

Some rules are not made to be broken!

1. Definitions

In these Rules the following terms have the following meanings:

Buildings means the buildings erected on the Land, including an extension or alteration to the Buildings and any improvements erected on the Land.

Building Management means Essence Communities Pty Ltd and its employees / representatives.

Common Areas means those parts of the Property which the Owner makes available for common use from time to time.

Excluded Dog means:

- (a) pit bull terrier.
- (b) an American pit bull terrier.
- (c) a dogo Argentino;
- (d) fila Brasileiro;
- (e) a Japanese Tosa;
- (f) a perro de Presa Canario;
- (g) any other outcross;
- (h) any dog prohibited from importation into Australia by the Commonwealth government;
- (i) an unregistered or dangerous dog under the [Companion Animals Act 1998 (NSW)]; and
- (j) any other dog prescribed by the Owner from time to time, acting reasonably, and notified to the Residents.

Fire Safety Device any structure or device contained within any Premises or Common Areas that:

- (a) monitors or signals the incidence of smoke, heat or fire within the Premises or the Common Areas;
- (b) provides lighting in the case of smoke, heat or fire within the Premises or Common Areas;
- (c) controls access throughout the Premises or Common Areas in the case of smoke, heat or fire in the Parcel (including doors, stairs and lifts);
- (d) extinguishes or decreases the spread of fire, smoke or heat through the Premises or Common Areas; or
- (e) is required by law for fire safety or that otherwise improves fire safety;

Land means the land contained within the plan number PS745039R/S4.

Lease means, in respect of a Resident, the lease between the Owner and that Resident.

Owner means the owner of the Land.

Permitted Person means a person on the Land with the express or implied consent of a Resident including a person in lawful occupation of the Premises leased by the Resident and guests and invitees of that Resident or a person in lawful occupation of those Premises.

Premises means, in relation to a Resident, the residential premises located on the Land leased to that Resident.

Property means the Realm Caulfield and includes the Buildings, the Land, Common Areas and Recreational Facilities.

Recreational Facilities means gym, pool, sauna, private dining, media room, outdoor BBQ, roof top and or any other areas maintained within the property for recreation purposes.

Security Key includes a key, magnetic card, electronic fob or other device or information used in the Property to access Common Areas, operate the lifts, alarms, security, or communications within the Property.

Resident means, in relation to a Premises within the Building, the Tenant of those Premises.

Vehicle means motor cars, motorbikes and motor scooters or other vehicles which do not exceed:

- (a) 2 tonnes in tare weight;
- (b) 5.5 metres in length;
- (c) 2.4 metres in width; or
- (d) 2.1 metres in height.

2. Compliance with House Rules

- 2.1 All Residents must comply with the House Rules and ensure that all Permitted Persons comply with these Rules.
- 2.2 A breach of these Rules by a Resident or their Permitted Persons is a breach of the Resident's Lease.
- 2.3 The failure of a Resident to comply with these Rules and may be dealt with by legal means. The Owner reserves the right to recover from the Resident because of any loss or damage suffered by the Owner as a result of a breach of these Rules.

3. Security

- 3.1 Robust policies and procedures have been put in place to provide Residents and their Permitted Persons with a safe and secure environment. However, all Residents must ensure the following measures are taken to maintain an appropriate level of security:
 - (a) not access those areas of the Property which have been designated "no authorised access" (for example, roof areas not designed for Resident's use, manager's office, control rooms and other etc);
 - (b) not obstruct access to fire exits, Common Areas, Recreational Facilities, wheelchair ramps, property access points or any doors to any Premises;
 - (c) report any suspicious people or behaviour to the Police as soon as possible.
- 3.2 The Owner or Building Management reserves the right to close off or restrict by security keys access to certain parts of the Common Areas or levels or areas in the Property that do not give access to a Resident's Premises.
- 3.3 All Residents are responsible for the security of their apartments and must be diligent in ensuring balcony doors and/or windows are locked when not present.

