

Good Neighbour Charter (Attachment B)

BACKGROUND

Being respectful, kind and extending a helping hand to those who live around you creates a successful community at Brisbane Common Ground. The *Good Neighbour Charter* sets out some of the ways you can be a good neighbour in a high-density environment.

The aim of positive neighbour behaviour and interactions include:

- A. Enabling enjoyment of your home;
- B. Minimising noise between units;
- C. Improving social relationships and connectedness; and
- D. Respecting privacy.

COMMON AREAS

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

LOOKING AFTER YOUR HOME AND ITS COMMON AREAS

- A. Common access ways and lifts are to be kept clear at all times for easy access by emergency services and people with mobility issues. Please do not store bicycles and/or any other personal belongings in the Common Areas including the Common Area on your level.
- B. Common Areas are for the benefit of all. Please do not engage in any behaviour that prevents others from enjoying the common facilities.
- C. Fire doors, including unit doors, and building security gates are to be left closed and are not to be tampered with.
- D. If you have a pet, please abide by the special conditions, 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 Common Areas unless they are passing through. This excludes the rooftop garden area on Level 13 and the backyard area on ground floor at the rear of the building.
- E. Balconies must be kept clean.
- F. Nothing should hang from balcony railings.
- G. Tenants and visitors must not throw any item from any balcony, including balconies in Common Areas. Any incidents of this nature could put your tenancy at risk.
- H. Tenants are required to turn off all equipment in Common Areas when they are finished using it.
- I. Barbeques and gas bottles are not allowed in units due to the fire safety management system.
- J. 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 7:00 AM and 10:00 PM.

BEING A GOOD NEIGHBOUR

- A. 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. A reasonable level of noise is subjective and can depend on many conditions such as the time of day, the level of noise and the reason for the noise. As detailed in the Residential Tenancies and Rooming Accommodation Act 2008, a tenant is entitled to reasonable peace, comfort and privacy, and must be able to make full use of their property; this is called quiet enjoyment. It does not necessarily mean 'not noisy'.

Charter

- B. Tenants can discuss any concerns they have calmly with other tenants, as long as they feel safe enough to do so.
- C. If concerns cannot be resolved, please notify Concierge immediately. Common Ground Queensland are not always able to resolve tenant to tenant disputes.

WHEN YOU HAVE VISITORS

- A. 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*).
- B. On their first visit to Brisbane Common Ground, visitors will be required to 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.
- C. Concierge will not call tenants on the intercom between 9:00 PM and 8:00 AM. 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.
- D. When using the communal area, tenants and their visitors are to make sure they are being fair and respectful to other tenants and their visitors.
- E. Except for police and other lawful authorities, tenants are only able to provide entry into the building to their own visitors. Please refer to Common Ground Queensland's Visitor Policy and Procedure for further information.
- F. Please refer to Common Ground Queensland's *Visitor Procedure* for rules regarding visitor numbers per unit, length of stays for visitors and guidelines around visitor stays.
- G. Please refer to Common Ground Queensland's *Protecting Children and Young People Policy* for rules regarding child visitors (under 18).

SECURITY ACCESS CARDS

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

CLEANING AND WASTE MANAGEMENT

- A. Tenants are to keep their unit and balcony clean and tidy.
- B. Tenants are to help keep the communal areas clean and tidy.
- C. 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.

OTHER INFORMATION

If you would like more information about living at Brisbane Common Ground, please visit our website at www.commongroundqld.org.au or contact the CGQ office on 07 3370 8320.