



## Information for residents

The Waterways estate is considered one of the finest examples of contemporary living in Melbourne' providing an enviable lifestyle for its residents and forms its own suburb. The estate is spread over 115 acres and comprises 754 lots, with approximately 50% of this area comprised of open spaces and wetlands. It is part of a master design developed by the Portland House Group, in conjunction with Melbourne Water and the City of Kingston, to create an estate which combines "considered" urban planning in conjunction with revitalised natural habitat. There is a chain of 10 man-made lakes running through and beside the estate, developed to act as a natural filter for Mordialloc Creek. The estate has now reached a level of maturity whereby construction is 98% complete. Lakes have been stocked with fish and an abundance of native flora and fauna have since thrived.



View of the main lake and one of the fountains. Photo courtesy: Rao Gururaj

## Waterways is an owners corporation as well as a suburb

Waterways is an Owners Corporation, but it doesn't own any common property. All the land other than what is on your title is Crown Land managed by City of Kingston, Vic Roads or Melbourne Water. However the Owners Corporation is responsible for the maintenance of some facilities at Waterways, such as the lake fountains and pumps. The City of the Kingston is responsible for all other council assets, such as the management of the road and footpath infrastructure, nuisance, parking, noise and other amenity issues. Melbourne Water is responsible for the water bodies and wetlands and the Police are responsible for public safety and behaviour.

## Who does what at Waterways?

### The Owners Corporation

A summary of some of the key responsibilities are:

- Compliance (nonconformance with Owners Corporation Rules)
- Lake Fountains (fountains not working, leaks, broken pipes etc.)
- Insurance (Public Liability, Directors, Industrial Risks and Infrastructure)

Incidents can be reported to ACE customer service team by calling 9587 2857 or emailing Ace Body Corporate Management at [info@waterways.com.au](mailto:info@waterways.com.au)

The Owners Corporation Committee actively looks to improve Waterways and all amenities available to Waterways residents. The current Owners Corporation Committee charter can be found at [www.waterways.com.au](http://www.waterways.com.au)

The Owners Corporation Committee can be contacted through Ace Body Corporate Management

## Who does what at Waterways? continued...

### City of Kingston

A summary of some of the key responsibilities are:

- Cat management
- Bus shelter damage
- Compliance (nonconformance with approved Town Planning Permit)
- Dogs not on leash
- Dead animal removal – report location
- Footpath (concrete) maintenance – report location
- Paths (all weather paths in parks and around lake)
- Street lighting (or call Alinta Energy on 13 20 99 direct) – report location of light out
- Other lighting (amenity lighting bridge, fountain, BBQ etc..)
- Nature strip hazards or planting requirements
- Noise (including model airplanes)
- Parking on nature strip or parklands – report rego and frequency
- Parking of commercial vehicles (trucks greater than 4.5 tonnes or longer than 7.5m) – report rego and driver location
- Satellite Dishes not compliant with planning permit
- Street signage (street names, speed signs) – report damage
- Storm water drainage from streets – report flooding
- Roads – report damage and hazards
- Rubbish dumped
- Park furniture (benches, tables and seats)
- Street and Park Trees (removal of dead or diseased trees and removal of dropped branches)
- Rubbish (dumped on private vacant lot)
- Public Open space management, parks, gardens, BBQ's, playgrounds

Incidents can be reported to their customer service team by calling 1300 653 356 or emailing at [info@kingston.vic.gov.au](mailto:info@kingston.vic.gov.au)

### Melbourne Water

A summary of some of the key responsibilities are:

- Water quality – management of Blue Green Algae
- Weed management within the water bodies
- Permits for contractors to use/access to water bodies
- Recreational activities relating to the water bodies
- Flora and Fauna management of the wetlands area – including burning off and rodent control

Incidents can be reported to their customer service team by calling 131 722 or via their website “contact us” [www.melbournewater.com.au](http://www.melbournewater.com.au)

### Police

A summary of some of the key responsibilities are:

- Speeding
- Noise after hours
- Safety at anytime

In case of an emergency call 000.

General complaints can be reported to Mordialloc Police by calling 9588 2988 or emailing [mordialloc.uni@police.vic.gov.au](mailto:mordialloc.uni@police.vic.gov.au)

Please note: Police emails are not monitored 24 hours, seven days a week and should not be used to report a crime.

### Neighbourhood Watch

Waterways is proudly a Neighbourhood Watch Area and our community works together to protect and support each other.

Incidents of crime should be reported to police.

Waterways residents have access to a Neighbourhood Watch Chat group to alert other residents and request assistance.