

VOYAGES  
**AYERS  
ROCK  
RESORT**  
TOUCH THE SILENCE

# Tenant's Booklet

HOUSING RULES / HOUSING REGULATIONS

December 2024

# General Information

## Introduction

Ayers Rock Resort, Yulara (**Resort**) is owned by Voyages Indigenous Tourism Australia (**Voyages**). Housing Services is charged with the responsibility of managing the residential housing at the Resort.

Only persons employed by Voyages, an operator approved by Voyages or government bodies associated with the delivery of essential services at the Resort, are entitled to reside in any housing provided by Voyages at the Resort. This includes the immediate family, partners and other approved persons.

This booklet is intended to provide you with information about your tenancy at the Resort and the rules that apply to your tenancy. This handbook supersedes all prior versions.

## Contact details

### HOUSING SERVICES HOURS & PHONE NUMBERS

Administration:	08 8957 7365
Maintenance:	08 8957 7345
Office Hours:	Monday - Friday 9am to 5.00pm Saturday, Sundays and Public Holidays - Closed

### EMERGENCY CONTACTS

In the event of an emergency please contact the following relevant numbers:

Police:	000 or 131 444
Fire:	000 or 8956 2061
Ambulance/Emergency:	000
Health Direct:	1800 022 222
Security (24 Hours):	0417 805 137
Hotel Switchboard:	8957 7888
Snake call out (All Hours):	0408 295 204

## **AFTER HOURS EMERGENCY MAINTENANCE - 0418 897 860**

This includes water/sewage, electrical faults and gas leaks.

**Please note: Any unnecessary or non-emergency related call out to this number will result in a recharge to the tenant.**

## **Resort Information**

### **RESIDENT & EMPLOYEE (RES) CARDS**

All Voyages' employees and approved residents at the Resort are required to have a valid ID Card, commonly referred to as a "Res Card".

Residents must carry the Res Card with them at all times and must present the Res Card when requested by Security Services or Resort Management.

The Res Card must be used only in accordance with the card conditions, which are provided at the time of issue. Misuse of the Res Card will result in the Res Card being confiscated.

### **SECURITY**

The town of Yulara is a very safe community, however, we recommend that you take the following security measures:

- Lock doors and windows if your property is unattended.
- Be vigilant and report any suspicious activity in and around accommodation and the Resort.
- Keep car doors locked and do not leave valuables in the car.

Security Services are available 24 hours a day to assist on - **0417 805 137**.

### **REPORTS OF ILLEGAL ACTIVITY**

Housing Services will alert the police in the following circumstances:

- If we receive a report or if we have evidence of someone being seriously hurt or is in danger of being hurt, such as in the case of domestic violence within our properties. Domestic violence includes someone you live with such as a roommate.
- If we receive a report of drug use, weapons possession, malicious damage or violence and there is sufficient evidence to warrant further investigation.

- If we receive a report or if we have evidence of any illegal activity being conducted in our properties.

Residents are also encouraged to call **131 444** to report illegal activity confidentially or to report suspicious behaviour.

## **GARBAGE COLLECTION & RECYCLING**

The current collection days for general household rubbish/waste are (Subject to Change):

Gosse Crescent: Monday & Friday

Kurkara Crescent & Winmati Street:: Tuesday & Friday

Perentie & Tjala Place: Monday, Wednesday & Friday

Grevillea Grove, Acacia Gardens & Manta Walk: 7days a week

Desert oak View (DOV), Ilkari Close & Tinka Court: Monday, Wednesday & Friday

If you have green waste or hard rubbish please contact Housing Services for collection and/or disposal details.

## **WATER**

- Drinking Water - Drinking water (potable) is treated bore water and is safe to drink from taps inside your room/property.
- Non-potable - Outside taps are untreated bore water and not suitable for drinking.
- Irrigation - Irrigation water is untreated bore water (non-potable) and not suitable for drinking.

# **Tenancy Information**

## **ROOM/PROPERTY ALLOCATIONS & REQUEST TO MOVE**

For Voyages' Employees - The room/property you have been allocated is based on your position entitlement. You can request a room move by completing a Room Move Request Form available from Housing Services. All room/property moves are based on the allocation for your position and/or availability at the time of the request.

For Third Parties' Employees - Your room/property is allocated by your employer. Please discuss any request to move with your employer.

## **YOUR TENANCY AGREEMENT**

For Voyages' Employees - Your tenancy agreement details will be sent to payroll for rent and security deposit deductions from your wages or salary. It is your responsibility to ensure that the correct deductions are being made from your wages. Your tenancy agreement is based on your employment with Voyages and will terminate when your employment ceases.

