

**Redland's
business,
industry &
trade centre**

Redlands
BUSINESS PARK

Welcome Pack

Redlands Business Park Community Titles Scheme



Version 1.13



Welcome to Redlands Business Park

Thank you for choosing Redlands Business Park for your business.

The Business Park includes many innovative and unique features which will help to increase your business efficiency and reduce running costs.

For your convenience we provide the following summary. Should you have further queries please contact:

1. **All Commercial Properties QLD** 07 3207 8211
bronwyn@allcommercialpq.com.au

For Management issues such as Security and Landscaping

2. **Body Corporate Management** Whittles 07 3479 9300
glen.nixon@whittles.com.au

For Issues with the Body Corporate

Community Titles Scheme

Redlands Business Park has been created under the Body Corporate and Community Titles act as a Community Titles Scheme (CTS 40341).

As an owner of a Lot, you are also a member of the Body Corporate for the Scheme, which represents Owners and holds and manages the Common Property and other Body Corporate assets on behalf of the Owners.

You have a right to vote at Body Corporate meetings and you will be required to pay Body Corporate Levies.

You will be notified in advance of any General Meeting of the Body Corporate and Levies will be invoiced in advance every 4 months.

Security

Redlands Business Park is a secure estate with restricted public access outside of business hours.

The boom gate entry is closed from dusk to dawn each night.

After hours access to the Park for authorised persons is via the Noke Smart Entry app which can be downloaded onto your mobile device. Each allotment or Unit will have a single Primary Account User assigned by All Commercial Properties. Please email operations@allcommercialpq.com.au details of:

- Primary Account User Full Name, Mobile Number and email.
- Primary Account User property details, unit and Lot number.

Once registered the Noke software will forward a text message to the registered number to enable the app activation. The Primary Account User may share further access with others.

Access is inoperable when Body Corporate Levies are in arrears.

All vehicles entering and leaving the estate are video monitored and recorded. Vehicle and number plate recognition is available for a period of 10days.

Security Ops is engaged to provide night time security services to the estate. This includes provision of a night time on site security guard. Should you wish to contact the security guard please ring 0419 644 264.

The onsite guard monitors the operation of the boom gates and will allow entry to authorised persons after hours. The Security is authorised to secure the common property and road ways. They do not have authority to access privately owned individual allotments.

Should you wish the security services to extend their services to include your allotment please contact Tony Zsolczay at Security Ops 0431 469 714. Individual allotment services may include back to base alarm monitoring and a lock down service.

COSTS ASSOCIATED WITH OWNERSHIP OF YOUR LOT

Rates and Land Tax

You will be responsible for the payment of local authority rates issued for your Lot. You may also be liable for land tax under applicable legislation. This will depend on your particular circumstances and you should seek advice from your accountant or lawyer in respect of any potential land tax liability you may incur as a result of ownership of the Lot.

Infrastructure Charges

Redlands Business Park has made utility infrastructure payments to Redland City Council for General Industry uses.

These have been made in accordance with Council policy (Scheme Part 11, Policy 3- Chapter 7 "Water Supply and Sewerage Headworks Contributions") and are based on General Industry Use – Table 1 (with a 50% plot ratio).

Should your use be more intense additional waste water and water infrastructure fees may need to be paid to Redland City Council.

Body Corporate Levies

The Body Corporate formulates annual expenditure budgets for the Scheme which are payable by all members of the Scheme in the form of Body Corporate Levies.

The 2023/2024 rate of levy is \$3.41 (inc GST) pa per lot entitlement. This includes the common assets sinking fund levy of \$0.53 (inc GST) pa per lot entitlement. A lot entitlement represents approximately 1m² of allotment area.

Insurance

The Body Corporate provides insurance for the Common Property and common property assets.

Insurance established by the Body Corporate does not extend to public liability claims made in respect of activities within your Lot. You must take out your own insurance for contents and public liability risks in your Lot as well as cover for damage, destruction, replacement and reinstatement of improvements on your Lot.

Maintenance

The Body Corporate maintains the common areas in Redlands Business Park. You are responsible for the maintenance and repair of your Lot and all improvements on it.

Should you desire the Redlands Business Park Management Company will organise for a maintenance contractor to take care of your landscaping and maintenance within your lot. Ray Struthers of Greenscene (0413 615 447) is the current preferred maintenance contractor.

UTILITIES AND SERVICES

Electricity

The estate is serviced by an internal 11kV electrical reticulation system.

The Body Corporate has purchased a block of power and makes electrical supply services available to Owners and occupiers.

