renovations, upgrades, additions and major insurance claims etc.
- The Owner (LGI) has the final say in the operations of the Estate and carries the final decisions and responsibility on any matters concerning Leederville Gardens.

EMERGENCY INFORMATION

Emergency Contacts

<u>POLICE</u>	000 or 13 14 44
<u>AMBULANCE</u>	000 or press Help button on Blueassist medi-alarm
<u>MEDICAL EMERGENCIES</u>	000 or press Help button on Blueassist medi-alarm
<u>FIRE BRIGADE</u>	000 or press Help button on Blueassist medi-alarm
<u>CRIME STOPPERS</u>	1800 333 000
<u>LIFELINE SUPPORT</u>	13 11 14
Synergy Electricity (24/7)	13 13 52
Alinta Gas (24/7)	13 13 58
Water Corp ((24/7)	13 13 85

Medical Emergencies

Every home in Leederville Gardens has been fitted with a Blueassist Medi-Alarm, which features an emergency Help button (red). Additionally, a portable emergency call pendant is also provided. To activate the pendant you must apply firm pressure on the pendant button for 3 seconds;

- To activate the emergency call button, press the red Help button.
- To cancel the call, press the yellow button.
- Calls from the monitor or pendant will immediately be directed to a 24 hour emergency call centre operated by Blueforce whose qualified professionals will be able to assist you.

Blueassist Emergency Call System

Please refer to the Estate Equipment Manual in the Clubhouse for detailed instructions. You can arrange a demonstration of your Blueassist emergency call system with the Village Coordinator.

Security, Emergency & Fire Alarm System

The Clubhouse is equipped with security, emergency and alarm systems, which are monitored 24 hours/day by Blueforce. The intruder system is programmed to self-arm at 10.45pm and disarm at 7.00am. If the system is activated an alarm will sound and a security officer will respond/attend and is payable by the operating account.

Emergency Evacuation Plan

The Emergency Evacuation Plan explains the steps you are to follow and the appropriate exits and meeting points to use in the event of an emergency. Residents will be asked to evacuate their premises at the sound of a fire alarm Form 1.

An Evacuation Plan (Form 1) is posted on the notice board in the Clubhouse. Copies of this evacuation plan is readily available to residents. Residents are encouraged to study the Evacuation Plan to familiarise themselves with the procedure in the event of an emergency.

The Village Coordinator can be contacted should residents have any queries.

GENERAL INFORMATION

Common Service Fee

The Village Management develops the operating budget for Leederville Gardens Retirement Estate for each financial year. The budget will be presented to Residents at the Annual Budget Meeting not later than 30 May each year and will include the fee payable by Residents for the next 12 months. Fees are payable monthly by Direct Debit or Electronic Funds Transfer. Banking form is available from the Village Coordinator (Form 2).

Grounds & Gardens

The grounds and gardens are a special feature of Leederville Gardens Retirement Estate and are maintained to a high standard. The gardener comes to the Estate weekly and tends to the maintenance of garden beds, verges, pruning, mulching and fertilising of plants throughout the common areas. Reticulation service providers also maintain the reticulation system, which has been installed throughout the Estate.

Clearance of Council Bins

General rubbish bins and recycling bins are kept in the designated bin enclosures in the Estate. General rubbish bins are emptied every Monday morning. Recycling bins are

emptied every second Monday morning. There are no private bins in the Estate; all bins are shared by Residents to make maximum use of each bin.

- General Rubbish Bins (Green lids)
 - General household waste
 - Kitchen waste
 - Garden waste (leaves, grass and tree clippings)
 - Personal hygiene
 - Doggie bags
 - All offensive smelling items (remembering the effects of hot days) to be bagged and tie sealed
 - No glass, liquid waste or contaminants
 - No large solid items that can jam the truck mechanism

- Recycling Bins (Yellow lids)
 - Plastic bottles and containers
 - Paper (no glossy magazines/brochures) and flattened cardboard only
 - Clean glass bottles and jars (including broken ones)
 - Ceramics (plate, cups and mugs)
 - Steel and aluminium cans
 - Milk and juice cartons

The Estate Equipment Manual

This is located in the Library and contains manuals and operating instructions for Clubhouse equipment.