For Third Parties' Employees - Please speak to your employer.

## **CONDITION REPORTS AT COMMENCEMENT OF YOUR LEASE**

A property condition report will be completed prior to you moving into your new room/property. The "Management Comments" section is filled in by Housing Services and tenants should write any comments in the "Tenant Comments" section.

Under the terms of your tenancy agreement, tenants are required to provide a copy of the completed condition report to the Housing Services Office within 5 days of your lease commencement date. It is important that you return the completed condition report within the required time frame, otherwise the condition report provided by Housing services will be deemed to have been accepted by the tenant.

For Third Party Employees – Your room maintenance and cleanliness on arrival is the responsibility of your employer. Please direct all enquiries to your employer in the first instance if your room fails to meet your expectations.

## **ELECTRICITY CONNECTION**

If electricity is not included in your rental charge, an application for the connection of electricity to the property must be completed at the time of signing the tenancy agreement. The completed application will be sent to the electricity supplier for the property (Jacana Energy) and the connection fee will be charged to you on the first electricity bill from the electricity supplier. You are responsible for all electricity charges for the room/property.

At the end your tenancy and prior to you vacating the property, you are responsible for disconnecting the electricity service through Housing Services.

## **VEHICLE REGISTRATION**

Please ensure that you register your vehicle with Housing Services upon arrival in the Resort.

## **MAINTENANCE**

If you require any maintenance to your room/property you must submit a Maintenance Request Form which is available from Housing Services. This form must be completed and signed by the tenant named in the tenancy agreement.

All maintenance requests will be addressed as soon as practicable. For urgent matters please call the emergency maintenance number on the back of your Res card.

Please contact Housing Services if your maintenance request is not addressed to your satisfaction.

## **AIR CONDITIONERS**

Before submitting a maintenance request for any air conditioner installed in the property, please check that the dials are set correctly for cold / hot and that filters are clean.

## **TERMINATION & VACATING**

### **For Voyages' Employees**

You must immediately notify Housing Services and pick up a Termination Pack from Housing Services when your employment ends. The Termination Pack includes all forms and checklists that you are required to complete and submit to Housing Services before you vacate the property.

All keys, name badges and Res Card must be returned to Housing Services. Charges will apply for any keys not returned.

Once your employment ends, you are required to vacate your premises within the time frames specified in the notice of termination. Please note that this can be 2 days after the notice of termination is given if your employment has been terminated for a breach of your employment agreement.

**For Third Parties' Employees** - Please contact your employer about the termination process. The Res Card must be returned to your employer or Housing Services prior to departure.

## **END OF TENANCY INSPECTIONS**

At the end of your tenancy, you must arrange for an inspection of your premises with Housing Services. The following should be noted in relation to end of tenancy inspections:

- As much notice as possible is required prior to the inspection date.
- Rent will be charged until the inspection is completed.
- Inspections cannot be conducted on Saturdays, Sundays or Public Holidays.
- Deductions may be made from your security deposit at the end of your tenancy to repair any damage (other than reasonable wear and tear) to the premises, to replace any property listed in the property inventory lost or destroyed, to clean premises which have been left unreasonably dirty, to replace locks which have been altered or removed and to pay for unpaid rent or other charges.
- Once completed, your security deposit (less any deductions) will be deposited into your nominated bank account within 7 business days.

## **INSURANCE**

Your personal belongings are not covered by Voyages' insurance. If you wish to protect your personal belongings during your tenancy, we recommend that you take out your own insurance policy for your personal belongings.

## **SOLAR HOT WATER**

Most residential units in the Resort have hot water supplied by solar panels.

All units (except the Manta Walk, Grevillea Grove and Acacia Gardens) are supplied with a booster switch marked "solar" or "HW" inside the switchboard or on the wall of your premises. This only needs to be switched "ON" during cloudy days or when you use a lot of hot water during the night. Leaving the booster switched "ON" will affect your electricity consumption.

If you do not have hot water during sunny conditions please submit a maintenance request form with Housing Services.

## **LIGHT GLOBES**

Light globes can be purchased at the IGA Supermarket. Please contact Housing Services if you are unable to purchase a light globe for your premises from IGA.

## LOAN OF CLEANING EQUIPMENT

A vacuum, broom, mop and bucket are available to borrow for a maximum period of one hour from Housing Services.

No deposit is required. However, you will be required to leave your ID Card/Res Card as security until the equipment is returned.

The equipment can be used up until 4.30pm each day. All equipment must be returned in a clean and working condition.

