

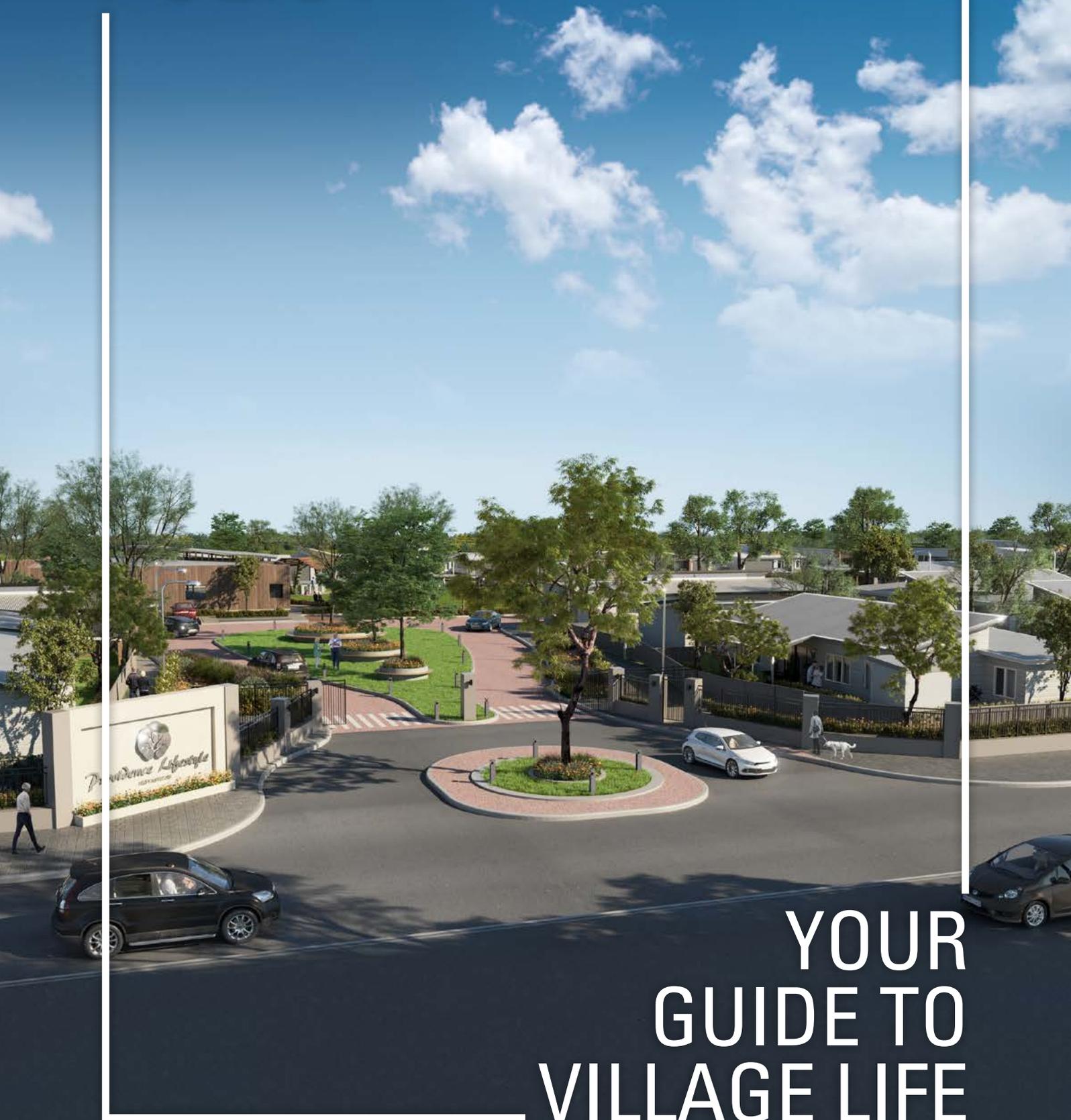
VILLAGE POLICY



Providence Lifestyle

FREE YOUR FUTURE

RENTAL LIFESTYLE COMMUNITY FOR OVER 50s



YOUR GUIDE TO VILLAGE LIFE



1. Village Life

1.1 Introduction

The Village Policy provides an overview of day to day operations and applies to all Lifestylers, relatives, visitors, Providence Lifestyle Community employees and contractors when they are present in the Village. Your support is requested so all may enjoy the benefits of the Village community and facilities.

Village Administration manages the Village and community facilities. The Village Liaison Committee assists with communication between Lifestylers and Village Administration. The social, recreational and sporting activities are co-ordinated by the Village Social Club in conjunction with Village Administration.

In honouring our commitment to provide an enriching environment and life experience in the communities we manage, we have developed this Village Policy.