Owners are not required to purchase electricity from the Body Corporate and may choose to use another utility supplier. However the current rates charged by the Body Corporate for supply is comparatively advantageous and surplus funds are used to subsidise Body Corporate operations.

The management, meter reading and invoicing of the electricity services is carried out by a contractor Hum Energy.

The terms on which electricity supply is provided to Owners by the Body Corporate is governed by supply agreements between Hum Energy and the user.

Electricity connection information is attached to this document. To connect power to your lot and create an electricity account please contact Hum Energy.

Contacts:
1300 322 622
info@rmsenergy.com.au

Solar

If you wish to install your own solar system you must adhere to the following requirements and pay all costs associated with the installation and ongoing operations.

You must:

- a) Obtain Body Corporate approval;
- b) Obtain Energex approval for exporting power. Note: The Body Corporate has applied for a generic Energex approval for 500kW of solar power which may be available on a first come basis.
- c) Obtain the requisite owner approval for roof top or other installation;
- d) Install an approved meter to the satisfaction of the Body Corporate;
- e) Integrate your meter into any future automated meter reading and/or billing system;
- f) Ensure your system meets the applicable rules and standards including additional safety, control, protection or other measures as may be required at any time in the future.

A solar feed in tariff will be paid by the Body Corporate when the system is approved by Energex. You acknowledge in the event the Body Corporate Bulk Meter is subject to export limitation by Energex, the Body Corporate has the right to impose export limitations on your solar system. If this occurs the costs associated with the export limitation will be met solely by you.

Water

Water is supplied by the local authority to the boundary of Redlands Business Park. Water supply infrastructure within Scheme Land is managed and maintained by the Body Corporate.

The Seller, as original owner, will supply a water connection (100mm in diameter) to your Lot. You will be responsible for the provision and maintenance of a water meter.

Council will read your meter and invoice you directly for water consumption.

Council may raise charges for water (including waste water (sewer) consumption) that

exceeds benchmark consumption levels indicated in the Infrastructure Agreement for the Scheme.

The Body Corporate will monitor individual consumption rates and may recover excess water consumption charges from users of water (including waste water (sewer)) who exceed the predetermined benchmark consumption. If requested you are obliged under the Community Management Statement to provide consumption estimates for uses conducted on your Lot.

Council Approvals

Redlands Business Park has been approved by Council in accordance with the Preliminary Approval (for a material change of use, overriding the local planning instrument to establish an Integrated Employment Centre);

The Preliminary Approval recognises the Plan of Development which establishes a new set of town planning development assessment tables. These tables are broadly consistent with the general industry provisions of the Redland City Town Plan. However where they vary, the provisions of the Redlands Business Park Plan of Development will take precedence.

The Plan of Development also contains performance criteria for occupation of your lot for such matters as noise, dust, vibration, light spillage, odour and storage of flammable materials. It is your responsibility to ensure these guidelines are met.

Before commencement of any use on your Lot, a further application for a Material Change of Use is required. If your use is consistent with the provisions of the Plan of Development, this will be by self assessment.

If your proposed use is not consistent with the Plan of Development the Material Change of Use application will be either Code or Impact Assessment and will be assessed by Redland City Council. You will be responsible for all costs associated with any such application.

Refuse Collection

Redland City Council does not provide refuse collection on the estate. Private contractors are available for all refuse services.

DEVELOPMENT CODE

The Community Management Statement for the Scheme includes a Code regulating development and management of the Scheme land so as to establish and preserve a consistent amenity and aesthetic for the park and to maintain appropriate environmental initiatives.

You must comply with the Code in undertaking development and occupation of your Lot. This co-operation will ensure a consistent design outcome and protect your investment.

Approval by the Body Corporate Design Assessment Panel is required prior to construction on your allotment. Please contact Ray Wassenberg rayw@foxandbell.com.au

A copy of the code is included in the Community Management Statement which can be found at the Redlands Business Park web site www.redlandsbusinesspark.com.au.

BOARD ROOM FACILITIES

The Body Corporate Boardroom located above the cafe at 5 Daintree Drive is available for short term hire. To book the room please contact All Commercial Properties 07 3207 8211 or at reception@allcommercialpq.com.au. 24 hours prior notice is required.

PREFERRED CONTRACTORS

Electrical - Alan's Electrical	0412 596 080	alan@alanelectrical.com.au
Plumbing - Scurry Plumbing Solutions	07 3829 3820	scurryplumbing@bigpond.com
Landscape Maintenance - Greenscene	0413 615 447	greenscene.lscapes@gmail.com
Security Services - Security Ops	0421 620 020	tony@securityops.com.au
Waste Services - JJ Richards		https://www.jrichards.com.au/service/industrial-bin-services/

PRIVACY POLICY

Here at Redlands Business Park protecting your privacy and treating your personal information with care is of paramount importance to us. This Privacy Policy explains how we store and protect your personal information that is collected through your application for the After-hours Security Access card. It also explains how to contact us to correct, update or delete any personal information provided to us, or make a complaint if you have concerns.

