

PINES CARA PARK

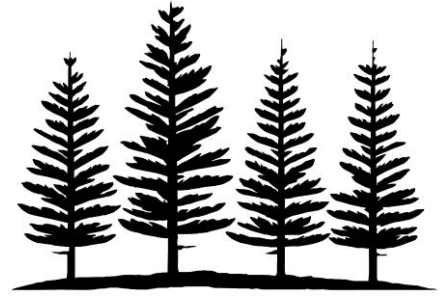
35 Goodfellows Road

Kallangur, QLD, 4503

(07) 3204 6895

0413 542 972

pinescarapark@ozemail.com.au



PARK RULES & POLICIES

OFFICE HOURS

- The office is open Monday, Tuesday, Thursday & Friday 8:30am to 5:00pm. Closed Wednesdays, weekends and public holidays.
- For after-hours emergencies, please call 0413542972. If your matter is not urgent, please call (07) 3204 6895 kindly leave a message, and we will return your call the following business day.

GENERAL PARK RULES

Tenancy Fees

- Rent/site fees must be kept at least 1 weeks in advance and rent must be paid on time. If rent becomes 7 days overdue, a breach notice will be issued, and legal actions under the Residential Tenancies and Rooming Accommodation Act 2008 or Manufactured Homes (Residential Parks) Act 2003 will be initiated to recover unpaid fees.
- Payment is either cash or EFTPOS in the office, EFTPOS payment can also be taken over the phone. Direct Debit is not a payment option.
- If necessary, there is an afterhours drop box at the front of the office for cash payments if after hours. If you choose to use this method, please place the money in an envelope clearly marked with your site number.
- Electricity is individually metered, and the bill is sent out the last Wednesday of the month unless this day falls on a public holiday. Payment is due 28 days from issue. Electricity subsidies are available depending on your individual circumstances, please ask the office for more information to ensure you are receiving the correct rebate.
- Please note that there are additional fees for overnight visitors, extra vehicles, trailer, boat or caravan storage. Additionally, there will be an excess rubbish charge and a clean-up fee if rubbish is not disposed of correctly.
- RTA leases expire on the 31st of August each year and are renewed on the 1st of September if there are no significant issues. There is a slight rent/site fee increase each year predetermined by the owner of the park in June with a letter sent out to inform you of what the new rate will be. All leases need to be signed and returned to the office prior to the 1st of September.

Drugs & Alcohol

- Excessive consumption of alcohol in common areas is prohibited.
- The use of drugs or any illegal substances in the park will not be tolerated and will result in police involvement, and a breach issued.

Visitor Responsibility

- Visitors must adhere to all park rules and regulations while in the park and tenants are responsible for their guests' behaviour.

Children Supervision

- Our park is not designed specifically for children due to the high volume of residents, visitors, and general traffic, which may not provide a safe environment for minors. While children are allowed to visit, long-term residence for minors is not permitted in the park.
- Visiting children must always be supervised by a responsible adult while on the premises.
- Children are not permitted to be playing in the roadways.

Smoking

- Smoking is not permitted inside any of the rental properties, ensuite included.
- Smoking is also not permitted within 4 meters of non-residential building entrances such as the office or laundry.

Personal Conduct, Behaviour & Conflict Resolution

- All residents are expected to foster a peaceful, respectful, and friendly environment. Any form of harassment, verbal or physical threats, or aggressive behaviour will not be tolerated towards other residents, staff or management.
- Tenants are advised to promptly report any inappropriate conduct to park management and, if needed, file a police report. There is a form available from the office that covers incidents between residents that can be filled out and put into the file of the offending person.
- Disputes between tenants are to be regarded as a civil matter. Just as in any standard tenancy, management is not responsible for handling disputes between neighbours unless it escalates to a legal issue, a breach of park rules, or a violation of a lease agreement. If you have an issue with another tenant, your first step should be to speak with them directly and try to resolve it sensibly. If necessary, we can offer a neutral space for a civil conversation with a third-party present, but this should only be a last resort.
- If for any reason during mediation the situation escalates the meeting will immediately be terminated and the issue will be left to the tenants to seek independent legal counsel to sort the issue out between themselves.
- Disruptive behaviour that interferes with the peace and comfort of other residents will result in a breach notice and possible police involvement.

