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Entry Tag Policy

Version	4
Create Date	11 th August 2016
Last Updated	17 th February 2018

Purpose

The purpose of this policy is to define the rules around the issuing, cancellation and replacement of Entry Tags required to access the Jackson's View Country Club.

Definition

For the purpose of this policy the following definitions apply:-

- "JVCC" is defined as the Jackson's View Country Club, 56 Jackson's Drive Drouin
- "JVOC" is defined as the Jackson's View Owners Corporation.
- "JVOCC" is defined as the Jackson's View Owners Corporation Committee.
- "Lot owner" is defined as member of the Jackson's View Owners Corporation whose Owners Corporation fees are up to date with no monies owing.
- "Manager" is defined as Jackson's View Country Club Manager.
- "Landlord" is defined as a lot owner who has chosen to lease their property.
- "Tenant" is defined as a resident of a property owned by a lot owner that has a valid lease agreement with the lot owner and has exclusive occupation of the leased property and is named on the lease agreement.
- "Contractor" is defined as someone or an organisation that has a current contract with JVOC.
- "Entry Tag" is defined as being a security tag that allows the holder access to the JVCC.
- "OC Manager" is defined as Whittles Australia Pty Ltd, who the JVOCC have engaged to assist with the running of the JVOC.
- "Induction" is Centre Management's process of introducing residents to the centre.

Important notes

- Only residents that are defined as Lot Owners and/or Tenants defined above are entitled to an Entry Tag.
- Only Lot Owners, Tenants, and/or **immediate family permanently residing** with the Lot Owner and/or Tenant (over the age of 14) are able to use the Entry Tag and must undergo an induction to the centre prior to access.
- A Lot Owner / Tenant may **not** provide an Entry Tag to any other person, **nor share** their Entry Tag with any other Lot Owner or Tenant.
- Contractors are only able to access the JVCC in the purpose of their business.

Jackson's View Country Club Opening Hours

Sunday – Thursday: 5.00am to **10pm**

Friday & Saturday: 5.00am to **11.00pm**

The premises silent alarm will trigger a security call-out outside of the **closing times**.

If a security call-out fee is incurred due to a breach; it will be invoiced to the Lot concerned.

NB: Current times are always displayed at the entrance of the Country Club.

THIS INCLUDES THE OUTSIDE AREA AND POOL

Issuing of Entry Tags

Lot owners

All lot owners are entitled to an Entry Tag that allows them access to the JVCC on the condition that their owner's corporation fees are paid up to date and they are not in arrears.

Applications for an Entry Tag must be made using the "Owners - Access Entry Tag Order Form" and submitted to the Manager for approval.

Each lot is entitled to one complimentary Entry Tag. A second tag may be purchased for a non-refundable fee of \$30.00. The second tag will be invoiced by the OC Manager and payment will need to be made prior to the issuing of the second entry tag.

Upon approval of the application, the Manager will issue an Entry Tag to the Lot owner. If a second tag has been requested this will be issued upon receipt of the second tag fee.

Tenants

Tenants may NOT be automatically entitled to an Entry Tag this is at the discretion of the landlord and /or JVOCC.

In order for the Tenant to be able to apply for an Entry Tag, the lot owner's corporation fees are to be paid up to date and not in arrears.

Applications for an Entry Tag must be made using the "Tenants - Access Entry Card Order Form" along with an "Access Entry Tag Owners Approval Form" signed by the Landlord and submitted to the Manager for approval.

In the event that the Landlord approves the Tenant having an Entry Tag, the Landlord forfeits their right to an Entry Tag.

Each lot is entitled to one complimentary Entry Tag. A second tag may be purchased for a non-refundable fee of \$30.00. The second tag will be invoiced by the OC Manager and payment will need to be made prior to the issuing of the second Entry Tag.

Upon approval of the application, the Manager will issue an Entry Tag to the Tenant. If a second tag has been requested this will be issued upon receipt of the second Entry Tag fee.

Contractors

Contractors may be entitled to a single Entry Tag; however, they are NOT automatically entitled to an Entry Tag. It is at the discretion of the JVOCC.

