



Dear Owners and Residents,

We live in a remarkable estate, sharing beautiful gardens and enviable common facilities. To maintain a harmonious community, rules are needed so that expectations are clear and consistent for everyone, built on courtesy and respect for your neighbours. At the commencement of Willsmere as a residential estate, rules were established to which **all owners and residents must comply**. These have been supplemented with additional policies, all of which are loaded on our web site:

<https://willsmere.net/residents/RULES-REGULATIONS>

For some time, adherence to our rules has been poor, and it is time to rectify this. In addition, the rules still leave some specifics unclear, and in certain cases there is room for a little more tolerance than enforcing the rules verbatim.

The Willsmere Committee of Management, in collaboration with our Owners Corporation Manager (Krissy Riddell) and Facility Manager (Jay Murray), have developed and adopted new **Design Guidelines**. These are sometimes a little less strict than our official rules, however, if in doubt or as necessary, **the official rules still preside**. These guidelines are intended to **help you**, and to assist Jay and Krissy as they embark on improving sitewide compliance.

**The Design Guidelines are available from our web site above.**

**PLEASE READ THEM.**

A few key points:

- The process will begin gently but firmly with **courtesy notices** - please respond accordingly.
- **Breaches** will be issued for failures to respond, or immediately for repeated violations.
- For the first time, **costs to process breaches will be recovered**.
- The Design Guidelines are not perfect. Improvements will be incorporated into subsequent versions. But please remember, any disputed interpretation will default to the official rules.
- There will always be a diversity of opinion as to what individuals regard as acceptable or not. This is exactly why these Design Guidelines have been adopted, in the best interests of **all** Owners and Residents.

Yours Sincerely,  
Willsmere Committee of Management 2018/19  
31 January, 2019