- Clubhouse Air Conditioning System
- Clubhouse Audio & Visual Equipment
- Clubhouse Kitchen Appliances

Speed Limit, Visitor Parking & Residents' Vehicle Registration

The speed limit throughout the Estate is **10 km/h**. Please drive carefully as driveways are also used by pedestrians with varying abilities, who always have right of way. There is limited parking space in the Estate. Please do not use visitors' parking spaces for permanent parking. Residents with vehicles are required to complete Form 12.

Notice Board

The Notice Board, in the Library, is where all Estate activities are posted for Residents' information.

Pets

Pets are encouraged, and it is acknowledged pets are fabulous companions. However, if you want to keep a pet, you must obtain written approval from the Village Manager. It is a requirement that the pet does not cause a nuisance and is kept clean in hygienic surrounds. The owner of the pet must ensure it does not interfere with the rights, quiet enjoyment and privacy of other Residents. All pets must be contained within its owner's unit and/or be on a leash when on common property grounds. Residents with pets are required to complete Form 5.

Absence from Estate

If you are absent from the Estate overnight or longer, please advise the Village Coordinator by email or by completing an "Absence from Estate" Form 9. This helps to account for the whereabouts of Residents in case of an emergency that requires evacuation of village grounds.

Overnight Visitors

Residents who have overnight visitors are requested to notify the Estate reception and please complete Form 10.

DISPUTE RESOLUTION

Minor Issues

Many issues become a problem because there is a lack of communication and a lack of understanding of how the Estate operates. If there is a minor issue speak with the Village Coordinator who will endeavour to solve your issue.

