



# Tuart Lakes Lifestyle Village

## Customer Charter

The Tuart Lakes Lifestyle Village values all of its residents and will endeavour to provide an excellent standard of service.

The aim of this Charter is to provide the residents with a clear understanding of the standards and responsibilities of Tuart Lakes Lifestyle Village, whilst also providing an appreciation of the individual role every resident has in assisting in maintaining the recycled water system.

### **1.1 RECYCLED WATER**

The Tuart Lakes Lifestyle Village utilises recycled water to irrigate designated grassed areas. For the protection of the residents the recycled water is irrigated below ground. Regulatory approvals for the use of recycled water require strict quality and system management control measures to prevent impacts on the environment and the health of the residents of Tuart Lakes Lifestyle Village.

The recycled water is treated to a very high standard through the Recycled Water Plant (RWP) before irrigation to produce a high quality end product. Another significant way to assist in guaranteeing the quality of the recycled water is to control the inputs to the collection water.

To understand this system you need to understand that every drop of water washed down the drain is treated in the RWP and irrigated around your village. Therefore if Tuart Lakes Lifestyle Village can collect cleaner water the recycling system will remain healthy, operate more effectively and the village will remain healthy.



## **1.2 OBLIGATIONS AND POWERS**

Tuart Lakes Lifestyle Village will operate as the central body on behalf of all residents. This body will undertake the conveyance, treatment of all wastewater and the irrigation of all wastewater.

The fees to undertake these activities will be collected under the Residential Site Agreement with National Lifestyle Villages. The general obligations and powers of residents and National Lifestyle Villages are set out in the Residential Site Agreement for Tuart Lakes Lifestyle Village.

### **1.2.1 Tuart Lakes Lifestyle Village obligations**

#### **Village Policy**

National Lifestyle Villages reserves the right to amend the Village Policy, although any amendments that impact on the contents of Tuart Lakes Lifestyle Village Customer Charter will require the prior approval of the Economic Regulation Authority.

#### **Maintenance**

Tuart Lakes Lifestyle Village will carry out routine maintenance on all road verges, streetscapes, front gardens, common areas and buildings within the Village. This includes the recycled water conveyance and irrigation systems.

For clarity, National Lifestyle Villages will not be irrigating recycled water within the back and side gardens of the residential lots.

### **1.2.2 Resident's obligations**

#### **Water supply**

The Tuart Lakes Lifestyle Village is connected to the Water Corporation potable supply network. This will be supplied to each dwelling prior to occupancy.

The resident is responsible for notifying Tuart Lakes Lifestyle Village if they intend to install any alternative water supply, for example a rainwater tank.

Residents are not permitted to construct a private groundwater bore to supply irrigation water to their land. If any irrigation water is required, the resident must notify the Tuart Lakes Lifestyle Village as quantities have been made available in the groundwater allocation.

## **Alterations**

The resident is not permitted to undertake any development apart from what was agreed on at purchase without the approval of Tuart Lakes Lifestyle Village. This is because the recycled water irrigation system requires adequate setbacks to residential properties. If anything was to be built within these setbacks, it may infringe the Tuart Lakes Lifestyle Village regulatory approvals.

## **Access**

The resident must permit access to the wastewater collection system if required. This will enable routine maintenance and possibly emergency access to the essential recycled water system.

In the case of routine maintenance, Tuart Lakes Lifestyle Village will notify the residents 7 days prior to the need to enter the property.

In an emergency, Tuart Lakes Lifestyle Village will make all possible attempts to notify the resident before the time of entry, although it may be necessary to access the property without consent. In that case the resident will be notified following the event.

The Tuart Lakes Lifestyle Village may also need to enter the property to inspect and read any electricity, water or gas meter situated on the residential site. This will occur between the hours of 8.00am and 6.00pm Monday to Friday.

## **1.3 RESIDENT RESPONSIBILITY FOR A HEALTHY RECYCLED WATER SYSTEM**

Residents are required to prevent any solids or liquids entering the drainage system that may damage or reduce the effectiveness of the RWP. Residents are also responsible for ensuring all appliances and plumbing work is in good working order and in compliance with relevant plumbing standards.

Examples of the liquids and other items that are **not** allowed in the collection system are:

- Paint,
- Excessive amounts of chlorine/bleach,
- Large volumes of water from outdoor spas,
- Waste pharmaceuticals,
- Oils,
- Petroleum products,

- Pesticides and herbicides,
- Toxic chemicals,
- Plastics,
- Household waste, and
- Other foreign objects (other than toilet paper).

#### **1.4 TUART LAKES LIFESTYLE VILLAGE RESPONSIBILITY FOR A HEALTHY RECYCLED WATER SYSTEM**

The Tuart Lakes Lifestyle Village will:

- Collect all waste water through common collection system,
- Provide mains drinking water to each housing lot,
- Recycle all domestic water produced at the village,
- Distribute recycled water around the village common areas,
- Maintain the collection, treatment and distribution system,
- Routinely monitor and manage the quality of the recycled water,
- Provide 24 hours notice to residents for any planned interruptions to the supply, treatment and irrigation of recycled water,
- Make contact within 24 hours and respond to undertake repairs and clean up from flooding or overflows if it is caused by the failure in the system on the first available working day, and
- Investigate any odours within 24 hours of the complaint.

#### **1.5 COMMUNICATION**

National Lifestyle Villages has an obligation to communicate with its residents. There are a number of ways that National Lifestyle Villages will communicate with residents to ensure they are aware of any interruptions to services or maintenance work on the system. For example:

- Village meetings,
- Mail outs, and

- Information on noticeboards in the community centre.

## 1.6 EMERGENCY CONTACT DETAILS

National Lifestyle Villages also has an obligation to respond to emergencies that impact residents at Tuart Lakes Lifestyle Village.

In an emergency, if you require assistance, please contact National Lifestyle Villages. If the emergency occurs after hours please contact the Village Manager.

General enquiries, faults, emergencies:

Tel: (08) 9221 9099 between 9am – 5pm Monday to Friday

After hours: (08) 9221 9099 (the call will be redirected to the Village manager)

Upon lodgement of emergencies a response timeframe will be acknowledged and an indication of the resolution timeframe will be provided within one hour of the emergency being lodged by the resident.

## 1.7 CONTACTING US:

National Lifestyle Villages

PO Box 6423  
East Perth WA 6892  
Level 1, 22 Eastbrook Terrace  
East Perth WA 6004

Phone number: (08) 9221 9099

Website: <http://www.nlv.com.au>

Please be advised that all complaints, in first instance, should be directed to National Lifestyle Villages. Internally complaints will be managed initially by the Village Manager.

Please lodge complaints in writing (via mail or email) to National Lifestyle Villages to ensure there is record of the event and to ensure the complaint is resolved within 15 working days.

If a resident is not satisfied with the service provided by National Lifestyle Villages the customer may refer their complaint to the Department of Water **at any stage** of the complaint, however it is important that the complaint is initially dealt with by Moama.

If you desire to contact the Department of Water, please direct your concerns to:

Customer Services Officer  
The Department of Water  
Water Services Branch  
PO Box K822  
PERTH WA 6842

The Atrium  
168 St George Terrace  
PERTH WA 6000

Phone number: (08) 6364 7600  
Website address: [www.water.wa.gov.au](http://www.water.wa.gov.au)  
Email address: [WISBcomplaints@water.wa.gov.au](mailto:WISBcomplaints@water.wa.gov.au)

