



BaptistCare Community
Housing Program
Tenant's Handbook

GIMBAWALI PLACE

1 Martins Lane Carlingford NSW 2118

*Because
we care*



Welcome to BaptistCare Community Housing Gimbawali Place

This handbook is designed to make your tenancy successful and to help you settle into our community.

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The story behind the name

Gimbawali is a Darug word from the Darug people, the traditional custodians of the land.

Gimbawali means stars/light/guiding home.

The three building names are also Darug names, they are:
Yudi (to escort/or to see home), **Birrung** (stars) and **Nura** (country).

Together they mean:

‘Everyone is welcome, under the stars, on Country’.

This community is one of belonging and welcome, and we’re excited to have you here.

A smiling woman with long dark hair, wearing a white t-shirt and blue jeans, is leaning over a large cardboard box. A young boy with short dark hair, wearing a blue shirt, is sitting inside the box and pointing his finger upwards. The box has a green and yellow patterned design on its side. The background is a bright, modern interior with a white wall and a yellow cushion.

Introduction

Welcome to BaptistCare Community Housing Gimbawali Place.

This handbook is designed to make your tenancy successful and to help you settle into our community.

Housing Models

BaptistCare Community Housing has a number of types of housing, with different sources of funding, which have their own criteria, eligibility and duration of tenancy. Each site follows the BaptistCare Housing policy; however, there may be some differences due to design and location of the housing. Your local Housing Manager will provide you with details of any program guidelines applicable to your property, and local information is contained in your Welcome Package.

Social Housing

BaptistCare provides Social Housing for seniors and single parent families. BaptistCare has strong links to a wide range of support services that may meet your needs.

Affordable Housing

Affordable Housing allows single parent families and seniors to have affordable accommodation whilst working. Self-funded retirees may also be eligible.

Seniors Housing

Applicants are eligible for Senior Community Property if they are aged 55 years and over, or 45 and over if Aboriginal or Torres Strait Islander.

Single Parent Family Housing

Applicants are eligible for Single Parent Family Housing if they are a household consisting of one adult only with the child/children whom they have primary parental or care responsibility.

Department of Community and Justice Housing (DCJ) Pathways Applicants

If you are allocated a property, we will notify DCJ that you have become our tenant. Your name will be removed from their waiting list.

Tailored Support Needs

The Tailored Support Coordinator will meet with you within 6 weeks of your intake to conduct a Tenant Needs Assessment for you (and your children if living with you), and together we will develop a Support Plan that assists you in sustaining your tenancy and will meet your current needs. This assessment will occur annually. All information collected is confidential and de-identified when meeting our funding reporting requirements. All children aged 12 and over will have their own Individual Needs Assessment and Support Plan completed.

BaptistCare Policies

BaptistCare has policies and procedures in relation to the different housing programs. More details are available on the BaptistCare website, www.baptistcare.org.au or ask your Housing Manager at the local Housing Office on site.

Rights & Responsibilities

Your Rights

As a tenant, you have rights and obligations under the Residential Tenancies Act 2010, outlined in your lease. BaptistCare also believes you have the following rights:

- To be treated with respect.
- To be fully informed of your entitlements and have access to information you require.
- To lodge complaints or appeals without discrimination.

Your Responsibilities

You also have a responsibility to abide by the terms and conditions of your tenancy agreement which include:

- Sign and return the agreement and completed Premises Condition Report as requested, within 7 days of receipt.
- Respect neighbours and staff.
- Ensure your visitors also respect everyone and the property.
- Pay the costs for electricity, telephone, gas, water and internet, and any other additional charges.
- Ensure your rent is paid on time and kept 2 weeks in advance.

- Notify the landlord of any change in circumstances that may affect the way you pay rent.
- Maintain the dwelling in a clean state. If you are residing in a villa or unit, you must cooperate with neighbouring tenants to keep the common areas clean and tidy.
- Meet the cost of repairing any damage (excluding fair wear and tear) caused by you or any visitor you invite or allow onto the premises.

Confidentiality & Privacy

When you signed your lease, you were given our 'Safeguarding Your Privacy' brochure, which outlines all the ways we protect your privacy. We only retain information that is relevant to your tenancy, such as your application, rent records, and any correspondence or data as required by a funding body. If you want us to discuss your tenancy with someone else, then you need to complete and sign a 'Disclosure Consent' form that gives approval for us to do this.

You can, at any time, ask to see any file to do with your tenancy. We will readily provide the information. Our staff are not allowed to discuss your tenancy with anyone outside of the office, unless they have your permission. Sometimes we can be required by law to provide information about our tenants, e.g. to Centrelink, the Police or the Courts. In these situations, we have no alternative but to supply the information we have.

Tenant Participation & Activities

BaptistCare Community Housing facilitates social activities and encourages social inclusion. The Housing Manager will provide you with more details of what's on via regular newsletters and flyers.

Tenant Satisfaction & Feedback

We want to hear from you if you have suggestions about how our services can be improved. We would especially like to hear from you if you are not satisfied with the services we are providing. Once a year, we will send you a survey as we value your feedback. We ask that you complete this survey and return it to us in the stamped self-addressed envelope that will be provided. After the survey, we will prepare a report on the feedback which will be posted to every tenant. If you have an idea, suggestion, complaint or want to talk to us, don't wait for the survey, drop in and see us or ring at any time.

Making a Complaint

Our aim is to provide a high quality, professional service to our tenants. Where you consider we have failed to do so, you have every right to make a complaint. Most importantly, you have the right to make a complaint without fear that you will be discriminated against or victimised or that the service we provide to you will be affected in any way. Minor complaints will mostly be resolved quickly by simply contacting one of the staff at the office and discussing the problem. When this is unsuccessful or it is not appropriate, you can lodge a written complaint with the Housing Group Manager who will investigate the complaint and contact you. More information is available from your local office or <https://baptistcare.org.au/have-your-say>

Appealing Housing Decisions

Our staff are always willing to discuss, explain and review any decision we make which affects your tenancy with us. An appeal can be made in regard to any decision made by a staff member. Matters you can appeal include rent assessments, rehousing applications, water usage or any other charges made, and maintenance plans for your property.

