



Winter Edition: June 2021

Winter has definitely arrived with plenty of cooler nights and brisk mornings already. The Winter Solstice is just a couple of weeks away so then the days will slowly get longer and longer again heading towards Spring... eventually!

Staff Changes

We would like to introduce and welcome a new staff member at Fingal, **Heath Kelly**, as Assistant Manager. We are excited to have him onboard and hope you all get to meet him over the coming weeks and months. **Zahee Girjes** has moved from Fingal and is currently Acting Manager at Port Stephens Koala Sanctuary. **Hannah Rallings**, who has been acting Assistant Manager at Halifax over the past few months has decided to follow a different path outside of Port Stephens Council; we'd like to wish her well with her new ventures. Meanwhile, **Craig Dwyer** has taken on the role of Acting Assistant Manager until Alice Meagher returns later this year from maternity leave.

COVID Update

Whilst imminent danger from the virus is not apparent for us at this point in time, we should not become complacent, as we know it doesn't take much for an outbreak to occur. Therefore, we still require the COVID declaration to be completed and emailed to the Park prior to arrival. *Note: Paper or emailed declarations are still accepted.*

We also now have a Service NSW QR code located at the front of the park for everyone entering the Park - whether to stay or just to visit for the day - to check in with please. I have also attached a copy for you park. Please feel free to print it off and stick it in your van/on your fridge so when you arrive onsite you can easily complete the 'check in' process for you and all your family/guests.

The Parks are continuing regular wipe overs/cleans of the communal areas. Signs are placed at the entry points of all communal facilities stating the maximum number of persons permitted in the area. We ask that you use common sense and observe and respect these rules.

Be mindful of social distancing and self hygiene practices - everyone has to do their part and be responsible for themselves and people in their care.



Site Inspection reports

Many thanks to those of you who have returned completed Site Inspection reports. They will be followed up in the coming weeks. If you have not yet returned your completed report, most items would now be due (some overdue) for completion.

There are many of you that have not yet received an inspection report as the process has taken much longer than we expected, due to many lengthy interruptions. We are still working our way around the park so everyone will eventually receive a report.

Holiday Van Occupancy Agreements

The 2021/2022 Holiday Van Occupancy Agreements have been emailed to everyone on Monday 31 May 2021. Please electronically sign as described in the email using the link contained in the email (one email has been sent per owner: each containing a unique link). Once all listed owners have signed their copy, we will countersign them together. Please ensure everyone signs the Agreement prior to 30 June 2021 - thank you.

Non-Compliant power supply leads

If you have not yet received the new agreements via email, it may be due to non-compliance items not having been rectified as requested. The main issue at the moment is the power supply leads that do not comply with our requirements. Correspondence has been sent on previous occasions advising that a new agreement will not be issued if rectification is not completed by 31 May 2021.

Please arrange for works to be completed as requested and required documentation forwarded to the Administration officer. Once received, the new agreement will be emailed to you.

For the affected van owners, we appreciate your prompt attention in this matter prior to the end of this month.



Electrical Works

Major Electrical upgrades are scheduled to occur across all parks during the winter months. We will send Notification (giving as much notice as possible) to any HV sites that may be affected once specific dates have been identified for each area. Power interruptions will likely occur, however to what extent or for how long is unknown until works commence in each area. HVOs will still have full access to their vans, but potentially with intermittent power or possibly no power at all for some periods of time.

Disconnection of Utilities

We are requesting that all HVOs observe the Occupancy Agreement clause which states that all power should be **disconnected** (plug pulled from the socket) at the conclusion of each stay. This is more important than ever due to the impending electrical works scheduled this winter, but also with the recent weather patterns and power outages, and less frequent visits over the cooler months, it is also a safety issue.

Please note that water should also be turned off and disconnected where possible. We have had a few recent incidents where pipes/hoses under vans have sprung a leak which have gone unnoticed for some time. [We are aware that some vans historically do not seem to have in isolation tap/valve on a standpipe however there should be one under the van. We're hoping that this will eventually be addressed when the water upgrades occur in the coming years.]

Smoke Detectors / Spare Keys / Stored Items onsite

Remember to change the **battery** in your **smoke detectors** if you haven't recently done this, please, especially if the van is being left unoccupied for some time.

Please also **put all unnecessary items away** inside your van and ensure any items too large to store away are secured and stored neatly under awnings. The electrical contractors will likely require free access in-between and behind vans during the upgrade project.



