



26 March 2019

Awesome Autumn has arrived, though I don't think Summer wanted to let go at first! The weather has just been amazing and so has the Summer season! It just kept on going and going.....

### **Projects**

A quick update on some exciting projects commencing this year. New amenity blocks will be built at both Halifax and Shoal commencing mid-year with the buildings expected to be completed October 2019. Plans for Fingal's Orana Street amenities will also begin mid year with early works to commence mid 2020.

### **After hours guest services:**

Please take note of the following number which we'd encourage you to call in situations where urgent assistance is required. The after hours guest service staff can direct you to Security, a Manager on call or log a maintenance issue to be dealt with that evening or first thing the next morning.

We would particularly encourage you to report unacceptable behaviour after hours (after 10.00pm) by calling this number so offenders can be dealt with appropriately that evening. Reporting an offense the next day doesn't really allow us to deal with the issue effectively.

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### **Security**

We have a new security contractor working across all Park locations. This contractor is employed to visit all parks regularly during their 10 hour shift and are always in the area should they be required to attend site. The car is marked with their logo and all guards have been asked to wear hi-vis vests so they are easily identified. We are no longer using guards who are stationed at the front gate as we feel this service (contactable on the number below) is far more affective. The guards who patrol our sites are full time employees of Newcastle Security Company and are in contact with a night supervisor and our on call Managers should a situation arise.

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### **After Hours Call-Out Fee explained.....**

We have imposed a call out fee of \$150.00 for guests of our Parks when staff are required to attend sites to assist with circumstances that may have otherwise been avoided, eg: noise after hours, unruly behaviour, locked out of a cabin etc. This fee will only be applied when required.

***After hours guest service:            Ph: 4988 0990***

For any serious issues, you should call the Local Area Command on 4981 1244 or call 000.



**On a more serious note:**

We are aware of Van Owners who disregard our dog rules during peak periods. As you know all pets must be registered and bringing your dog into the Park during our peak times is not permitted. If your pet is not currently registered please contact Fiona Snow.

Also just a reminder that renovation works cannot be carried out during peak times to ensure everyone is able to enjoy their holiday.

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**Subletting Holiday Vans**

Any van owner identified as Subletting their van, is in serious breach of their Occupancy Agreement and Crown Land regulation, and will result in termination of their Holiday Van Occupancy Agreement with immediate effect.

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**Breach Letters**

For serious, consistent, and continuous Breaches of the Occupancy Agreement, Standard Operating Procedures and/or Park Rules, Park Management will issue a breach notice. Breaches can be any of the following, but are not limited to:

Failure to pay occupancy fees on time; revoked payments for a second consecutive time and/or repeat offenders; non-compliance with any reasonable request by park staff or contractors engaged by the Holiday Park; failure to follow Site Alteration & Addition procedure; abusing the Parks waste & recycle stations; allowing unauthorised entry into the Park; bringing pets in peak periods or subletting your van.

Such occurrences will result in a formal breach letter being received by the Holiday Van Owner, with a request for a written explanation as to why the breach has occurred, how it will be rectified on this occasion and how you will ensure it will not occur again in the future, setting out any reason why you believe we should not take further action.

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**Electricity Usage**

Every electrical item draws power even when plugged in & in Standby mode. General household items with elements can draw quite a lot of power. Vans are not built to support as many electrical items as your house can. Many vans potentially have too many electrical devices operating at once in their van, and with a constantly high amperage being drawn through the single power outlet and power lead, over a period of time eventually causes the lead and plug to heat up melting the plastic plug and socket. In these cases, the RCD will not trip as the breaker amperage has not been exceeded and no items are faulty - it is like a slow burn!

During power head audits conducted by PSC electricians, this issue has been identified on more than one occasion. Plugs have been found to be melted into the powerhead with the cost of replacements being incurred by the Van Owner.

Completely disconnecting your power lead from the socket when you leave (as per the Occupancy Agreement Terms & Conditions) is one way of alerting you that there could be an issue. Also found during audits were plugs that have been incorrectly wired and illegal plugs that have been installed by someone other than a qualified electrician.



### **Power Lead Testing & Tagging**

Our test and tag program which was enforced last year assists to ensure that the above electrical issues do not occur and all Van Owners are following the law. This year for your convenience we have organised for the PSC licensed electrician to conduct the test and tagging of the Holiday Van Owners power leads to trial its effectiveness and reduce costs to you. This service will be provided free of charge. If you have already organised your own test & tagging or prefer to organise your own, you can opt out - Information will be sent out shortly. If the OPT OUT response is not received by the given date, the testing of your lead will occur. There may be a transition period where some Van Owners leads tag will be out of date - this is permissible as it will be undertaken within a short period of time.