Noise

- Pines Cara Park adheres to the noise regulations of the Moreton Bay Council. For more specific information, please visit <https://www.moretonbay.qld.gov.au/Services/Licences-Regulations/Light-Noise-Pollution/Noise>
- General noise should always be kept to a reasonable level, especially during quiet hours (from 9:00pm to 7:00am)
- All electrical or mechanical tools (e.g., lawnmowers, power tools) may not be used during the hours of 7:00pm to 7:00am on business days, and 7:00pm to 8:00am on weekends and public holidays unless an emergency arises.

Non-Compliance Penalties

- Non-compliance with park rules may lead to various penalties, including verbal warnings, written breach notices or eviction, depending on the severity of the violation.
- Repeat violations will lead to stronger actions, including potential legal proceedings and eviction if deemed necessary.

Health and Safety Protocols

- All tenants should be familiar with the location of emergency assembly points and evacuation routes.
- Residents must report any unsafe conditions to management immediately. This includes broken equipment, damaged infrastructure, or hazardous environmental conditions.
- All park staff have their First Aid and CPR certificates and there are first aid kits in various locations throughout the park.
- Emergency Vehicles have the gate access code

Mail & Packages

- All mail and packages are delivered to the office.
- Mail is received every second business day and sorted into mailboxes in the office. It is organised alphabetically by the first letter of your last name.
- Packages are kept in a secure room adjacent to the office to ensure they are directed to the correct recipient. There is a parcel list available behind the desk; please inquire with the staff if you are expecting a package.
- Mail containing items that resemble cards is securely held behind the desk for safekeeping, these items are also marked on the parcel list.
- We are unable to send notifications for each package arrival, but you may call the office to check if a package has been delivered for you.

- Please regularly collect your mail to ensure that there is ample space for new deliveries and that anything important is not forgotten.
 - Electricity bills are placed into the mailboxes at the end of each month along with a newsletter to keep the park updated on any necessary information.
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PARK SECURITY

Cameras

- The park has security cameras in some areas of the park these do not cover the whole park.
 - We have no qualms if you take it upon yourself to install cameras to your property as long as they are not directly pointing at anyone else's property.
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PARK MANAGEMENT RESPONSIBILITIES

Management's Role

- Park management is responsible for maintaining the common areas, ensuring that all facilities are functional and safe, and addressing concerns or complaints raised by tenants.
- The office is available to assist tenants with any park-related issues during business hours, including maintenance requests, lease inquiries, and general park matters.

Emergency Contact Information

- Management is onsite and available after hours for emergencies. The after-hours contact number is provided above. Please note that this number should be used exclusively for emergency situations. For non-urgent matters, kindly leave a message, and we will respond when the office reopens.
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TENANT RESPONSIBILITIES

Site Maintenance

- Tenants must maintain their individual sites in a clean and tidy condition. This includes keeping your area free from clutter.
- Bathrooms and ensuites are owned and maintained by the park. However, residents are responsible for tasks including replacing lightbulbs, cleaning and keeping free of clutter, like the expectations for maintaining a rental property outside of the park.
- If a tenant neglects their site, management will issue a formal warning and request that improvements are made within a specified time frame determined by RTA or Regulatory Services guidelines.

Reporting Damages

- Tenants must immediately report any damages to park property or infrastructure, including plumbing issues, electrical faults, or any other safety hazards.
- Tenants are responsible for damages caused by them and their guests.

Site Access

- It is a safety requirement that management have a set of keys to your residence or ensuite (if you own your building), if your ensuite is within your owned building, we need to have an access key for that as well. These keys are used for emergency purposes only.

Upon Vacating Sites

- Sites should be left clean and tidy.
- Any rubbish left behind will incur a cleanup fee deducted from your bond, if the amount left behind is excessive and disposal fees exceed your bond, we will take required legal action to recover these costs.
- All gate keys must be returned.