If you are up over the Long Weekend, it is also a great time to check you have left a current **set of keys** for your van at the office in case of an emergency (or in case you forget to bring yours with you!). Some keys, (especially at Fingal) have been stored for a long time without being used, and may not be current.

June Long Weekend

Pets are permitted over the long weekend but must be under control (on a leash) and picked up after at all times.

Please no works/contractors are permitted over the Long Weekend nor the July school holidays.

Water Upgrade Project update

Water infrastructure Project at Fingal Bay, has progressed to the design phase. More information will be distributed when it becomes available. This project will be ongoing over a number of years as it involves the whole Park.

Orana Street amenities update

The amenity replacement project has commenced with demountable amenity buildings in place ready to be used after the June Long Weekend. Once the site fencing is erected around the site, the demolition process will commence shortly after, and is scheduled to be finished by the first week of the July school holidays. There will be disruption and disturbance occurring during the destruction and construction period, of course, with contractors, machinery and trucks coming and going during week days, and we appreciate your patience and understanding at this time. Once the site is cleared and prepared, the modular buildings will be trucked and craned into place with final completion and handover scheduled for mid September.

Please note: access to Rumaïy Street is now via Impara Street only as the left turn near the Orana amenities site is currently blocked off and will remain so until the new amenities are open.



Camping / Caravan Park Etiquette

A point mentioned at the last Holiday Van Consultative Committee, was that it is appreciated that all park users (and in particular other van owners, their families and guests) observe and practice good camping etiquette, in regards to the use of communal areas, park property, and whilst in and around other van owners property and personal space. Taking a shortcut (and especially kids running in between vans - day and night) through someone else's site can be both disturbing, frustrating and at times stressful for those HVO's, as can the misuse of Park facilities. Whilst it is great to let your hair down and let the kids run free, it is also your responsibility to ensure everyone staying with you and those in your care observe, respect and adhere to park rules and general camping etiquette.

Site Alterations / Additions / Maintenance

Thank you to everyone who follows the Site Alteration process when wanting to make any changes to their van / site. Submitting an application for approval by Park Management for ANYTHING that you do externally, including but not limited to: repainting externally, replacing/installing external blinds, screens, skirting, paving, windows, awnings, roofs; adding an awning, tropical roof, planting a garden, paving, window blinds, and so forth (not minor maintenance jobs of course), and anything structural internally or that will impact on our infrastructure (power, water, sewer. This ensures a consistent standard is kept across the Parks, which is fair to all HVOs. Please note: external hot water showers are not permitted, nor are cubicles around the showers. Cold water showers are permitted however they are subject to management approval via the alteration application process. All grey water (shower, sink, washing machine) must drain directly into the sullage pit where sewer is not available.

Bike Rules

As always, bike rules are in place for the safety of all Park users. NSW Road Rules also apply within our Parks. Please observe the 8kph speed limit, and ensure kids are aware of this slow speed. Whilst most drivers are aware that kids on bikes, scooters, etc. could suddenly appear around a blind corner and coming the wrong way down a one way street, it is your responsibility as a parent, guardian or carer, to advise of these and other requirements whilst staying in the Park.



Local Emergency Contact Numbers:

- **Holiday Parks 24/7 & After Hours Contact: 4988 0990 - there are bigger signs on the front door of each Park reception. Consider keeping this number on the fridge!**
- 000 for any Emergencies
- Nelson Bay Police Station - 16/18 Government Road, Nelson Bay: 4927 7220 for local area command station, 131 444 for crime reporting,
- Fire & Rescue NSW, Salamander Bay Station - 4981 1376
- Tomaree Community Hospital - 2 Trevally Street, Nelson Bay: 4984 0700
- Shoal Bay Medical Centre - 5 Government Road, Shoal Bay: 4981 2600
- Nelson Plaza Clinic - 29 Stockton Street, Nelson Bay: 4981 2555
- My Medical Services - medical centre @ Keel Street, Salamander Bay: 4981 1733
- Salamander Bay Medical Centre/Bay Medical Group, Suite 1/6 Central Ave, Salamander Bay: 4981 1722

Holiday Van Consultative Committee - Holiday Van Owner (HVO) representatives:

Please contact your area rep, or any of the others if preferred, if you would like them to request an Agenda Item (must be of a collective nature only) at the next meeting on Friday 20 August 2021.

If you would like them to keep you up to date in regards to Park matters, please give your contact details to your rep. We will not give out anyone's personal/contact details to them.

