

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.

Liveability benefits of positive neighbour behaviours and interactions include:

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

DEFINITIONS

Common Areas means a car park, stairs, foyer, rooftop, gardens, garden areas, walkways, shared lounge room, shared reading room, shared billiards room, shared kitchen, utility rooms, outdoor seating area and corridors of the building.

LOOKING AFTER YOUR 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.
- ❖ Common Areas are for the benefit of all. Please do not engage in any behaviour that prevents others from enjoying the common facilities.
- ❖ Fire doors and building security gates are to be left closed and are not to be tampered with.
- ❖ 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. Pets are not allowed in any designated internal communal area unless in transit.
- ❖ 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.
- ❖ Balconies should be kept clean and nothing should hang from balcony railings.
- ❖ Tenants and visitors must not throw any item from their balcony. Any incidents of this nature could jeopardise your tenancy.
- ❖ Tenants are required to turn off all equipment in communal areas when they are finished using it.
- ❖ Barbeques and gas bottles are not allowed in units due to the fire safety management system.
- ❖ Tenants and their visitors can only use the outdoor seating area at the rear of the building (near the bike rack) between the hours of 5:00am and 10:00pm.
- ❖ Tenants and their visitors can only access Level 13 between the hours of 6:00am and 11:00pm.

BEING A GOOD NEIGHBOUR

- ❖ Tenants and their visitors are required 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.

Good Neighbour Charter (Attachment B)

- ❖ Tenants and their visitors should attempt to discuss any issues they have calmly with other tenants and visitors as long as they feel safe enough to do so.
- ❖ If issues cannot be resolved please notify the Concierge straight away. If it continues to remain unresolved, please notify Common Ground Queensland by lodging a *Tenant Issues Form* in the Tenant Forms Mailbox.
- ❖ Stand over, bullying tactics (including harassment and threats) and physical violence towards others is unacceptable and may jeopardise your tenancy.
- ❖ To keep the building as safe as possible for everybody, please do not allow illegal activities to be conducted that may put others at risk. These activities include:
 - Drug making / dealing;
 - Prostitution;
 - Possession of dangerous weapons; and
 - Use of illegal and/or dangerous substances.

WHEN YOU HAVE VISITORS

- ❖ Tenants are responsible for the conduct of their visitors and must ensure they abide by the rules outlined in this *Charter* and their *Tenancy Agreement* (including *Special Terms*).
- ❖ On their first visit to Brisbane Common Ground, visitors will show current identification to the Concierge and will be photographed. Visits to (Entry) and from (Exit) the building will be recorded by Concierge for safety purposes.
- ❖ Tenants are to come to the front desk to collect visitors.
- ❖ Concierge will not call tenants on the intercom between 9:00pm and 8:00am. Please make other arrangements if you wish to receive visitors between these times and please ensure visitors do not shout outside the building if they want to make contact with you.
- ❖ 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, tenants and their visitors are to make sure they are being fair and courteous to other tenants and their visitors.
- ❖ Tenants are required to ask their visitors to leave the premises quietly.
- ❖ Except for police and other lawful authorities, tenants should only allow their own visitors into the building.
- ❖ Common Ground Queensland Management reserves the right to restrict visitors and/or refuse entry at any time.
- ❖ Visitors may stay 4 consecutive nights without written approval or a total of 10 consecutive nights with written approval. This applies to all tenants/units. Visitors may stay for 14 separate nights in any 28 day period at Brisbane Common Ground. Exceeding this quota may lead to the visitor being restricted from the building.
- ❖ 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 Common Ground Queensland Management.
 - 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.
- ❖ All tenants receiving child visitors (under 18) must follow the *Child Supervision Guidelines*.
 - Prior to the child or young person being admitted to the building, a parent or responsible adult for the children must receive and sign agreement to the *Child Supervision Guidelines*.

Good Neighbour Charter (Attachment B)

- No child may be left unsupervised at any time inside a unit or in common areas for any reason. Supervision must be by the parent or the responsible adult by agreement.
- Visiting children and young people are not permitted to stay overnight unless approved by CGQ Management by 6:00pm of the day of the visit.
- Children visiting a tenant may not be left overnight with other tenants.

SECURITY ACCESS CARDS

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

CLEANING AND WASTE MANAGEMENT

- ❖ Tenants should keep their unit and balcony clean and tidy.
- ❖ Tenants should help to keep the communal areas clean and tidy.
- ❖ Tenants must wrap rubbish or place it in a plastic or paper bag before putting it into the wheelie bins to help minimise bad smells and pests.