Major Issues

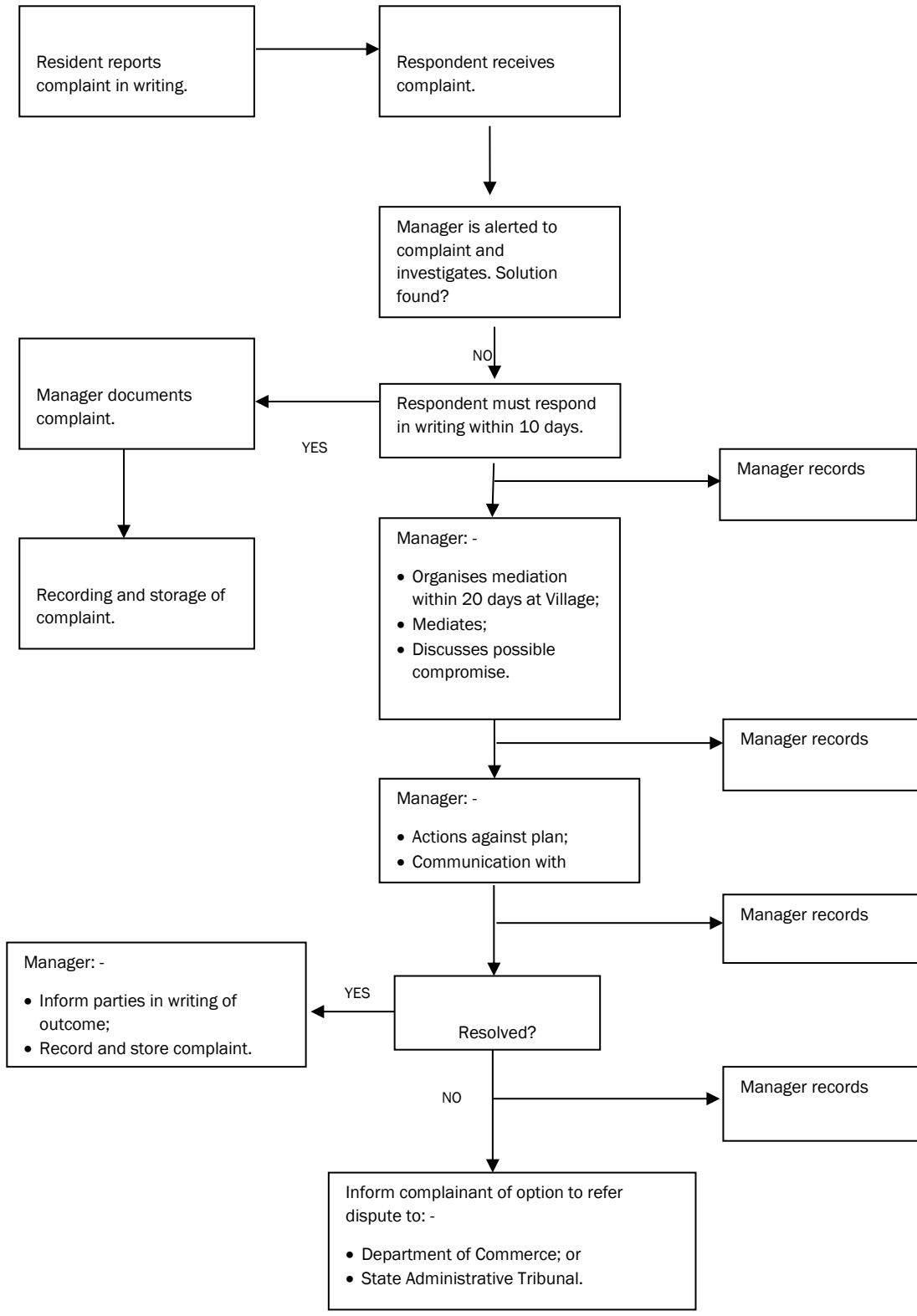
If you have a legitimate serious complaint contact the Village Coordinator who will discuss the issue, mediate and hopefully resolve the problem. If the issue/problem cannot be resolved at this level, it will be submitted to the Village Manager and or Committee, who will mediate or discuss a possible compromise. If the issue/problem is still unresolved at this level, the complainant has the option to lodge the complaint with the Department of Commerce or State Administrative Tribunal.

Leederville Gardens Retirement Estate is a village of some 70 residents. Residents know each other by sight and by name and where people care for each other and assist each other if the need arises. Leederville Gardens is an interactive village, where people get together and enjoy each other's company. At the same time, each Resident respects their neighbours' individual lifestyles and does not interfere with their privacy.

As in any active and vibrant village, at times disagreements and differences of opinions may arise. Most disputes can be resolved with goodwill and common sense. Peace and harmony can be the hallmark of a happy village. The bane of a village, large or small, is a feud arising from a minor disagreement or a perceived wrong.

Under the *Retirement Villages Code* of the *Fair Trading Act* there is a Dispute Resolution Process. This process is to be followed if a Resident wishes to seek resolution of a dispute through formal channels in a quasi-judicial process. The process is outlined in great detail over 6 (six) pages in *Division 6* of the *Fair Trading (Retirement Villages Code) Regulations 2015*. For your reference a modified flow chart of Dispute Resolution is outlined below. If you require further information and guidance, contact the Village Coordinator.