Your needs and rights and our Visions and Values are the basis upon which we form each of our Village policies. They provide you with peace-of-mind in knowing that everyone agrees to the same guidelines before moving in, and it is how we have developed successful communities for well over two decades.

Mutual respect

As a Lestyler, you have the right to be treated courteously and with respect within your community and by Village staff. Each Lestyler and staff member is responsible for:

- Respecting others' dignity, privacy and wellbeing;
- Being considerate of others' needs and points of view;
- Sharing the facilities equitably;
- Treating everyone equally and fairly.

Village Administration endeavours to operate the Village in a manner which is consistent with the Village Policy and within the relevant laws. Our role is to help provide a fair, harmonious and safe environment for the whole community to enjoy.

This document along with the Code of Conduct provides us the direction in doing so.

1.2 Junk Mail and Door-to-Door sales

To maintain security and to ensure you are not disturbed by unwanted visitors, or inundated with 'junk' mail, we do not allow soliciting, either door-to-door or otherwise, from outside contractors, and/or other Lifestylers in the Village, or service providers in the Village unless it is an approved service or partner of Providence Lifestyle.

1.3 Whilst You're Away

If you're going to be away for more than a few days, please advise Village Administration to assist with security and Village maintenance.

Use of a house sitter is allowed, however Lifestylers are required to arrange a Village Managers meeting prior to confirmation.

1.4 Facilities

In order to create a fair environment for our Lifestylers, we have established a set of rules and obligations which set the standard for how the facilities should be cared for and left in good order for others to enjoy. Use of all Village facilities is at Lifestylers risk.

1.5 Safety and Orientation tour

Upon moving into your new home, Village Administration will provide you with a safety orientation tour which takes you through the correct use of facilities and your rights and responsibilities in order to make the most of all the resources at your disposal.

1.6 Use of Facility Bookings

If you have a particular function in mind for any Village facility, it's very easy to book. To make a booking, just collect a Use of Facility application form from Village Administration. Village Administration will promptly confirm the facility's availability with you.

1.7 Smoking

Providence Lifestyle supports a smoke-free environment within all Village facilities.

Smoking is not permitted within five metres of the Village facilities.

1.8 Firearms

No unlicensed firearms are permitted to be kept in the Village. Licensed Firearms need to be registered with all related documents approved and kept on file by administration. Any permitted firearms are to be stored in an in-home safe also approved by administration.

2. Clubhouse

2.1 Clubhouse

The Clubhouse facilities are provided for use and enjoyment of Lifestylers who join our Providence Lifestyle Club for only \$1.00.per year and approved Providence Lifestyle employees. Approved Providence Lifestyle employees are carefully selected to ensure Lifestylers rights are respected and Lifestylers have priority access to all facilities at all times.

The Clubhouse is considered an extension of your home and is provided for the enjoyment of Lifestylers, along with their family and friends. All facilities except for the gym and hobby workshop maybe used by relatives and visitors provided Lifestylers are in attendance at all times. Lifestylers have priority over relatives, visitors and approved Providence Lifestyle employees to use the Clubhouse facilities.

If the last to leave the facilities, Lifestylers are to ensure that all the doors and windows are locked, the required electrical appliances are turned off and any alarm is set where appropriate.

2.1 Kitchen

The clubhouse kitchen is for use by Lifestylers, caterers and approved Providence Lifestyle employees. All functions that require use of the kitchen are to be booked with Village Administration prior to use to ensure availability.



The kitchen must be left clean, tidy and in the same state as prior to use. All cutlery, crockery or utensils must be washed and stored after use.

2.2 Stage and Function Area

The stage and function areas are for use by Lifestylers, caterers, approved Providence Lifestyle employees and invited performers. All functions requiring the stage or function areas are to book with Village Administration prior to their use.

2.3 Pool Tables, Dart Boards and Bars

The pool tables and darts boards are for use by Lifestylers, their relatives and visitors over the age of 15 years and approved Providence Lifestyle employees. Lifestylers may bring their own drinks for consumption in the bars. Lifestylers are responsible for themselves, their relatives and visitors adhering to the Liquor Control Act 1988.

2.4 Outdoor Entertaining Areas

The outdoor entertaining areas, including the terraces and BBQs, are for use by Lifestylers, their relatives and visitors, approved Providence Lifestyle Village employees and caterers.

All functions of greater than 20 people are to be booked with Village Administration prior to use.

All areas used are to be left clean, tidy and reset to the pre-function layout.

2.5 Noise Policy

To ensure Lifestylers enjoy the clubhouse facilities without unreasonably affecting the quiet enjoyment of other Lifestylers the following procedures are to be adhered to.

- Prior to 10pm functions/ gatherings are permitted in the open area of the clubhouse or in the clubhouse with the doors and windows open.
- After 10pm the function/ gathering "unreasonable noise" is to be confined to inside the clubhouse with all external doors and windows closed.
- Any "unreasonable noise" is to cease at midnight.