4. Security Cameras

- 4.1 For the safety of all residents and their property, security cameras or other surveillance equipment may be used in parts of the Property including Common Areas (including the Recreational Facilities) and may be recording 24 hours a day.
- 4.2 No person may:
 - (a) interfere with any security cameras or other surveillance equipment at the Property; or
 - (b) do anything that might prejudice the security or safety of the Property.
- 4.3 Subject to any requirements at law, the period of time in which the Owner may retain any footage from any security or surveillance cameras is at the discretion of the Owner. Residents should report to Building Management if they become aware of any damage to security cameras or other surveillance equipment.

5. Security Keys

- 5.1 2 sets of Security Keys per apartment will be distributed to a Resident in respect of their Premises.
- 5.2 Security Keys are for individual use only and must not be:
 - (a) shared with other Residents or non-residents at any time;
 - (b) left unattended; or
 - (c) duplicated.
- 5.3 A Resident must take all reasonable steps to safeguard their Security Keys against loss, damage, or theft.
- 5.4 If a Resident is locked out of their Premises appropriate identification must be provided to Building Management to gain access. Fees may apply for repeated instances or after-hour call-outs.
- 5.5 A Resident must immediately notify Building Management if a Security Key is lost, stolen, or misplaced. If a Resident loses or misplaces their Security Key appropriate identification must be provided to Building Management for a Security Key to be re-issued. Replacement fees or a bond may be payable.
- 5.6 At the end of the tenancy, the Resident must return all Security Keys to the Owner or Building Management. Any missing Security Keys will be replaced by Owner at the cost of the Resident.
- 5.7 Building Management may restrict access to the Property or parts of the Property using Security Keys.

6. Behaviour of Residents and Permitted Persons and General Etiquette

General Etiquette

- 6.1 All Residents are requested to mutually respect the rights of all other residents in the building, any contractors to the Property and the Building Management team.
- 6.2 Misconduct, disruptive behaviour or any act which is deemed to be threatening or abusive will not be tolerated.
- 6.3 Residents must not do anything in the Premises or the Building, which is unlawful, immoral, noxious, offensive, hazardous or likely to cause nuisance, interference, injury or unreasonable disturbance to the Owner, Building Management or another occupier of the Building.
- 6.4 All Residents, the Building Management team and any contractors must ensure that they do not promote or engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety and well-being.
- 6.5 No person may:
 - (a) use language or behave in a way that might offend or embarrass another resident or their Permitted Persons or Building Management;
 - (b) obstruct the legal use of any Common Areas by any person; or
 - (c) do anything in the Property which is illegal.
- 6.6 Any instances of such behaviour may be classed as a material breach of the Lease and may lead to disciplinary action including termination of the Lease and possible eviction.

Noise

- 6.7 All Residents have an equal right to quiet enjoyment of their Premises.
- 6.8 Noise must be kept to a minimum in and around Property between the hours of 10pm and 6am.
- 6.9 A Resident must not create noise or vibration on their Premises or in the Common Areas which might reasonably interfere with another resident's right to peaceful enjoyment of their premises or the Common Areas.

Smoking

House rules & guidelines

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- 6.10 Smoking of tobacco or any other substance within any Recreational Facilities, the Common Areas including stairwells, lifts, foyers and the car parking areas, any other areas designated by the Owner or the Building Management from time to time or immediately outside the building is prohibited. Failure to comply may lead to cleaning fees and disciplinary actions.
- 6.11 If you have a private balcony or terrace as part of your Premises, smoking is permitted, as long as the smoke:
- (a) does not interfere with another resident's enjoyment; and
 - (b) the smoke does not penetrate any other residential or Common Area in the Property.
- 6.12 Smoking is not permitted within apartments under any circumstances.

Use of Drones

- 6.13 Drones or other similar visual or recording equipment or cameras must not be used on or around the Property, unless approved by Building Management.