DISPUTE RESOLUTION CHART

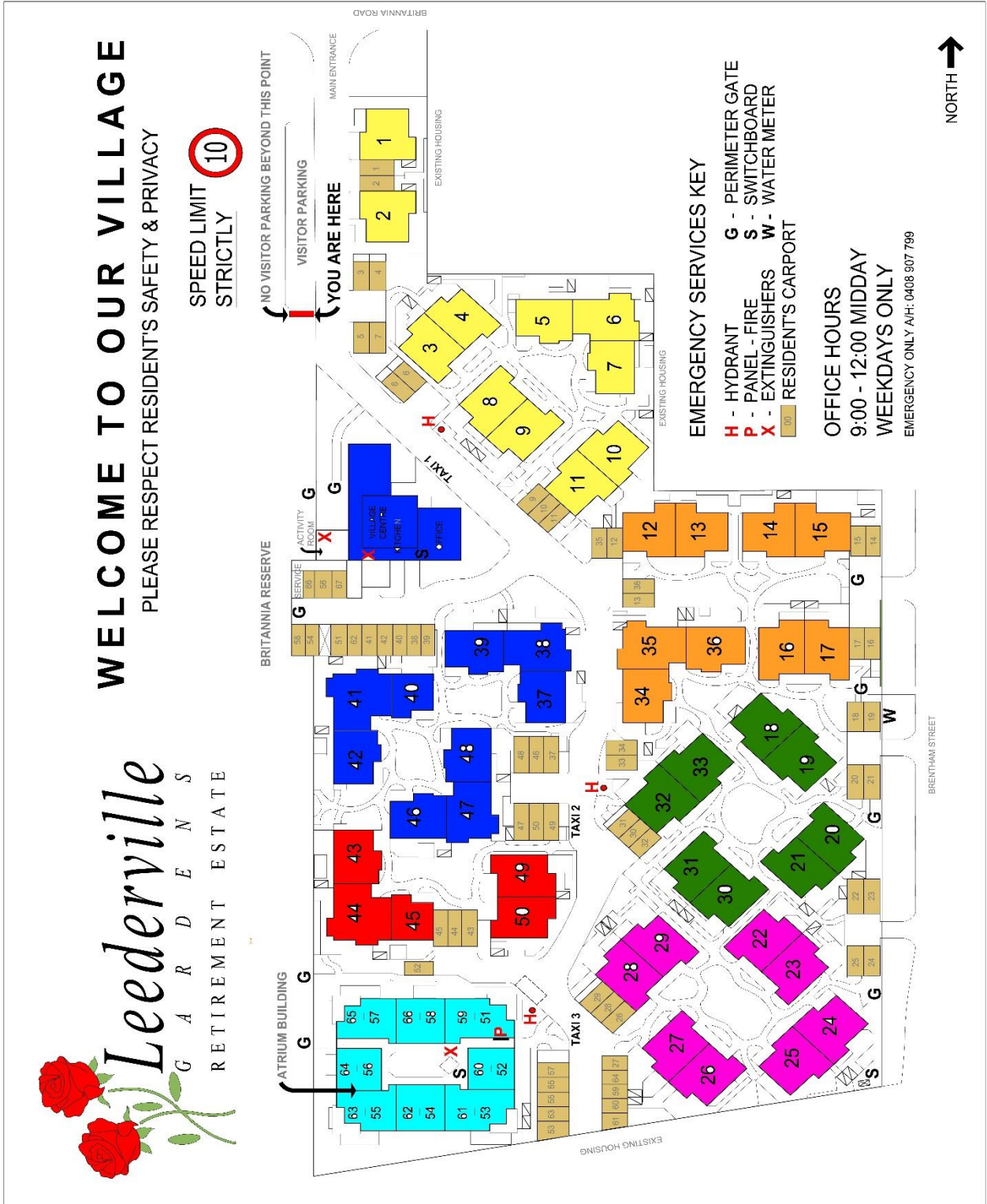


LIST OF FORMS

FORM 1	Evacuation Plan
FORM 2	Electronic Funds Transfer/Direct Debit
FORM 3	Compliments, Suggestions and Complaints
FORM 4	Maintenance Request
FORM 5	Conditions and Agreement to Estate Rules on Pets
FORM 6	Gardening Request
FORM 7	Alterations and Additions
FORM 8	Absence from Estate
FORM 9	Resident Emergency Information
FORM 10	Overnight Visitors
FORM 11	Clubhouse Booking Form and Guidelines
FORM 12	Vehicle Registration

These forms are available from the Estate Library (Orange Folder)