If a matter cannot be resolved with your local Housing Manager, you are entitled to make a formal appeal. Formal appeals should be made in writing and addressed to:

**Housing Group Manager
Community Services & Housing**

PO Box 7626
Norwest NSW 2153

Phone: 1300 275 227

Email: ask@baptistcare.org.au

Website: www.baptistcare.org.au

There are selected matters that if you are unhappy with the outcome of an appeal to BaptistCare, you can lodge a second level appeal with the Housing Appeals Committee. Contact details for the Housing Appeals Committee:

Office:

5-6 Ground Floor
1-7 Elsie Street
Burwood NSW 2134

Postal Address:

PO Box 1030
Westfield Burwood NSW 2134

Free call: 1800 629 794

Phone: 02 8741 2555

Website: www.hac.nsw.gov.au

Visiting Your Property

BaptistCare Housing staff may inspect your property up to 4 times per 12 months. BaptistCare can also access your home once a year to evaluate the property and to carry out planned maintenance. For planned maintenance or property inspections you will be given at least 7 days' written notice, by either letter, SMS or email. If you report a maintenance issue, the tradesperson will contact you prior to visiting so that you know to expect them. If you are not at home when a tradesperson arrives for an arranged visit, you may be charged for the call-out fee. If you cannot be home for the tradesperson, either reschedule or, if during business hours, ask staff to arrange access. Always check their ID, and if in doubt ring the office. The only occasions where notice may not be given is in an emergency or where we have obtained a legal order that allows us to visit the property without notice.

Rent

Change of Circumstances

During your tenancy, your circumstances may change and your housing needs will be different. If your household increases, you will need to apply for any additional tenants – this may not be approved if the proposed occupant does not meet eligibility or criteria of the funding program, or if overcrowding would be a result. If there are any changes in your circumstances that affect your housing, please contact your Housing Manager. Please note, this also includes any changes in your income.

Rent Reviews

Generally, rent reviews are conducted once a year. You will be contacted when the review is about to be conducted and you will need to submit proof of your current income, even if it has not changed since the previous review. If you do not return the rent review documents within 14 days, your rent will no longer be subsidised and you will be charged maximum market rent, at least until you provide all of the requested information.

Rent Assistance

If you are receiving a Centrelink payment you are eligible for Commonwealth Rent Assistance (CRA). When housed by community housing programs you are required to apply for the rent assistance and 100% of CRA is calculated in the rent you pay.



Rent Receipts

Rent is payable by either Centrepay or Direct Debit. Your bank statement or Centrelink entry is the rent receipt; if you require a rent statement ask your local Housing Manager who will be able to provide you with the statement.

Problems with Paying Rent

You are required to pay the correct amount of rent on time. If you are having difficulties making a rent payment, please contact us immediately. If you are 7 days in arrears we will ring/SMS you and remind you to pay your rent. If you have not contacted us to make arrangements we will visit you to discuss the situation. You will also receive written advice of the arrears. If you do not make any contact with us or if you make a payment plan and continue to breach your lease, we may have to commence proceedings with the tenancy tribunal (NCAT). This will either be to request an order from them for you to pay your rent, or an order for possession of your home. Non-payment of debts can affect your future housing.

Absence From the Property

If you plan to be away from your property for more than 7 days we recommend that you consider how to prepare your property for your absence. This includes leaving contact details with staff and the appointment of an Agent to act on your behalf during your absence. It is also recommended to request a neighbour to collect any mail, water plants and generally look out for your property. For short absences, less than 7 days, there is no requirement to inform BaptistCare, although it is helpful for staff to know that you are away for maintenance and security purposes.

Longer absences from Social Housing properties require the approval of your Housing Manager. Therefore, if you plan to be away from your property for a period of 2 or more months at one time, or frequent absences within a 12 month period, you will need to apply for approval as this is considered an extended absence.

To gain approval, you will need to:

- Apply in writing to the Site Coordinator prior to leaving.
- If approved, make acceptable arrangements for the payment of rent during your absence; including any change to income if a rent review is due.
- Ensure the property is cared for, such as collecting mail.
- Provide contact details for yourself during your absence.

- If absent for more than 14 consecutive days, provide the details of a local contact person who can act on your behalf, and who has keys to the property in case of an emergency.

The site Housing Manager will consider every application separately and will provide you with a decision, along with any notices or requirements for the period of your planned absence/s, in a timely manner.

Changes to Your Tenancy

Occupants

The Tenancy Agreement (lease) you signed clearly states on the front page how many people may live in your home. If you want to add another occupant, you need to lodge a request with your Housing Manager before you let anyone move in permanently. This is because it will affect the calculated income for your household and may therefore affect the rent you are required to pay. It may also cause your property to be considered overcrowded which BaptistCare is unable to allow. BaptistCare's Senior Housing is for persons 45 years of age if Aboriginal or 55 years and over. Housing provided for single parent families, are only allowed to have one adult occupant as per lease agreement. Therefore, any application for additional occupants who do not meet our eligibility criteria will not be approved.

Transfer or Rehousing Requests

In the future, you may find that your property no longer suits you and you may wish to seek an internal or external transfer. This may be because of:

- Ill health or medical reasons.
- Family reasons.
- Incidents supported by evidence.
- Overcrowding.
- Underoccupancy.

To apply for an external transfer you will also have to:

- Meet BaptistCare's and the Department of Communities and Justice Housing transfer conditions.
- Be up to date with rent and other charges.
- Have no current NCAT orders or serious complaints.