3. Sporting Facilities

3.1 Bowling Green

The bowling green is for the use and enjoyment of Lifestylers, their accompanying visitors and approved Providence Lifestyle employees.

No food, drink or cigarettes are permitted on the playing surface.

The bowling green is not to be used for other activities.

All Lifestylers and those who accompany them to play bowls on the Bowling Green rinks should ensure they wear appropriate footwear, observe at a minimum a sensible application in the use of the bowls and, if required, are supervised thoroughly

4. Leisure Facilities

Hobby Workshop

The Hobby Workshop is for use by Lifestylers only on the following conditions:

- A safety orientation is to be completed prior to use.
- Hobby Workshop entry is at Lifestylers' own risk.
- Use of the Hobby Workshop with a "buddy" is encouraged to assist in the event of an emergency.
- Prior to use, equipment donated to the Hobby Workshop is to be checked by the Workshop Coordinator that it meets Occupational Safety and Health standards (e.g. electrical equipment may need to be tagged).
- The Social Club is responsible for any charges incurred in commissioning and maintaining the donated equipment. Administration is responsible for any charges in commissioning equipment purchased by management.
- Equipment and materials donated to the Hobby Workshop are for the use of all Lifestylers.
- The Hobby Workshop area is to be left clean and tidy.

5. Your Home

5.1 Homes

Each home in the Village, though personalised, has been designed to provide a consistent overall appeal to the Village aesthetics. This adds to the character of the Village and reflects the harmony of the community.

5.2 Home Maintenance

The attractiveness of your home is strongly influenced by the overall standard, neatness and appearance of all homes and streetscapes. It is therefore imperative that all homes are maintained to a standard as identified in the lease agreement and that tools of trade or domestic goods, if visible from the street, do not negatively affect the amenity of the Village or a neighbour at the discretion of the Village Manager.

Lifestylers are responsible for the removal of all rubbish, including green waste, not collected during the weekly domestic rubbish collection.

For assistance with faults or maintenance work that is not your responsibility, please complete a Maintenance Request form, available from Village Administration.

5.3 Contractors

Lifestylers enlisting the services of contractors for work in or around their home are required to ensure the contractor is:

- Licensed to do the work;
- Responsible for rectifying any damage they cause around the home and Village;
- Covered by a comprehensive public liability insurance policy relevant for the work;
- Compliant with Occupational Safety and Health standards.

All work undertaken in or around the home must be to a professional standard. The work must not unnecessarily impact on the quiet enjoyment of other Lifestylers.

5.4 Insurance

Home building insurance is provided by the landlord, however your personal contents insurance is your responsibility.

5.5 Flags, Flag Poles, Other Elevated Items

Flag poles are limited to the central facilities of the Village and if installed are expected to fly in accordance with 'Official Flag Protocols'. Refer to: www.pmc.gov.au/government/australian-national-flag/australian-national-flag-protocols

Other Items

The placement of any other elevated item on any infrastructure which is part of the home or site is not allowed, other than selected items at the discretion of the Village Manager.

5.6 Mail

Australia Post delivers mail directly into the allocated mail boxes. A card should be placed in the mailbox for any large parcels which can then be picked up from the location on the card. Lost or incorrectly addressed mail or parcels are the responsibility of Australia Post.

Distribution of newsletters, flyers or any other material is to be approved by Village Administration prior to delivery to the mail boxes or homes.

5.7 Rubbish Bins and Collection

A bin for general household rubbish is provided for each home and is to be kept out of view from the street as much as possible. Bins are to be lined with a bin bag, kept clean and free from odour and placed at the front verge on rubbish collection days.

Bagged rubbish must remain inside the bin for collection.

Facilities for recyclable waste such as aluminium cans, plastic bottles and cardboard will be provided.

Disposal of hard waste such as refrigerators, washing machines, ovens and other household items etc., are the responsibility of Lifestylers.

5.8 Special Events

Decorations on the exterior of homes, in the Club House or for any common area can be approved for special events like Christmas Day and Australia Day by the Village Manager. Any installed are to be removed within 10 days for Christmas Day and 48 hrs for other events.

6. Pets

Well-trained pets are welcome. However, to ensure that the interests of the whole community are met, Lifestylers need to seek prior approval from Village Administration. Pet Policy application forms are available from the Village Administration.

Approved pets may include dogs, cats and birds.