7. Common Areas

- 7.1 No person may:
- (a) do or allow to be done anything that will cause the Common Areas or shared service facilities (for example lifts, stairwells etc.) to become obstructed, untidy, damaged, or used for any purpose other than for which they are intended;
 - (b) damage any part of the Common Areas (including any plants or trees);
 - (c) use any part of the Common Areas for its own exclusive purpose without prior permission from Building Management; or
 - (d) obstruct any part of any Common Areas.
- 7.2 Residents must reimburse the Owner's costs of repairing any damage which the Resident or any Permitted Persons causes to the Common Areas or to any other parts of the Property.

Children to be supervised

- 7.3 All children under the age of 12 must be under the care and control of, and supervised by, an adult always in the Common Areas and Recreational Facilities.

Skateboards and roller skates

- 7.4 Skateboards, scooters, roller skates, roller blades or other similar items must not be used in or on the Common Areas.

No posters or leaflets

- 7.5 No leaflets or other forms of advertising material must be distributed in the Common Areas or throughout the building without the prior consent of the Owner or Building Management which can be withheld or withdrawn at the Owner's absolute discretion.

Resident's items

- 7.6 Resident's property must not be left in the Common Areas or in other parts of the building other than an area designated for the Resident's storage without the prior consent of the Owner or Building Management which can be withheld or withdrawn at the absolute discretion of the Owner or Building Management.

Common Areas for use by all residents

- 7.7 The Common Areas may be used in common with others and must not be used for a business or commercial purpose.
- 7.8 Working from the Common Areas for the Resident's usual employment is permitted.

House rules & guidelines

Parking on Common Property

- 7.9 No person may park a motor vehicle on any Common Areas without the prior consent of the Owner or Building Management.

Cleaning up spills

- 7.10 Residents or their Permitted Persons must immediately clean up any spillage of trade waste, garbage or recyclable material on any Common Areas which is caused by that Resident or Permitted Person. Spills of a potentially hazardous nature should be reported to Building Management as soon as possible.
- 7.11 A Resident must immediately clean up any spillage of oil or other material in a car space that is caused by that Resident or its Permitted Persons.

Mail room

- 7.12 Residents always keep the Mail Room neat and tidy and dispose of any junk mail in the bin provided.
- 7.13 Neither the Owner nor Building Management are responsible for the loss, theft, or damage to any unattended mail.

8. Apartment inspections and landlord access

- 8.1 Except as otherwise outlined in the Lease or these Rules, all Residents are entitled to privacy and quiet enjoyment of their Premises.
- 8.2 The Owner or Building Management reserves the right to conduct regular inspections to identify potential issues and hazards and ensure that health, safety, and cleanliness standards are maintained.
- 8.3 Residents are expected to pass inspections and adhere to the prescribed standards. Repeated failure to pass inspections will result in charges for professional cleaners and/or removalists and/or tradespeople to return the Premises to the original condition (subject to fair wear and tear).
- 8.4 Residents will be provided with a written notice of entry that will be delivered to their nominated email account or Premises, except in the case of emergencies.
- 8.5 The Owner or Building Management will only enter Premises between 8am and 6pm on any day except Sundays and public holidays when access is permitted with Resident permission only.
- 8.6 The Owner and Building Management reserve the right to enter any Premises on providing the following minimum notice as per The Residential Tenancies Act 1997 (the Act) which is the main law that governs renting a place to live in Victoria. This fact sheet contains information on how the Act applies when a lessor/agent wants to enter the premises:
<https://www.consumer.vic.gov.au/housing/renting/rental-providers-inspecting-or-entering-a-property/when-a-rental-provider-can-enter-a-property>
- 8.7 During any inspection carried out on the Premises, the Owner or Building Management reserves the right to take photos or videos. Any photos and/or video recording of the Premises will be held by the Owner or Building Management as 'private and confidential' and for viewing by Building Management and the Owner exclusively.

9. Premises condition and maintenance

- 9.1 Residents are required to maintain their Premises in a clean and presentable state.
- 9.2 Professional cleaning will be carried out on each apartment immediately prior to a Resident moving in. The Owner therefore requires the Resident to arrange professional cleaning or cleaning to a professional standard at the end of the tenancy.

