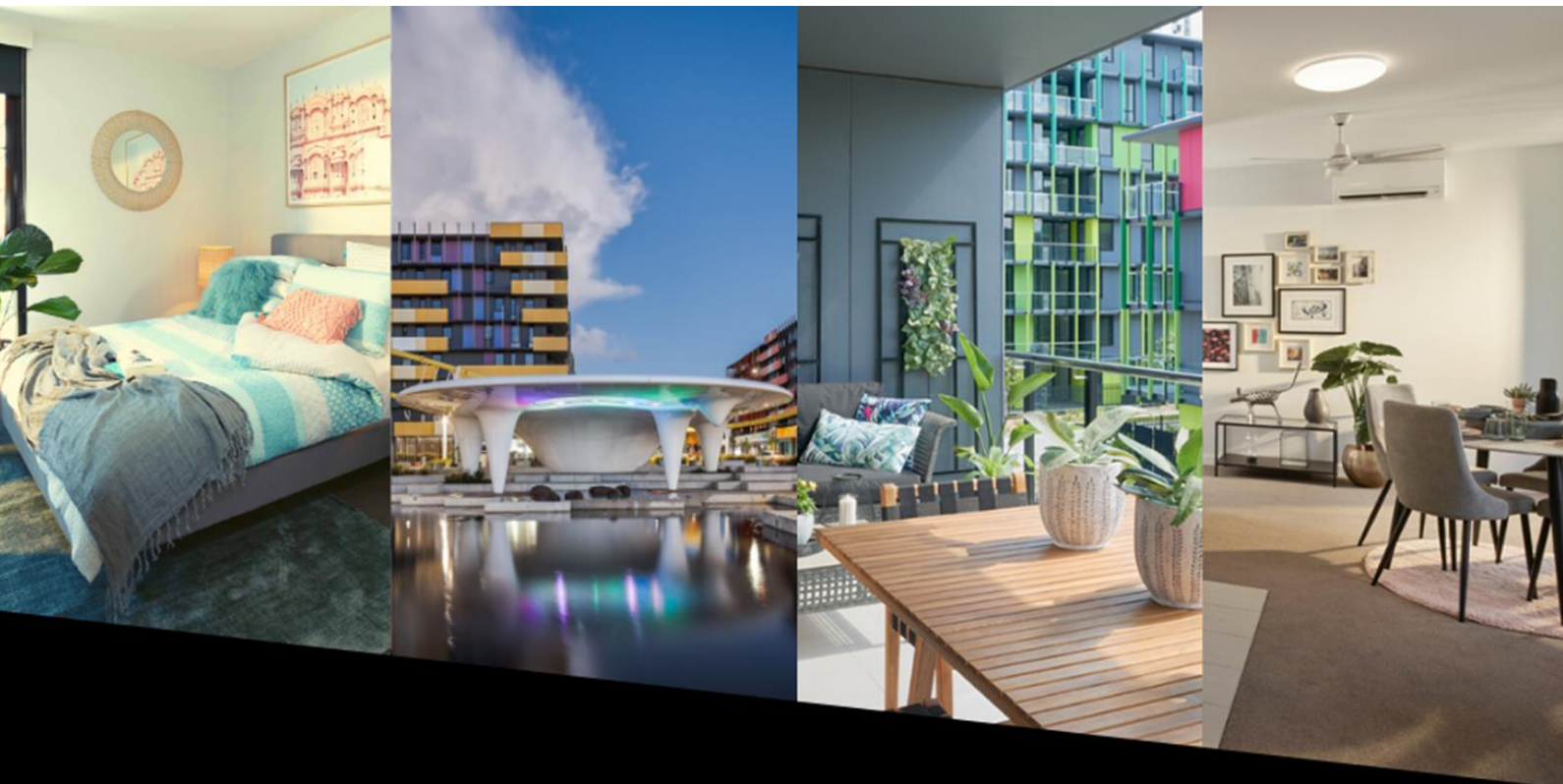




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# Resident Handbook “House Rules”



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# 1. INTRODUCTION

## 1.1. **Welcome to Smith Collective**

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We understand moving can be an exhausting and stressful time. We hope that the relocation and unpacking process is as quick and stress free as possible so you can start relaxing and enjoying your new home.

To help you navigate your way through the move in process and throughout your tenancy, we have compiled some guidelines and useful information to make the transition seamless and your stay with us as enjoyable as possible.

For general enquiries or maintenance requests, our residents now have the ability to message us through the tenant portal. This is the preferred method of contact for all enquiries. This enables your property manager to review your query, determine the best course of action and respond in an efficient and timely manner.

If the matter is urgent or an emergency, please feel free to contact the office during normal hours on (07) 3556 2200 or after-hours you can contact Security on 07 3556 2201.

We are here to help so please don't hesitate to reach any of our friendly staff via email [hello@SmithCollective.com.au](mailto:hello@SmithCollective.com.au) or phone on (07) 3556 2200.

Welcome to the neighbourhood, we hope to see you around.

Warm regards,

**Smithcollective**

## 1.2. Precinct Map

For your convenience, please see below our most recent version of the precinct map

Smithcollective

**Legend:**

Facilities	
	BBQ Area
	Public Toilets
	Toilet with Disabled Access
	Pool, Gym & BBQ
	Playground
	Water Fountain
	Security
	Retail Precinct
	Walking Tracks
Buildings	
	Building Entry
	Carpark Entry or Exit
	Carpark Entry & Exit
	Apartment Block
	Townhouse
	Smith Collective Management Office
	Homebase



**Address Details**

- Smith 1\*: 40 Village Boulevard
  - Smith 2: 10 Stanley Lane
  - Smith 3\*: 30 Village Boulevard
  - Smith 4: 20 Stanley Lane
  - Smith 5: 1 Nexus Way
  - Smith 6: 8 Nexus Way
  - Smith 7\*: 2 Nexus Way
  - Smith 8: 12 Village Boulevard
  - Smith 9\*: 17 Village Boulevard
  - Smith 10: 10 Perkins Lane
  - Smith 11: 8 Perkins Lane
  - Smith 12: 2 Clarke Street
  - Smith 14-19\*: 15 Clarke Street
- \*Indicates Primary Address Per Lot



Gold Coast University Hospital  
Griffith University



### 1.3. Smith Collective Management Office Hours

The Smith Collective office is open for inspections and general enquiries during the following times:

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
9am – 5pm	9am – 5pm	9am – 5pm	9am – 5pm	9am – 5pm	9am – 4pm	<b>CLOSED</b>

Public Holidays: **CLOSED**

### 1.4. Exclusive Communication with Residents

#### Property Tree Resident Portal

Now that you are a part of the Smith Collective community, our preferred method of contact with our residents is via our exclusive tenant portal 'Property Tree'.

