

Eastern Heights Resident Information Booklet

seasons
FLEXI LEASE

Eastern Heights – Resident Information Booklet

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Welcome

Thank you for choosing to call Seasons Eastern Heights home. We are delighted to welcome you to the community.

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 meaningful lives.

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

This handbook is designed to help guide you through life at a Seasons Flexi community and the services we offer.

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

Kind regards,

Ella Pepper
Community Manager Eastern Heights

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Important Information

CONTACT DETAILS

Community Manager – Ella Pepper 0467 744 468
Email: rentals@seasonsliving.com.au

PROPERTY ADDRESS

44 Grange Road, Eastern Heights QLD 4305

Emergency Procedures

In the event of an emergency, your safety is the highest priority. Immediately dial triple-0 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.

Communication

RENTAL STATEMENTS
Residents will receive fortnightly rental statements via email. If you have not provided an email address, 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. We support your right to share compliments, feedback, concerns or make a complaint and welcome your feedback as part of our commitment to providing a high standard of service.

You are encouraged to complete a Feedback Form or discuss matters directly with the Property Manager. Resident Forms and Feedback Forms can be found next to the notice board.

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 Flexi website.

VISITORS CAR PARKING
Please note that onsite parking is strictly reserved for residents who have a car space included in their lease agreement only. Visitors are not permitted to park within the community grounds. We kindly ask all guests to use nearby street parking.

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Your Apartment

ENTRY CONDITION REPORT

At Seasons, we aim to make your life easy and reduce as much stress as possible during the moving process.

Bearing this in mind, we perform a comprehensive inspection of your unit before you move in and complete an Entry Condition Report.

We recommend that you also inspect the condition of the property, noting any issues or items of difference, and return the report to your Community Manager within seven (7) days of occupancy. Please email a copy of your condition report to rentals@seasonsliving.com.au

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
- When accessing or using websites, social media sites and emails, do not give personal details such as your address, phone number or any financial information
- Do not 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 keys, please email rentals@seasonsliving.com.au. Please note charges will apply.

ELECTRICITY

The electricity supplier at Seasons Redbank Plains 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.

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 area(s). Residents and their visitors are permitted to smoke within the confines of their own apartment or on their courtyard/veranda. Please note any damages or general wear and tear caused by smoking will be charged to the tenant upon end of lease and exit.

MAINTENANCE SERVICES

- All maintenance requests should be submitted by completing a maintenance request form, which can be found on the Seasons Flexi website
- Emergency maintenance issues 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 as soon as possible
- Report immediately any damage caused to property and problems such as leaks, unsafe flooring, dripping taps and 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 submitted via our website at seasonsflexi.com.au/maintenance

Please refer to the below guide which outlines who is responsible for specific maintenance works and repairs. Residents can seek further clarification about this by submitting the Maintenance Request Forms online and one of our friendly staff members 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.

*** Please note Seasons Home Care is not available at Redbank Plains and Eastern Heights.**

Seasons' Responsibility	• 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 caused as a result of issues with the property (e.g. leaking roof)
Resident's Responsibility	• 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 issues caused directly by tenant (E.g. pot plant debris) • Gardening and lawn maintenance • Mould caused by the tenant (E.g. allowing steam to build up in a bathroom without proper ventilation and/or regular cleaning)

REQUESTS FOR ALTERATIONS OR ADDITIONS

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

Your request will be assessed and you will be advised of the outcome and any conditions within 28 days of receiving your request.

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 and dispose of it appropriately. All large items need to be removed by the 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 surrounding the community. All residents and visitors are welcome to enjoy these common areas but are asked to respect neighbours and the grounds at all times.

BBQ AREAS

All residents are permitted to use the community barbecues and areas. Please ensure that the area is left tidy and rubbish is disposed of appropriately after use.

YOUR PETS

Seasons Flexi communities are pet-friendly and allow one pet to reside per unit, on application. Please note pets are not permitted in the communal dining area.

Should your request be approved, residents will be asked to follow strict guidelines. All pets must remain on a leash at all times in communal areas. Please ensure you clean up after your pet by collecting and disposing of any mess.

Failure to follow these instructions may be considered a breach of lease and lead to further action.

DRIVER SAFETY AND PARKING

The health and safety of our residents is paramount. Please be courteous and obey the speed limits and other traffic signs while driving within the community.

Please be cautious of pedestrians. Some of our residents experience vision and/or hearing loss, which may impact their response times.

SAFETY & SECURITY

Community gates will remain closed at all times and gates for pedestrian access will be locked after hours for security purposes. Pedestrian gates will automatically be unlocked at 6am and relock at 6pm daily.

Residents will still be able to access the community via this gate and outside of these hours by entering the access code provided.

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Community Map

