



INFORMATION, RULES AND POLICIES

2021

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Emergency Telephone Numbers

Warburton Holiday Park	(03) 5966 2277
- After Hours emergency	0488 227 703
Yarra Ranges Shire	1300 368 333
Ambulance	000
Maroondah Hospital	(03)9871 3333
Warburton Medical Centre	(03) 5966 5988
Country Fire Authority (emergency)	000
- Bush Fire Enquiry Line	1800 240 677
Electricity Faults & Emergencies	13 17 99
Yarra Valley Water	13 27 62
Poisons Information Centre	13 11 26
Police (emergency)	000
- Warburton Police Station	(03) 5966 2006
State Emergency Service (emergency)	13 25 00
Yarra Junction Vet	(03) 5967 1669
Warburton Pharmacy	(03) 5966 2024

GENERAL DUTIES OF PARK OCCUPANTS AND PARK OWNERS

General duties of caravan park residents and caravan park owners are prescribed in the Residential Tenancies Act 1997. While "the Act" does not apply those duties to non resident occupiers, the duties are herein restated but modified where necessary to make them appropriate and applicable to both resident and non-resident occupiers. This duty statement thus forms part of any agreement between the caravan park owner and any non-resident occupier.

1. Occupants use of the site

- The occupants must use the site only for the purpose agreed with the park owner; and
- use the site, caravan park and facilities properly and ensure that their visitors do the same.

2. Occupants must not use site for illegal purposes

- The occupants must not use or permit the use of the site, the dwelling or the caravan park for any purpose that is illegal at common law or under an Act.

3. Occupants duty to pay site fees

- The occupants must pay the site fees and any other charges agreed with the caravan park owner on the due dates and in agreed manner.

4. Quiet enjoyment - occupant's duty

- Occupants must not do anything in or near the site or caravan park, or allow their visitors to the caravan park or site to do anything which interferes with the privacy and peace and quiet of other occupants of the caravan park, or their proper use and enjoyment of the caravan park.

5. Occupants must keep site clean

- The occupants must keep the site clean and tidy; and
- maintain the site and caravan in a manner and condition that do not detract from the general standard of the caravan park as set by the caravan park owner from time to time.

6. Occupants must not erect structures

- Occupants must not erect any structure on the site or in the caravan park without the prior written consent of the caravan park owner.

7. Occupants must notify owner of and compensate for damage

- If any damage other than fair wear and tear is caused to the caravan park or any facilities in the caravan park by the occupant or his or her visitor, the occupant must-
 - (a) repair the damage; or
 - (b) notify the caravan park owner or caravan owner of the damage and pay compensation for the damage to the caravan owner or the caravan park owner.
- The occupants must report to the caravan park owner any damage to or breakdown of communal facilities of which the occupants have knowledge.

8. Number of persons occupying site

- The occupants must not allow more than the number of persons agreed with the caravan park owner to occupy the site.

9. Occupants must observe caravan park rules

- The occupants must observe all caravan park rules made from time to time

10. Caravan park owner must provide access

- Subject to any Government directives to the contrary, the caravan park owner must-
 - (a) provide 24 hour vehicular access for all occupants to all sites; and
 - (b) provide 24 hour access for all occupants to the caravan park and the communal toilet and bathroom facilities; and
 - (c) provide access during all reasonable hours for occupants to recreational areas, laundry and communal facilities other than toilets and bathrooms.

11. Quiet enjoyment - caravan park owner's duty.

- The caravan park owner must not unreasonably restrict or interfere with the occupant's privacy, peace and quiet or proper use and enjoyment of the site and the communal facilities.

12. Caravan park owner must keep park etc. clean

- The caravan park owner must-
 - (a) keep the common areas, gardens, roadways, paths and recreation areas in the caravan park clean and in a safe condition; and
 - (b) arrange for the collection of occupant's garbage from the caravan park rubbish bins. No hard rubbish is to be placed in or around these bins. It is the duty of the occupant to dispose of hard rubbish items privately.