6.1 Dogs

Within the Pet Policy, dog owners agree to ensure their pet:-

- Remains on a lead outside the home and agree to clean up any waste from, or mess created by, their pet immediately.
- Does not disturb the quiet enjoyment of neighbours or other Lifestylers;
- Is not in or around the clubhouse and/or recreational facilities.
- Lifestylers are required to sign a Pet Policy acknowledging acceptance of the conditions applying to pets and animals.
- Lifestylers who anticipate "babysitting" a pet require prior written approval from Village Administration and are required to adhere to the Pet Policy.
- Lifestylers who wish to use a Pet Babysitting service are required to arrange a Village Managers meeting prior to confirmation.
- Dogs cannot be left in backyards when Lifestylers are not home if the dog has a tendency to bark and disturb neighbours.





- Owners of noisy dogs will be asked to either control the dogs barking or have their dogs de-barked or find them another home.
- Dogs that are found roaming the Village will be collected by the Shire Ranger.

6.2 Visitors' Dogs

Visitor's dogs are permitted within the backyard of your home. However, they are not permitted within the Village grounds. You are welcome to dog-sit a pet with prior application and approval from Village Administration.

6.3 Cats

Cats are not permitted to roam around the Village. Cats must remain inside the Village homes or within the confines of an approved cat run by Village Administration.

Cats that are found roaming the Village will be collected by the Shire Ranger or cat haven to minimise any damage to the local ecology.

6.4 Birds

Birds kept inside the home or an outside aviary must not disturb neighbours quiet enjoyment. The size and location of aviaries, and the number of birds in them, must be approved by Village Administration. Wild birds must not be fed by Lifestylers.

7. Visitors

Naturally, relatives and any other visitors you wish to invite are welcome to your home at any time. Lifestylers are completely responsible for the actions and behaviours of their guests and contractors, including disruption or damage they may cause to the Village or its facilities.

Should guests stay with you, please ensure Village Administration is aware so that unfamiliar faces are made to feel welcome. It is important that you guide and direct your guests in the event of an emergency.

Visitors should be accompanied by Lifestylers. All visitors have access to many Village facilities. However, in the interests in providing you with privacy and preferential access, certain facilities are exclusively for the use of Lifestylers and approved Providence Lifestyle staff.

These facilities include:

- Hobby Workshop
- Gym

Lifestylers are required to notify Village Administration in advance when relatives or visitors are to stay in the Village for more than three days or over public holidays.

Please note relatives and visitors can only reside in the Village when the Lifestyler is also residing in the Village. There is a charge for visitors staying more than six weeks and additional fees may apply for relatives and visitor's staying during a peak holiday period.

Peak Holiday Period means days that fall within School Holidays, Public Holidays or one day either side of a public holiday.

8. Vehicles and Parking

8.1 Vehicle Speed Limit

For the safety of Lifestylers and their visitors, the speed limit is 8kmh on all roads in the Village. The speed limit is a shire regulation which carries a \$300 fine for speeding. Vehicles are not to be used:-

- In a manner that could concern or be a danger to others;
- By an unlicensed driver in the Village (this includes learner drivers);
- To give driving lessons in the Village;
- To create avoidable excessive noise.

All directional and road signs within the Village are to be followed at all times.

All motor vehicles are required to be registered, in a roadworthy condition. Village Administration reserves the right to ask for appropriate documentation.

Lifestylers are asked to remove any vehicles within 24 hours of receiving notice to do so from Village Administration.

8.2 Bicycles

Use of bicycles are permitted in the Village provided that the 8kph speed limit is adhered to, they are not used on pavements or walkways or through ways, and the quiet enjoyment of others is not adversely affected. Children are to be accompanied and supervised by a Lifestyler.

8.3 Parking

Parking is permitted only in designated areas. Vehicles parked in driveways should not be within one metre of the road, to avoid blocking the view of other vehicles. Likewise, 'vehicles' cannot be parked on the road verge, in front of homes or on other non-designated parking areas.

Caravans or trailers should remain hitched to the vehicle to enable them to be moved quickly, if required, when loading or unloading.

Caravans, trailers and motor homes are allowed, for a maximum of 24 hours, to unload and load when parked in the front of a home or in a parking bay.

Vehicles may not be left for longer than one day in the designated visitor parking bays without permission from Village Administration. This does not apply to health support service vehicles.

8.4 Visitor Bays

Visitor parking bays are available within the Village. To ensure all visitors are treated fairly, please discuss with Village Administration if a space will be required for longer than a day, as a more practical solution may be offered.

8.5 Parking on your Village Site

To avoid congestion, promote safety and maintain a tidy Village, Lifestylers require permission before parking boats, trailers, caravans, or more than two cars on the residential site.



9. Gardens

9.1 Gardens

Providence Lifestyle Village's responsibilities for gardens include:

- Initial installation of all gardens
- Replacement of dead plants in common areas and community landscapes
- On-going maintenance of common areas and community landscapes
- On-going maintenance of reticulation of common areas and community landscapes

Lifestylers' responsibilities for their gardens include:

- On-going maintenance of all gardens and reticulation on the residential site
- Abiding by the water wise and nutrient wise garden guidelines for the Village.

