

TENANT EDITION

Welcome home.

Your Bayside Vista welcome & move-in guide



47 FRESHWATER STREET, THORNLANDS QLD 4164

A practical guide to settling in, managing your tenancy and enjoying life at Bayside Vista. Keep it handy for everyday information and essential contacts.

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Community rules apply to residents and visitors.



VISION PROPERTY SOLUTIONS

A smooth moving day

A little planning helps protect shared areas and keeps access clear for everyone.

Collect and check your access devices

Arrange key collection with your agent or the person managing your handover. Check that you have all supplied door and window keys, garage remotes and a **pool access card**. Test them and promptly report anything missing or faulty.

Removalists and heavy-vehicle access

Plan your move for **Monday to Saturday, 7:00 am - 7:00 pm**, in line with community heavy-vehicle access hours. For a move outside these hours, contact Management before booking so any required committee approval can be arranged.

Plan a considerate unloading location

Give movers your townhouse number and the **10 km/h speed limit**. Coordinate unloading with Management and affected neighbours. Keep roads, pedestrian routes, driveways and emergency access clear; be ready to move the vehicle if access is needed.

Protect the community during your move

Take care around walls, doors, gardens and shared areas. Keep packing materials inside your home and clear them as you go. Tell Management promptly if any common property is damaged.

Connect your utilities

Arrange electricity and internet before you arrive. Your provider can confirm connection dates and required equipment. The **NBN connection box is in the garage**; find the water shut-off at the front exterior meter box and the switchboard in the garage or at the side of the townhouse.

Let us welcome you

Provide Management with your townhouse number, current phone number and email, and advise when these change. Update your postal address and introduce yourself to your neighbours when you have a moment.

02 / SETTLING INTO YOUR TENANCY

Your first days at home

The tenancy instructions in this edition are for homes managed by Bayside Vista Management. If another agent manages your home, follow that agent's instructions.

- ☐ **Read your signed documents.** Keep your lease, welcome email, by-laws and emergency-repair instructions together.
- ☐ **Confirm initial rent and bond.** Use the amounts, payment details and due dates in your agreement and welcome email. Confirm your first ongoing rent due date; the initial rent payment covers the period paid for.
- ☐ **Set up PropertyMe.** Download the Tenant App and use your supplied sign-in details for tenancy information and routine maintenance reporting.
- ☐ **Confirm your key appointment.** Agree the collection time on your lease start date. Do not assume a handover time without confirmation.
- ☐ **Check services and fittings.** Test keys, garage remotes and your pool card. Confirm utilities operate and report any faults promptly.
- ☐ **Protect your belongings.** Consider personal contents insurance from key collection. Do not assume the owner's or Body Corporate's policy covers your belongings.

Entry Condition Report: return within 7 days

Review the report, add your comments and dated photos, sign and return it within **7 days after the later of the day you occupy the home or the day you receive the report**. Keep your own copy and photographs.

Official guidance: [RTA Entry condition report](#).

A simple first-week check

Locate utility controls, read community and pool rules, plan parking and confirm required pet approvals. Let your property manager know if something in the home needs attention.

Looking after your tenancy

Use your signed agreement and current Queensland tenancy requirements alongside this guide.

Routine maintenance

For Bayside-managed tenancies, report non-urgent faults through the **PropertyMe Tenant App**, with a clear description and photos. If another agent manages your home, use that agent's reporting process. Shared-area faults can also be reported to Onsite Management.

Rent and receipts

Follow the amount, method, reference and payment schedule in your agreement. Keep payments up to date and retain receipts. Contact your property manager promptly about payment errors or an overdue reminder you believe is incorrect.

Routine inspections

Your property manager will arrange inspections and provide the required notice. Keep the home reasonably clean and tidy, and report repair or safety issues. Inspection photographs may form part of the owner's report.

Smoke alarms and light fittings

Do not disconnect or interfere with smoke alarms. Report beeping, damage or faults. SATS is listed in the contact directory; check service coverage first. Use matching standard replacement bulbs where appropriate, but leave faulty fittings, unfamiliar equipment and electrical work to qualified trades.

Urgent repairs: do not rely on an app message

For an immediate threat to life or safety, call **000**. For tenancy emergency repairs, promptly contact the emergency contact or nominated repairer in your lease. Keep a written record of reports and follow-up. Do not wait for ordinary office hours if the situation is urgent.

More information: [RTA emergency repairs guidance](#).

The trade directory is a practical reference, not a replacement for your lease's nominated emergency-repair procedure.

Your home & shared spaces

Small everyday habits help keep Bayside Vista tidy, welcoming and easy to move around.

Bin collection: Wednesday morning

Put bins at the end of your driveway on **Tuesday evening**. Return them to the bin partition area or behind your side gate by **Wednesday evening**. Check the Council collection calendar for the correct bins each week; recycling is collected fortnightly.

Rubbish, recycling and bulky items

Keep bin lids closed, avoid overfilling and separate recycling. Arrange suitable disposal of unwanted furniture, garden waste and excess boxes. Do not leave rubbish or belongings on common property.

Local waste centres

Birkdale and Redland Bay accept household waste and recycling. Council's residential allowance is **12 free visits per registered passenger vehicle per financial year** for general mixed waste and green waste. Charges apply beyond the allowance and for certain items, including mattresses, timber and tyres. Bring proof of residency and check current conditions before visiting.

[Check Redland City Council waste-centre allowances and fees.](#)

Courtyards and private gardens

Keep courtyards maintained and free from accumulated rubbish or excessive storage. Weed and prune garden beds, and retain landscaping required by scheme approvals. Ask Management before major changes, structures, shade sails or pergolas; body corporate approval may be needed.