13. Duty of caravan park owner to maintain communal areas

- The caravan park owner must maintain, repair and keep clean and tidy all communal bathrooms, toilets, laundries and other communal facilities in the caravan park.
- When repairing or renovating communal facilities, the caravan park owner must
 - (a) minimise inconvenience and disruption to occupants; and
 - (b) if necessary, provide temporary substitute facilities.

PARK RULES

Section 185 of the Residential Tenancies Act enables the caravan park owner from time to time to make rules relating to the use, enjoyment, control and management of the caravan park. It is the caravan park owner's duty to ensure that the caravan park rules are reasonable and the caravan park owner must take all steps to ensure that they are observed by all occupants and are enforced and interpreted consistently and fairly.

The caravan park owner must give a copy of the caravan park rules to the principle occupant of the site. The following rules have been established by the caravan park owner in the belief that they are reasonable and conducive to the effective management of the caravan park.

If an occupant believes that a rule is unreasonable then he or she should discuss the matter with the caravan park owner.

A. RULES APPLICABLE TO ALL OCCUPANTS.

All caravan park occupants must, with respect to:-

A1 The making and abatement of noise.

- A1.1 keep noise to a minimum at all times ensuring that there is no unnecessary noise at all between 10.00 pm and 8.00 am (Exceptional circumstances may exist where the caravan park owner considers it reasonable that this rule need not be strictly applied. The prior written consent of the caravan park owner must be obtained in these instances.)

A2 Vehicles

- A2.1 observe the park speed limit which is 10km/hr. i.e. walking pace. (Please note that bicycles are not an exception.)
- A2.2 have only one motor vehicle per site unless the written consent of the caravan park owner has been obtained for a second vehicle. (Such written consent will only be given if
- a) both vehicles are owned and used by the site occupants, and
 - b) in the opinion of the caravan park owner, a satisfactory parking place is available.)
- A2.3 in the absence of prior written consent from the caravan park owner, ensure that their visitor's cars are parked within the dedicated car parking area behind the office compound and parallel to Woods Point Road.
- A2.4 not carry out repairs to motor vehicles within the caravan park unless an appropriate time and place has been agreed to by the caravan park owner.
- A2.5 not bring an unregistered or unroadworthy vehicle into the caravan park without the prior written consent of the caravan park owner.
- A2.6 to drive or ride vehicles on the roads only.
- A2.7 not ride bicycles in the caravan park outside daylight hours.
- A2.8 only park their vehicle in the place specified by the caravan park owner.

A3 The disposal of refuse.

- A3.1 wrap garbage before placing it in the bins.
- A3.2 not use the caravan park garbage disposal facilities for the disposal of anything other than normal household refuse.
- A3.3 in disposing of garden refuse such as leaves, etc. please assist the caravan park owner by either disposing of the refuse themselves or depositing green waste in the green waste trailer provided by the Park. This trailer is usually located in the shelter at Site 103. Please do not place any plastic bags in this trailer.

A4 The keeping of pets

- A4.1 Dogs: We are a dog-friendly park, BUT CONDITIONS APPLY.
- A4.2 not allow a dog to enter a hired dwelling (i.e. Park Cabins).or communal facility such as an Amenity Block or Laundry.
- A4.3 dispose of any animal wastes promptly and appropriately.
- A4.4 no other pets are accepted on Holiday Powered and Un-Powered sites.
- A4.5 Residents may have other small pets at the caravan park owner discretion and with prior permission.
- A4.6 If required, provide the caravan park owner with a written guarantee that the dog does not represent a danger to the health and safety of other park users, in particular young children, who may wander into an animal's territory.
- A4.7 not leave a dog unattended unless absolutely necessary. If it is necessary, every effort must be made to arrange for someone to monitor the dogs behaviour and well being. Dogs left unattended must -
 - a) be on a lead
 - b) have access to a shelter and shade.
 - c) be provided with adequate food and water.
- A4.8 keep the dog under control at all times.
- A4.9 not allow a dog to be a nuisance or cause distress to other park users. Persistent barking may result in you being asked to remove your dog from the Park.