Using the tenant portal gives you immediate and direct access to our system which saves you having to call, email or visit us in person and ensures all communication is recorded creating efficiency and transparency for you.

The Property Tree Tenant Portal enables residents to do the following:

- View all details of your tenancy
- View any upcoming inspections
- Submit Maintenance Requests
- Check rental payment details including due dates, amounts owing or credits
- View all receipts and invoices
- Send us general messages and enquiries
- Upload photos of the property
- Attach important documentation

If you haven't yet received an email invite to register for the Property Tree Tenant Portal, please let your property manager know and we'll get you started.

#### Email and Text Messages

You may also be kept up to date via text message &/or email with the following:

- Building or Precinct works/maintenance/outages
- Upcoming Events & Activities
- Community alerts and messages
- Smith Collective Community gatherings
- Any new upcoming releases

**IMPORTANT** – You must keep your Property Manager informed of your mobile and email details if they change otherwise you may miss important communications.

## Social Media Accounts

At Smith Collective, we really are a community that cares, and we'd love you to get to know your neighbours! If you are on Facebook, we have a private and dedicated resident group, run and controlled by residents, but that management post updates in from time to time. This is another handy way to keep up to date with all our news but to also chat with fellow Smiths about absolutely anything.

Simply join the Facebook page called "**Smith Collective Social Community**".

Please also follow our public social media accounts and if you are a *Social-Smith*, please tag us in your photos/videos and use our hashtag #smithcollective as we would love to share your wonderful content.

**Instagram:** @smithcollectivegc

**Facebook:** @smithcollectivegc

## 1.5. Important Local Contacts

<b>Smith Collective Team</b>	Management Office General Email Security	07 3556 2200 <a href="mailto:hello@SmithCollective.com.au">hello@SmithCollective.com.au</a> 0735562201 or 0419 610914
<b>Police</b>	Emergency Crime Stoppers	000 1800 333 000
<b>Fire</b>	Emergency Local Station	000 13 74 68
<b>Ambulance</b>	Emergency Booking Non Urgent	000 13 12 33
<b>Hospital – Public</b>	Gold Coast University Hospital Hospital Boulevard, Southport QLD 4115	Emergency Department (07) 1300 744 284
<b>TransLink</b>	TransLink Info	13 12 30
<b>Local Council</b>	Gold Coast City Council	1300 465 326

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## 2. MOVING IN

### **2.1. Key Collections, Move-Ins and Deliveries–How to Book**

#### **Moving Procedure**

High density living, particularly in apartment buildings with only 1 or 2 lifts, requires move ins and deliveries of any items to be coordinated and supervised by pre-booking with Smith Collective Management and is subject to availability.

This serves a few purposes:

- Enables our team to have resident key packs ready for collection and signing on move in day
- Enables our facilities team ample time to inspect the move in areas, protect the lift and lock it off prior to the scheduled move in
- Provides new residents with exclusive use of the padded lift for the time period booked
- Prevents multiple residents attempting to move in at the same time causing delays to the lifts

#### **Important:**

- Key Collections and Move-ins can only commence on or after the scheduled lease start date
- Move ins/Deliveries are only permitted Monday-Saturday and only during allotted times. No move ins/deliveries can occur on Sundays or public holidays for the peaceful enjoyment of all residents
- Any unauthorised move-ins or deliveries are not allowed
- Any damage sustained to the lifts, corridors, foyers or common property as a result of a move in or delivery will result in charges to the resident for any repair costs
- Interfering with the lifts i.e. blocking the doors and causing the lifts to breakdown resulting in a technician call out will incur the resident/s a minimum fee of \$1000
- All packaging materials must be removed from Smith Collective and disposed of by the tenant.
- Do not dispose of packaging in Smith Collective Rubbish or Recycling bins

#### **Move In/Out Booking Form**

All move ins and deliveries for both apartments and townhouses must be scheduled with the Property Management team prior to the required date and is subject to availability.

1. A booking form can be obtained from the office and completed electronically, signed and emailed to the team
2. A hard copy of the Move In/Out Booking Form can be completed and handed into the team personally
3. You can always call the management office to check availability

*Note: Multiple bookings require separate multiple forms to be completed.*

Please do not make any arrangements until you have received formal confirmation from the team confirming that your booking has been accepted.

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## 2.2. Move In Day

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Our on-site security team facilitate all resident key collections, move ins and deliveries - this is a great chance for them to meet our new residents and walk them through the move-in process.

**Note:** Only approved residents are authorised to sign for and collect keys and are required to present Photo ID upon arrival

1. Once you arrive at Smith Collective, all approved residents should make their way directly to the Security Office located at Smith 11, just past our management office.
2. Present photo identification upon arrival which will be scanned by security and a copy will be attached to the key register.
3. Security will issue relevant keys/security fobs which all approved residents must sign for in person
4. By signing the key collection form, you agree to all terms relating to keys including: General Care, Lock Out Agreement, Replacement of Keys etc
5. Security will commence a 'walk through' of the property with you advising of the move in process
6. You can park in the nearest available loading bay or, if lower than 2.3m, you can take your vehicle through to your basement car space to move in, paying attention not to impede traffic or create any hazards
7. Please be mindful of noise during this time so as not to disrupt the peaceful enjoyment of other residents
8. You will be required to contact security when you have completed your move in or when your allotted time has lapsed, whichever comes first. They will perform a quick post-move inspection

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## 2.3. Entry Condition Report

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As per the Residential and Rooming Tenancies Act 2008, all residents are required to complete a resident's version of an Entry Condition Report.

This report is used to document any and all conditions of your property including, but not limited to: doors, walls, flooring, ceilings, appliances, fixtures etc

- On your lease start date, you will be emailed an electronic copy of the Entry Condition Report which can be completed on your phone, tablet etc. You can upload as many photos as you like also.
- Please complete the resident section, sign and return to our office withinthree(3)days of the lease commencement date.