Village Evacuation Map



Electronic Funds Transfer

OR

Direct Debit

Common Service Fees (CSF)
due first week of each month

Bank Information

PAY:	Leederville Gardens Inc.
BSB:	066-000
ACCOUNT:	1006-4437
REFERENCE CODE:	Please use your full name or villa number



Compliments, Suggestions & Complaints

Resident Information

Date: _____

Villa Number: _____

Telephone: _____

Resident Name: _____

NATURE OF COMPLIMENT, SUGGESTION OR COMPLAINT:

You must submit your requests to Onsite Village Coordinators to action

OFFICE USE:

Date Received	
Action Taken	

General comments regarding the nature of this form

Manager Signature

Date



Maintenance Form

Resident Information

Date:

Villa Number:

Telephone:

Resident Name:

Level of Urgency:

Major

Medium

Low

Other

DESCRIPTION OF MAINTENANCE REQUIRED:

You must submit your requests to Onsite Village Coordinators to action

OFFICE USE:

Date Received:

Date Received
by Contractor:

Date Completed:

General comments regarding maintenance:

Manager Signature

Date

Conditions and Agreement to Estate Rules on Pets

The Pre-Contractual Disclosure Booklet advises that “pets are not allowed except with written agreement from management, which will, among other things, require that the pet does not cause a nuisance, is kept clean, parasite free and in hygienic surrounds and does not interfere with the rights, quiet enjoyment and privacy of other Residents”. You are requested to complete this form as your agreement and acceptance of our conditions:

Resident Information

Residents Name	
Villa Number:	
Pets Name	
Description of Pet	

- 1) I/We agree to be responsible for the behaviour of our pet within the Estate.
- 2) I/We agree to abide by the provisions of all State and Local Government Laws and Regulations covering animals, as well as any village rules relating to pets inside the boundaries of the Estate.
- 3) Pets, other than guide dogs for the blind or hearing dogs for the hearing impaired, are not permitted in the Estate common area buildings or facilities.
- 4) I/We agree to remove our pet’s excreta immediately and place it in a sealed bag in our rubbish bin.
- 5) I/We agree to keep our dog on a lead at all times it is outside our villa.
- 6) I/We agree to keep our cat inside our villa boundaries and not allow it to roam the Estate.
- 7) Pets are limited to one per villa, unless specifically approved by Management.
- 8) I/We agree that we will not allow our pet to disturb the quiet enjoyment of other Estate Residents.
- 9) I/We agree, if requested, to provide medical evidence from a registered vet of the health of our pet and its suitability to remain in the Estate.
- 10) I/We agree that any breach of these conditions may result in written notice requiring immediate rectification of the breach or at the discretion of the Village Management, the immediate withdrawal of our consent. Any such withdrawal of consent will require the offending pet to be removed from the Estate within five working days.

I/We agree to be bound by these conditions:

Resident

Resident

Permission Granted: _____

Date: _____



Gardening Request

Resident Information

Date:

Villa Number:

Telephone:

Resident Name:

DESCRIPTION OF GARDENING REQUIRED:

You must submit your request to Onsite Village Coordinators to action

OFFICE USE:

Date Received

Date Completed

--	--

General comments regarding gardening:

Manager Signature

Date

Alteration & Addition Form

Resident Information

Date:

Villa Number:

Telephone:

Resident Name:

Type of Alternation / Addition

- | | | | |
|------------------------------------|------------------------------------|--|-------------------------------------|
| <input type="checkbox"/> Auto Door | <input type="checkbox"/> Carpentry | <input type="checkbox"/> Air-Conditioner | <input type="checkbox"/> Electrical |
| <input type="checkbox"/> Flooring | <input type="checkbox"/> Glazing | <input type="checkbox"/> Lighting | <input type="checkbox"/> Locksmith |
| <input type="checkbox"/> Painting | <input type="checkbox"/> Plumbing | <input type="checkbox"/> Roofing | <input type="checkbox"/> Other |

DESCRIPTION OF WORKS:

Please attach quotes, and/or any plans or details (including materials used) that will support your application in being processed efficiently. Delays in decision process or rejection of request will result if information supplied is not sufficient.