You will need to lodge an application for rehousing and be able to provide evidence that your existing accommodation no longer meets your household's needs. You will be responsible

for all relocation costs. If we are able to, we will offer you more appropriate housing within BaptistCare but as we have limited stock the opportunity for this is unlikely. You can lodge your transfer with DCJ Housing online or at any participating community housing providers' offices in the area to assist you to find an alternate property as soon as possible.

Emergency Rehousing

If an emergency occurs such as fire or flooding, you may need to be rehoused in temporary accommodation until a suitable property becomes available. BaptistCare will make any necessary arrangements if an emergency of this sort occurs.

Abandonment

If we believe the property has been abandoned, we will firstly check on the welfare of the tenants and if there is no one at home, and no response to messages, we will presume the property is abandoned and will lodge an urgent application to the NCAT, to reclaim the property.

Ending Your Tenancy/End of Lease

Fixed Term

If you do decide to end your tenancy, the law requires that you provide written notice of your intention to leave. The amount of notice depends on your circumstances and varies from 14 to 21 days. We do understand that sometimes this is not practical and we may be able to be flexible in some situations. Please advise your site Housing Manager of your intention to vacate as soon as you can.

Lease Breaches

You have signed a Residential Tenancy Agreement. Your responsibilities are outlined above and in your copy of the lease. Breaching the lease can result in BaptistCare Housing taking action to terminate your tenancy.

If you breach your tenancy, we will discuss our concerns with you and come to an agreement as we want to avoid eviction. BaptistCare has a 3 strike policy in regard to anti-social behaviour. BaptistCare can apply to the tenancy tribunal (NCAT) to have your lease immediately terminated if there is any aggression or abuse towards staff, neighbour's or contractors, use of illegal substances, if there are weapons or stolen goods on the premises.





No Grounds Termination

There may be occasions when BaptistCare will issue a 90 day, no grounds notice such as if the tenant no longer meets the eligibility guidelines for a specific housing program, or BaptistCare requires the property for management objectives, or in exceptional circumstances when approved by the General Manager – Community Services & Housing.

When we end a tenancy with a 90 day, no grounds notice, we would follow procedural fairness and maintain tenant rights.

Utilities: Water, Electricity, Gas & Telephone

You are responsible to connect and pay for the use of these utilities once your offer to lease has been accepted and the unit has been confirmed. You are also responsible for paying water usage charges.

MyConnect provides a free utility connection service to help you when you move. We have an arrangement with MyConnect and you will be provided with all of the forms when you sign your lease. You can also visit myconnect.com.au or call 1300 854 478 to find out your utility connection options.

Before moving in to a property remember to have the water, electricity, gas (if applicable) and phone connected in your name. Make yourself familiar with where the fuse box is and where the water mains are in case of emergencies.

Other Costs

The Tenancy Agreement states that you agree to pay for any and all damage caused by you, your family or your visitors. If these payments are not made as has been agreed, then you are in breach of the agreement and we may take action to recover these amounts. Payment plans can be arranged.

Your agreement with us requires you to report any damage to the property and therefore we ask that you notify us of this as soon as possible. Whilst we may ask that you pay for any repairs that are not “fair wear and tear”, we understand that damage can be caused through simple accidents and is not necessarily the result of neglect or vandalism. When we consider that the repairs were not the result of “fair wear and tear”, you will be told about this before we organise the work. If you are charged for any repairs, you will be sent an invoice for the work. You are asked to

pay the invoice on receipt, however if you have difficulties in paying please contact your Housing Manager to discuss the matter. You may be given the opportunity to rectify the damage yourself unless it requires a qualified trade’s person. The repair must be of professional quality.

Insurance

As a tenant, you are responsible for your contents and any contents insurance. If your property is broken into and damage has been caused, then you need to notify the Police. We cannot lodge a building damage insurance claim unless there is a report filed with the Police regarding the damage. You will need to provide an event number from the Police to us, otherwise you will be held responsible for repairing the damage, including paying any associated costs.

If you use a mobility scooter, you are encouraged to have appropriate insurances in place to cover property damage and personal injury. Additionally, you are reminded that you occupy the property entirely at, own risk. BaptistCare cannot be held liable for any and all personal injury to you, other occupants or your visitors, or loss or damage to your personal belongings arising from your occupancy of the property, or as a result of any malfunction, failure to function or interruption of any services to the property.

Looking After The Property

You are responsible for keeping the property in good condition and for all cleaning of the property, including pest treatments. Remember to return the Property Condition Report within 7 days of occupancy. BaptistCare mows all lawns for tenants and you will be notified when staff will be around. No new plants are to be added or removed from the landscaped gardens.

Property Maintenance

You are responsible for keeping the property in good condition and for all cleaning. You are also responsible for the following maintenance and other obligations:

- Keeping the premises clean and tidy,
- Regular cleaning of all interior and exterior glass surfaces of your unit, except for surfaces that cannot be accessed safely or at all.
- Not intentionally cause damage to the property,
- Notify the office of any damage and maintenance problems.

- Repair any damage caused by you or your visitors if requested to do so.
- Comply with the rules for handling and disposal of waste in the bin rooms.

Requesting Repairs

We ask you to please let staff know during office hours (Monday to Friday 10am to 4pm if any non-urgent repairs are required.

For any urgent after hours requests (plumber, electrician, locksmith, glass), please call the emergency after hours number: (02) 4220 2026. Please note that this is for urgent issues only — if the call is not considered urgent, the tenant may responsible for the call-out costs.

Alterations/Additions

Written consent from BaptistCare is required for any alterations to the property, prior to the work being done. Any alterations made without consent may incur charges to the tenant to return the property to the original condition.

Pets

Domestic pets will be permitted on a case-by-case basis with consideration given to the type of animal, if the housing unit is suitable, and if it meets the need to maintain a safe and well-functioning living environment for all occupants.