If a garden is below an acceptable standard and the home owner has not responded to a rectification works order within 14 days the Village Administration staff will complete the work and the home owner shall pay the hourly rate along with any additional associated costs for the work to be completed.

Please report any garden reticulation system damage or malfunction to common areas and community landscapes to Village Administration as soon as identified.

Garden waste may be disposed of in the weekly general rubbish collection. Disposal of excess garden waste is the responsibility of the Lifestyler.

9.2 Changes to Lifestylers Gardens

The gardens are designed so that no additional planting or paving changes should be necessary.

If changes are required, Lifestylers are to consult Village Administration before changes are made. This ensures the Village Policy is maintained and reticulation appropriately managed.



Any changes made by the Village Care and Maintenance Team to planting, reticulation and paving are at the Lifestylers cost.

If in doubt about any aspect of your garden, please discuss with Village Administration so that together an environmentally sustainable garden can be maintained.

9.3 Trees

Trees are a valuable asset in the Village, maximising Village appeal and creating welcoming shady streetscapes. The Village has a policy of retaining trees wherever possible, planting and caring for trees in the Village and may plant additional trees in the Village from time to time. Village Administration will generally not agree to move, remove or alter trees, other than where Village Administration considers it would be dangerous not to do so.

Village Administration is not responsible for any leaves or other items dropped from trees in the side and back gardens; it is the responsibility of the Lifestyler to clean leaves and such other items from their site and from the gutters of their home.

Village Admin have a tree management process carried out on a regular basis.

Trees and shrubs planted by Lifestylers are the responsibility of the Lifestylers.

Village Administration is not responsible for any damage caused to Lifestylers property as a result of tree debris or falling branches. Lifestylers should ensure that their property insurance policy covers them for these events.

9.4 Existing Mature Trees

Retaining mature trees maximises the benefits to Lifestylers, the Village and the environment.

All mature trees are inspected regularly and any pruning or care of the trees is Village Administration's responsibility.

If you are concerned about these trees please consult Village Administration.

9.5 Street & Community Landscape Trees

The Village Care and Maintenance Team is responsible for the care of common street areas and community landscaping.

9.6 Lifestylers Garden

Lifestylers are responsible to maintain all gardens on their site to a neat and tidy standard comparable to the common areas of the Village.

Should the gardens on the site fall below the required standard, then the lifestyler may be issued a notice to address the standard of the gardens. If still not addressed to the required standard, then Village Administration will have the work completed at the Lifestylers cost.

9.7 Lawn in Rear Yards

The planting or laying of lawn in the rear yards of homes is not permitted. Artificial lawn is permitted with permission from Administration.

9.8 Garden Maintenance

Village Administration maintains common areas between homes and all community landscapes. This ensures that all community landscapes present a common theme to maximise Village appeal.

Swales

The swales are designed for plants only, so they can contribute to stormwater management therefore no ornaments are to be placed in the swales.

9.9 Pot Plants & Climbing Plants

Plants that are not water wise Western Australian plants may not be planted in the ground. This ensures water wise and nutrient balanced gardens that enrich and celebrate the local environment and support birds, butterflies and other local fauna.

Other plants are welcome in pots, including herbs, vegetables and climbers.

Plants in pots may be placed on the front veranda decks, and the rear paving areas provided they are

hand watered. Pot plants are not to be placed directly onto the ground and must stand on bricks or a slab so that roots and nutrients don't eventually work their way through into the garden.

Hanging pot plants may be hung on back patios but are not to be hung in carports or on front verandas

Pot plants placed on front veranda decks and climbing plants within view of the street should complement the gardens and must be maintained to a neat and tidy standard comparable to the standard within the Village. Climbing plants may be put on free standing screens and not on boundary fencing.

9.10 Mulching

Mulch helps maintain the moisture in the ground and is an important part of conserving water and reducing weeds. Village Administration takes care of the mulching on community landscapes. Environmentally friendly mulch is used to minimise overloading the soil with nutrients.

Lifestylers are responsible for mulching the gardens on their site.

9.11 Reticulation

Each home is provided with its own reticulation system for the gardens installed on each site.

The system is run off the scheme water supply at each home and Lifestylers are responsible for the cost of the water and ensuring the system is running properly to maintain healthy gardens.

9.12 Work Requests

Requests for maintenance and repair work in homes, gardens and community landscapes are to be requested by completing a Maintenance Request form available from Village Administration.

9.13 Pesticides, Herbicides (weed killers) and Fungicides

Consult with Village Administration before using any products such as pesticides, herbicides and fungicides. Incorrect use can damage gardens and Lifestylers are

responsible for the replacement costs. The spraying of these products may also effect neighbours and have potential to cause allergic reactions.