If a resident/s condition report is not returned in the required time, the resident will receive notification of the failure to return.

In the event of no return, the report will be deemed the accepted condition of the property. Submissions of property entry condition after this three-day period will not be accepted and cannot be amended.

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## 2.4. Security and Building Access

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You are now residing in a secure building. The precinct is monitored by our 24/7 onsite security team and CCTV cameras on a continual basis.

For your safety as well as the safety and peaceful enjoyment of all resident/s please adhere to the below points:

- For the security of all resident/s the building lift is locked down per level. Residents only have access to their building, apartment level, allocated facilities and the basement.
- Do not hold or secure open any foyer or main entry door to allow access to any person/s unless you are absolutely certain they reside in the building.
- Exercise caution when entering the garage area to ensure that no person drives in after you or runs in after your car.
- Avoid parking anywhere in the basement other than your allocated space and do not allow family or visitors to park in any other spaces.
- It is illegal to remove commercial shopping trolleys from Woolworths. Residents and their guests must not take Woolworths trolleys from the retail precinct into or near the residential buildings. Local council may issue fines for 'trolley dumping'.

**Visitors:** Visitors will not be able to gain access into your building or your level and must call your apartment from the call system located at the main door on the ground level. Residents are responsible for the behaviour of their guests.

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## 2.5. Vehicle Parking and Bicycles

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All cars, trucks, motorbikes and trailers are to be parked in designated your parking space only. Please note that street parking is governed by local council and signed accordingly.

The height clearance of the underground car parking is usually 2.3m, please check your vehicle clearance prior to attempting to enter the car park.

- Parking is only permitted in your own designated car space and not in any other area onsite.
- Parking in unauthorised areas will result in Infringement Notices (and potentially other measures)
- Do not park on or allow your visitors to park on lawn areas, impede the footpath, other residents car spaces or Smith Collective designated common areas (where applicable) It is the resident's responsibility to repair any damage in such areas.
- Do not park on any yellow-marked areas under any circumstances
- Residents must keep their Property Manager advised of their current vehicle details
- Oil stains on driveways or in car spaces is the resident/s responsibility to remove prior to vacating
- No items other than your vehicle/motorcycle are to be stored in your car space
- For the safety of all residents, please adhere to all speed restrictions and directions in all car parks and roadways
- If you allow another resident to use your carpark you must inform your Property Manager
- All vehicles parked on site must have a current registration

Bicycles may be stored in the storage racks provided at the property. Smith Collective is not responsible for the security, theft or damage caused to any vehicles or bicycles while stored or parked at the property.

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## 3. SETTLING INTO LIFE AS A 'SMITH'

### 3.1. Use of Apartments and Townhouses

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#### Residential

All apartments and townhouses are for residential use only, not business.

Home offices that do not cause a nuisance and that comply with local government requirements for such activity are permitted.

#### Insurance

We strongly advise all residents to insure their own contents as they are not covered under the Lessor's policies.

### 3.2. Resident Behaviour on Common Property

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When accessing all common areas and all common area facilities residents should:

- Treat the area with care and observe the terms of use or any other notices on display;
- Place all rubbish in the bins provided or remove from area upon completion;
- Promptly notify the team at Smith Collective of any damage to the common property;
- Advise the team at Smith Collective of any accident or incident that occurs on common property.
- Our team will require all details of the accident/incident and will guide you through this process;
- Not use language or behave in a manner likely to cause offence or embarrassment to any other resident or guest of Smith Collective;
- Be adequately and not indecently clothed;
- Not smoke cigarettes or any other substance while on common property;
- Not permit any child under the age of sixteen (16) years of age to play on common property unless accompanied by an adult resident of Smith Collective;
- Flying of drones is prohibited at all times

### 3.3. Setup and Troubleshooting Tips

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#### Washing Machine Installation

The most common apartment leaks caused by residents can be from the connection of the washing machine, this can be a costly mistake. Please be sure to connect correctly.

The hot and cold water taps for washing machine installation are located in the cupboard under the laundry tub.

- Prior to installation, in the laundry tub cupboard, please ensure the tap located above the hot and cold water taps (shared isolation valve) is in the off position.
- There may be protectors on these taps preventing you from attaching your hoses. Please advise our office if you do not have a tool to remove these.
- To install your washing machine, pop out the plastic oval cap located on the side of the laundry tub cupboard and feed the hot and cold water hoses from your machine into the side of the laundry and affix to the taps contained in the cupboard.

Please note: Test the connection of your washing machine with a full load whilst you are at home to ensure connection has been completed correctly and to prevent flooding.

**Please note:**

1. A washer or dryer must not be used if the laundry bi-fold door is closed. The only time the bi-fold door should be closed is if the laundry is not in use.
2. If the washer or dryer is operating, in addition to the bi-fold laundry door being open the lounge room sliding door must be opened enough to allow adequate natural ventilation.
3. The lint filters on the drier must be cleaned after each use. Lint must not be allowed to build up on laundry wall, floor or ceiling surfaces. If any lint is visible on surfaces it must be vacuumed or wiped off.

**Plumbing and Leaks**

The most common problem in properties is water leaking from wet areas (e.g. bathrooms, laundries, kitchens), into adjoining rooms. A regular check for water leaks is advisable. If the carpet/floor is wet, sponge and dry area thoroughly and check again after use. Please advise our team if there is a problem.

If there is a leak from the toilet, please ensure the tap is turned off between uses and water is cleaned up. Please submit a maintenance request via the resident portal using the login details provided to you and we will arrange the relevant tradesperson to attend.

Please note: If the problem is a 'serious' water leak, this is classified as an emergency repair under the Legislation and our team must be notified immediately.

**Loss of Power**

If you find there is no power, if a light or switch is not working:

1. Check power or electrical safety switch box.
2. Ensure the power is on and the safety switch has not tripped.
3. If the switch has tripped, reset the switch.
4. If it trips again unplug all appliances from power points.
5. Reset Safety Switch and plug in appliances one at a time until faulty appliance is located.
6. If problem not remedied contact our team. Please do not attempt to fix it yourself. Do not use switches.

Please note: Tenants will be required to pay for callouts where it is deemed that the fault was due to a faulty appliance belonging to them.

If you experience loss of power and if your neighbours have also lost power, please contact your Electricity Supplier directly.

