

Ceres River Apartments

www.ceres.com.au

12 Tanunda Drive, Rivervale WA 6103

Strata 55597

RESIDENT INCIDENT REPORT OR COMPLAINT

Something wrong? Report it promptly, in writing.

You are not required to use this form.

This form exists to help you if you are not sure how to report something or what information to include.

You may submit your report in a simple text email to coo@ceresa.com.au

A report on paper (printed or legibly handwritten) delivered to the Body Corporate mailbox at West Tower is also acceptable.

Action will not be taken in response to only verbal reports or hearsay.

Which matters to report to whom:

- Report any damage or defect in the common areas to the Council of Owners so that repairs can be arranged.
- Report any noise, disturbance, anti-social or suspicious behaviour, or infringements of the rules and by-laws to the Council of Owners.
- Violent, threatening, or illegal behaviour should be **reported to the police** without delay.

Your name: _____ Apartment number: _____ Report date: DD / MM / 20YY

Contact details: email _____ telephone _____

FAULT, DAMAGE, OR DEFECT REPORT

Where is the fault: _____

Date when you first noticed the fault: DD / MM / 20YY

Time when you first noticed the fault: HH : mm am / pm

Describe what is wrong: _____

• _____

• _____

Optional: attach any photographs, diagrams, or sketches if you wish to.

INCIDENT OR INFRINGEMENT REPORT

Where did it happen: _____

Date when it happened: DD / MM / 20YY

Time that it happened: HH / mm / am / pm

Describe what happened: _____

• _____

• _____

• _____

• _____

Optional: attach any photographs, diagrams, or sketches if you wish to.

GUIDELINES FOR EFFECTIVE REPORTING

How to report:

- Simple, factual reports are required.
- Reports must be in writing – use the form, ordinary paper, or email.
- Submit the report. No action can be taken on a report you *intend* to submit.

FAULTS, DAMAGE, DEFECTS

- State the location and what is wrong.
- Use simple, clear words.
- If you do not know the correct technical name for something, just describe it.
- Attach photographs, diagrams, or sketches if you wish.

INCIDENTS, INFRINGEMENTS

- To report an incident, state the date, time, location, and say what you saw or heard.
- Don't guess an apartment number. If you know the number, give it. Otherwise describe its position. You could state the Tower, Level, and orientation, or give the location relative to your apartment.
- How you feel about something is not directly relevant to the facts of the matter. If behaviour infringes the rules or breaches a by-law, that provides a basis for taking corrective action. The fact that something makes you angry is not the basis of a breach.
- Bear in mind that some complaints may need to be taken all the way to the State Administrative Tribunal to achieve a satisfactory resolution. Adopt a tone that you would feel comfortable hearing read out in court.
- Avoid making inferences without evidence.
- Avoid making allegations or ascribing intentions unless you have adequate evidence to do so.
- Avoid making unsubstantiated characterisations of persons involved.
- Don't recommend punishments or revenge.
- Don't quote offensive language verbatim. It's sufficient to say that the language was offensive.
- Do not make threats.
- Avoid making unsubstantiated assertions about consequences.
- Keep a copy of your report.
- If you say you have reported something before, be prepared to provide a copy and other relevant information about previous reports.
- Report repeat incidents. A first offence is likely to be met with a simple infringement notice. If the offenders persist and there are repeat reports it provides a stronger basis for a breach notice and decisive action.
- Follow up your report. If you do not receive an acknowledgement of receipt within a few days, check to see that your report has been received. If follow-up action seems slow, re-submit your report.
- Do assume that the COO will act in good faith to follow-up and resolve the matters raised in your report.