The HVCC reps details are as follows:

Fingal Bay North: Steve Larsen:

- Site: AM13C. Phone / text: 4988 6086 / 0488 023 234.
- Email: sla91786@bigpond.net.au.
- When: Between 8am & 5pm daily

Fingal Bay West: Elma Carey:

- Site: P57. Phone or text: 0478 082 777.
- When: Between 9am and 4pm daily



Fingal Bay South: Lenore Lott:

- Site R18. Phone or text: 0421 081 305.
- Email: rob_lenore@hotmail.com
- When: Between 9am and 5pm daily

Halifax: Debbie Byers:

- Site 22. Phone or text: 0488 729 866.
- Email: debbyers@bigpond.com.
- When: Between 9am and 5pm daily

Shoal Bay: Harvey Bennett:

- Site A13. Phone or text: 0439 072 244.
- Email: harveybennett@tpg.com.au
- When: Between 9am and 4pm daily

WINTER HOLIDAY REMINDERS

Works/contractor access onsite during holidays – are not permitted unless for an emergency call out – please notify Park office that the contractor is required.

Pets are permitted over the June Long Weekend and during the holidays July school holidays.

- **Please ensure they are kept on a lead and under control at all times. ALL DOGGIE DO'S are to be picked up and placed in a garbage bin. Please do not leave for someone else to find**

Please ensure everyone is aware of our **Bike rules which include skateboards, scooters, etc.** . Speed limit is 8kph for ALL vehicles. Use of all such vehicles must cease at dark/when the street lights are activated, and not commence until after 7am

NO motorized or electric bikes, scooters, skateboards, etc. to be ridden in park grounds at any time – the 8kph speed limit is not observed and too many near misses with other road users. Please notify the Park staff if you identify someone using one in the Park.



Security of Personal Property - Your property is your responsibility. Difficult/uncertain times can mean some people resort to extreme measures to obtain what they want. Put items away inside your van or storage boxes. Remove the temptation & don't give thieves an opportunity to pinch your stuff!!

Gazebos are permitted to be erected on your site whilst the van occupied only. They must be removed when the van is unoccupied. If erected in vehicle space, vehicle must be left outside the park.

Vehicle Parking: Please do not park on vacant tourist or other unoccupied HV sites **at any time.**

Common sense has to prevail: if you see someone doing the wrong thing please let them know and/or tell us about it so we can address the issue at the time it is happening. We cannot do anything after the incident has occurred, as the information provided is then only hearsay & alleged. As always, we appreciate you, as members of the Holiday Park community and regular users of the Park & its' facilities, to assist us by being our eyes and ears when & where we can't be, as our staff can't be everywhere all of the time.

We would like to remind everyone that the Park waste and recycle bins are for general household waste only and not for large/building type items. Please dispose of such unwanted larger items at the Salamander waste transfer station or take it home. Neither the waste bin compounds nor other sites should be used as dumping places.

Gas or electric BBQ's are permitted in the Parks. **Fire pits/open fires/coal BBQ's are not permitted within the Park ground at any time.**

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- **Admin Request Reminder:** *a small but time saving Admin Request:* pictures of documents (in photo/JPEG/JPG/IMG format) that are sent via email, rarely come through as a usable document: they are either unclear, too small / large, or not attached properly, and I have to spend unnecessary time trying to manipulate them so I can either read them, or convert them to a printable or usable document. To save us both time and effort, PLEASE scan and email documents to me preferably in PDF format & as an attachment: not included in the email content.



Quarterly Electricity Charges - April, May and June 2021

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. Meters will be read and invoices sent prior to 20 June (weather permitting).

FEE NAME	DESCRIPTION	FEE AMOUNT INCLUDING GST
Holiday Van Site Electricity Usage	Metered electricity usage charged quarterly based on latest retail tariffs of a local area energy retailer	29.56 cents per kWh
Electricity Service Availability Charge	Currently calculated per day for 150 days of the year; based on the latest retail tariffs of a local area energy retailer; charged quarterly.	\$37.76 per quarter

*Fiona Snow: Holiday Van Admin Officer: **p** 4988 0650 / **m** 0428 542 137 / **e** holidayvanenquiries@portstephens.nsw.gov.au*

The Holiday Parks Business Unit staff are mainly located in the main building at Port Stephens Koala Sanctuary at 562 Gan Gan Road, One Mile, NSW 2316.

However, the Admin Officer does move around all the Parks. Please call first to see where she is working from on any given day.

Post: PO Box 147, Nelson Bay, NSW 2315

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