Residential only

- 9.3 Residents must not use their Premises for any purpose other than for residential purposes without the prior written consent of the Owner.

Premises secure when unoccupied

- 9.4 Residents should ensure their Premises are secured when they are unoccupied.

Furniture and flooring

- 9.5 Furniture and other items provided by the Owner in the Premises, Recreational Facilities or Common Areas must not be moved from that area.
- 9.6 Residents must take all reasonable action to prevent damage to the floorboards, tiles, and carpet within the Premises. Residents should use furniture protectors on the base of their furniture to protect any timber or tiled floors within the Premises. Please refer to maintenance manuals regarding best practice for keeping the floors clean and undamaged as some floor types have specific cleaning requirements. If you are unsure, please ask the Building Management Team.
- 9.7 Any damage to the Premises, other than fair wear and tear, must be rectified at the end of the tenancy at the Resident's expense. Building Management will need to be consulted on the rectification requirements.

Electrical items

- 9.8 If the Owner provides any electrical items (such as dishwashers, fridges, freezers, tumble dryers) in the Premises, the Resident must not remove or replace these items without the prior written approval of the Owner or Building Management. Items should be operated in accordance with the User guide and/or manual. Any misuse resulting in damage will result in any repair fees being reimbursed to the Owner.

Building Services

- 9.9 Residents must not replace electrical, plumbing, heating, security equipment, Fire Safety Device, door locks, glass, or any other fixed items in their Premises.
- 9.10 The Resident must not do or allow to be done anything that will cause the shared service facilities (for example lifts, stairwells etc.) to become obstructed, untidy, damaged, or used for any purpose other than for which they are intended.

Kerosene or oil heaters

- 9.11 No portable kerosene heaters, oil-burning heaters or heaters of a similar kind may be kept within any Premises.

Electrical Safety

- 9.12 Cooking must only be done within the kitchen of the Premises, with the use of the range hood.
- 9.13 The use of electric woks/frying pans, hotplates, kettles, rice cookers and other mobile cooking devices anywhere outside the kitchen area is prohibited.
- 9.14 This is also to prevent unnecessary false fire alarms and the charges that relate to these incidents.
- 9.15 For safe and efficient operations of systems Residents must:
- (a) switch off the air-conditioning in the Premises when not there; and
 - (b) switch off all electrical items when not in use.

Child safety window locks (where installed)

- 9.16 No person may remove, damage, replace or deface any child window safety locks installed on windows in the Property.

No overloading of services

- 9.17 Residents must not do anything that may overload the services to the Premises or the Building.

Control of Pests

- 9.18 Residents must take any necessary steps to prevent and control any pest infestation occurring within the Premises.

Storage of Inflammable Liquids and other dangerous substances or materials

- 9.19 No Resident may use or store in any part of the Property any inflammable, explosive, or dangerous substances other than those substances that are used or intended to be used for domestic purposes or for a Vehicle.

Report Problems

- 9.20 Please report immediately to Building Management any problems regarding your Premises (including any faulty electrical equipment supplied with your Premises).
- 9.21 Any maintenance requests are to be reported to Building Management through the Resident Portal.

10. Resident's property

- 10.1 Residents are responsible for their own property and valuables.
- 10.2 Residents must not leave any property in any area of the building (other than their own Premises) or Common Areas,

without prior consent from Building Management.