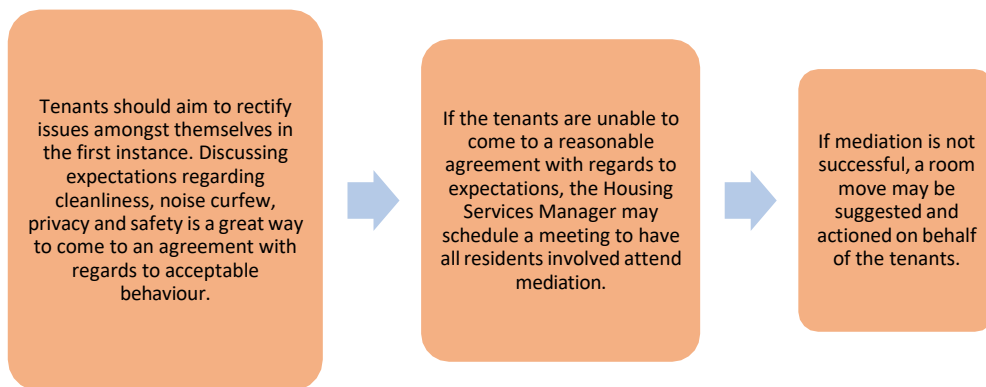
## LOST KEYS / LOCK OUTS

Housing Services can be contacted during Office Hours and Security Services after hours, if you are locked out of your premises. Repeat offenders may be charged a fee.

If a key is lost, a replacement fee of \$25 will apply.

A Res Card must be provided for lock outs and replacement keys.

## DISPUTES IN HOUSING - EASY THREE STEP RESOLUTION PROCESS



Please note, strict NT domestic violence laws also cover those people living together. Housing Services request all tenants to be respectful of others. Any form of violence or intimidating behaviour will not be tolerated.

Please remember that Housing Services is here to make your stay as comfortable as possible.



# Housing Rules / Housing Regulations

These housing rules form part of your tenancy agreement and may be subject to variation from time to time and you will be notified of any variations.

## **ACTS RESULTING IN BREACH**

Without limiting the provisions of your tenancy agreement or these rules, the following are acts which will constitute a breach of your tenancy agreement and may result in the termination of your tenancy agreement:

- Failing to comply with all relevant laws;
- Acts of violence, intimidation or any other acts which are offences under the Criminal Code Act or any other law, including possessing any type of weapon;
- Acts that puts other tenants at risk of injury or death, for example, tampering with smoke detectors, fire equipment, not reporting damage that could be harmful;
- Acts that are prohibited under the Misuse of Drugs Act such as supplying, cultivating or possessing a dangerous drug;
- Significantly or continuously disrupting the peace;
- Smoking within your premises or any other buildings within the Resort;
- Hosting visitors or additional tenants without advising Housing Services. Sub-letting the property via accommodation rental sites;
- Acts resulting in property damage;
- If you are an employee of Voyages, not complying with your employment contract including any of Voyages' policies.

## **CLEANLINESS**

You must keep your premises clean and tidy at all times. This includes any courtyards attached to your room or property and any paved areas directly outside of the premises.

It also includes the common areas (kitchen/bathroom) of Grevillea Grove, Acacia Gardens, Flatettes and Campground. As these are communal areas it is every tenant's responsibility to keep them clean and free of rubbish.

## **FURNITURE**

All furniture in the premises forms part of your tenancy agreement.

If any furniture is in excess of your needs, please contact Housing Services for its removal.

You cannot lend or swap any of the premises' furniture to another tenant.

The cost to replace any missing and/or damaged furniture will be deducted from your Security Deposit at the end of your tenancy.

Indoor furniture must not be used and or left outside. Any indoor furniture left outdoors will be removed and charges may apply.

Beds must stay in their allocated room. Bed quality can be assessed on a periodical basis and be swapped out.

The bed legs and the Health Care Protection as well as Mattress Protector must stay on for the duration of your tenancy.

## **CO-TENANTS**

You must notify Housing Services of additional persons residing at your property within 14 days of their arrival.

Additional tenants may only reside at a tenant's property with the prior written consent of Voyages. You must complete and submit a Second Tenant Application Form to Housing Services. You can obtain this form from Housing Services.

Please note that the maximum number of occupants that can reside in each type of property is as specified in the table titled 'Residential Housing - Number of Allowable Occupants' attached to this booklet.

Once approved, Co-tenant/s are entitled to a Res Card but must be immediate family or partners of the tenant.

