

Useful Information for New Residents

(In Alphabetical Order)

- Air Conditioner

The air conditioner in your Unit has been checked that it is in working order.

Depending on the make and model of your air conditioner it can take up to 10 minutes before air starts to warm up / cool down.

When using, please check the remote is on the correct mode: heating/cooling or auto and that you have set the correct temperature required.

If your air conditioner does not work when using the remote, please check to see if the batteries need changing.

- Alterations & Additions to Unit

Please contact your Community Centre Receptionist for an Application for Approval of Alterations or Additions to a Unit form.

No work can be completed without prior approval from Maintenance. Accredited Tradespersons only.

- Birds

Please do not feed the birds.

- Bus

Bus Timetable is in your Welcome Kit.

Extra copies available from your Community Centre Receptionist.

- Carports / Garages

If you need a Carport or Garage, please let your Community Centre Receptionist know as there is a waiting list.

Carport \$200 pa

Garage \$500 pa

- Community Centre Receptionist

Your Community Centre Receptionist is the person who looks after the day to day running of Clarke, Grant, Parkside, Robinsons Centres, and their Residents.

Your Community Centre Receptionist is your **'first port of call'** in most instances and they can direct you to the correct person if unable to help you.

- Doctors
Please contact Peninsula Family General Practice on 9781 3300 to make an appointment with the Doctor who visits the Grant Centre on a Wednesday, and the Clarke Centre on Tuesdays and Thursdays.
- Doorbell
If you need a Doorbell, please purchase, and let your Community Centre Receptionist know to arrange for Maintenance to install. You are responsible to replace the batteries when needed.
- Electricity Provider – Please contact Network Energy if needed on 9807 5286.
- Fan/Light
For the fan to work the light switch MUST be left in the ‘ON’ position and only the remote can be used to turn fan and light on and off.

If it stops working please check light switch is ‘ON’ and check if the batteries in the remote need changing.

- Garden Hose
Garden hoses are replaced by the Residents who use them.
- General Waste & Recycling Bins
Older Units – Have communal General Waste bins which are emptied twice a week - Tuesday and Fridays.

Please make sure that a bin is full before you place your items into another bin.

If you are able, please speak to Residents in your area about taking turns to put the bins out at night and to bring in in the morning.

New Units – General Waste bins are emptied on Fridays.

All Units - Recycling Bins are emptied once a week – Tuesdays.

*There is a large cardboard recycling bin behind the Grant Centre Kitchen if needed.

- Hearing
Please contact Nepean Hearing on 97837520.
Tony Wilms visits the Clarke Centre on a Thursday.

- Holidays
Please contact your Community Centre Receptionist to inform them when you will be away from the Village.

This is for any emergency in the Village; we need to know who is in their Unit and who is not.

Please remember your Nurse Call Pager cannot leave the Village.

- Hospital
Please contact the Village Nurses on 5971 4238 to inform them when you are going to Hospital and when you return.

You do not need to inform your Community Centre Receptionist only the Village Nurses.

Please remember your Nurse Call Pager cannot leave the Village.

- Internet
If you have requested and completed paperwork for an internet connection, the technician will be in touch with you shortly after moving into your Unit.
- Kiosk
The Clarke Kiosk is open Monday to Friday (excluding Public Holidays) from 9.30am to 11.30am and is run by Resident Volunteers.
If you are interested the Kiosk is always in need of Volunteers.

Please do not make payment with large notes as they only hold a small amount of change.

The Kiosk cannot accept credit or debit card payments.

- Mail & Parcels
Your mail is delivered Monday to Friday to your mailbox excluding Public Holidays.

Please collect your mail after 12.00pm to allow time for your Community Centre Receptionist to deliver the mail to your mailbox.

If you have a parcel a card will be placed in your mailbox and the parcel will be placed in one of the cupboards/drawers below the mailboxes provided for collection.

Please note your Community Centre Receptionist collects the mail and parcels in the morning from Administration for delivery to your mailbox - if a parcel is delivered to Administration after this time, you will not receive until the next working day.

Family / Friends Mail - If you regularly receive mail for another person, please ask them to make their mail 'Care of You.' Please let your Community Centre Receptionist know for their records, as your Community Centre Receptionist may Return to Sender.

Posting Your Mail - There are red mailboxes at each Community Centre where you can post your mail. Please note, these are emptied by your Community Centre Receptionist in the morning to be mailed later in the day by Administration.

- Maintenance & Gardening Staff
When Maintenance Staff are completing a Maintenance Request at your Unit, please do not ask them to do extra work that has not gone through your Community Centre Receptionist.

Gardening Staff-please do not approach or talk to Staff while they are working as this is an Occupation Health and Safety issue.