11. Fire Safety and Evacuations

- 11.1 All Residents and their Permitted Persons must follow the fire safety guidelines displayed in the Premises and around the Property and outlined during your property induction to avoid an unwanted fire alarm or the fees associated with it.
- 11.2 All Residents must attend fire awareness and safety workshops when requested to do so and familiarise themselves with the emergency exits and the designated assembly area. In addition, Residents may be required to participate in regularly scheduled evacuation drills where required by State legislation.
- 11.3 No person may tamper with any Fire Safety Devices in any Premises or part of the Property or do anything that may be likely to affect the operation of any Fire Safety Devices in the Property or reduce the level of fire safety in the Property. This includes removing or damaging any signage, altering the operation of any doors, removing, covering, or disabling smoke detectors, misusing any fire blankets or discharging extinguishers for any reason other than for the purpose of putting out a fire.
- 11.4 Residents must immediately notify the Owner or Building Management of any faulty smoke detector (and confirm this advice in writing the same day).
- 11.5 If an emergency alarm sounds:
 - (a) all persons present in the building must evacuate the building immediately and proceed to the designated assembly area;
 - (b) no person may use the lift during an evacuation; and
 - (c) no person may re-enter the Building until given permission to do so.

12. Balconies, Terraces, and window ledges

- 12.1 Residents must not:
 - (a) keep anything within their Premises that is visible from the Common Areas or outside of the building that is not in keeping with the appearance of the building;
 - (b) hang anything over or place any items on any balustrades or window ledges;
 - (c) place items on balconies or terraces:
 - (i) which may be capable of falling or being blown by wind off the balcony or terrace including furniture; or
 - (ii) in a manner which might create a safety or fire hazard;
 - (d) hang out washing, clothing, towels, rugs, wetsuits or other items or articles to dry;
 - (e) use any balcony or terrace for the storage of goods or equipment (including sporting equipment);
 - (f) install any satellite dish on any balcony or terrace; or
 - (g) install anything on the outside of their Premises or use audio or visual equipment which can be heard or seen from outside their Premises.
- 12.2 Where a child is in the Premises, Residents are required to:
 - (a) remove all light furniture from the balcony that could be moved and used as a climbing aid by a child;
 - (b) ensure that no other element is constructed or placed against the inside face of the balustrade glass that can be used by a child to gain a foothold; and
 - (c) ensure that the balcony door is kept locked at all times and that the balcony is not being used with the key placed in a position that cannot be accessed by a child.
- 12.3 Residents must exercise caution and not overcrowd balconies or terraces and keep the noise from balconies and terraces in their Premises down between the hours of 10pm and 6am.
- 12.4 All Residents must keep all planter boxes in their Premises clean, tidy and well maintained including by replacing damaged, diseased or dead plants, where practicable, with a plant of the same species and similar size or with another plant as agreed with the Owner or the Building Management.
- 12.5 No items may be thrown off balconies, terraces, rooftops, out of windows or from any Common Areas or Recreational

Facilities.

Barbeques

- 12.6 Residents are permitted to store and operate a portable barbeque on the balcony or terrace of their Premises if:
- (a) it is a covered gas or electric portable barbeque. Solid fuel-burning barbeques are prohibited;
 - (b) it will not or is not likely to cause damage;
 - (c) it is not or is not likely to become dangerous; and
 - (d) the Resident keeps it covered when it is not in operation and keeps it clean and tidy.
- 12.7 Residents:
- (a) may only operate a portable barbeque during the hours of 8am and 10pm (or during other hours approved by Building Management; and
 - (b) must ensure a portable barbecue used on the balcony or terrace of their Premises does not create smoke, odours or noise which unreasonably interferes with another resident of the Building.

13. Moving Furniture and other large items

- 13.1 Residents must not transport any furniture or large objects through or on Common Areas without the prior written consent of the Owner or Building Management which must not be unreasonably withheld.
- 13.2 No furniture or large objects may be transported through the foyer of the Building.
- 13.3 Residents must:
- (a) notify the Owner or Building Management no less than 2 business days before any furniture or large objects are delivered to or moved by the Resident or to or from the Resident's Premises or to be transported through Common Areas; and