**Safety Switch for Power Circuit**

The resident/s agree to test the safety switch if installed for the power circuit on the power board every 3 months. Instructions and information details:

**What is a safety switch?**

Safety switches are an insurance against electric shock and are designed to prevent injury or death.

They monitor the flow of electricity through a circuit. They automatically shut off the electricity supply when current is detected leaking from faulty switches, wiring or electrical appliances. This stops the chance of current flowing to earth, through a person, electrocuting them. Installing a safety switch is an inexpensive safety measure that protects everyone.

**Are safety switches failsafe?**

Nothing is failsafe. Safety switches should be regularly checked. Just like a smoke alarm or other safety device, if it is not working properly, it cannot protect.

It is also important to make sure electrical appliances, electrical wiring, extension leads and other electrical equipment are regularly checked and kept in good working order.



### How do I know if a safety switch is installed?

The distribution board in each unit has an RCD safety switch installed. The main RCD is tested 6 monthly.

### Typical switchboard

This shows the main switch, safety switch with test button, and four circuit breakers. All homes have circuit breakers or fuses. These are designed to protect the wiring and appliances within the premises. Only safety switches are designed to protect people.

### Testing a safety switch

- > To test a safety switch, simply press the TEST button.
- > This should automatically trip the switch to the 'off' position.
- > Reset by pushing the switch back to 'on'.
- > If it doesn't work, contact your Property Manager immediately.
- > Carry out the safety switch test every three months.

### Why did it 'trip'?

- > If a safety switch turns off the power, it may be that a resident could be using a faulty appliance or the electrical wiring may have become faulty.
- > Reset the safety switch. If it trips again, unplug the last appliance used. If everything works, take that appliance to a licensed electrical contractor to be checked.
- > If the safety switch keeps tripping, disconnect all appliances and plug them in, one at a time, until the faulty one is located.

**Avoid touching appliances while carrying out this process.**

## Emergency Repairs and Maintenance

### EMERGENCY MAINTENANCE

Emergency maintenance must be reported immediately. Please refer to the RTA 17a Information Statement (this can be found in your lease pack). All emergencies must be phoned through to the Agency as soon as possible and then formalised in writing. Emergency repairs include such situations as:

- > Gas leak
- > Blocked or broken toilet
- > Serious roof leak
- > Electrical shock/fault

### **Reporting General Repairs and Maintenance**

All general repairs and maintenance requests must be submitted to our office in writing via the resident portal or via email.

### **Alterations and Modifications to Properties**

We want your new home to feel like home so if you would like to make changes to any aspect of the inside of your property, we are more than happy to consider reasonable requests in writing via your resident portal or you can complete the necessary forms located in our office.

Changes can include: hanging a picture, painting a wall, mounting a TV

You must have written permission from your property manager at Smith Collective prior to doing so. In most cases you will be required to 'make good' at the end of your tenancy.

Please note, we are not permitted to make changes to the exterior of the building including balconies and courtyards.

Paint codes are not able to be issued to residents due to the large variation in colour shades across the site. This often necessitates whole walls to be repainted to cover damage.

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## 4. DURING TENANCY

### 4.1. Pool, BBQ and Gym Facilities

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#### Pool and BBQ

Operating Hours: **Monday – Sunday: 6am – 9pm**

Please adhere to the following rules when enjoying the facilities:

- Strictly no glass, alcohol, smoking, diving, ball throwing, inflatables, pool toys or other objects are to be in the vicinity of the pool area.
- Pets are not permitted in any of the pool areas or in the pool itself
- Children under the age of 16 years must be supervised by a responsible adult at all times when using the pool and BBQ facilities
- Please be considerate of other residents and guests within and around the area at all times
- Please ensure you are clean and dry prior to re-entering any buildings
- All residents will be liable for any mess, damage or nuisance caused
- You are responsible for the actions of your guests

#### Gym

Operating Hours: **Available to only residents 24 hours a day / 7 days a week**

We have provided a residential gym for the benefit and enjoyment of our residents.

Please observe proper gym etiquette and hygiene practices at all times including use of appropriate closed in footwear and a clean towel.

- Gym is for exclusive use by residents only
- Visitors and guests are not permitted in this area
- Children under the age of 16 are not permitted in the gym
- When using the gym between the hours of 9pm- 6am please keep the external automatic doors of the gym closed to ensure noise is kept to a minimum as not to interfere with the peaceful enjoyment of other residents
- Please turn off air conditioning when you leave

Resident/s must use the gym and gym equipment for its intended purpose only, and must follow any gym rules and/or equipment instructions specified.

Resident/s who cause damage or destruction to the gym equipment may be charged with the cost of replacing or repairing the damaged item. Resident/s may only use the gym and gym equipment if they have no medical condition or impairment (including being under the influence of drugs or alcohol).

The gym is not staffed or monitored therefore resident/s use the gym at their own risk at all times and release the Lessor and/or Smith Collective Property management of any liability for any personal injury, loss or damage to property arising from or in connection with the use of the gym or the gym equipment.

## 4.2. Keys and Access Management

On the lease start date, all residents listed on the General Tenancy Agreement as a lease holder are eligible to receive the following at no charge each:

- 1 x Unit Key
- 1 x Security Fob
- 1 x Mailbox Key
- 1x Sliding glass balcony door key

### Key Collection

Resident keys will be made available for collection at security at their specified time from the lease commencement date only once all monies have been received by Smith Collective.

Keys must be collected from security in person upon presentation of valid photo identification and only by the lease holder/s.

### Additional Keys

Additional keys are able to be issued for an approved occupant or a listed dependent. Additional keys will form part of the tenancy agreement requiring all keys, fobs and remotes are required to be returned upon vacating.

Additional or replacement keys and fobs are non-refundable payments and must be received by Smith Collective via bank transfer before we can place an order with the supplier. The turnaround time from date of order is usually 3-6 business days.

### Replacement Keys

Damaged, lost, stolen or misplaced keys, fobs, remotes etc must be reported to your Property Manager immediately. As the key system is security restricted, only authorised Smith Collective employees can order or purchase keys from the specified supplier.

To preserve the key security system, a change of locks is compulsory should keys be lost. The cost of changing locks is approximately \$270.00.