Applications for an Entry Tag must be made using the "Contractors - Access Entry Tag Order Form" and submitted to the Manager who will seek approval from the JVOCC. Contractors are only able to access the JVCC for the purpose of their business and not for personal use.

Suspension of Entry Tags

A Lot Owner / Tenant may not provide an Entry Tag to any other person, nor share their Entry Tag with any other Lot Owner or Tenant. In the event that this occurs the Lot Owner's / Tenant's Entry Tag will be suspended immediately pending an enquiry by the Owners Corporation Committee.

Lot owners

In the event that the Lot Owner has outstanding owner's corporation fees exceeding 30 days or more after the due date their Entry Tag(s) will be automatically suspended. Information as to the current financial status of the Lot Owner will be taken from the Aged Arrears Report at the commencement of each month.

Entry Tags will only be reinstated once **all** outstanding Owners Corporation fees have been paid.

Tenants

In the event that the landlord has outstanding owners corporation fees exceeding 30 days or more after the due date any Entry Tag(s) allocated to their tenants will be automatically suspended. Information as to the current financial status of the Lot Owner will be taken from the Aged Arrears Report at the commencement of each month.

Entry Tags will only be reinstated once **all** outstanding Owners Corporation fees have been paid.

Contractors

Contractors may have their Entry Tags suspended at the discretion of the JVOCC.

Replacement / Lost Entry Tags

The following applies to Lot Owners, Tenants and Contractors

Once the application has been approved (including the payment of a lost tag fee, the Manager will issue a replacement Entry Tag.

Cancellation & Return of Entry Tags

Lot owners

In the event that the Lot Owner sells their property, they **MUST return all Entry Tags (s) to the JVCC Manager** within fourteen (14) days of the date of settlement. Failure to do so will result in a \$30.00 fee (per Entry Tag) being invoiced for the replacement cost.

Tenants

In the event that the lease between a Tenant and the Landlord ceases to exist, the **Tenant MUST return all Entry Tag(s) to the JVCC Manager** within fourteen (14) days following the termination of the lease. **It is the responsibility of the Landlord to ensure that all tags are returned.** Failure to do so will incur a \$30.00 charge (per Entry Tag) to the Lot Owner. The payment of this fee will be required before any and all future Entry Tags are issued.

Contractors

In the event that a contract is either terminated or not renewed the Contractor **MUST return their allocated Entry Tag to the JVCC Manager immediately.** It is the responsibility of the Contractor to ensure that the Entry Tag allocated to them or to their organisation is returned. Failure to do so will incur a \$30.00 charge to the contractor.

Document Control

Version	Comments	Date
0.1	Initial Version	11/08/2016
0.2	Feedback from GM	11/08/2016
0.3	Feedback from DH	16/08/2016
0.4	Various changes following meeting with DH, GM & BJ	23/08/2016
0.5	Further feedback from GM	25/08/2016
0.6	Feedback from CD at Engine	13/09/2016
0.7	Update to section	01/10/2016
1.0	Final Version approved by Owners Corporation Committee	03/10/2016
1.1	General updates including addition of Important Notes	14/12/2016
2.0	Final Version approved by Owners Corporation Committee	18/12/2016
2.1	General updates	17/01/2017
2.2	Changes as recommended by PDS from Whittles	12/02/2017
3.0	Feedback from Committee & final version	19/02/2017
3.1	Name change from Swipe Card to Entry Tag	01/09/2017
3.2	Changed lost/stolen Entry Tag cost to \$30	07/09/2017
3.3	Omitted reference to 'Other Persons'	10/10/2017
3.4	Added opening times & security warning	21/01/2018
4	Added inductions including over 14 year olds	17/02/2018

Document Approval

Date	Approved by
18 th December 2016	V1.0 - Via E-Mail approval from majority of Committee Members.
19 th February 2017	V3.0 – Via E-Mail approval from majority of Committee Members
5 th September 2017	V3.1 – Approved by Chairman
7 th September 2017	V3.2 - Via E-Mail approval from majority of Committee Members
10 th October 2017	V3.3 – Approved by Chairman
21 st January 2018	V3.4 - Approved by Chairman
17 th February 2018	V4 – Changed by Chairman