Prior to moving into the site, you will need to talk with the Housing Manager and apply in writing for permission to keep a pet in accordance with BaptistCare’s Pet Policy, which includes ensuring Parramatta City Council’s Responsible Pet Ownership requirements are met. All companion animals must be microchipped and registered on the NSW Companion Animals Register and staff may request to meet your pet prior to granting approval.

If the animal causes a nuisance or annoyance to neighbours, poses a risk of harm to people or damages property, we may revoke your right to keep the pet and require you to remove your pet. Any damage caused by your pet during your tenancy, or upon vacating your property, will be your responsibility to repair/rectify. All pets are to be leashed at all times within communal spaces as per the BaptistCare Pet Policy.

You are reminded that you must clean up after your pet.



Smoking / Vaping

The interior of all BaptistCare properties, including your unit and common areas, are smoke free-zones, therefore no smoking is permitted indoors. No smoking or vaping is allowed in any communal areas, including but not limited to children's playgrounds and barbecue areas.

You may be permitted, to smoke or vape in areas that do not affect others. However, you must ensure that the smoke does not penetrate to any other common areas or another unit causing a nuisance or hazard to others and interfering with the peace and comfort of neighbours. If there is a breach of the no smoking or vaping indoors requirement, we reserve the right to rectify any damage and clean the unit at your cost if you fail to do so in the first instance. It is also important to be aware that your visitors, guests/ other occupants, and tradespersons must abide by the same rule and not vape, smoke tobacco or any other substance indoor or in any communal areas.

Balcony Use

Barbecues

Barbecues are not permitted in any unit or balcony. Tenants are encouraged to use the barbecue located outside the Community Centre.

Laundry and Objects

Tenants are to hang clothes, sheets and any other household fabrics only on the lines provided. Hanging washing over the balcony railings is prohibited as it poses a risk of falling to the ground and injuring someone.

Balcony Gardens

For balcony gardens, tenants are to make sure that any pots won't blow over but are not too heavy for the balcony. Pots must not be placed on or over the balcony railings or structure. Pots must also be self-watering or sit on saucers so that water won't damage the balcony floor.

Appearance

You must not maintain anything visible from outside of your unit or balcony that is not in keeping with the rest of the building.

Security Cameras

For your safety, CCTV cameras have been installed in common areas including the car park, building entrances, outdoor entertainment areas and surrounding streets. All cameras have been configured to block out certain areas for privacy, and CCTV footage is only accessible by authorised BaptistCare staff. Signage has been installed throughout the site to indicate that CCTV cameras are in operation.

Quiet Enjoyment

We ask that you always be considerate of your neighbours and respect their right to quiet enjoyment of their property. You and your neighbours are entitled to quiet peace and enjoyment of your property. Therefore, you need to be considerate of others when using your TV or listening to music at a loud volume, entertaining visitors, coming home at night, failing to keep your property neat and tidy, and other activities that may intrude on your neighbours. Any noise that contravenes noise legislation is a breach of the lease. Noise ordinances designate "quiet hours" from 10pm to 7am on weekdays and from 10pm to 8am on weekends.

Supervision of Young Children

Tenants must not permit any child of whom they have control to play on common areas within Gimbawali Place, unless accompanied by an adult exercising effective control or supervision. This includes the bin rooms, car park and other areas of possible danger or hazard to children. Any child for whom you are responsible may only play in the designated play areas while under appropriate supervision.

Children Playing In Common Areas

The following will not be permitted in common areas: there is to be no use of skateboards, rollerblades, rollerskates, bicycles or scooters. In addition, there are to be no ball games played on common areas, including the car park, podium or lawns.

There is a nearby park available—Homelands Reserve, which is a 3 minute walk (250m) from Gimbawali Place (corner of Homelands Ave and Charles St).

Visitors, Relatives & Friends

You are entitled to have visitors, relatives and friends stay with you in your home unless your tenancy agreement specifically states that you may not. However, for stays more than 2-3 days you will need to advise your Housing Manager. Any visitor who stays for longer than 28 days in a 12-month period, or who stays with you on a regular basis, e.g. more than one day in each 7-day period, will be considered an unauthorised occupant and this is a breach of your lease. Unauthorised occupancy may be considered rental fraud and lead to termination of tenancy. You are also responsible for your visitors' behaviour at your property and in common areas.

Neighbour Disputes

If you do experience a problem with a neighbour, whether our tenant or not, it is not necessarily within our responsibility to intervene. We are available to discuss with you any matters that are of concern so we can work together to find appropriate responses.

If you are experiencing problems or have concerns, we suggest you try some of the following options:

- Attempt to resolve the problem with the neighbour yourself, to the best of your ability.
- Consider how other organisations may be able to assist or intervene. For example, complaints about noise or the behaviour of pets can often be effectively handled by the local Council or the Police.
- Consider mediation with the neighbour through a Community Justice Centre. If you are being harassed or intimidated, or feel unsafe, please talk to us as soon as possible.

The Site

Getting Here

Train

The closest station to Gimbawali Place is Epping Station. Alternatively, you can catch a train to Parramatta Station. Both options would require a connecting bus service from the train station to the site.