The non-refundable cost of these items are as follows:

Apartment Key	\$55.00 per key
Security Fob	\$35.00 per fob
Mailbox Key	\$35.00 per key
Sliding Glass Door Key	\$35.00 per key
Replacement Air Con Remote	\$60.00 per remote
Replacement Townhouse Garage Remote	\$120.00 per remote

### Lock Outs

If you are locked out during Smith Collective Management office hours (see page 7), please attend or call security on 07 3556 2201. We may require photo identification to ensure proof of occupancy. Approved Occupants will need written approval from the lease holder if locked out and require entry to be granted.

**AFTERHOURS:** If you are locked out outside of Smith Collective Management hours (see page 7) and require us to provide you with access to your property, our security team will assist as soon as they are available and a non-refundable afterhours lock out fee of \$150.00 will apply which is payable within 7 days via bank transfer.

### 4.3. Rental Payments and Arrears Procedure

At Smith Collective, we understand that sometimes there are unforeseen circumstances that result in delayed rental payments. Although the situation may never apply, it is important we advise you of the process involved.

If you happen to fall into arrears or know that you will be unable to make a rental payment, please contact the office and discuss the situation with your Property Manager. We will endeavor to accommodate any extraordinary situations resulting in late rental payments.

Please note that there is a strict arrears management procedure that will be maintained, regardless of the reason. This is to ensure effective management of arrears and to protect the Lessor's investment.

The below actions form our arrears management procedure and occur at the times specified:

<b>3 days in arrears:</b>	Reminder SMS message
<b>8 days in arrears:</b>	<b>RTA Form 11 – Notice to Remedy Breach</b> issued with 7 days to remedy breach
<b>17 days in arrears:</b>	<b>RTA Form 12 – Notice to Leave</b> issued with 7 days' notice to vacate

Resident/s who have not remedied their rent arrears by the expiry date on the Notice to Leave will be expected to have vacated the rental property by that same date.

If after vacating the premises there are monies owed in excess of the Bond, all resident/s named on the Tenancy Agreement may be listed with a Tenancy Database, TICA and NTD. Resident/s will have the opportunity to pay all monies owed as well as being consulted before their details are listed.

### 4.4. Pets

Smith Collective welcomes pets to our community, we appreciate that our residents consider their pets to be a part of their family. Because we too care about your furry, scaly or feathered friend, please observe the following:

- A Smith Collective Pet Application/Agreement must be completed by the resident and approved by us prior to being allowed onsite. The approval only applies to the animal in the application and does not allow the keeping of any additional replacement or substitute animals on the premises.
- Animals must be contained or kept on a lead at all times when in common areas or public spaces throughout the precinct. Please ensure your pet does not cause any mess or discomfort to other resident/s and always clean up after your furry friend.
- Residents must ensure that they do not allow any pets items (or toilet matters) to escape from balconies. Balconies should remain clean of pet droppings and not leak any liquids.
- We encourage friendly communication between neighbours to overcome any issues with animal noise, however continual animal noise or nuisance will result in a breach and failure to resolve the matter may result in a notice to leave. Additionally, any animal approved (or otherwise) in a resident/s care that harms another resident, their guest/s, and/or any other person/s within the precinct will need to have the matter resolved through the correct authority.
- A person, as mentioned in the Guide, Hearing and Assistance Dogs Act 2009 (Qld) Section 8, who is a resident has the right to keep a guide dog on the premises if required. The resident must use their best endeavours to keep the guide dog quiet at all times, that the guide dog remains on a lead at all times when on common property and that all animal excrement is cleaned up.

- Should damage be caused by pets you will be responsible for any repair/replacement cost.
- Please note that pet urine will often require replacement of the carpet in apartments as even repeated cleaning may not remove stains and smells.
- Pets are not permitted in any of the pool areas or in the pool itself.

## 4.5. Noise

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As Smith Collective is a friendly and peaceful community, we ask our residents and their guests to be considerate of each other at all times.

- All residents and their guests must not create or permit any kind of noise whatsoever that is likely to unreasonably interfere with the peaceful enjoyment of other residents at Smith Collective.
- Please do not operate any electronic device or equipment which interferes with any domestic appliance or equipment lawfully in use throughout Smith Collective.

### HOW TO REPORT:

If you experience unreasonable excessive recurring noise issues and all your attempts to peacefully & amicably resolve the issue directly with your neighbour has failed, please gather as much detail as you can and report it to us straight away in writing via your tenant portal. If urgent, call Security then follow up in writing via your Property tree Portal. It is far easier for us to follow up the issues if all details are provided in writing.

If it is outside of our usual office hours, Security are onsite 24 hours a day. If you have serious concerns, please call Security immediately on (07) 3556 2201 or see them in person providing as much detail about the incident as possible.

Alternatively, you can contact the Police if it is an emergency or if there are safety concerns.

Please note, Security cannot receive or action SMS text messages.

## 4.6. Mail Collection

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### Australia Post Deliveries

Australia post will deliver mail to your townhouse or apartment via the post boxes provided.

Couriers may deliver to your door if you are home for the collection, however, couriers do not have permission to leave deliveries in the common areas, corridors or outside the buildings. ***Please do not authorise couriers to leave parcels/packages at the entry of the buildings***

For your security and the security of Smith Collective, any parcel that has been left at a building by couriers may be removed and taken to our security office where a small collection fee will be payable by the resident.

### Smith Collective Mail Collection Service

For the convenience of our residents Smith Collective also offers a mail collection service for a fee between the following hours:

Monday to Friday: 10am - 7pm

Saturdays: 9am - 3pm

The Smith Collective team may accept and sign for mail or small, light parcels on your behalf, provided:

1. You have requested this service from us in advance; and
2. The mail or parcel is addressed to our main office stating the following:  
*your name, your building and apartment number,  
c/- Smith Collective, 17 Village Boulevard, Southport , 4215*

For Smith Collective to sign for your parcel, resident/s understand and agree to pay an invoice via bank transfer for the signing fee of \$2.00 per parcel or pay a monthly fee of \$25.00 for an unlimited signed parcel service.

