



RESIDENT INFORMATION BOOKLET



EASTERN HEIGHTS

Eastern Heights – Resident Information Booklet

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WELCOME

Welcome to your new home at Seasons Eastern Heights.

At Seasons we recognise that a home needs to provide a sense of place, belonging and security, as it is an important part of people living full and satisfied lives.

We know that moving into a new home can be an unsettling experience and that you will find some aspects of community life unfamiliar.

This handbook will help to familiarise you with our community and the services we provide.

As you know Seasons offers an independent lifestyle.

On behalf of the Seasons team, I offer you a warm welcome to Seasons Eastern Heights Flexi Community.

Kind regards,
Lisa Featherstone
Community Manager Eastern Heights

MY IMPORTANT INFORMATION

PHONE NUMBERS

Community Number - (07) 3285 9500

Community Manager – Lisa Featherstone 0410 591 021

ACCESS INFORMATION

Your Address:

44 Grange Road, Eastern Heights QLD 4305

EMERGENCY PROCEDURES

In the event of an emergency, your safety is the highest priority. Immediately dial 000 for fire, medical, or police assistance.

After ensuring you are in a safe location and emergency services have been dispatched, please notify the Property Manager of the incident if property related.

Ensure you are familiar with all emergency exits and the location of emergency equipment within the Community.

Please also refer to your Emergency Procedures Poster within this booklet for further guidance.

Important: False alarms that result in a response from Queensland Fire Services (QFS) may incur a fee, which could be charged to the resident responsible

ELECTRICITY

The electricity supplier at Seasons Eastern Heights is Metered Energy, it is your responsibility to connect your own electricity account with Metered Energy. Connections can be organised online via meteredenergy.com.au or by calling 1300 633 637. Upon vacating you are also responsible for organising disconnection of service.

COMMUNICATION

RENTAL STATEMENTS

Residents will receive fortnightly rental statements via email. If you have not provided an email please advise your Community Manager.

FEEDBACK

Seasons is committed to continual improvement of our processes, and we encourage input from residents to develop and improve our communication and consultation process. You are encouraged to complete a Feedback Form or discuss matters directly with the Community Manager. Resident Forms and Feedback Forms can be found next to the notice board.

COMPLIMENTS & COMPLAINTS

We support your right to share compliments, feedback, concerns or make a complaint and welcome your feedback as part of our commitment to provide a high standard of service.

We would appreciate hearing what you think we're doing well, but we also want to hear from you if you have a concern and we understand the importance of resolving matters promptly.

VILLAGE BY-LAWS

A copy of the By-Laws can be found at the rear of this folder.

PRIVACY

We take our obligations under the Privacy Act seriously and take all reasonable steps to protect the privacy of personal information that we hold. Seasons has a Privacy Policy that complies with our obligations under the National Privacy Principles as set out in The Privacy and Personal Information Protection Act 1998. The Policy describes how privacy is managed by Seasons.

Please see the Community Manager if you have any questions, would like more information or would like a copy of the Privacy Policy. The Policy is also available on the Seasons website.

VISITORS CAR PARKING

For the convenience of residents and visitors, a designated Pick-Up and Drop-Off Bay is available.

Please note that onsite parking is strictly reserved for residents only. Visitors are not permitted to park within the community grounds. We kindly ask all guests to use nearby street parking.

YOUR APARTMENT

ENTRY CONDITION REPORT

We aim to make life easy and remove as much stress as possible from the moving process and therefore inspected your apartment before you moved in to complete an Entry Condition Report. We ask that you also inspect the condition of your apartment, commenting on any items of difference, and return the report to rentals@seasonsliving.com.au or to Community Manager within 7 days of occupancy.

SAFETY AT HOME

Whilst we take every precaution to provide you with a safe and secure environment, we strongly recommend that you adopt standard security measures, such as:

- Keep your doors and windows locked
- Don't place keys outside under mats or in obvious places
- Don't leave keys in doors or windows (even when you are home)
- Keep cash, keys and valuables out of sight
- If you use an answering service, don't leave a message that implies you live alone or are away
- If you use social networking sites, don't give personal details such as your address or phone number
- Don't share personal information with strangers

Please report any safety or security concerns to a staff member.

KEYS

In accordance with our security policy, your apartment keys are part of a registered restricted authorised master key system and therefore cannot be copied by anyone other than the authorised locksmith. To order additional key please email rentals@seasonsliving.com.au. Please note a charge does apply.

HEATING AND COOLING

Each apartment at Seasons has its own reverse cycle air conditioner for heating and cooling. Please note it is your responsibility to regularly clean the air conditioning filters.

SMOKING

Seasons encourages smoke free environments and smoking is not permitted in any communal areas. Residents and their visitors are permitted to smoke within the confines of their own apartment or on their courtyard/veranda.

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MAINTENANCE SERVICES

- All maintenance requests should be submitted by completing a maintenance request form.
- Emergency maintenance should be reported immediately.
- Maintenance requests are scheduled in accordance with the relative urgency of the problem.
- Emergencies will take priority, however, minor problems will be handled without undue delay.
- Report immediately any damage caused to property and problems such as leaks, unsafe flooring, dripping taps & electrical faults.
- Do not attempt to carry out any repair work yourself.

NB. In some instances it may be necessary to use outside contractors to make necessary repairs

Maintenance request forms can be lodge via our website

Seasonsflexi.com.au/maintenance

Alternatively, by calling 07 3285 9500

Below is a simple guide regarding who is responsible when it comes to apartment maintenance. If you are unsure, please submit this online form and our friendly staff will be in contact to assist. Our Seasons Home Care business may also be able to assist with items such as changing lightbulbs, cleaning, and gardening. Please reach out to your Community Manager, who will be able to provide further information on the range of care and support services available through Seasons Home Care.