Water Usage & Conservation

- Tenants should use water responsibly.
 - Water is not individually metered but water usage should be kept to an acceptable level. Excessive watering of gardens is not allowed.
 - Watering lawns with sprinkler systems or soaker hoses is not permitted as these use excessive amounts of water.
 - Tenants are encouraged to use water efficient appliances to help conserve water.
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VEHICLES, ROADWAYS & GATE ACCESS

Vehicles:

- Only one vehicle per tenant is allowed on the premises unless otherwise approved by management.
- Unregistered vehicles must be removed from the property within 2 weeks of being notified by park management.
- All vehicles must be parked according to designated parking areas and signs. Unauthorized parking may result in towing at the owner's expense.
- Vehicles are not permitted to be parked on grass or dirt areas; your allocated parking space is in front of your building or in a carport if your building has one.
- Trucks and large commercial vehicles are not permitted.

Roadways

- There is a 5km per hour speed limit throughout the park. The park is classified as a public roadway and can result in a fine but will result in a breach notice if the speed is exceeded.
- This limit applies to all vehicles, scooters and bicycles included.

Gate Access & Security:

- A \$20 refundable deposit is required for keys to park gate. The access code is for residents and registered visitors only; unauthorized sharing of this code will result in a breach notice.
- The gate code will be periodically updated to ensure that unauthorised individuals no longer have access.
- Visitors, delivery drivers, and contractors must sign in at the office upon entry and provide relevant details for security and insurance purposes. After-hours arrivals must be met at the gate by the tenant.
- Registered visitors do not have to sign in and are allowed to have the gate code. To be a registered visitor the office needs to have the person's name, phone number, car information (make, model, colour and registration number). Anyone not willing to provide these details can sign in at the book and walk down to visit you at your site.
- These regulations are established not only for insurance purposes but also to ensure the safety of residents. When a vehicle enters the park and is registered with the office, we obtain a contact number. This allows us to reach the vehicle owner if it becomes necessary to move their car to facilitate access for emergency vehicles or in the event of an accident, enabling us to notify the involved parties. Additionally, this measure provides a level of security for individuals who live alone or may be vulnerable due to age or disability, ensuring that only authorised persons are present within the park.

COMMON AREAS

Use of Common Areas

- Common areas, such as the pool, laundry, gardens, walkways, and recreational spaces, are designated for the collective use of all residents. These areas should remain free of personal items and debris and must be always kept in a clean condition.
- While staff routinely clean common areas, it is expected that individuals take responsibility for cleaning up any personal messes they create to maintain a clean environment for everyone. Bins are provided in all common areas please use them and notify staff if you notice they are full.

Swimming Pool Rules

- The pool is for the use of all residents and their guests. To ensure safety, children under 14 must be supervised by an adult. All visitors are to be accompanied by a resident to access pool area.
- The pool is open from 8:00am to 8:00pm, and no food or drinks are allowed in the pool area.
- Noise must be kept to a respectful level, and any inappropriate behaviour will be addressed by park management.
- No running, diving, dive bombing or pushing in the pool area.
- Do not use the pool if you have any open sores, lesions or skin infections.

Laundry

- The laundry is open from 8:00am to 8:00pm.
- The laundry facilities are for communal use. Please promptly collect your belongings to ensure availability of machines for all residents. Additionally, clean up any messes you make and respect others' possessions.

PETS

- Only birds and fish are permitted as pets within the park. Any pets found roaming freely will be removed.
 - Pet owners must ensure that their animals are contained in appropriate cages or aquariums. Stray cats and other animals are not to be fed or housed, as this violates park rules.
 - Pets should not cause disruptions to other residents, and owners are responsible for cleaning up after their pets.
 - If you are shown to be feeding the stray cats, you will be given a breach notice for breaking park rules. The council has stated that they are unable to send a ranger to assist with catching stray cats if people are feeding them because they are at that point classed as your pet, which is a clear violation to the park rules.
 - Any pets found roaming the park will be impounded and removed.
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RUBBISH COLLECTION & RECYCLING

Rubbish Collection

- Household rubbish is collected twice a week, on Tuesday and Friday mornings from 7:00am. Tenants should ensure that rubbish is securely bagged and placed inside designated bins.
- Loose rubbish in the bottom of bins will not be taken in the rubbish run.
- Any large or bulky items should be arranged with the office for disposal at an additional fee starting at \$30.
- A cleanup fee of \$10 will be applied for improper disposal of rubbish. Please ensure that all waste is securely tied in bags and placed in the designated bin for your site. If staff are required to collect rubbish scattered through the street, the cleanup fee will be charged.