Please note: This is an exclusive additional service offered by Smith Collective and as such:

- We will not accept heavy or bulky items as we do not have the capacity to store, carry/transport these
- We will not be responsible for any items that are delivered opened or damaged. Any issues of this nature must be taken up with your courier or the sender
- We cannot provide access to your home to any couriers/deliverers on your behalf or in your absence

## **4.7. Communal Areas**

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The gardens, playground and public spaces are communal areas are available for use by all resident/s. We ask that all residents be considerate and respectful of each other at all times:

- Exclusive bookings are not permitted for any of the communal areas.
- Children are to be accompanied by an adult at all times.
- All resident/s are fully responsible for their guests.
- Any damage will be the responsibility of the resident.
- Communal areas (including BBQs) are to be cleaned and left tidy.
- Noise at all times is to be kept to a minimum to avoid disturbance to neighbours.
- All rubbish is to be removed and placed in the bins provided or disposed of accordingly.
- Smith Collective will use common areas from time to time as part of the community event program.

## **4.8. Balcony and Courtyard Use**

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For the peaceful enjoyment of all residents, we ask residents to be mindful of the visible appearance of their balcony/courtyard from another lot, common area, and from outside the building.

Plants, outdoor furniture and Gas BBQs are permitted on your balcony. Gas bottle size is restricted to maximum 1 x 9kg gas bottle per balcony/courtyard. No open fire pits are permitted in the courtyard or on balconies of apartments.

- Residents are not permitted to change the external appearance of the lot including but not limited to external hangings, fixtures, bamboo type screening or fencing
- Do not use the balcony or courtyard as a storage facility eg: moving boxes, bicycles etc
- When using BBQs, please ensure that excessive smoke is not created

- Air-Conditioning Units are to remain free of objects. Do not place items on or allow anything to cover the units in anyway.
- Ensure pets have a discreet, humane place to toilet out of sight and clean up immediately after them
- Items or substances of any kind are not to go over the balconies. This can cause a nuisance and sometimes serious injury to the resident/s below.
- Please ensure that plants are placed into a bucket or similar prior to watering. Water must not be allowed to seep over the edge of the balcony to balconies below.
- Do not hang laundry including clothing, underwear, towels, bedding, or any other items on or over the balcony/courtyard. These items must remain inside the property sliding doors at all times.
- Clothes lines, clothes airers, clothes hangers etc are not permitted on balconies/courtyards at any time. These items must remain inside the property sliding doors at all times.
  - In addition to being unsightly, residents risk losing items which may fall or be blown away possibly causing a nuisance, serious harm to others and/or damage to property

**TOWNHOUSES:** Please note that residents are responsible for maintaining both their backyard and front yard (up to the line of the mailboxes). Lawns and gardens must be kept in a tidy manner at all times.

## 4.9. Rubbish and Recycling

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### Rubbish / General Waste

Rubbish chutes showing instructions are located on each level for resident's convenience:

- Residents must bag and tie their rubbish prior to placing it into the chute.
- No loose glass or other breakable items are to be placed into the rubbish chute un-bagged.
- Please do not force items into the chute as this may cause it to become blocked. Charges will apply to unblock the chute.
- Please do not leave or dump furniture, appliances, large items on any common property, in basements, near chutes or in the recycling rooms. It is your responsibility to remove any item that cannot fit into the chutes to a Council refuse station. We do not have the resources or facilities to remove these items and will charge residents a disposal fee accordingly. Such activity is deemed a breach of tenancy.

### Recycling (Yellow Lid Bins)

- Please take all recycling to the basement and place in the recycling bin room as there is no recycling chute in any parts of the building.
- All recycling is to be placed into the appropriate bins and cardboard boxes are to be collapsed down prior to being placed in the bins.
- Do not place items such as polystyrene, clothing, loose plastic, food items or metal items in the recycling bins

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## 4.10. Smoking

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Smoking is not permitted inside apartments or in common areas including swimming pools, BBQs, Retail or areas of congregation.

- Ensure that cigarette butts are put out completely, discarded appropriately and not an inconvenience to anyone else.
- Smoking on balconies is strongly discouraged and all doors to the apartment must be closed to stop smoke entering the property.
- Please be considerate of your neighbours. Any nuisance caused to residents, guests and staff by a resident smoking will be deemed as disrupting the peaceful enjoyment of others
- Any damage to property caused by smoking will be the responsibility of the resident.

## 4.11. Inspections and Access to the Property

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### Entry Notices and Access

There will be times during your tenancy where entry into your property is required to carry out duties including, but not limited to, inspections, maintenance, repairs, smoke alarms, safety switches etc and unless it is an emergency or written authorisation by you is given, notice periods are required. We issue these via a Form 9 Entry Notice.

### Routine Inspections

During your tenancy our management will carry out routine inspections for the purpose of identifying repairs and maintenance as well as ensuring the property is being maintained.

Routine inspections will be carried out every 3-4 months and you will be provided with a minimum of 7 days' written notice of our intention to enter the property.

Your presence at the property is welcomed but not required for these inspections, our team will access the property via our management keys.

Once you receive your entry notice for your routine inspection, we ask that you please complete the attached repair advice form if required and leave this on the kitchen bench for your Property Manager to collect.

Please note these inspections are scheduled in advance and will only be rescheduled in extreme circumstances.

## 4.12. Smoke and Fire Alarms

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To comply with Queensland Fire and Rescue Services Legislation the following are responsibilities of the resident during the tenancy:

1. The resident/s will notify Smith Collective Property management when a smoke alarm has failed or is about to fail
2. The resident/s will not remove, dispose of, or otherwise tamper with to cease its effectiveness, the smoke alarms installed at the premises unless it is to clean.
3. Residents must ensure they change the batteries as required.
4. The resident/s will ensure that all exits from the property are maintained as clearways so they can be safely and effectively used for escape in the event of a fire.

Please note:

- Should your apartment fill with smoke from cooking that does not involve a potential fire, **DO NOT** open the door to the hall/common area as this may trigger the **whole building alarm and evacuation**.
- Please immediately open balcony doors, windows, and turn on fans to assist with the removal of smoke.
- Smoke and Fire Alarms are also fitted to common areas and hallways. Charges may apply for alarms caused by opening doors to the common areas to clear cooking smoke.

## 4.13. Fire and Safety Evacuation Procedure

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Fire safety equipment located in common spaces such as fire extinguishers and fire hoses are only to be used in situations where a fire has occurred.

Any tampering or misuse of such equipment is against the law and will be classified as a serious breach of your lease.

If any fire safety equipment has been used, resident/s must inform staff at Smith Collective immediately so the equipment can be replaced.