WE WILL BE IN CONTACT WITH YOU 1 WEEK FROM DATE OF RECEIPT OF THIS FORM UNLESS WE NEED TO CONTACT YOU EARLIER TO CONFIRM INFORMATION PROVIDED.

OFFICE USE:

Approved:

Declined:

Manager Signature

Date



Absence From Estate

Resident Information

Date: _____

Villa Number: _____

Telephone: _____

Resident Name: _____

If you are going to be away from the Estate overnight or longer, please complete this form and inform the Village Coordinator.

Date Leaving: _____

Date Returning: _____

Please note this is for Emergency purposes only and will remain confidential between individual Residents and Village Coordinator

ANY COMMENTS

Resident Signature

Date

Manager Signature

Date

Resident Emergency Information

SECTION 1 - SITE EMERGENCY CONTACT DETAILS AND ALARM RESPONSES

ADMINISTRATION (for completion by Blueforce Administration only)

Village Name: Leederville Gardens Estate (if resident occupies a private residence leave blank)

Ambulance Code:

Bureau Code (BF):

Client ID:

SIM Call Back Number:

SITE DETAILS

Resident Name(s):

Site Phone Number:

Street Address:

Suburb:

State:

Postcode:

X-Street:

Key Safe Code:

Email Address:

Key Safe Location:

EMERGENCY CONTACTS

Please list contact details of persons who are able to attend to you quickly in the event of an emergency

Primary Contact

Contact Name:

Phone (Mobile):

Relationship to Client:

Phone (Home):

Preferred Contact Number: Mob Home Work

Phone (Work):

Email

Secondary Contact

Contact Name:

Phone (Mobile):

Relationship to Client:

Phone (Home):

Preferred Contact Number: Mob Home Work

Phone (Work):

Email

Third Contact

Contact Name:

Phone (Mobile):

Relationship to Client:

Phone (Home):

Preferred Contact Number: Mob Home Work

Phone (Work):

Email

Fourth Contact

Contact Name:

Phone (Mobile):

Relationship to Client:

Phone (Home):

Preferred Contact Number: Mob Home Work

Phone (Work):

Email

ALARM RESPONSE PROCEDURE

Response Required: Notify the ambulance service immediately

ADMINISTRATION (for completion by Blueforce Administration only)

Processing Officer:

Initials:

Date:

NOTE: A medical information sheet must be completed by EACH individual resident listed at this site

SECTION 2 –MEDICAL HISTORY AND INFORMATION AGREEMENT (RESIDENT 1)

RESIDENT DETAILS (RESIDENT 1)

Full Name:

Date of Birth:

MEDICAL HISTORY (RESIDENT 1)

This information will be provided to other agencies in the event of a medical or personal emergency only

Please tick if you have a medical history of any of the below conditions:

I have a history of: High Blood Pressure Arthritis Diabetes

Heart Disease Stroke Asthma

(heart disease as listed above includes heart attack, angina, etc)

Please provide details below of any allergies you may have:

Please provide any further medical information below that may assist our operators and emergency response services:

AMBULANCE COVER (RESIDENT 1)

Please indicate whether you currently have ambulance coverage with an insurance provider by selecting ONE option below:

- Ambulance Coverage:** I currently have ambulance coverage
 I do not currently have ambulance coverage

AGREEMENT FOR USE OF INFORMATION (RESIDENT 1)

I confirm the following:

- I give permission for the use of the supplied identifying data and understand that this information will be kept in accordance with requirements of the Privacy Act 2001.
- I give permission for my details to be provided to other agencies in the event of a medical or personal emergency.