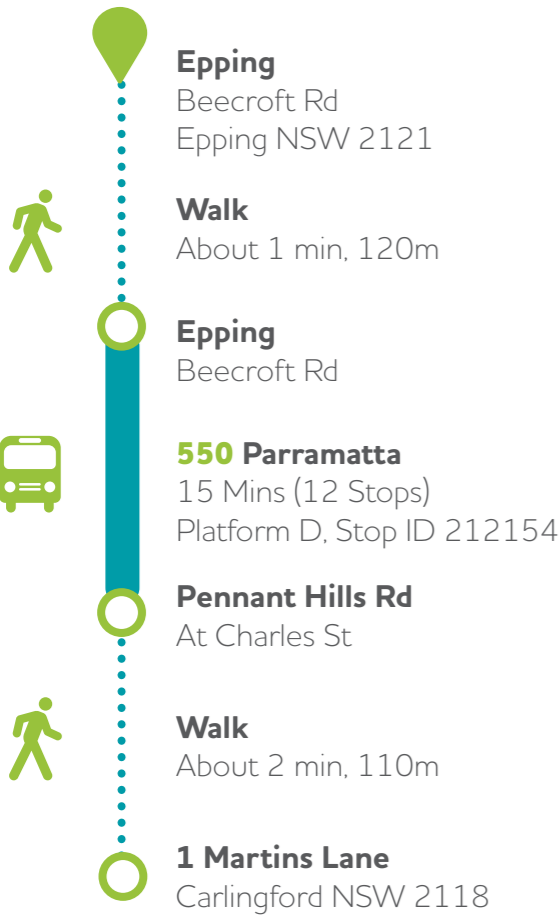
Light Rail

The Light Rail network is currently under construction and is expected to open in 2024. The route will connect Westmead to Carlingford via the Parramatta CBD and Camellia.

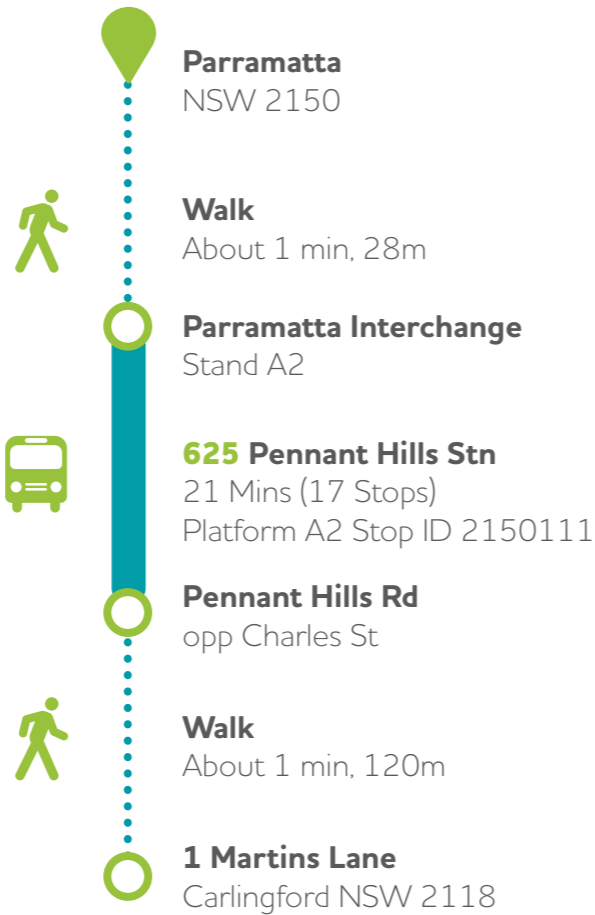
Buses

The closest bus stop to Gimbawali Place is located 110m away on Pennant Hills Road.

Bus service (Route 550) from Epping Station



Bus service (Route 550) from Parramatta Station



Address

Office:
1 Martins Lane
Carlingford NSW 2118

Your unit:
Unit #, 1 Martins Lane
"# = Unit number

Car

All vehicular access to Gimbawali Place is via Homelands Avenue and then Martins Lane. There is no vehicular access or stopping on Pennant Hills Road. Wulaba Place is a no through road.

Street parking is located along Martins Lane and Wulaba Place and is available for all tenants and visitors. There is no vehicular access to entries B and C at the site.

Taxi/Rideshare

There are 8 entries at the site, labelled 'A' through to 'H'. Tenants can refer to these Entry names when noting pick-up locations for taxis or rideshares.

Lower Ground Car Park

The lower ground car park is used by tenants who have an allocated car space, and also by staff who work at Gimbawali Place.

Bicycle

Bicycle racks are located in the lower ground car park and are available for use by tenants.

Buildings

Gimbawali Place contains three buildings, Yudi, Birrung and Nura.

YUDI BUILDING		
LEVEL	WEST	EAST
3	23-30	51-57
2	15-22	44-50
1	7-14	37-43
Ground	1-6	31-36

BIRRUNG BUILDING		
LEVEL	NORTH	SOUTH
3	85-93, rooftop terrace	
2	76-84	114-121
1	67-75	106-113
Ground	58-66	98-105
Lower Ground		94-97

NURA BUILDING		
LEVEL	WEST	EAST
2	157-162	136-141
1	151-156	130-135
Ground	145-150	124-129
Lower Ground	142-144	122-123

Office

The office is located on the ground floor level and can be accessed via street level next to the Yudi Building (Wulaba Place) or internally, through the Community Centre.

You can contact the office on (02) 8896 3988 between 10am to 4pm, Monday to Friday.