9.14 Plant List

Before purchasing plants Lifestylers are requested to consult with Village Administration for ideas on suitable plants.

9.15 Gardening Alterations

You can make changes to your garden design and plant selection at your own expense. Simply consult Village Administration and they will advise you on your options.

9.16 Vegetables and Fruits

Vegetables and fruits may be grown in the rear of the home, provided that the beds are sealed or contained to prevent the leaching of fertilizers or chemicals into the ground water.

9.17 Garden Ornaments and Fairy Lights

Garden ornaments or window boxes may be placed in your front garden, but please ensure they are sympathetic with the overall streetscape. Village Administration reserves the right to ask Lifestylers to remove ornaments or fairy lights that negatively impact on the streetscape aesthetics. We understand that this is a subjective topic and reserve the right to be the authority if there is a difference in views. No ornaments or other items are allowed to be placed in common areas, vacant sites or those areas covered by mulch other than that done by Village Administration. Over time we have come to understand that an overarching consistency of a Village aesthetic is better for speed of re-leasing and overall community harmony. Respecting individuality and community is a delicate balance.

9.18 Powered Garden Equipment

Excessive use of any powered garden equipment that would disturb the quiet enjoyment of Lifestylers is not allowed. Using them for short term use i.e. to clear paved areas of leaves, would be acceptable.





10. Village Forums

We facilitate regular Forums in the Clubhouse. The Forum was created to provide a friendly, open platform for communication between Lifestylers and Village Administration. Matters raised at the Forum relate to general issues that affect the community and the overall experience of living in the Village.

See Appendix C - Forum Etiquette and Guidelines.

11. Village Liaison Committee

In addition to the Village forums, a Village Liaison Committee is elected annually and provides an effective avenue for consultative communication on behalf of Lifestylers with Village Administration.

The Village Liaison Committee is consultative and advisory by nature. It works co-operatively with and makes recommendations to Village Administration regarding the development and implementation of Village policies.

12. Emergencies, Faults and Safety

12.1 Occupational Health & Safety

It is important that staff, Lifestylers and contractors collectively, adhere to the OHS requirements while in the Village.

An important item worth mentioning is home installation during the Village development phase. If homes are being moved into position with cranes in a designated area, there is a requirement for Lifestylers in surrounding homes to vacate their residences for a short time. Advance notice is provided to Lifestylers to limit any inconvenience.

12.2 Emergency Procedures

Lifestylers' responsibilities

Each Lifestyler must ensure they understand the Village emergency procedures, as outlined in the Emergency Manual, and also participate if required in any fire and emergency drills organised by Village Administration.

In the home

Lifestylers are responsible for ensuring all domestic goods stored on the residential site or in the Village home do not constitute a health or fire risk and for calling emergency services if there is an emergency in their home. After calling emergency services and providing the site number, please contact Village Administration or one of the Village Wardens for assistance.

In the Village

In the event of a Village emergency, procedures as described in the Emergency Standing Orders as sent to Lifestylers will be applied.

Nominated Village Wardens will assist Village Administration and Emergency Services to co-ordinate emergency procedures, including evacuation if necessary.

Any Village emergencies are to be reported to Village Administration and/or the Village Wardens as soon as possible. All phone numbers are available from Village Administration and have been provided to you as part of the Village handover (see Appendix A). A list of Village Wardens, with telephone numbers, is available on the Clubhouse notice board.

12.3 Internal Home Faults

Faults with equipment installed in the home from fair wear and tear are to be reported to Administration for attention. Faults from user error, abuse or damage are the responsibility of the Lifestyler to repair. Inside your home will be equipment manuals supplied by the manufacturers. Please keep these manuals in a safe place. These manuals include product, warranty and service information.

12.4 Power Outages

In the event of a power outage, the entry gate will revert to battery backup and automatically move to the open position.

12.5 Maps & Assembly Areas

A map showing the Emergency Assembly Areas, together with the location of fire extinguishers, is displayed in the Clubhouse and is available from Village Administration.

13. Security and Gates

13.1 Security

The Village is designed to provide a comfortable, safe and secure environment for all Lifestylers. The Village is protected by gated entrances, video surveillance and perimeter fencing.

Visitors can gain access via a coded key pad at the front entrance gate linked to an individual homes telephone landline.

All vehicles entering the Village through the front gate are recorded by the video surveillance camera. Any concerns with security or incidents in the Village are to be reported to Village Administration as soon as possible and within four days to enable the surveillance system to be checked.

Lifestylers are issued with an access Fob which will allow access to the Village via the main gate or pedestrian gate within the perimeter fence. This access fob is not to be given to or used by any other person without notifying Village Administration.

A register of all issued access fobs is held by Administration.