- (b) comply with the reasonable directions of the Owner or Building Management in relation to the moving of furniture or large objects to the Resident or through the Common Areas;
 - (c) ensure that no part of the Common Areas or the property of the Owner in the Building is marked or damaged in any way.
- 13.4 Residents must ensure that when moving furniture and other large items the following is complied with:
- (a) move the item through the car park and not via the foyer unless otherwise approved by Building Management;
 - (b) not prop or keep the lift doors open with anything;
 - (c) not leave a security door open unless an adult is in attendance at that security door whilst it is open;
 - (d) no item should be moved in or out of the Property outside of the hours of 8am and 8pm Monday to Friday and 9am to 5pm Saturday and Sunday; and
 - (e) not move the items in the lifts unless the lift has been fitted with covers to protect the interior of the lift.
- 13.5 Residents will be responsible for any damage caused as a result of the Resident or any of its Permitted Persons moving Bulky Items in or out of the building.

14. Waste Disposal and Recycling

- 14.1 The Property strives to be as environmentally friendly as possible. Please note the property specific recycling initiatives available which will be detailed during your move-in process and induction and notified to residents from time to time.
- 14.2 Directions on signage on how to dispose of household waste in the designated bin area should be followed.
- 14.3 Residents must:
- (a) comply with all requirements of the Owner or any government authority in relation to the disposal or recycling of waste;
 - (b) ensure all household waste is placed in the designated bins;
 - (c) ensure that garbage and waste (other than recyclable materials) are drained and securely wrapped before being placed in a garbage bin allocated for garbage and waste or garbage chute;
 - (d) ensure no household waste or garbage or any other items may be:
 - (i) placed outside any apartment, left on any Common Areas or next to or on top of any bin; or
 - (ii) thrown from any windows, balconies, terraces, or rooftops;
 - (e) ensure that recyclable materials are cleaned and emptied, but not bagged, before being placed in a garbage bin allocated for recyclable materials or garbage chute;
 - (f) not place non-recyclables (including plastic bags) into the recycling bins. Please take note of instructional signage which will tell you what may be recycled and what needs to be placed in the general waste bins;
 - (g) deposit E-waste (for example, printers, small kitchen appliances, phones, computers and so on) into the special bins provided and not in the general waste bins; and
 - (h) not place any garbage, trade waste or recyclable material outside the building at any time;
 - (i) not place any animal waste in the Residential Garbage Room or in the garbage chutes;
 - (j) flatten cartons or boxes before placing on the designated stack area in the designated areas or in the recycling bins;
 - (k) ensure that bottles are drained and cleaned and not broken before placing them in a garbage bin designated for that purpose; and

(l) ensure that no shrink wrapping, flammable materials or toxic or other hazardous materials are disposed of in the Residential Garbage Room or placed in the garbage chutes.

- 14.4 If unsure, please ask Building Management who are there to provide guidance.
- 14.5 The Owner or Building Management may arrange hard rubbish collections from time to time, details of which will be sent to Residents by email.

Garbage Chutes

- 14.6 No glass, sharp objects, large or bulky items, cardboard boxes, or open food containers may be placed into the chute. Blockages caused by misuse of the chutes may incur fees and will result in the chutes being unavailable for use until the blockage is cleared or until further notice.

Toilets

- 14.7 The toilets, sinks, drainage and plumbing facilities in the Premises and the Common Areas (including Recreational Areas) must only be used for the purpose for which they were provided, and no rubbish must be deposited in those facilities. Please do not flush anything down the toilet that is not toilet paper (this includes, but is not limited to, items such as paper towels, baby wipes [even those advertised as 'flushable'], sanitary items and nappies). Any fees incurred resulting from blockages caused by Resident misuse will need to be reimbursed to the Owner.