Shared gardens and external changes

Front gardens are common property: leave their planting and layout unchanged. Keep furniture, pots and belongings in your own courtyard or approved storage area. Check before changes affecting exteriors, drainage, fencing or common property.

A few practical reminders

Use the clothesline in the rear courtyard, not the front of the townhouse or balconies. Check with Management before a garage sale or external alteration. Text Management a photo and location of common-property damage or hazards.

Living well together

Share these reminders with visitors and contractors, as well as everyone in your household.

Noise and neighbours

Keep music, televisions, conversations, gatherings and vehicle noise considerate, particularly early in the morning and at night. Close windows if noise may affect neighbours. Avoid loud exhausts, shouting and persistent disturbance.

Resolving a concern

If safe and appropriate, start with a friendly, respectful conversation: the other person may not realise there is a problem. If it remains unresolved, contact Management or the body corporate for help.

Pets and approvals

Contact the body corporate team about the applicable approval process before bringing a pet to live here. Provide the requested pet details and photo, and ask about separate assistance-animal arrangements. Tenants should also check their property manager's process.

Keep pets controlled

Keep pets within your home or courtyard. Dogs must be on a lead on common property; other pets should be securely restrained or carried. Prevent roaming and nuisance, clean up waste immediately and follow registration and approval conditions. Pets are not permitted in the pool area.

Parking and roads

Use your garage or driveway, not garden beds or roadways. Keep paths, driveways and emergency access clear. The site speed limit is **10 km/h**. Watch for children and pedestrians; roads are for access, not recreation.

Visitor spaces are for genuine visitors

Visitor stays beyond **24 hours require approval**. Contact Management beforehand with the vehicle registration if your guests need a longer stay. Residents should not use visitor spaces as an extra car space.

Read these summaries alongside the registered Bayside Vista CTS 47129 by-laws. Ask Management for a current copy.

06 / SHARED FACILITIES

Enjoy the pool safely

A shared space for residents and their guests. Follow posted rules and any closure notices.

OPEN DAILY

7:00 am - 8:00 pm

MAXIMUM IN THE POOL AREA

30 people

Your access card and the gate

Check that your pool card works. Entry and exit access switches off at **8:00 pm**, so leave before closing. Make sure the gate closes and latches behind you; never prop it open. Contact Management about missing cards or gate faults.

Supervision and safe swimming

Children under **16 must be supervised by an adult**; stay with your guests. Walk around the pool. No running, diving, bombing or rough play. Avoid large inflatables, balls or toys that affect others, and take permitted toys home.

No glass, food or drinks in the pool area

Keep glass, china, other breakables, food and drinks outside the pool area. Glass can create a serious hazard. Report broken glass promptly and keep clear of affected areas.

Clean water and considerate use

Wear appropriate swimwear; use swim nappies where needed. Allow sunscreen to absorb before swimming and avoid oils or lotions that affect the water. No loud music, portable speakers, smoking, vaping or pets. Take belongings and rubbish with you.

Report faults and follow closures

Tell Management about gate faults, water-quality concerns or hazards. Leave pool equipment and chemicals to the maintenance team. Do not use the pool while a closure notice is displayed. CCTV operates in the pool area.

Emergency: call 000 and give the pool location: Bayside Vista, 47 Freshwater Street, Thornlands QLD 4164. Use the facilities responsibly and follow posted safety directions.

Your management contacts

Save these details for everyday community matters and approval enquiries.

Angela Kennedy | Onsite Manager**Vision Property Solutions Brisbane - Bayside Vista Office****0423 124 314**baysidevista@email.propertyme.com**Office hours****Monday-Thursday:** 9:00 am - 3:00 pm**Friday:** 9:00 am - 1:00 pm

Weekend appointments by arrangement. Emergency calls to Management are accepted until 5:00 pm on weekdays. For an immediate threat to life or safety, call 000.

When to contact Onsite Management

For shared facilities, access questions and common-property maintenance, send a brief description, location and photos by text.

Body corporate management | BCsystems

For body corporate matters, pet applications, proposed alterations and approval requirements:

Sonia de Giersonia@bcsystems.com.au**Blake Schnabel**blake@bcsystems.com.au**BCsystems: 07 3899 0299****Ask before starting work**

Speak with Management before ordering structures or booking work that may require approval. The body corporate team can explain what information is needed and where to send an application.

This is a practical welcome guide, not a complete copy of the registered by-laws. Read it with the current scheme by-laws, posted facility rules and, if applicable, your tenancy agreement.

08 / KEEP THIS PAGE HANDY

Emergency & handy contacts

Immediate danger or fire: call 000

Give your townhouse number and the address: **47 Freshwater Street, Thornlands QLD 4164.**
Trade contractors do not replace emergency services.

Urgent trade assistance

Contact providers to confirm availability, service coverage and call-out charges. For tenants, follow the nominated procedure in your lease.

Lockouts / lost keys / Smart Choice Locksmiths	0431 687 797
Plumbing / Urban Plumbing	0418 156 460
Electrical / CJA Electrical	0490 337 756
Water damage / Moisture Control Services	1800 800 674
Smoke alarm support / SATS	1300 416 667

Confirm that your property is covered by SATS before booking smoke-alarm support.

Around the home

Repairs / CND Handyman - Chris	0412 982 897
Gardens / HCD Property Services	0423 585 486
Windows / Hybrid Window Cleaning	0409 360 904
Cleaning & pest services / BCP Bond Carpet Pest	0417 732 960

Arrange quotes and bookings directly. Confirm scope, charges, service coverage and required approvals before work begins. These providers are listed from the supplied community information; inclusion does not guarantee availability.

Utility locations are listed on page 2. Do not attempt electrical repairs or operate equipment in wet or unsafe conditions. Obtain professional help.