We will only collect and process personal information about you where we have a lawful basis to do so. Lawful basis includes consent (where you have given us consent), contract (where the information is necessary to perform an agreement between you and us) and legitimate interests (including security, compliance with applicable laws, and enabling us to administer our business).

You hereby expressly and voluntarily grant your informed consent to Redlands Business Park to deal with your personal information in accordance with the terms and conditions of this Privacy Policy. You have the right to withdraw or decline your consent at any time and have the right to object in the event that we do not comply with this Privacy Policy.

For ease of reference, we've broken up this Privacy Policy into the following topics for your review:

- Which entities does this Privacy Policy cover
- What is personal information
- What personal information do we collect
- Why do we collect your personal information
- When and how do we collect your personal information
- When do we disclose your personal information
- How do we store and protect your personal information
- How long do we store personal information
- What if you don't want us to collect your personal information
- What if you don't want to receive further communications from us
- How can you access, correct, update and/or delete personal information we have collected
- How to contact us regarding our security policies and practices
- Who is our Privacy Officer
- Changes to the Privacy Policy

Which entities does this Privacy Policy cover?

This Privacy Policy applies to Redlands Business Park and our Business Partners in relation to the website and services offered to our customers.

What is personal information?

Personal information is defined as information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

What personal information do we collect?

We collect personal information including (but not limited to) your name, company name and company ABN, date of birth, site address, telephone number, mobile number, and email address.

In order to deliver our security services to you, we will maintain such data as strictly confidential and will not distribute the same to any third party other than certain trusted Business Partners, who are involved in the operation of our business and performing services on our behalf, unless we are required or requested to do so by law.

If information is distributed to our Business Partners without your documented approval, they will only receive restricted access to the information, on a strictly need-to-know basis, in compliance with this Privacy Policy.

We will not, at any time, email you requesting financial information. If you receive a request to provide sensitive personal information (such as credit card details) in an email, do not provide this information because the request may be fraudulent. You can help us identify attempts at fraud. If anything suspicious occurs, please contact our Privacy Office (see contact details below).

Why do we collect your personal information?

The only personal information collected from you is for the After-hours Security Access which allows us to:

- Provide access to Redland Business Park and your allotment;
- Communicate with you about our services and your account;
- Supply you with the selected services your request from us;
- Manage the efficient operation of the Redlands Business Park;
- Monitor the number of people who have access to the Redlands Business Park after-hours;
- Coordinate our on-site security guards to grant access to authorised individuals after hours;
- Ensure your experience with us is a positive one; and
- Notify you about new service offerings and upcoming changes.

Personal information collected or received by us will only be used for the stated purpose for which it was provided.

When and how do we collect your personal information?

We collect most personal information directly from you when you open an account with us by completing the After-hours Security Access card application. Your consent may be express (e.g. you agree to the use of your information by ticking a box or) or implied by an action you take or do not take (i.e. because you have agreed to terms and conditions that contain information about the use or disclosure of your information).

You provide us with your information when you access the Redlands Business Park using the access card provided.

When do we disclose your personal information?

Your personal information will not be used contrary to this Privacy Policy but may be disclosed to third parties in the following circumstances:

- For the purpose it was collected;
- If we sell all or part of our business(es) and the purchaser also requires your personal information
- To enforce our legal rights or those of others;
- To prevent actual or potential fraud or illegal activity; or
- If we are required to do so by law.

If personal information is disclosed to a third party, we are required to take reasonable steps to ensure that third party is subject to legally enforceable obligations to protect that information which are comparable to the requirements of the Australian Privacy Principles found in the Privacy Act 1988 (CTH).

How do we store and protect your personal information?

We will take reasonable steps to maintain the integrity and security of any personal information we have stored, including taking reasonable steps to prevent interference and loss, misuse, unauthorised access, copying, disposal, modification, or disclosure of personal information:

For your information:

- Physical application forms are filed securely in the Redland Business Park archive room;
- Electronic application forms are stored securely, and our systems run modern antivirus software for your safety.

Note that no information transmitted over the internet can be guaranteed to be completely secure. While we will endeavour to protect your personal information as best as possible, we cannot guarantee the security of any information that you transmit to us or receive from us. The transmission and exchange of information is carried out at your own risk.