## **NOISE & NOISE CURFEW**

Due to the close proximity of rooms/properties and a high percentage of tenants on shift work, tenants must keep any noise from your premises at a low volume (particularly music or other types of noise).

Security Services will attend excessive noise complaints 24 hours a day seven days a week.

There is a Zero Tolerance Noise Curfew between the hours of 11pm and 7am, 7 days a week. You must observe this Noise Curfew.

Call outs to residences during Noise Curfew time, or written noise complaints will result in Notice to Remedy Breach and may be kept on file for up to 3 years.

All reports received by Security Services regarding breaches of the Noise Curfew are kept confidential.

## **CHILDREN**

Children under 18 years of age are not permitted to reside at Flatettes, Grevillea Grove, Acacia Gardens, Tinka Court or Giles Street Caravan Park. Children under 18 years of age are permitted to reside at the Campground in two bedroom units only.

All children must be supervised by a parent or guardian at all times.

## **VISITORS**

All visitors (i.e. people not permanently residing in the Resort) are required to be registered with Housing Services upon arrival. Please see Housing Services for more information.

All Registered Visitors will be issued with a Visitor Pass. Only Registered Visitors are permitted on licensed premises.

Registered Visitors are permitted to stay for a maximum of 14 days in any 3 month period.

Tenants in high density properties (Grevillea Grove, Acacia Gardens, Tinka Court, Campground Quads) are not permitted to have visitors staying with them due to WHS regulations.

Approval for extensions or special circumstances must be obtained in writing from Housing Services.

## **ANIMALS & PETS**

No animals are permitted to be brought into the Resort without permission in writing from Housing Services.

- Cats are banned from the Resort.
- Dogs are only permitted in certain property types with prior written approval from Housing Services. Please refer to the Pet (Dog) Policy.
- Other animals - Birds such as budgies and canaries and fish such as goldfish and tropical fish are permitted to be kept in most properties, following approval in writing from Housing Services.

You must not encourage wild dogs or dingos by feeding them. You should not approach wild dogs or dingos.

## **FIRE PRECAUTIONS & SMOKING**

Smoking is NOT PERMITTED in any room or property. Significant penalties will apply.

If evidence of smoking inside rooms or properties is found, costs associated with returning the room or property to its original condition will be charged to the tenant, including the recoupment of any additional lost rent.

You must:

- Ensure no naked flames such as candles are left burning unattended or when sleeping;
- Turn off air conditioning units and TV sets if leaving the room/property;
- Remove rubbish from outside or around your premises;
- Correctly dispose of cigarette butts. Cigarette butts must not be thrown in garden materials, garden beds or over your back fence;
- Ensure the yard and fence line are clear of rubbish; and
- Report fires as quickly as possible. Fires can occur naturally, by accident, through negligence or deliberately lit and tenants should remain alert to any of these possibilities.

Open fires on the ground are not permitted under any circumstances.

Fire pits and outdoor heaters are not permitted unless you have been given approval by Housing Services.

Fire Hose reels must only be used for fighting fires. Authorised personnel are only permitted to use fire hose reels. The Yulara Fire Chief can serve fines for the misuse of fire hose reels and other emergency equipment.

You should familiarise yourself with the locations of the nearest fire hose reels and the evacuation plans for your property. Refer to Evacuation Procedures section.

## **SMOKE ALARMS**

All residential properties at the Resort have smoke alarms fitted. With the exception of Grevillea Grove, Acacia Gardens Tinka Court, Dune View and Flatettes, all other properties have battery operated smoke alarms.

It is your responsibility to ensure that the smoke alarm installed in your premises is operational by replacing the smoke alarm battery when required. If requested, Housing Maintenance can check your smoke alarm for you.

Tenants in Grevillea Grove, Acacia Gardens, Tinka Court, Dune View and Flatettes have smoke detectors connected to a fire alarm panel. If an alarm sounds please call the Yulara Fire Brigade on **8956 2061**.

Tampering with smoke detectors is a criminal offence and fines of between \$400 and \$1,500 may apply.

## **EVACUATION PROCEDURES**

Evacuation locations and instructions are displayed in all room/property types.

In the event of an emergency requiring evacuation, you must:

- comply with the instructions and directions of a Security Officer or relevant person (Fire Warden);
- switch off all electrical and gas appliances before evacuating;
- only take the bare minimum of personal items during an evacuation;
- remain calm and evacuate to the nominated area immediately via the most direct route; and
- make yourself known to the Emergency Response Warden when you arrive at the nominated area.