15. Use of Recreational Facilities

- 15.1 The Recreational Facilities are for the enjoyment of all Residents. No Resident may treat any Recreational Facilities for its exclusive own use and exclude another Resident from using that Recreational Facility.
- 15.2 All Recreational Facilities are unsupervised.
- 15.3 The Recreational Facilities (other than the gym) may be used by guests of Residents provided they are always accompanied by a Resident.
- 15.4 The Recreational Facilities may only be used between the hours nominated from time to time by the Owner or Building Management. The Recreational Facilities may be used during the times designated in the relevant area and/or in the Community Guide issued during your move-in process.
- 15.5 Children under the age of 12 years of age may use the Recreational Facilities only if accompanied and supervised by an adult.
- 15.6 Glass objects, drinking glasses and sharp objects are not permitted in the Recreational Facilities.
- 15.7 Running, ball playing, and noisy or hazardous activities are not permitted in or about the Recreational Facilities.
- 15.8 No furniture or equipment may be removed from any Recreational Area.
- 15.9 The Recreational Facilities should be treated with respect and all Residents should ensure the area is left as they found it (clean and litter-free). In case of damage, please report to Building Management as soon as possible. Fees may be applicable for repairs to damage or untidiness caused by Resident's or their visitors.
- 15.10 Please refer to safety guidelines displayed in the Recreational Facilities and ask Building Management if you have any questions.
- 15.11 Bringing your own music equipment (such as speakers, mixing decks or amplifiers) is not permitted unless prior approval is given by Building Management.

Gym

- 15.12 The Gym is for Resident use only.
- 15.13 Only persons over the age of 16 are permitted to use the Gym.
- 15.14 Appropriate exercise clothing must be worn in the Gym including enclosed sports footwear.
- 15.15 When using the Gym, please ensure you bring a towel and wipe down equipment after use with your towel or the wipes available.
- 15.16 No equipment may be removed from the Gym area.
- 15.17 Please refer to the guidelines displayed in the Gym for further safety and wellbeing information.

Swimming Pool

- 15.18 Children must be actively supervised (constant visual contact).
- 15.19 Children under 5 must be within arms' reach, and children under 10 must be clearly and constantly visible and directly accessible.
- 15.20 The pool is only to be used by Residents who can swim.
- 15.21 No food, alcohol or glass is to be taken into the pool area.
- 15.22 Safety signage must be followed at all times.

Bicycles

- 15.17 Bicycles must be kept in the purpose-built storage area and are stored at the Resident's own risk. Bicycles are not permitted to be kept in any other part of the Common Area including the foyer, stairwells, hallways, garden areas, walkways, or balcony.
- 15.18 Neither the Owner nor Building Management is responsible for the security of, or any damage sustained to any bicycle left in the storage area or anywhere else in the building.

16. Pets and other animals

- 16.1 Subject to the prior approval of the Owner or Building Management and compliance with the following Rules, furry friends are welcome. Permitted pets are:
 - (a) fish in an aquarium;
 - (b) one caged bird;
 - (c) Up to two dogs (other than an Excluded Dog);
 - (d) Up to two cats.
- 16.2 A pet request must be submitted to Building Management to have your pet's suitability reviewed and approved by Building Management. This should be completed and submitted to Building Management for review and approval prior to bringing a pet into the Building.
- 16.3 Dogs used as guide, or hearing dogs are permitted but must be notified to Building Management.
- 16.4 Due to the nature of the property and living environment, the Owner or Building Management reserves the right to refuse an unsuitable pet and order a Resident to remove an unsuitable animal from the building. Excluded Dogs will not be permitted under any circumstance.
- 16.5 If a pet is permitted to be kept by a Resident:
 - (a) the Resident must be respectful of the right of other residents to quiet enjoyment;
 - (b) the Resident must ensure that the pet is kept at all times under the control of the Resident;
 - (c) when in or on any part of the Building or Common Area, the pet must be accompanied by the Resident and must be appropriately tethered and under the Resident's control;

(d) pets (other than a dog used as a guide or hearing dog) are not permitted in the indoor recreational facilities or other outdoor Common Areas except in areas that are specifically dedicated to pet care such as a dog washing area or dog run. Additionally, pets are permitted in specific areas where Building Management have indicated by signage or otherwise that pets are permitted. No pets are permitted in pool or wet areas at any time.

(e) the Resident is responsible for cleaning up after their pet.