CONTACT	PHONE
Police	000
Police Assistance Line	131 444
Ambulance	000
Fire and Rescue	000
State Emergency Service (SES)	132 500
Sydney Water	132 090
Gas	1800 427 532
Electrical Outage (suburb wide)	131 388
After Hours Maintenance (BaptistCare)	(02) 4220 2026

Figure 1 Site Plan showing street parking and entry to lower ground car park

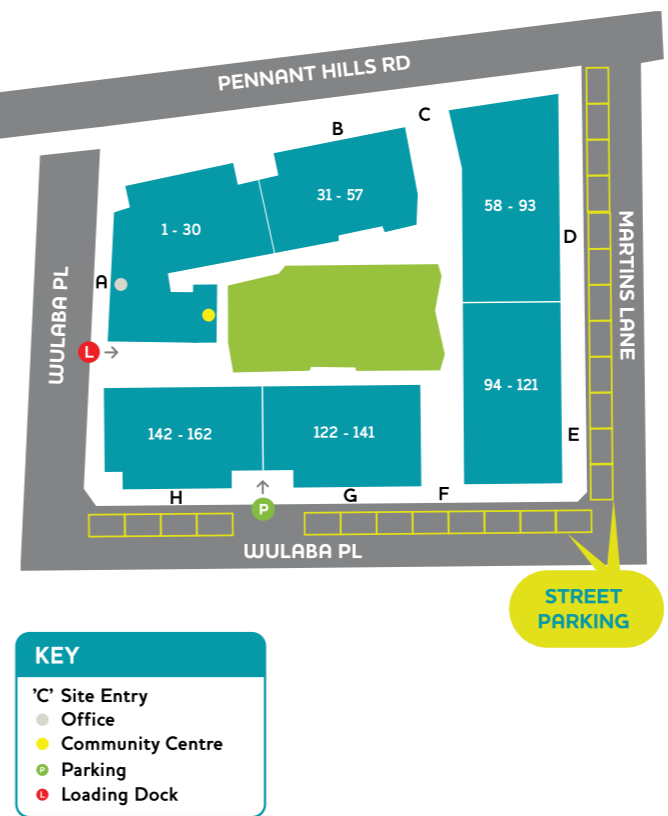
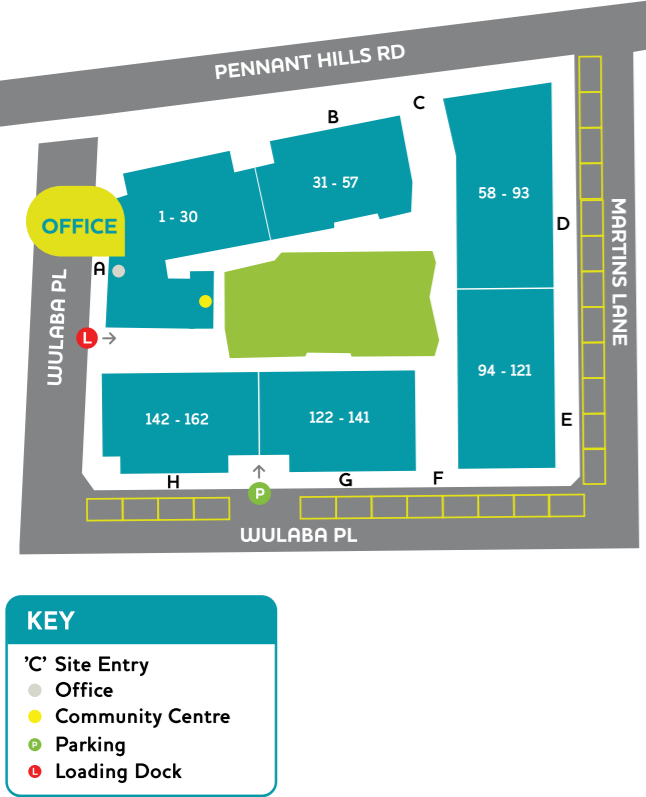


Figure 2 Site plan showing office—entry via street or internally



Mail & Deliveries

Your mailbox is located on the street level of your lobby.

Mailbox Locations

BUILDING	UNITS	MAILBOX LOCATION
Yudi	1-30 & Office	Ground
	31-57	Ground
Birrung	58-93	Ground
	94-121	Lower Ground
Nura	122-141	Lower Ground
	142-162	Lower Ground

Parcels & Deliveries

It is the tenant’s responsibility to coordinate deliveries, including food deliveries. BaptistCare staff cannot accept or sign on behalf of the recipient for a parcel or delivery.

Tenants should refer to the closest Entry name when noting delivery locations. No vehicular access or stopping is allowed at entries B and C.

The loading zone is located along Wulaba Place, next to the loading dock.

Addressing

Use the form of address in the examples below:

Residents

For Unit 2 at 1 Martins Lane	Unit 2 1 Martins Lane
	2/1 Martins Lane
	U 2 1 Martins Lane

Office

Letters to the Housing Manager are to be addressed to:

Housing Manager

1 Martins Lane Carlingford 2118

Rubbish

The local council provides regular waste and recycling collection services. Tenants are encouraged to correctly segregate and place their waste in the appropriate bins provided. There are two bin rooms on site, one on the ground floor and one on the lower ground.

The ground floor bin room will be available from late 2023.

Separate bins are provided for general waste (red), recycling (yellow) and organics (green). Tenants are encouraged to recycle paper, glass and plastics, which will reduce the amount of garbage that is disposed of in the bins. If tenants place non-recyclable material in the recycling bins, it will not be collected by the Council truck and removing contaminated bins will incur tenant charge.

Tenants are also required to keep their door entry areas clean and tidy and asked not to leave garbage in hallways or common areas. Large items such as furniture and electronic goods should not be left in the main bin room and must be disposed of by the tenant or through an organised council pick up.

Figure 3 Bin Room Lower Ground Level



Figure 4 Bin Room Ground Level



Safety

Emergency Evacuation

Fire & Evacuation Procedures

In the event of a fire within the building, the automatic alarm and sprinkler system will come into operation. When you hear the alarm sound, you should alert all occupants in your unit and evacuate the building immediately via the fire stairs.

In the event of fire or fire alarm, all lifts are programmed to terminate and discharge their current occupants at the closest level.

It is important that you familiarise yourself with the emergency exits and equipment on your floor, as well as the evacuation assembly points. Location of emergency routes vary throughout the site. On each building level, there is a specific evacuation plan to direct you the emergency assembly points.

When you move in, your Housing Manager will show you where the evacuation plan applicable to your unit is, the procedure to follow, and where the closest assembly points are. An annual emergency evacuation drill will be held. All alarms should be treated as an emergency and all evacuation procedures should be followed.