All hallway and common area doors are fitted with automatic door closers which are designed to close automatically to reduce the risk of a fire spreading. Please do not hold or prop open these doors at any time.

### **Important:**

Your actions may impact yours or someone else's life. If you hear the 'Whoop Whoop' Evacuation Tone or if you identify immediate danger, immediately evacuate your unit via the nearest emergency exit.

**For your safety and the safety of all residents, guests, staff and emergency services:**

***Do not assume it is a false alarm***

***Do not assume it is just a drill***

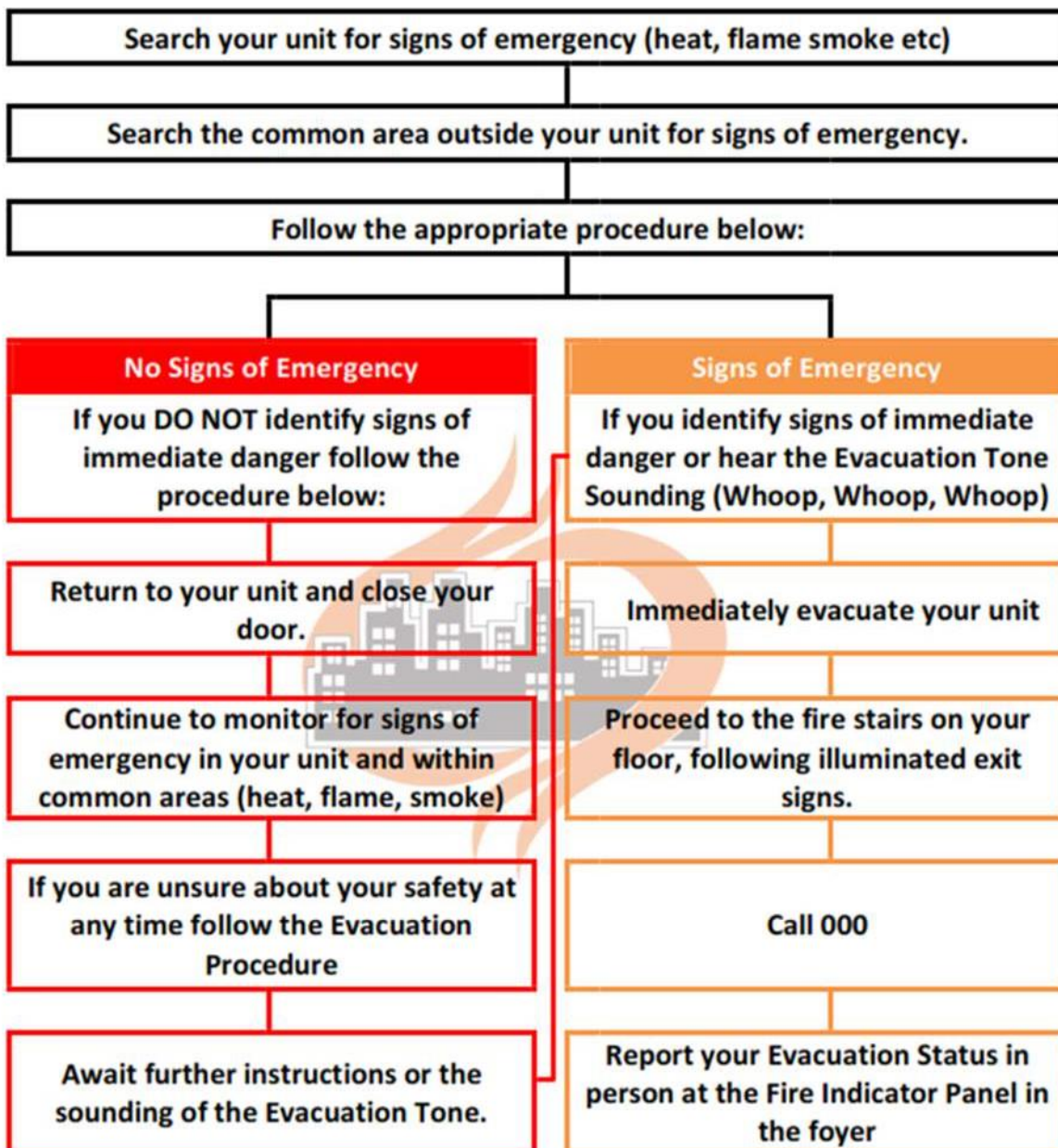
***Do not remain in your unit and call management to query***

***When evacuating, do not impede evacuation by attempting to remove personal items***

It is extremely important to familiarise yourself with the below Resident Evacuation Procedure which is also displayed on every floor of all buildings within the precinct:

### Residents and Guests

**If you hear in in-room Smoke Detector has activated in your immediate area:**

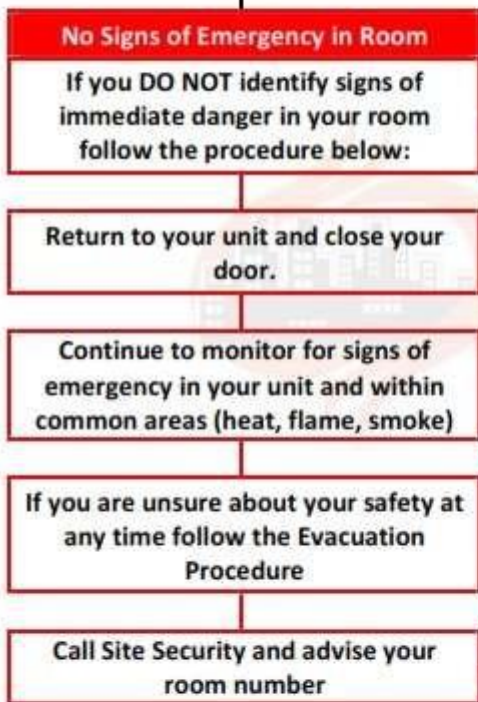
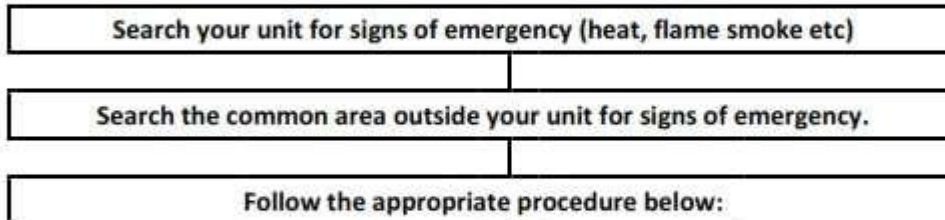


# Fire & Evacuation Plan

# Smith Collective

## PWD Residents

If you hear in in-room Smoke Detector has activated in your immediate area:



Code Red / Code Orange

## 5. END OF TENANCY

### 5.1. Break Lease

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#### **Break lease: Internal - Wishing to relocate within Smith Collective**

At Smith Collective we are able to offer you the ability to move throughout our residences without penalty. If you find yourself wishing to move, to a larger apartment or townhouse, something with a view, closer to the pool, or closer to our retailers, we would be happy to assist.