A5 The playing of games and other sporting activities.

- A5.1 not play ball games around the amenities blocks or within close proximity of a dwelling. There is a large grassed area adjacent to the splash park & playground which is suitable for these games.
- A5.2 use playground equipment in the proper manner and in accordance with any rules specific to particular apparatus.

A6 The use and operation of communal facilities.

- A6.1 not smoke in the amenities blocks, reception office or within close proximity to the playground.
- A6.2 not bring glassware into the amenities blocks.
- A6.3 not wash dishes in the laundry or any of the amenity block hand basins.
- A6.4 remove washing promptly from the washing machines, dryer or clotheslines upon the completion of washing or drying. (The caravan park owner may remove and store laundry items as a result of non-compliance.)

A6.5 not erect a private clothesline other than a small temporary line which is not within obvious view of other park users.

A7 The supervision of children.

A7.1 maintain sufficient periodical supervision of their children, so as to ensure that the children do not cause a nuisance or inconvenience to other occupants, management or employee of the caravan park.

A7.2 ensure that pre-school aged children are supervised by an adult when using the amenities blocks.

A7.4 support any reasonable sanctions imposed by the caravan park owner resulting from improper conduct or use of the caravan park facilities by their children.

A8 Grievances

A8.1 use a private, conciliatory approach to the settling of disputes with other occupants, the caravan park owner or any employee of the caravan park.

A8.2 Any communication (email, letter, text message, social media platform etc.) referring to the caravan park or involving another caravan park occupant that could be considered as harassing, discriminatory, defamatory, inappropriate or objectionable will be considered a breach of these rules.

A9 Visitors

A9.1 ensure that their visitors register their presence at the caravan park office advising the caravan park owner of the visitor's name and address if required by the caravan park owner. Visitors cars must be parked in the Park's Visitors car Park, subject to availability.

A10 Fires

A10.1 Fires are only permitted on days that are not declared a Total Fire Ban, nor on days designated by the Park Owner as No Fire Days, and only in designated fire places either provided by or approved by the caravan park owner.

A10.2 ensure that any fire is attended by an adult at all times.

A10.3 ensure that any fire is completely extinguished before being left unattended.

A10.4 All ash must be disposed of in the Ash trailer provided by the park manager. No ash can be disposed of in the Park rubbish bins, or in any Park garden areas.

A11 General conduct.

A11.1 ensure that they and their visitors do not behave in a manner that could be
a) offensive to other park occupants
b) a poor example to the children in the park
c) injurious to the reputation of the caravan park.

A12 The maintenance of and modifications to sites or dwellings.

- A12.1 not extend, alter, modify or attach any fixtures to any site or dwelling within the caravan park without first obtaining the caravan park owner's written approval.
- A12.2 ensure that the dwellings are maintained in a manner consistent with the requirements of the Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2010.
- A12.1 not carry out any modification or building works on a public holiday long weekend or other accepted busy period within the Park (I.e. Between Christmas and New Year or similar) that will interfere with the privacy, peace and quiet enjoyment of other occupants of the caravan park without first obtaining the caravan park owner's written approval in accordance with General Duty 4 on page 3.

A13 The payment of site fees and other charges.

- A13.1 pay any site fee in advance or otherwise as agreed to by the caravan park owner.
- A13.2 pay the annual site fee either annually or quarterly in advance or by direct debit monthly.
- A13.3 pay visitor's fees for any occupants other than the nominated persons whose occupancy fee is incorporated in the annual or seasonal site fee in advance of the visitor's occupancy.
- A13.4 pay electricity accounts, if applicable, within 7 days.