Stop Valve Locations

The stop valves for water supply are located in locked corridor service cupboards on each floor. Each stop valve is labelled with the relevant unit number. You can access your stop valve using your unit key.

If you have identified a water problem within your unit, isolate the problem by shutting off the stop valve. Once you have done this, please notify the Housing Manager, who will provide assistance.

Only the Maintenance Manager can access the stop valves for gas supply. If you have identified a gas problem within your unit, notify the Housing Manager or Maintenance Manager immediately.

Electricity Circuit Breakers

Electricity circuit breakers are located in the kitchen cupboard above the oven in your unit. There are also isolating switches located in the kitchen for the refrigerator, oven and cooktop.

Access Control

Make sure you always carry your unit key and key fob when travelling around the site, as certain areas can only be accessed using these.

Accessing Your unit

Your key and fob have been configured to allow access to your unit and the corresponding lobby. To access a unit other than yours, you will need to request access via the video intercom.

Secured Areas

Facilities including the Community Centre and rooftop terrace are secured and can only be accessed by a key fob. Tenants will also require their fob to access the bin rooms.

Visitor Access

Visitor access to your unit is controlled via the intercom system. Visitors can only access the lobby to your unit, so ensure you provide them with the location of your lobby entry (A-H).

Once a visitor is buzzed into the lobby, the video intercom will allow a few minutes for them to enter the lift and press the level to your unit. If the time runs out and they are no longer able to press the button, they will need to exit the lobby and request access again via the video intercom.

Lifts

Free Access Levels

All lifts freely go to the ground floor level.

Lifts Out of Order

If for any reason the lifts stop working, you can use your lobby’s fire stairs to travel between levels. Use your unit key to unlock the door to the fire stairs.

Community Facilities

Common Areas

Within our communities, there are common areas and grounds for which BaptistCare is responsible for all maintenance. We ask tenants to take responsibility for your use of communal areas and treat them with respect and care, mindful that other tenants will also be using them. All tenants are expected to assist in maintaining and keeping communal areas clean.

The barbecue (BBQ) is located in the courtyard. It can be used by tenants and we ask you to make sure that you clean the BBQ and surrounding area after each use.

The playground is situated in the courtyard. There are soft play areas and a sunshade over the equipment. This area is a smoke/vape and alcohol free area. We ask those using the areas to be mindful of noise and encourage respectful behaviour.

We also ask that an adult is present supervising children when they are playing in a common area such as the BBQ area or playground. Parents are to remind their children to keep the common areas clean and tidy, not to leave their toys and other equipment in the common area, and be mindful of other occupants within the site and not to ride their bikes, skateboards or scooters on internal paths or in the carpark.

Community Centre

The Community Centre is located on the ground floor level of the Yudi Building and is available for use by tenants, for access to the library and other resources (Allied health professionals etc.).

Tailored Support Coordinators will provide you with a calendar of events and activities for Gimbawali Place. Suggestions for groups and activities are always welcome.

Contact the Housing Manager if you wish to use the Community Centre outside office hours so that arrangements can be made, subject to availability. The Community Centre is accessible via key fob or pin code.

Rooftop Garden

The rooftop garden is located on level 3 of the Birrung Building and needs to be booked in advance. Further information is available from your Housing Manager. The rooftop garden is accessed via a dedicated key fob.

Lawns & Gardens

The lawns and gardens throughout Gimbawali Place are all communal spaces and attended to by contractors. Tenants are unable to have their own garden area but are encouraged to use the communal/community garden plots on the site.

Mobility Scooter Charging Point

There are a total of 8 mobility scooter charging points on site – 4 on the ground floor (outside the Nura Building) and 4 on the lower ground floor car park next to the bin room. These are shared charging points located in common areas. Tenants are required to remove their mobility scooters immediately after charging to minimise the risk of theft or damage due to overcharging.

These charging points, as well as all other power outlets in the lower ground car park, are not permitted to be used for charging electric vehicles.





Moving In

Book A Moving-in Slot

Get in touch with your Housing Manager to organise a moving-in slot. They can then block off some temporary parking for your truck and ensure that lift protection is installed to prevent damage to the lift. The Housing Manager will also provide you with a key to keep the lift open when moving bulky items.

Use Licenced & Insured Removalists

Tenants are required to use a reliable, licenced and insured removalist so that if your belongings are damaged or lost in the move, you can be insured for those belongings.

If you notice damage to your unit or any common areas while moving in, please notify the Housing Manager immediately so that it can be assessed.

Rubbish

Furniture, appliances, boxes and other bulky waste must not be left on the street, as this is illegal. All rubbish must be placed inside the bins within the bin room. All cardboard boxes must be folded or broken down and placed into the recycling bins provided.

Connecting to Utilities

Before you move in, you will need to contact the relevant retailer for gas, electricity and water to ensure that your residential utilities are connected in your name. Make yourself familiar with where the fuse box is and where the water mains are in case of emergencies.

MyConnect

MyConnect provides a free utility connection service to help you when you move. We have an arrangement with MyConnect and you will be provided with all of the forms when you sign your lease. You can also visit myconnect.com.au or call 1300 854 478 to find out your utility connection options.

Pay TV

All units are Foxtel/Pay-TV ready. You will need to attach the dongle to the TV aerial point in the lounge or master bedroom.

Installing Appliances

Dryer

Wall reinforcement has been provided in every unit's laundry, to allow for the installation of a wall-mounted dryer. Contact the Housing Manager before you make any arrangements to install a wall-mounted dryer.

Dishwasher

The majority of units have provision for a standard dishwasher to be easily installed. Contact the Housing Manager to check if your unit is suitable for a dishwasher.