Administration does not provide a service to open the gate for visitors and guests.

Damaged or lost Access Fob's are the Lifestylers responsibility to pay for replacement.

Neighbourhood Watch is encouraged throughout the Village.



13.2 Private CCTV

Any private CCTV installed into or onto a Lifestylers home requires approval from Village Administration to ensure that there is no breach of privacy to surrounding neighbours.

14. Village Administration and Operation

14.1 Village Administration

Village Administration manages the Village according to:

1. Providence Lifestyle Vision and Values
2. The Residential Site Agreement
3. The Village Policy
4. The supporting documents referred to in the Village Policy

Any issues not covered by the Village Policy or Residential Site Agreement will be managed in accordance with Providence Lifestyle's Vision and Values.

Village Administration also establishes and supports community groups within the Village, as well as collaborating with community groups and individuals to distribute approved information to Providence Lifestylers.

Village Administration is open to Lifestylers 9am to 12 noon Monday to Friday excluding Public holidays. Please respect that Village Administration are "off duty" outside of office hours and during social occasions.

Village Administration strives to promote and support a harmonious relationship with all Lifestylers. This includes ensuring Lifestylers' ideas and concerns are communicated to Administration and Administration communicates its ideas and concerns to Lifestylers. This communication process is facilitated through



a range of information sharing initiatives including forums, noticeboards, newsletters, one-on-one meetings and through the Village Liaison Committee.

14.2 Village Maintenance

The Village Care and Maintenance Team manages and maintains all public open spaces and landscaping within the Village.

If you feel there is an area of the Village that requires the Village Care and Maintenance Team's attention, please complete a Maintenance Request form, available from Village Administration, and return to Village Administration for their prompt attention.

All requests for Village Care and Maintenance services are to be placed through the Administration office.

14.3 Environmental Guidelines

The Village Administration supports an ethos to improve the environment for future generations and to reduce the impact of the Village on the environment, bush land and waterways. Lifestylers are encouraged to support the Village's environmental care initiatives and participate in information sessions, workshops and hands-on activities.

Eco friendly, phosphorus free and biodegradable cleaning products including soaps and detergents are encouraged to be used in showers and for laundry washing as they help preserve our waterways and environment.

14.4 Reduce, Reuse, Recycle

To decrease the amount of waste going to landfill, Lifestylers are encouraged to reduce, reuse and recycle wherever possible.

Recycling locations for dropping off and sorting items for reuse or recycling are located in the Village.

15. Changes to our Policies

As the Village matures, and as the state and local governments introduce new laws, or change old legislation, we reserve the right to modify the Village Policy. Notice to Lifestylers regarding such changes, including consultation, will be provided prior to implementation.

16. Code of Conduct

It is a requirement of the Village Policy that the Code of Conduct is followed in relation to behaviour in the village. Please see the separate document called Code of Conduct for details which is considered part of the Village Policy.



Appendix A Emergency/Fault Contact List

Emergency Only

Police, Ambulance & Fire **000**

Faults & Emergencies

Alinta Gas **13 13 52**

LPG Gas **1800 808 526**

Water Corporation **13 13 75**
(Issues only relating to supply of water into the Village)

Water **Providence After Hours Number (to be advised)**
(Burst mains in the Village)

Western Power
Power outage to ALL the Village **13 13 51**
And Providence Lifestyle's Call Centre **Providence After Hours Number (to be advised)**

State Emergency Service (SES) **13 25 00**

Police Assistance **131 444**

Press '1' for immediate Police attendance

Press '2' to report an incident that does not need immediate Police attendance

Press '3' for general information and other matters

Village Non-Emergency

(Affecting all/majority of the Village)

Providence Lifestyle Call Centre **Providence After Hours Number (to be advised)**

In the event of a Village Emergency dial **000**.

In the event of a NON-Village Emergency, which affects all/majority of the Village, Lifestylers should contact the Providence Lifestyle Community after hours Call Centre on the Providence After Hours Number (to be advised) to report the incident.

All Lifestylers should note all the numbers above should be on Lifestylers phones.

When an outage or service interruption only affects your home (i.e. if you experience a burst water pipe or individual power failure) and you are unable to contact Village Administration, you should contact a contractor of your choice (using the Internet, Yellow Pages or your Local Newspaper). If the repair is due to an accident caused by you, then you will be responsible for the costs of the repair. If the repair is due to fair wear and tear then Village Administration will cover the repair costs providing you have not contributed to the costs by not taking reasonable action to minimise the damage.