- 16.6 The Residents will be responsible for any unreasonable noise which disturbs other residents, neighbouring properties and for any damage to or loss of property or injury to any person caused by their pet. Building Management may also direct a Resident to remove their pet from the Building if a pet causes repeated disturbance or causes damage to or loss of property or injury to any person.
- 16.7 Residents who have a pet during any part of their tenancy must have the carpet in their Premises professionally cleaned or, at the election of Building Management, fumigated when vacating the Premises.

17. Guests/Visitors

- 17.1 Each Resident is responsible for its Permitted Persons and must ensure that its Permitted Persons always comply with these Rules whilst visiting the Premises, Common Areas, Recreational Facilities or other parts of the Building or the Land.
- 17.2 Each Resident is responsible for any misconduct, injury to any person or property damage caused by any of its Permitted Persons.
- 17.3 The Owner and Building Management reserves the right to request a Permitted Person to leave the Building and the Land immediately if a Permitted Person breaches these Rules.

18. Resident Car Parking and visitor parking

Resident car parking spaces (where included in the Lease)

- 18.1 Where a car parking space has been included in a Lease:
- (a) the Resident acknowledges that it is their responsibility for ensuring the allocated car space (if applicable) is suitable for their Vehicle before the commencement of the tenancy; and
 - (b) the Resident acknowledges that neither the Owner nor the Building Manager is responsible if the Resident's Vehicle does not fit the allocated car space.
 - (c) a Resident may only park its Vehicles in areas designated for the parking of that Resident's Vehicles; and
 - (d) no items (other than Vehicles and pre-supplied bonnet boxes) may be stored in the allocated car space.
- 18.2 No person may park any Vehicles on any part of the Common Areas without the prior written approval of the Owner.
- 18.3 Any vehicles found to be occupying a car park with a vehicle that is not registered to the allocated space may be towed at the car owner's expense. Please review signage for further information.
- 18.4 Any vehicles found to be exceeding the restricted time limit, unlawfully occupying disabled or electrical charging car parks may be towed at the car owner's expense. Please review signage for further information.

Visitor parking

- 18.5 There is no Visitor Car Parking available in the B2 residential car park.
- 18.6 Street parking is available around the property, however these may be subject to rules and regulations denoted by Council.

19. Storage Cages

- 19.1 Subject to availability, storage cages are available for hire. Please contact Building Management for further information and the Rules relating to the use of storage cages.
- 19.2 The storage of items considered dangerous by the Building Management is not permitted.

20. Insurances

- 20.1 Residents must not do anything that might invalidate, suspend, or increase the premium payable for any insurances effected by the Owner.
- 20.2 We encourage all residents to engage their own contents insurance for their rented premises.

21. Resident Social Events

- 21.1 If you intend to use a common area space for a social event (excluding a Private Hire booking) where invited persons exceed more than 15 (including residents) special permission is required – please contact the Building Management.
- 21.2 Please note that fees may apply having regard to the specifics of the event and area requested.

22. Support & Feedback

- 22.1 The Building has a residential program to assist with the on-site support focusing on creating a safe and social environment for residents.
- 22.2 Residents must familiarise themselves with Building Management service support contact details and opening hours, and out-of-hours support contact numbers. Out-of-hours numbers must not be used for non-urgent issues that can wait until the following day.
- 22.3 Residents experiencing any issues must report them to Building Management in a timely manner. Building Management will conduct investigations with all the parties involved and take appropriate actions. Except in circumstances of serious misconduct or a material breach of a Lease, Building Management will issue a warning letter (or a series of warning letters) by email, notifying a Resident of their misconduct or breach and outlining the corrective actions required to remedy the breach within the specified timeline.
- 22.4 We encourage the participation and engagement of all our residents and welcome any feedback you may have. You can do this:
- In person: by speaking with a member of the team.
 - By email: to the property email address.
 - Over the phone: by contacting the property directly on the number included in your welcome pack
- 22.5 We will always try to resolve your feedback/complaints at the time, where this is not possible or further investigation is required, we will aim to respond to you within five working days.