We will review this process after its completion and advise if this service will be available next year and any nominal costs that may be incurred by the Van Owner.

If you organise your own, please ensure a licensed electrician completes the test and provides a clearly written tag on the lead. Please send a clear photo of the tag showing the license number, date of test and date of retest and site number to Fiona by email or text. Numbers are given at the bottom of the newsletter.

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### **Van Sales Update**

The Internal Only Sales period has finished and the External Sales Period is currently in progress concluding on 30 April 2019.

After potential buyers have completed an interview with Park Management, and the sale has been approved, both parties are required to send in written (email is fine) notification that funds have been exchanged, keys have been exchanged and each are ready to change ownership on a specific date within the Sales Period. Once these have been received the transfer will be progressed with notification emailed to each party on its completion. Please note - due to the work involved, transfers may take a few days.

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### **Site Inspections**

During the next few months, we will be conducting Site Inspections on each Holiday Van Site. We will be marking the site boundaries, and measuring the footprint of all structures on the site ensuring that no more than 66% of the site has been used as per the LG Regulations 2005. Following this site audit, we will be ensuring that the allocated parking space/s for each site meet the current standards.

NB: Sites already identified as non-compliant for reasons other than serious safety breaches will be noted with no rectification work required in most cases due to the historic nature of approvals.



### **Site Fees for 2019/2020**

Site fees for the Financial Year of 2019/2020 are as follows:

Fingal Bay - B Sites only; Halifax & Shoal Bay - All Sites: \$500 per month

Fingal Bay - A Sites only: \$510 per month

An official letter notifying you of the fee increase will be emailed (or posted to those without email) shortly.

Our preferred method of payment is by Direct Debit from a nominated cheque or savings account, with Credit Card set up as an automatic monthly payment by us as second preferred option. Incidentals / electricity can also be set up to be paid either way automatically. Written permission is required. Change of credit card or bank account details should be provided in writing also - please contact Fiona Snow for information.

Please continue to ensure fees are paid in advance or on time.

Please note: A 2% discount will no longer be offered for Direct Debit payments from the 1 July 2019.

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### **Port Stephens Caravan & Camping Association meeting**

The Annual General Meeting of the Port Stephens Caravan and Campers Association is to be held at

Fingal Bay Sports Club at 10am on Easter Sunday 21st April.

The annual membership fee of \$20 is now due and should be paid at this meeting. New members are welcome.

For any enquiries please contact Steve Larsen on 0488 023 234.

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### **Plans of Management**

The current Plans of Management which have delivered many changes within the Holiday Parks over the past 5 years are due to expire and new plans are already underway to ensure PSC can continue to develop and improve our Parks for years to come.

Your consultative committee will be kept up to date on the progress of the Plans of Management which we hope will be welcomed by most of our Van Owners to deliver further improvements across all locations.

### **Your Holiday Van Consultative Committee Representatives are:**

If you have any questions or concerns that you would like brought to the next Consultative Committee meeting in May 2019, please talk to your precinct rep. Their contact details are below:

**Shoal Bay:** Kim Bray - **Phone:** 0407 001 303 - **Email:** kim.gav@bigpond.net.au - **Site:** 12 Oarfish Street (O12) - **Contact Times:** After 4.30pm.





**Quarterly Electricity Charges - January / February / March 2019**

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>Electricity account administration</b>	Charged quarterly with each electricity meter reading	<b>\$6.00 per Quarter</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>32.29c per kW</b>
<b>Electricity Service Availability Charge</b>	Calculated per day for 150 days of the year; based on the latest retail tariffs of a local area energy retailer; charged quarterly.	<b>\$34.69</b>

**Safety & Emergency Information** is attached. Please print a copy and keep in your van.

**Please remember.....**

- \* Please register your Pet with Fiona
- \* Bikes / Scooters / Skateboard Rules must be observed by all riders of all ages please! This is for everyones safety. 8 kmh Speed limits are in force at all our Parks - this rule includes bikes, scooters, skateboards as well as cars. **\*\*Electric / motorized 'vehicles' (Scooters/skateboards/eskies/etc.) are NOT permitted in the Park grounds (with the exception of mobility scooters when used by the intended person).**
- \* Site Alteration & Addition forms must be submitted for any works being conducted to your van, associated structures and site. Form is available from our website at: <https://www.beachsideholidays.com.au/policies/holiday-van-owners>
- \* No works permitted on weekends or during any peak periods / school holidays.
- \* **Easter holidays: No Pets from Saturday 13 April to Sunday 28 April inclusive.**

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