Seasons Responsibility	<ul style="list-style-type: none"> • Storm damage • Routine repairs • Smoke alarms • Electrical line repairs • Water and plumbing repairs (not blocked drains) • Blocked drainpipe due to fair wear and tear (e.g. tree roots) • Repairs to building doors, windows, ceiling, and roofing (unless the damage was inflicted by the tenant) • Mould (result of problems with property e.g. leaking roof)
Resident Responsibility	<ul style="list-style-type: none"> • Changing lightbulbs • External lock boxes for keys (to be pre-approved by Seasons) • General apartment cleaning • Telephone handset (if applicable) • Appliance repairs and issues • TV antenna, satellite dishes and internet • Blocked drainpipe due to tenants' issues (e.g. pot plants debris) • Gardening and lawn maintenance • Mould (caused by tenant e.g. allowing steam to build up in a bathroom without proper ventilation and/or regular cleaning).

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REQUESTS FOR ALTERATIONS OR ADDITIONS

All request for alterations must be submitted using a standard RTA form 23 to Community Manager or rentals@seasonsliving.com.au. Please include photos showing the location of work and any HCP Application form (if applicable)

Once received, your request will be assessed, and you will be advised of the outcome and any conditions within 28 days.

PERSONAL BELONGINGS & SCOOTERS

Scooters or any walking aids must be parked inside your apartment and are not to be left in the common areas or car parks.

RUBBISH REMOVAL

Communal bins have been provided for your use; we ask you bag all rubbish appropriately. All large items need to be removed by tenant. Provided bins are for general waste only. A disposal fee will apply to any tenants who leave large items in the bin area.

GARDENS

We have beautiful gardens and extensive walking paths for all to enjoy.

BBQ AREAS

The community barbecues are available for use for all residents. Please ensure that the area is left tidy.

YOUR PETS

Seasons encourages pets in the community. We would like to remind all residents and their visitors of the 'Pet Etiquette' that we need to support within the community.

All the furry friends that are living in the community or visiting furry friends must be kept on a lead at all times, any mess made by the pets must be collected, removed from the common areas and disposed of appropriately. Pets are not permitted in the dining area.

DRIVER SAFETY AND PARKING

For the safety of everyone, please always obey the speed limits and other traffic signs within the community. Please also be aware of pedestrians, some of whom may have vision or hearing impairments which may slow their response times.

SAFETY & SECURITY

The community gates are locked after hours. Access during this time is available by using code provided.

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VACATING

If vacating Seasons you are required to give Seasons 2 weeks written notice. This can be done by emailing rentals@seasonsliving.com.au

- Your apartment must be cleaned to a professional bond clean standard. (please contact your community manager for recommended bond cleaners.
- Any damage to the apartment caused during your tenancy must be repaired to a professional standard prior to handing back keys.
- Remove all furniture and personal effects both inside and outside. As the bins are only for domestic waste, please consider any arrangements for bulk waste removal. Any items left will be removed at the tenant's cost.
- We will complete an Exit Condition report within 48 hours of you handing back the keys. You are welcome to attend with the Community Manager.

COMMUNITY MAP

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SITE PLAN



KEY

Type: **A** Type: **B** Type: **C**



EMERGENCY PROCEDURES



Call 000 for Police, Fire & Ambulance for life-threatening emergencies.

Community phone number: _____ You are in Building: _____ Apartment: _____



FIRE

Alarm Activates:

- » **Check** the area for signs of smoke or fire. If you see smoke or fire evacuate immediately.
- » **Call Emergency Services** 000 (112 mobile)
 - Alert others if safe to do so.
 - Wait at assembly area for Emergency Services.
 - Let them know the nature of the emergency.
 - Follow directions from Emergency Services.



- » **Emergency Exits:** Use stairwells to leave building. Do not re-enter building until directed by Emergency Services.
- » **Do Not:** Use lift or open doors which are warm to touch.
- » **Assembly Areas:** Refer to evacuation diagrams located through communities. Be familiar with your exit doors and evacuation route.

Note: Smoke alarms can sometimes be triggered by cooking smoke or steam from showers. QLD Fire & Emergency Services charges may apply to these situations. To prevent this, ensure there is enough ventilation.



SUSPICIOUS BEHAVIOUR

- » **Emergency Services:** Call 000
- » **Remain Calm:** Maintain distance and get to a safe location, lock doors and do not approach person(s).



POWER OUTAGE

- » **Emergency Kit:** Prepare and include flashlights, LED lanterns, batteries, battery powered radio, first aid supplies, water bottles and necessary medications.
- » **Candles:** Avoid using candles as these pose a fire risk.
- » **Emergency Contacts:** Keep a list of emergency contact numbers (local emergency services, family members).
- » **Energex Outage Finder:** Outage Finder - Energex (energex.com.au)



MEDICAL EMERGENCY

- » **Emergency Services:** Call 000, remain calm until help arrives.



EXTREME WEATHER

- » **Stay Informed:** Keep yourself updated with weather forecasts and warnings through reliable sources.
- » **Stay Indoors:** Remain inside until extreme weather has passed. Close windows and doors.
- » **Remain Calm:** Stay calm until storm passes.
- » **Report:** Damages to your Property Manager.
- » **Australia's official weather forecasts & weather radar:** Bureau of Meteorology (bom.gov.au)

ALWAYS FOLLOW THE INSTRUCTIONS OF EMERGENCY SERVICES