



8 June 2023

**HV News, Notifications & Reminders – June 2023 Edition.**

If this is Winter, it's not been too bad so far.....we've had some pretty good days over the past week.....

Let's hope to get through the colder months as healthily as we can. As always, if you are sick – stay at home; please don't share the germs – no one else wants them! There's so many bugs with similar symptoms going around at the moment it's a challenge to know what ailment is what! What I do know is, that we don't need to go back to what it was like during the pandemic.... Stay well.....

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Have a great Kings Birthday Long Weekend.

**What's On in the local area:**

Here's a couple of links to local websites regarding events & activities:

<https://www.portstephens.nsw.gov.au/community/events>

<https://www.whatsoninourbackyard.com.au/>

<https://www.portstephens.org.au/events/>

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The **power supply lead test and tagging** has been completed across all 3 parks. A few rectifications were required, but all have been completed.

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The **2023-2024 Occupancy Agreements** have now been emailed to you (on 30 May 2023). If you have not received yours, please check your SPAM or JUNK inbox in the first instance, then contact Fiona directly on 4988 0650.

If you need assistance with electronically signing, please reach out to Fiona.

These Agreements need to be signed / returned by 30 June 2023 please

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The **Site fee increase** is scheduled to commence from 1 July 2023. Please ensure sufficient funds are available for the 1 July transaction. New fees are \$650 per month.

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During a recent **powerhead audit** conducted across all the Parks, it was identified that a number of powerheads need to be replaced. This project will be scheduled to occur over the next few months, and will require only limited power outages for works to be conducted. We will advise each HVO if their site will be impacted and a timeframe within which the works are scheduled. Please note: these works are very weather dependent, so exact dates cannot be identified.

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**Fingal pool** is currently closed while it undergoes some major maintenance works. We will advise when it reopens.

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The results are in from the **HVO Contact, Communication & Correspondence Survey** which was conducted through Survey Monkey last month.

A message from Kim Latham, Holiday Parks Section Manager:

*Thank you to everyone that responded to our recent survey. We received approximately 100 responses in which there were a number of comments made around security, text messages, site fees and 'tourists' visiting our Park, which I hope are addressed as follows:*

*With regard to **security**, please be reassured that security at our Parks, including security for our 248 Fingal HVO's, is our biggest priority and cost. Our security company attend the Parks all year round with increased patrols and guards in our peak seasons. We recognize that you may not always see them but that doesn't mean they're not there or haven't recently checked on the Park. That said, please be reminded that you are also encouraged to contact police if an emergency occurs, just as you would at home .*

**Site fees** are still under current market trends and will continue to be reviewed in line with Council's fees and charges policy.

*We have heard your feedback about **Text messages**. Whilst considering your comments we still believe they are a convenient way of reaching all of you at once to ensure we are passing on any important information. Apologies if you're annoyed by the texts however at the moment it is the quickest and most efficient method of communication.*

*As I am sure you can understand **Tourists** in our parks are vital to our financial operations and the wider community.*

*We are always happy to answer any questions you may have around how we manage our HVO community.*

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#### **Quarterly Electricity Charges - 4th Quarter of 2022/2023**

Electricity meter reads will be conducted, invoices prepared & emailed during the week ending 16 June 2023, and will include charges for April to June 2023.

Electricity charges are charged quarterly in line with current market rates. Charges will be applied to your accounts on the basis of consumption at the same rate as domestic customers of the local energy supplier including daily availability charges.

<b>FEE NAME</b>	<b>DESCRIPTION</b>	<b>FEE AMOUNT INCLUDING GST</b>
<b>Holiday Van Site Electricity Usage</b>	Metered electricity usage charged quarterly based on latest retail tariffs of a local area energy retailer	<b>30.02</b> cents / kWh
<b>Electricity Service Availability Charge</b>	Currently calculated per day for 180 days of the year; based on the latest retail tariffs of a local area energy retailer; charged quarterly.	<b>\$42.08</b> per quarter

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The **Holiday Van Consultative Committee representatives** contact details are attached.

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#### **General Park reminders:**

- All Park rules apply even during the winter months.
  - **No fires** are permitted in our Parks.
  - All tourists are being reminded of this too, and notices have been posted around the park.
  - If you see someone with a fire / fire pit / charcoal BBQ/burner, or similar, please let us know.
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That's all from me, take care, and stay well.

**Fiona Snow: Holiday Van Admin Officer**

**Phone:** +61 2 4988 0650

**Email:** [holidayvanenquiries@portstephens.nsw.gov.au](mailto:holidayvanenquiries@portstephens.nsw.gov.au)

*The admin officers phones are only monitored Monday to Friday between 9am and 4.30/5pm. Please call 4988 0990, and choose the existing booking option for your holiday park & option for existing booking (2) outside of these hours.*

**Post:** PO Box 147, Nelson Bay, NSW 2315

**web:** <https://www.beachsideholidays.com.au/policies/holiday-van-owners>