- Maintenance Requests & After-Hours Maintenance Emergencies
During Office Hours-Please contact your Community Centre Receptionist when you require Maintenance to be done at your Unit.
If possible, call in the morning, so Maintenance can attend the same day depending on the urgency of the request.

After Hours-Please call 0408 591 263 for any Maintenance Emergencies.
A Maintenance Emergency is no power to the Unit, flooding etc.
If not an emergency, please contact your Community Centre Receptionist on the next business day.

Please note; all property is owned by Village Baxter - Maintenance Services are in place if there are any problems.

- Newspapers
The Village Baxter does not arrange for newspaper delivery.

To arrange newspaper delivery, please contact the Herald Sun on 1300 696 397 and The Age on 13 66 66.

Newspapers will be delivered to your Community Centre, please mark your name off the sheet once collected.

- No Parking on Grass

There is no parking on the grass.

Residents can park on the grass for a brief time only when dropping off groceries etc.

Visitors are not to park on the grass when visiting Residents, please ask them to use the public car spaces available.

Please note that Village Staff/Contractors are permitted to park on the grass due to work commitments.

- Nurse Call Pager

Your Community Centre Receptionist has shown you how to use – if you are not sure how to use, please contact them.

Nurse Call Pagers are water resistant not waterproof.

Please do not wear in the shower.

Please remember your Nurse Call Pager cannot leave the Village.

- Optometrist

Please contact the Grant Community Centre Receptionist on 5971 6364 to make an appointment with Katy Kalff.

- Payments To Your Community Centre Receptionist

Your Community Centre Receptionist cannot accept cash or cheque payments.

Your Service Fees, Telephone Account etc are Direct Debited from your nominated bank account on the 1st business day of the month - This is arranged before you enter the Village.

- Pharmacy Mailbox

Pharmacy Neo (9781 3027) and Heatherhill Pharmacy (9783 9264) have mailboxes at Clarke, Robinsons, Parkside, and Grant Centres to put your prescriptions in to be dispensed.

Please contact them to make payment arrangements.

You must be home for delivery in the afternoon on the day you put your prescription in to be filled.

- Podiatry

Please contact Lifecare on 9770 2343 to make an appointment.

The Podiatrist visits the Clarke Centre every Friday.

- Removal of Cardboard Boxes & Bubble Wrap

Please contact your Community Centre Receptionist once you have finished your unpacking, they will arrange a 'once only' removal of your packing materials.

Cardboard is to be stacked neatly and tied.

Bubble wrap to be stacked neatly and tied or placed tidily in a box.

- Resident Telephone Listing

Updated in March, June, September, and December and covers the Manor and Independent Living Unit Residents.

Can be purchased from your Community Centre Receptionist for \$2.00.

Most of the phone calls within the Village are free. Please note, if there is an '*' next to the Resident's name you will be charged for the call.

Please remember that there are important Village Administration phone numbers on the front page of your Resident Telephone Listing.

- Residents Telephone '101' Message Bank

If you need '101' Message Bank on your telephone, please contact your Community Centre Receptionist.

Your phone will ring 12 times before going to '101'.

You will know you have new messages as soon as you pick up your phone because you will hear a special 'interrupted' dial tone.

To listen to your messages dial '101' and follow the prompts.

- Verandas – If you have an older Unit with an enclosed veranda, any ongoing maintenance is your responsibility.

- Village Baxter Website

The address for the Village Baxter Website is www.villagebaxter.com

Village and Resident Information and Resident Documents/Forms etc can be found here.

- Village Voice

The Monthly Newsletter is delivered to your mailbox on the last business day of the month.

If you wish to receive electronically, please go the Village Baxter Website, scroll to the bottom of the page where you can subscribe.

The Diary Dates for the month are included in the Village Voice. This tells you of upcoming events and where they will be in the Village.

- Washing Lines
Older Units - Have shared lines, please contact your neighbours to arrange washing days.
New Units have their own washing lines.
- Welcome Kit
Please read when you have the time as it covers a lot of information about the Village, Policies etc.
- Your Feedback Matters
We value your feedback - compliments, suggestions, and complaints.
Please let us know if you have suggestions or opportunities for us to improve.

How to provide feedback:

- Option 1: Visit the link on our website
- Option 2: Speak to one of our friendly Administration staff
- Option 3: Enter cpgebz.com/TVB into your web browser
- Option 4: Scan the QR code located on 'Your Feedback Matters' Poster on your Community Centre noticeboard

Thank you for reading,
Meridee (Clarke Community Centre Receptionist)
and Michelle and Alicia (Robinsons Community Centre Receptionists)