

COMPLAINTS PROCEDURE

1. Principles:

- Listen and fully understand the problem.
- Apologise with empathy: no matter how insignificant the matter, it shall be taken seriously.
- Find a solution, at speed and ensure it is implemented.
- Follow through, ensure the problem is fully resolved, permanently, and that all complainants have had their concerns satisfied.

2. Complaint Resolution Procedures

The person/s who have complained should be informed of the actions being taken every step of the way, until such time the complaint is fully resolved.

Complaints shall be addressed as follows, noting that some situations will require more tailored solutions:

- (i) **Noise Management.** The source of the noise shall be located and if beyond residential restrictions the noise shall be immediately discontinued. General noise in a residential area should be minimal and should not impact other users of the building. Guest unresponsive to noise complaints face eviction. In severe cases police shall be called.
- (ii) **Occupancy.** The owner is responsible for checking each guest corresponds to the stated occupancy. Unauthorised guests may not stay the night, nor are larger gatherings permitted. Complaints involving occupancy issues shall be resolved immediately by the owner of the property, with excess persons asked to leave on the spot.
- (iii) **Behaviour.** Disorderly, threatening, abusive or anti-social behaviour to other users of the building or to neighbours shall not be tolerated at any time. For minor grievances, the guest will be notified and remedial action sought. Guests displaying more serious behaviour face eviction. Depending on the situation and specifics of the event/s behind the complaint, police intervention will be used.
- (iv) **Waste Management.** All waste shall be disposed of in dedicated bins near the garage. For complaints pertaining to waste left in common areas, the guests shall be contacted to prevent recurrence and the waste immediately removed by the property owner.
- (v) **Privacy.** The property has dedicated private zone in the form of a dedicated front balcony. This balcony is fully contained and inaccessible to other residents. The back balcony connects via stairwell to a common paved area leading to the garages. No guests shall use common paved areas for private purpose such as seating or convening, and at all times the privacy of guests using the neighbouring unit porch shall be respected. If complaints are received, guests not respecting privacy requirements shall be contacted and the grievance described along with expected behaviour to remove the complaint. If they continue, they shall be evicted.
- (vi) **Security.** The unit has security doors installed, as well as security locks on windows. The owner shall check the security of these items regularly. If a guest is leaving the garage door open, they shall be reminded to keep the garage closed when not in use. If the

HOUSE MANAGEMENT PLAN

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Complaints shall be addressed as follows, noting that some situations will require more tailored solutions:

- (viii) Noise Management. The source of the noise shall be located and if beyond residential restrictions the noise shall be immediately discontinued. General noise in a residential area should be minimal and should not impact other users of the building. Guest unresponsive to noise complaints face eviction. In severe cases police shall be called.
- (ix) Occupancy. The owner is responsible for checking each guest corresponds to the stated occupancy. Unauthorised guests may not stay the night, nor are larger gatherings permitted. Complaints involving occupancy issues shall be resolved immediately by the owner of the property, with excess persons asked to leave on the spot.
- (x) Behaviour. Disorderly, threatening, abusive or anti-social behaviour to other users of the building or to neighbours shall not be tolerated at any time. For minor grievances, the guest will be notified and remedial action sought. Guests displaying more serious behaviour face eviction. Depending on the situation and specifics of the event/s behind the complaint, police intervention will be used.
- (xi) Waste Management. All waste shall be disposed of in dedicated bins near the garage. For complaints pertaining to waste left in common areas, the guests shall be contacted to prevent recurrence and the waste immediately removed by the property owner.
- (xii) Privacy. The property has dedicated private zones in the form of ground floor front and back porches equipped with privacy lattice screens. The front porch is fully contained and inaccessible to other residents. The back porch connects to a common paved area leading to the garages, and is next to the porch of Unit 2 (separated via privacy screening). No guests shall use common paved areas for private purpose such as seating or convening, and at all times the privacy of guests using the neighbouring unit porch shall be respected. If complaints are received, guests not respecting privacy requirements shall be contacted and the grievance described along with expected behaviour to remove the complaint. If they continue, they shall be evicted.

- (xiii) Security. The unit has security doors installed at front and back, as well as security locks on windows. A safety gate down the western side of the building shall be kept closed at all times, as should the garage door in the communal garage block. The owner shall check the security of these items regularly. If a guest is leaving the garage door open, they shall be reminded to keep the garage closed when not in use. If the problem persists, use of the garage shall be discontinued and access to the property shall be restricted through the common garage access door.

- (xiv) Emergency response. All neighbours have the email and mobile phone number of the owner, 0400363362, which is available 24/7. The owner shall ensure immediate response to emergency complaints (e.g. fire, water pipes, storm damage, general damage, safety, disturbances etc) according to the principles outlined in Section 1 above.

FLOOR PLAN
4/12 JOHN ST, COTTESLOE