It is important that you protect your privacy by ensuring that no one obtains your personal information, and you must contact us if your details change. Should your information be erroneously provided to us or no longer remain valid within the constraints of this Privacy Policy we will securely destroy or de-identify it as soon as practicable, as long as it is lawful to do so.

We have obligations to notify you if you are affected by an eligible data breach. We will take all reasonable precautions to take remedial action to prevent such an event. However, as we cannot guarantee that remedial action will be sufficient to prevent all instances of a breach, we will take steps to notify you of an eligible data breach as soon as practicable and provide recommendations as to what steps you should take to mitigate any serious loss or damage.

How long do we store your personal information?

We retain information for as long as required, allowed or we believe it to be necessary for the provision of our services to user and operation of our business but do not undertake retention obligations. We may dispose of information at our discretion without notice, subject to applicable law that specifically requires the handling or retention of information. You must keep your own separate back-up records.

What if you don't want us to collect your personal information?

You are not obligated to provide us with your personal information. You may choose whether you apply for an After-hours Security Access card or not. Whilst it is your choice not to provide your personal information to us this may impede our ability to provide you with our services.

What if you don't want to receive further communications from us?

Should you wish to remove yourself from our contact database you may do so at any time by contacting our Privacy Officer via the contact details below.

How can you access, correct, update and/or delete personal information we have collected?

At any time, you may contact our Privacy Officer (details below) and request your personal information be modified or deleted.

We will deal with all requests for access to, modification or deletion of personal information as quickly as possible, but no later than 30 calendar days from the date of your request. We will inform you as soon as we can if we believe additional time will be required to process your request and the reasons why. We will provide you your personal information in a structured, commonly used, machine-readable format.

In some cases, we will refuse to give you access to personal information we hold about you. This includes, but is not limited to circumstances where giving you access would:

- Be unlawful;
- Reveal personal information about another individual;
- Prejudice and investigation of unlawful activity;
- Prejudice enforcement related activities conducted by, or on behalf of, an enforcement body;
- Reveal information related to a prosecution if all proceedings relating to the prosecution have not been completed;
- Pose a serious threat to the life, health or safety of any individual, or to public health or public safety; or
- Be contrary to the national interests of Australia.

Further, we will refuse access where your request is frivolous or vexatious, and where we reasonably believe that unlawful activity, or misconduct of a serious nature, is being or may be engaged in against the Redland Business Park and giving access would be likely to prejudice the taking of appropriate action in relation to that matter.

If we refuse to give you access, we will provide you with reasons for our refusal, unless doing so would be unreasonable in the circumstances. We will also take reasonable steps to give you access in a way that meets your needs without giving rise to the reasons of our refusal. Further, we will provide details of how you may make a complaint about our decision.

Please note that the access and correction requirements under this Privacy Policy operate alongside and do not replace other informal or legal procedures by which an individual can be provided access to, or correction of, their personal information.

How to contact us regarding our security policies and practices?

If you have any questions about our Privacy Policy or if you have a complaint, please contact us or our Privacy Officer with your concerns and we will endeavour to respond to your request within 30 days and will inform you if we believe further time will be required to process your request.

Mail: All Commercial Properties QLD
Suite A-10, Victoria Point Lakeside Shopping Centre, 11-13 Bunker Road, Victoria Point, QLD 4165
Phone: +61 (07) 3207 8211
Email: reception@allcommercialpq.com.au

Who is our Privacy Officer?

Name: Linda McLean
Email: linda@allcommercialpq.com.au
Phone: 07 3207 8211

Changes to this Privacy Policy?

We reserve the right to modify or amend the Privacy Policy at any time. If any significant amendments occur, notification will be provided by publication on our website 14 days prior to the changes being implemented unless the circumstances of the amendments makes it unreasonable to provide such a notice period.

If you object to any changes, you may close your account and cease using our security services. You acknowledge and agree that your continued use of security services after the notice period about our changes to this Privacy Policy means that the collection, use and sharing of your personal information is subject to the updated Privacy Policy



WELCOME

to Humenergy Group t/a RMS Energy Management

Experts in Utility Billing in
Commerical Communities.
RMS is your Embedded Network
billing agent issuing ELECTRICITY
invoices monthly

Stay connected

We request you kindly complete a
supply agreement in order to keep
your electricity connected. Please
use the QR code below for
convenient signup



Redlands Business Park

We are pleased to confirm RMS Energy
Management as the billing agent for Redlands
Business Park

SIGNUP TODAY

Signup form



CONTACT US

Talk to an RMS Energy Representative by calling
(07) 5591 1341

OR email info@rmsenergy.com.au

We're open from 8:30AM to 4:30PM AEST
Monday to Friday
www.humenergy.com.au