Resident Signature:

Date:

Resident Name:

ADMINISTRATION (for completion by Blueforce Administration only)

Processing Officer:

Initials:

Date:

NOTE: A medical information sheet must be completed by EACH individual resident listed at this site

SECTION 2 –MEDICAL HISTORY AND INFORMATION AGREEMENT (RESIDENT 2)

RESIDENT DETAILS (RESIDENT 2)

Full Name:

Date of Birth:

MEDICAL HISTORY (RESIDENT 2)

This information will be provided to other agencies in the event of a medical or personal emergency only

Please tick if you have a medical history of any of the below conditions:

- I have a history of:** High Blood Pressure Arthritis Diabetes
 Heart Disease Stroke Asthma

(heart disease as listed above includes heart attack, angina, etc)

Please provide details below of any allergies you may have:

Please provide any further medical information below that may assist our operators and emergency response services:

AMBULANCE COVER (RESIDENT 2)

Please indicate whether you currently have ambulance coverage with an insurance provider by selecting ONE option below:

- Ambulance Coverage:** I currently have ambulance coverage
 I do not currently have ambulance coverage

AGREEMENT FOR USE OF INFORMATION (RESIDENT 2)

I confirm the following:

- I give permission for the use of the supplied identifying data and understand that this information will be kept in accordance with requirements of the Privacy Act 2001.
- I give permission for my details to be provided to other agencies in the event of a medical or personal emergency.

Resident Signature:

Date:

Resident Name:

ADMINISTRATION (for completion by Blueforce Administration only)

Processing Officer:

Initials:

Date:



Overnight Visitor

Resident Information

Date: _____

Resident Name: _____

Villa Number: _____

Telephone: _____

For safety and security purposes, Residents who have visitors staying overnight or for longer periods, please complete this form and inform your onsite Village Coordinators. We appreciate your cooperation.

Name of Visitor	_____
Date Arriving	_____
Date Leaving	_____

THIS IS FOR SAFETY AND EMERGENCY PURPOSES

ANY COMMENTS

Resident Signature _____ **Date** _____

Manager Signature _____ **Date** _____



Booking of Clubhouse

Resident Information

Resident Name: _____

Villa Number: _____

Telephone: _____

Please ensure you refer to the attached Clubhouse booking guidelines to ensure that you are familiar with your responsibility to the facility and comfort of other residents. Please ensure you include set up and clean up in your time selection below.

Date of Function	_____
Time of Function	_____
Purpose of Function	_____
Number of People	_____
Music	Yes <input type="checkbox"/> No <input type="checkbox"/>
Food	Yes <input type="checkbox"/> No <input type="checkbox"/>
Beverages	Yes <input type="checkbox"/> No <input type="checkbox"/>
Sales of Good	Yes <input type="checkbox"/> No <input type="checkbox"/>

Resident Signature

Date

OFFICE USE:

Approved	<input type="checkbox"/>
Declined	<input type="checkbox"/>
Written Confirmation	_____
Date Provided	_____

Manager Signature

Date

CLUBHOUSE BOOKING GUIDELINES

Booking of the Clubhouse and outdoor BBQ area for a private function will be conditional upon the following:

- The resident booking the facility must be present at all times during the function;
- The resident is responsible for the appropriate conduct of the people attending the function, being mindful that it is a communal facility;
- The facility must be left clean and tidy;
- Lights and electrical equipment to be turned off (except for fridges and other "24/7" appliances);
- Furniture and equipment to be returned to the rightful locations;
- Any costs of damage to the facility, furniture and equipment as well as extra cleaning costs shall be borne by the resident booking the facility.

Please Note

**Clubhouse Automatic Alarm – 10.45pm to 7.00am
(The building must be exited before 10.30 pm)**

ENJOY YOUR EVENT

Vehicle Registration

Resident and Vehicle Information

DATE:	
RESIDENT NAME:	
VILLA NUMBER:	
TELEPHONE:	
TYPE OF VEHICLE (MAKE AND MODEL):	
REGISTRATION OF VEHICLE:	

OFFICE USE:

Date Received	
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Manager Signature

Date