Your Unit

Property Condition Report

Please complete and return the copy of the Property Condition Report you have been given within 7 days, whether you have moved into the property by then or not. Your report will be used to assess the standard of the property when you leave and so it is very important that you fully complete it and return it on time. If you disagree with anything written on the report, note it on the property condition report and talk to your Housing Manager.

Keys

Your key gives you access to your unit, fire stair door, utilities cupboard for water and all bin rooms.

Key Fob

Key Fobs are provided to each adult tenant. Any lost fobs and keys should be reported as soon as possible as lost fobs need to be deactivated. Any replacements will be at the cost of the tenant.

Car Space

If you have been allocated a car space in the car park, your key fob will activate the roller door.

Bicycle Storage

If you have been allocated bicycle storage in the car park, your key fob will activate the roller door.

Lost Keys / Fobs

If you discover that your keys are lost, stolen or damaged, please inform the Housing Manager immediately so that they can work towards getting the lock changed and keys deactivated or updated. Any replacements will be at the cost of the tenant.

Visitor Access

Visitor access to your unit is controlled via the intercom system. If you need to give keys to a relative, please get in touch with the Housing Manager to request an additional key or fob, which will be provided at the cost of the tenant.

In Your Neighbourhood

Shops

Carlingford Court Shopping Centre

Pennant Hills Rd, Carlingford NSW 2118

North Rocks Shopping Centre

328-336 N Rocks Rd, North Rocks
NSW 2151

Medical Centre

Carlingford Court Medical Centre

(02) 9872 8155

Shop 217/801-809 Pennant Hills Rd,
Carlingford NSW 2118

Open 8am-6pm weekdays,
9am-4pm weekends/public holidays

National Home Dr Service

(Outside hours)

13 Sick or 13 74 25

Community Services

Parramatta City Council

1300 617 058

cityofparramatta.nsw.gov.au

Petrol Station

Medco Carlingford

288 Pennant Hills Rd, Carlingford NSW 2118

7-Eleven Carlingford

243 Pennant Hills Rd, Carlingford NSW 2118

Ampol Foodary Carlingford

131 Pennant Hills Rd, Carlingford NSW 2118



Cleaning & Maintenance

Internal Walls

Follow these simple directions for the removal of dirt or scuff marks.

How to Clean:

- Use warm water with a small amount of mild detergent e.g. sugar soap.
- Apply the solution to the affected area with a soft cloth.
- Clean off the stain in a gentle, circular motion.
- Remove all residues with a clean, soft cloth, rinsed with fresh, clean water.
- Proceed to wash down the whole wall or ceiling to eliminate any chance of patchiness.

Floor—Vinyl (Living, Kitchen)

How to Clean:

- Remove dust and loose dirt by vacuum cleaning, sweeping or mopping.
- Remove spots, stains and spillages with a damp mop and a neutral floor cleaner.

Important:

- The use of acidic or high alkaline cleaning products, degreasers, solvents and ceramic tiles cleaners or similar. Chemical based cleaners are not recommended.

Floor—Carpet (Bedrooms)

How to Clean:

- Remove dust and loose dirt by vacuum cleaning.
- Treat any spot stains by spraying a stain remover.

Floor—Tiles (Bathroom, Laundry, Balcony)

How to Clean:

- Remove dust and loose dirt by sweeping or mopping.

Windows & Sliding Doors

A simple regular cleaning and maintenance schedule will ensure that the appearance and functionality of windows and doors is preserved for many years to come. Keeping surfaces free from pollutants and environmental contaminants will provide long lasting performance.

How to Clean:

- External window and door frames should be washed with clean water and a mild, non-abrasive, detergent followed by a fresh water rinse to remove any detergent residue.
- A soft clean sponge should be used to avoid scratching of the aluminium surface.
- Sliding window and door sills should be kept free of dust and grit.
- Drainage slots should be regularly checked to ensure that they have not been blocked.

How Often?

- Minimum once every three months.

Important:

- Avoid using abrasive cleaners and products (e.g. steel wool pads, baking soda, borax, bleach), as these can damage aluminium surfaces.
- Avoid using solvent-based cleaners and etching chemicals (e.g. degreaser).

Cabinetry (Kitchen, Bathroom)

How to Clean:

- Cabinets and benchtops – for most spills or build-ups of dirt, simply wipe away with a damp microfibre cloth. Use mild detergent with warm water.
- For greasy marks, dab with clean, soapy water, wait and wipe away.
- After cleaning the surface, rub gently with a clean, dry cloth to bring back the brightness.
- Everyday spills like water, juices and soft drinks should be wiped off in a timely manner.
- For handles and hinges, use a clean damp cloth to wipe clean any dust or residue.

Important:

- Never use abrasive cleaners or solvent-based cleaners on the benchtop or cabinetry (e.g. Gumption, Jif).
- Avoid using scourers or abrasives as these will damage the surface.
- Do not use waxes and polishes to clean cabinetry.
- Don't place electrical appliances or pots straight from the oven/cooktop directly onto the benchtop.
- Do not cut or chop on the laminate surface.
- Always place and lift objects from the benchtop – never drag or slide them across the surface.
- Do not leave puddles of liquid on the benchtop for long periods of time, especially near joins.
- Do not place severe weight on surfaces.

Shower Screens

How to Clean:

- Using warm mild soapy water, wipe all surfaces using a damp soft cloth or sponge.
- Rinse all surfaces thoroughly with clean water to remove any detergent residue.
- Do not allow cleaning solution to remain on any surface as this may cause marking.
- For daily maintenance, wipe down the shower screens and shower frame after each use. Squeegee the glass and dry the frame to help minimise water spots and mineral deposits.

How Often?

- Shower screen and shower frame should be wiped dry after each use.

Important:

- Never use bristle brushes, abrasive scourers, or sharp instruments on glass or anodised aluminium surfaces. Use of such items can result in permanent scratching.






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