

## BACKGROUND

Social responsibility, respect for others and appropriate community behaviour are fundamental requirements of a successful community at Brisbane Common Ground. The Good Neighbour Charter outlines ways to act as a responsible neighbour in a high density environment, including management of noise, privacy and social connections. Many Australians are accustomed to living in detached houses and may find it challenging to live in close proximity to others and may benefit from these guidelines for living in high density environments.

Liveability benefits of positive neighbour behaviours and interactions include:

- ❖ Minimising noise transference between neighbours' dwellings,
- ❖ Strengthening social relationships if desired,
- ❖ Ensuring respect for privacy.

## DEFINITIONS

Communal property/areas/rooms means a car park, stairs, foyer, rooftop, gardens, garden areas, walkways, shared lounge room, shared reading room, shared billiards room, shared kitchen, utility rooms and corridors of the building.

## LOOKING AFTER YOUR NEW HOME AND ITS COMMUNAL AREAS

- ❖ Common access ways and lifts are to be kept clear at all times. Please do not store bicycles and/or any other personal belongings in the Common Areas including the Common Area on your level.
- ❖ Fire doors and building security gates are to be left closed.
- ❖ If you have a pet, please abide by the special conditions given to you, including keeping all dogs on a leash outside of your unit, cleaning any waste your animal may make and keeping your pet quiet.
- ❖ Smoking is allowed within a tenant's own unit and in the designated communal areas. See the Common Ground Queensland Smoking Policy for more information.
- ❖ Furniture from your unit should not be taken to another tenant's unit or into communal areas as this is a safety hazard.
- ❖ Balconies should be kept clean and nothing should hang from balcony railings.
- ❖ Tenant/s to turn off all equipment in communal areas when they are finished using it.
- ❖ Tenants are encouraged to do gardening in the communal gardens and to keep them clean and tidy.
- ❖ Tenants must seek approval to operate a business from their unit.
- ❖ Tenant's and visitors are not able to park a vehicle on the property, including easements or loading bays unless prior approval has been obtained from the Concierge.
- ❖ Barbeques are not allowed in units due to the fire safety management system.

## BEING A GOOD NEIGHBOUR

- ❖ Tenant/s and their visitors to keep noise to a reasonable level and make sure that the peace and quiet of other tenants is not disturbed. This includes noise from radios, televisions, musical systems, instruments and animals.
- ❖ If a neighbour advises you that they are concerned with the level of noise from your unit, please make sure you are considerate.

- ❖ Tenant/s and their visitor/s should attempt to discuss any issues they have calmly with other tenants and visitors. If issues cannot be resolved please notify the Concierge straight away. Unresolved issues may be referred to a group of a tenants' choice such as the Residential Tenancies Authority Dispute Resolutions Service or the Department of Justice Dispute Resolution Centre.
- ❖ To keep the building as safe as possible for everybody, please do not invite illegal activities to be conducted that may put others at risk. This activity includes:
  - Drug making/dealing
  - Prostitution
  - Dangerous weapons
  - Illegal/dangerous substances

### WHEN YOU HAVE VISITORS

- ❖ Visitor's will show current identification to the Concierge and sign the Register of Entry and Exit, for safety purposes.
- ❖ Tenant/s are to come to the front desk to collect visitors.
- ❖ Tenants/s and their visitors to keep noise to a reasonable level and make sure that the peace and quiet of other tenants is not disturbed. This includes noise from radios, televisions, musical systems, instruments and animals.
- ❖ Visitors are not able to hold, keep or use a swipe card. They should always be accompanied by the tenant.
- ❖ When using the communal area, tenant/s and their visitor/s are to make sure they are being fair and courteous to other tenant/s and their visitor/s.
- ❖ Tenants to ask their visitors to leave the premises quietly.
- ❖ Except for police and other lawful authorities, tenant/s should only allow their own visitors into the building.
- ❖ Building Management reserves the right to restrict visitors and/or refuse entry at any time.
- ❖ Visitors may not stay more than 2 nights in any given week or a total of 7 consecutive nights in any given month. This applies to all tenants/units.
- ❖ Tenants may not have more visitors than allowed for their unit size:
  - All units may have a maximum of 4 day visitors unless approval is obtained from the Building Manager
  - Accessible units that are 42 square metres may have 2 visitors stay overnight
  - One bedroom units that are 40 square metres may have 2 visitors stay overnight
  - Studio units that are 28 square metres may have 1 visitor stay overnight
- ❖ See the Common Ground Queensland Visitor Policy for more information.

### SECURITY ACCESS CARDS

- ❖ Tenant/s are not to tamper with, or change, a door lock in any part of the building.
  - ❖ Tenant/s are not to install any lock or locking device to their unit of any access door.
  - ❖ Visitors are not to hold, use or keep a Security Access card.
- If you lose your Security Access Card, contact the Concierge at the front desk. A replacement fee may be charged.

### **CLEANING AND WASTE MANAGEMENT**

- ❖ Tenant/s should keep their unit and balcony clean and tidy.
- ❖ Tenants should help to keep the communal areas clean and tidy.
- ❖ Wrapping rubbish or placing it in a plastic or paper bag before putting it into the wheelie bins will help minimise bad smells and pests.
- ❖ Please do not leave rubbish outside your unit door or in a communal area.

### **MAINTENANCE/ REPAIRS**

- ❖ All maintenance and repairs are to be reported to the Concierge as soon as possible, within 24 hours of being detected.
- ❖ Report emergency situations immediately to the Concierge at the front desk. Other emergency numbers include:
  - Emergency Services – Police, Ambulance, Fire Service – 000
  - Police Link – 131 444
  - Crimestoppers – 1800 333 000