Tenants living in Grevillea Grove, Acacia Gardens, Tinka Court, Dune View and Flatettes **must** contact the Fire Department immediately if they hear a fire alarm sounding.

## **WATER WISE**

Water is a scarce resource at the Resort and tenants are required to conserve water where possible by keeping wastage to a minimum and reporting any water leaks or burst mains to Housing Services as soon as practicable.

## **GAS OVENS**

You must report all gas leaks to Housing Services or if after hours, please call the after hours Emergency Maintenance number.

You must not use the gas oven installed in your property as a means of heating during winter as this is an extremely dangerous practice.

## **AIR CONDITIONERS**

You must not run your air conditioner continually on the lowest temperature setting as this will result in maintenance issues. You must turn your air conditioner off when you leave your property.

## **PEST CONTROL**

You are responsible for ensuring that the property remains free of all pests by taking the following steps:

- A. Ensure that litter is disposed of correctly, benches and sinks are kept clean and food items are covered or put away.
- B. If ants, cockroaches and rodents start appearing, appropriate items can be purchased from IGA to deter them.

In the event that the pests become uncontrollable, an inspection will be made of the property by a Pest Technician. Failure to provide Housing Services with evidence that steps A & B have been followed, may result in you being liable for on-charges of any additional pest services that are requested.

## **GARBAGE COLLECTION & RECYCLING**

Rubbish must not be left on the ground alongside of the bins or outside your room / property.

Glass, cans and plastic bottles can be responsibly disposed of by utilising the recycling bins provided in the Recycling Bin Bay areas throughout the residential housing precincts.

## **ROOM/PROPERTY MODIFICATIONS**

No modifications, additions or alterations to your room/property may be made by you without the prior written approval of Housing Services. You will be held responsible for any unauthorised modifications, alterations, additions made to your room/property. This includes both internal and external work.

If you wish to install a shade cloth over an exterior part of your property, then you must obtain the prior written approval of Housing Services. Approval will not be unreasonably withheld if the shade cloth (a) is sandy or cream in colour; (b) is of an appropriate material, (c) will be able to be tightly attached. Installed shade cloths must be regularly cleaned and maintained to ensure no sagging, flapping or holes and replaced if damaged or if holes develop.

If you have any questions about what you can or can't do to your room/property, please contact Housing Services.

3M hooks are recommended for hanging pictures, the use of blu-tack and sticky tape is not permitted.

## **GARDENS & COURTYARDS**

Permission is required from Housing Services before undertaking any major garden and/or grounds works.

Gardens and courtyards forming part of your tenancy agreement must be kept neat and tidy.

Hammocks and clothes lines are not to be fixed to Acacia Gardens, Grevillea Grove & Tinka Court due to the possibility of injury to users of the public pathways.

## **LAUNDRIES**

All communal laundries must be kept clean and tidy at all times.

Please report any maintenance issues to Housing Services as soon as possible.

The bins in the laundries are for laundry rubbish only.

The laundries are cleared of personal items every Monday and Friday. Do not leave your washing in the laundry unattended.

Smoking is not permitted in the laundries.

All the machines are free of charge to use for the tenants living in the associated properties.

## **PARKING - VEHICLES**

### **Private Vehicles**

All vehicles are to be parked in the designated car parks around the housing precincts.



No cars are to be parked or driven on any fire trails in or around the Resort. These are strictly for emergency vehicles only. Please contact Security Services on **0417 805 137** if minimal access is required.

In accordance with NT traffic regulations, it is against the law to ride motor bikes or mopeds on footpaths, through housing land or through any area that is not a road.

Parking of vehicles in unauthorised areas is considered a breach of the "Conditions of Use" for your Resident Card.

Parking in and around the Resort properties is at the risk of the tenant/owner of the vehicles.

Abandoned / unregistered vehicles will be removed on a twice yearly basis with the costs transferred to the owner.

Caravans and motor homes are not to be utilised throughout the Resort Housing precincts unless on a caravan park site, with a pre-arranged agreement for that accommodation style.

## **Commercial Vehicles**

All commercial vehicles i.e. large trucks, coaches or coasters (larger than 11 seats), or any vehicle with trailers are only permitted to park at the Lions Club coach park on Perentie Road.

## **POOLS - RESIDENTIAL**

Residential Pools are located at The Flatettes, Perentie Court, Manta Walk and Acacia Gardens.

The residential pools are open between October and April and their hours of operation are 8am – 10pm (Subject to change). The use of residential pools outside of these hours are prohibited.

The rules governing the operation of the pools are posted at each pool entrance and must be observed.

All hotel pools are for guest use only and must not be used by residents.