Appendix B Communications

Administration- Liaison Committee – Lifestylers

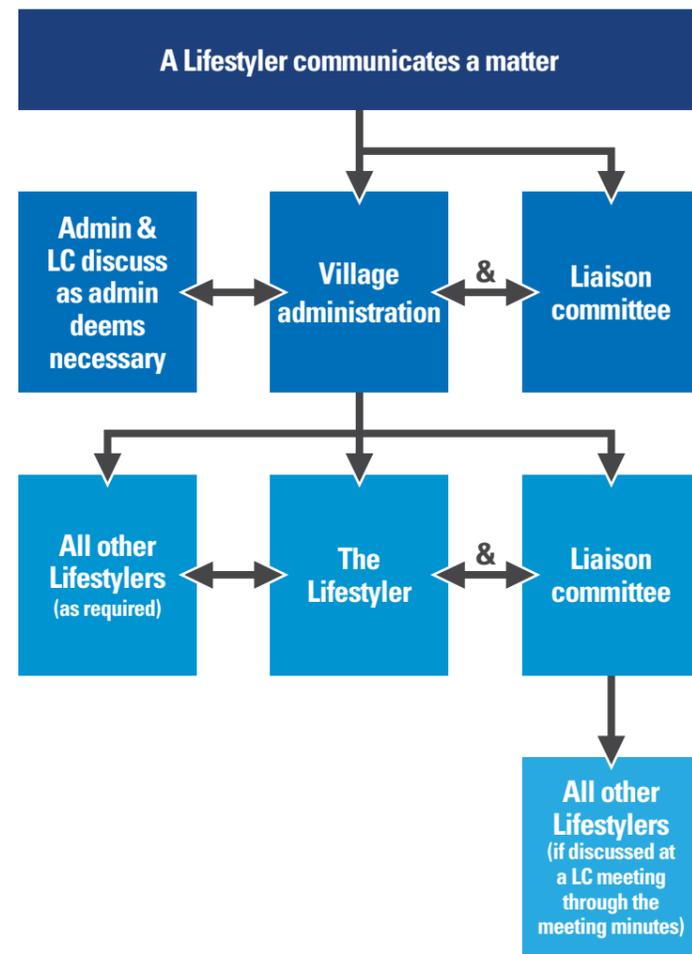
Through the Village Policy guidelines for standards of behaviour by Lifestylers, Village policies, and the development of the Village facilities and amenities, Village Administration shall communicate to the Liaison Committee as required in all matters as deemed necessary. The Liaison Committee are able to communicate to all Lifestylers as required, under Information Booklet...Park Living (Department of Commerce WA Government), and will ensure that Lifestylers are aware of their responsibilities in bringing all matters of concern regarding the above to Providence Lifestyle Administration for their attention, whilst also communicating with the Liaison Committee.

All communication from Management to Lifestylers regarding Village development will be communicated at Forums and with the Liaison Committee.

Providence Lifestyle Community Administration are responsible in dealing with all external bodies in relationship to village development and operations.

A Lifestyler can make a complaint to Consumer Protection if they have evidence or a reasonable belief that the Operator has committed an offence.

Flow of Communication



Appendix C Forum Etiquette and Guidelines

Purpose:

The purpose of the Forum is to provide a friendly, open platform for communication between Village Administration and Lifestylers.

The Forum allows questions to be asked of Administration first-hand, thereby avoiding misunderstandings that can occur from being asked second or third-hand.

The forum provides Village Administration with immediate feedback on ideas or suggestions regarding Village issues and/or to propose new opportunities or policies.

Etiquette:

Forums are chaired by the Village Manager and/or Village Director.

Items raised must relate to general issues that affect all Lifestylers. Issues specifically relating to individual Lifestylers can be dealt with Village Administration directly during office hours.

Lifestylers and Village Administration, working together in harmony in a spirit of cooperation and consideration for all parties concerned, will always achieve a better outcome for the community.

For the benefit of all, polite, courteous and constructive behaviour is expected. The Forum is not a platform for derogatory or abusive comments of behaviour. Out of order behaviour will not be acknowledged or responded to by Village Administration. Lifestylers who persist with out of order behaviour may be asked to leave.

Process:

Questions or issues to be raised at the Forum are requested to be submitted in writing one week prior to the Forum to allow Village Administration time as needed to investigate or research the required answer. This includes addressing publications or written statements of any description or any documentation which management needs to be able to adequately prepare for and address.

All written submissions for the Forum are to be signed by the submitting Lifestyler. Submissions that are unsigned or anonymous will not be discussed at the Forum.

The Village Manager will address relevant items from the previous Forum and comment as appropriate on their progress and status. Lifestylers written questions will then be addressed as new business. Lifestylers can ask questions relating to these.

Questions raised that have not been submitted in writing 7 days before the forum will be deferred to the next Forum or answered by the Village Manager at his discretion.

The date of the next Forum will be stated in the Forum notes. Forum notes will be completed and distributed usually within 14 days.

Your participation at the forums is encouraged and your cooperation is greatly appreciated.



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