Recycling

- Tenants are encouraged to participate in the park's recycling efforts by properly sorting recyclables such as paper, cardboard, and aluminium cans into designated bins.
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MAINTENANCE & REPAIRS

Requesting Repairs

- Tenants are advised to contact park management for any maintenance or repair needs. A maintenance request form is available at the office and should be completed and returned. For urgent repairs, such as plumbing or electrical problems, please report them immediately.
- For major repairs or alterations to structures, tenants must seek approval from management to ensure compliance with safety, council and building regulations.
- Property owners should be aware that park staff are not permitted to assist with maintenance, repairs, or renovations to their owned buildings, nor any modifications made to the ensuite by themselves or previous owners. It is essential that a contractor be hired for any required work to your property. Ensure that your selected contractor is informed of the park regulations, which include signing in at the office and complying with road speed limits. Furthermore, verify that they possess the appropriate licensing and insurance to carry out the specified tasks.
- In certain circumstances repairs will be refused if they pose a health and safety risk to staff members, this could include mould caused by tenant, excess tobacco buildup or body fluids. In cases where a repair has been refused due to this reason a thorough clean or repairs of the property will be required before our staff complete the job.

Repair Expectations & Timelines

- The park is undergoing significant maintenance due to its age. Our staffing levels are limited, and we prioritise safety above all else. Repairs will be addressed as promptly as possible. However, with 206 sites to manage, we will prioritise requests based on their urgency and importance with safety hazards being addressed before cosmetic changes.

Lawn & Garden Maintenance

- We have only one employee responsible for maintaining all the park's lawns and gardens. To ensure the site is kept to a high standard, we kindly ask that you keep it free of clutter. Please note that our gardener is not expected to move numerous pots or personal belongings to mow the entire area efficiently.
- If you intend to carry out pruning or weeding at your site, please be advised that the gardener is available to collect green waste during rounds of the park. Kindly ensure that the green waste is placed in a tidy pile near

the roadside, for efficient collection notify a staff member that it requires collection. Alternatively, you may dispose of it in the green waste bin located near the large shed in the park.

FIRE SAFETY & OPEN FLAMES

Fire Prevention

- Open fires, fire pits, and solid fuel BBQs are strictly prohibited due to fire hazards. Only gas BBQs are allowed, provided they are used safely.
 - Tenants should always keep a safe distance from flammable materials and never leave BBQs unattended.
 - All residences must be fit with compliant smoke alarms. Please remember smoke alarm laws change, what was compliant 2 years ago may not be now.
 - There is an annual fire drill, participation is not mandatory however it is highly encouraged.
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SUBLETTING & UNAUTHORIZED OCCUPANTS

Subletting

- Subletting of sites or accommodation is strictly prohibited. All tenants must be registered with the office, and any overnight visitors must be approved in advance.
 - Visitors are not permitted to stay for more than 7 days within a month. If they exceed this duration, they will be considered unauthorized occupants and will either need to enter into a lease agreement, subject to approval, or reduce their visitation frequency. This policy is in place to manage space within the park and to ensure we have accurate records of all residents.
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INSURANCE REQUIREMENTS

Tenant Insurance

- Tenants must maintain appropriate insurance coverage for their caravans, annexes, and personal belongings. The park is not responsible for any loss or damage that occurs to tenant property.
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PROPERTY SALES DISCLAIMER

Private Sales

- The park management is not responsible for ensuring that buyers receive the correct paperwork when purchasing a property. All sales are private transactions and do not involve park management.
- The responsibility lies with the purchaser of the property to ensure they receive all necessary documentation, including but not limited to a gas safety certificate, smoke alarm certificate, and park and council approval paperwork.
- All purchasers must receive approval from the park before taking up residence. Purchasing a property does not automatically grant you approval to live in the park.
- Unless otherwise specified in your business contract, all sales are considered final. Once you take possession of the property, you assume responsibility for any repairs or additional work required to bring the building into compliance with park and council regulations. It is incumbent upon you to ensure that everything is up to code prior to purchasing the property; failure to do so will be solely your responsibility.
- The office may hold a copy of important paperwork items, if requested and they have been provided to us, but it is not a requirement of us to possess.