After you have already been a resident for at least 6 months and you wish to break your lease to relocate to another of our apartments or townhouses, you may do so **once within any 12-month period** without incurring standard break lease charges (the standard break lease fees only are free, all cleaning, pest control and smoke alarm charges still apply).

- Standard bond cleaning (including carpets), pest control and smoke alarm checks will remain the responsibility of the resident/s.
- The new lease term must be a minimum of 12 months.
- At all times a free break lease within Smith Collective is subject to availability and previous rental history.
- Please speak with your Property Manager for full details.

#### **Break lease: External (as per Industry standard)**

If you wish to vacate Smith Collective at any time during your tenancy, please contact the Smith Collective team immediately and refer to your general tenancy agreement and RTA Form 17a which will advise you on your obligations during this process.

- Written notice to vacate is required to be provided with an exact date the property will be available.
- A form will be provided to you outlining the costs associated with breaking your lease.  
Minimum fees are applicable:
  - one weeks rent + GST,
  - advertising fees (\$150).
  - Rent will also remain the responsibility of the resident as per the lease agreement until a new resident is secured OR the current lease expires, whichever comes first.

The property will be required to be cleaned (including carpets) and in re-letting condition up to the official lease termination or expiry date of the as per the signed General Tenancy Agreement.

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## 5.1. Vacate at end of tenancy

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When you are ready to vacate your property, you are required to give formal notice with a Residential Tenancies Authority Form 13 (which we can supply). Please note a minimum notice period of 14 days applies when ending a tenancy agreement.

We will conduct our final vacate inspection once you have removed all belongings, conducted bond cleaning & pest treatment and have returned all keys to our office. Keys for the property should be returned no later than 9.00am the morning after your vacate date noted on Form 13.

Please note if the keys are not returned to the office for the property on time, rent may be charged until the keys are returned.

Sometimes damage happens and at Smith Collective we can offer excellent rates to service any repairs that are required during or at the end of your tenancy.

Resident/s are responsible for any damage that is not classified as 'fair wear and tear'. To obtain a quote for any damage works, please contact a member of the team at Smith Collective.

Smith Collective can also offer a bond cleaning service. For rates please contact us.

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## 5.2. Moving Out

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Just like moving in, moving out requires co-ordination and planning to ensure that your moving goes as well as possible and involves the least amount of disruption possible.

Residents need to complete a vacate pack that includes a Notice to Leave and a Lift Booking Form. Doing so enables our Security team ample time to inspect the move in areas, protect the lift and lock it off prior to the scheduled move out, provides residents with exclusive use of the padded lift for the time period booked and prevents multiple residents attempting to move in at the same time causing delays to the lifts.

### **Important:**

- Move outs are only permitted Monday-Saturday and only during allotted times. No move outs can occur on Sundays or public holidays (this is for the peaceful enjoyment of all residents).
- Unauthorised move outs are not allowed
- Any damage sustained to the lifts, corridors, foyers or common property as a result of a move out will result in charges to the resident for any repair costs
- Interfering with the lifts i.e. blocking the doors and causing the lifts to breakdown resulting in a technician call out will incur the resident/s a minimum fee of \$1000
- All packaging materials must be removed from Smith Collective and disposed of by the tenant.
- Do not leave packaging in Smith Collective Rubbish or Recycling bins

All move outs for both apartments and townhouses must be scheduled with the Property Management team prior to the required date and is subject to availability.

Please do not make any arrangements until you have received formal confirmation from the team confirming that your booking has been accepted.

### **5.3. Suggestions, Feedback and Complaint Handling**

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All complaints are to be submitted to our office in writing. Please provide as much information as possible to assist us to resolve incidents. A detailed account of the situation should be provided including, date, time, apartment number or location, and details of the complaint.

All complaints received will be dealt with professionally and as quickly as possible. We will do everything practical to protect your confidentiality as part of the process.

Noise issues – Should another occupant be interfering with your peaceful enjoyment due to excessive noise or music, please contact Security or our office to investigate. Please refer to Page 18 for further information.

Please contact Police Link on 131 444 if your matter is of a criminal nature. Please ensure that you record the reference number provided and refer to this in your communication on this matter.

## 6. RESIDENT ACKNOWLEDGEMENT

### Before Signing the Agreement

Before entering into a tenancy agreement, you should be given a copy of your prospective *General tenancy agreement* (Form 18a).

The first thing you should do before you sign the general tenancy agreement is **read it thoroughly**. If there is anything in the agreement that you don't understand, please ask us questions and we will be happy to help.

Remember, you are committing to a legally binding contract. Please ensure you understand and agree with what you are signing.

### After Signing the Agreement

After you have read and signed a *General tenancy agreement* (Form 18a), you must confirm that you have been given the following documents at the beginning of your tenancy by the property manager.

Please tick each box below and sign to confirm you understand and have received the following:

- A copy of your General tenancy agreement (Form 18a)
- A Pocket guide for resident/s – houses and units (Form 17a)
- A copy of the resident handbook
- A copy of the move-in booking form and moving procedure acknowledgement
- A copy of the Pool Compliance Certificate
- A copy of your signed approved pet application form – *if applicable*
- Keys, Security Fobs and/or devices to your new home
- A copy of the Entry condition report (Form 1a)

Resident 1 Name: \_\_\_\_\_  
Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Resident 2 Name: \_\_\_\_\_  
Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Resident 3 Name: \_\_\_\_\_  
Date: \_\_\_\_\_

Signature: \_\_\_\_\_