



14 September 2020

With 3 quarters of the year gone already, and Christmas only a short 3 months away, 2020 has been one hell of a year so far! Hope everyone is staying safe and well.

COVID-19

COVID-19 has certainly put a massive spanner in the works for almost everyone in some way or other. The 'new normal' is a challenge but it looks like we will have to live with it for a lot longer as the virus isn't going anywhere anytime soon.

We thank you all for completing the COVID declarations and sending them to the Park email: fingalbay@beachsideholidays.com.au / shoalbay@beachsideholidays.com.au and halifax@beachsideholidays.com.au each and every time you come to the Parks even if you went home for the night and come back the next day, we need to know where you have been. No need to itemise every establishment you have been to and for how long, just please list the suburbs that each listed visitor has been to in the last 14 days. If we need more information, the park staff will contact you.

Whilst we are continuing with additional cleaning of all communal areas, we do ask that you continue to take all precautions necessary to ensure your own personal safety.

NEW HOLIDAY PARK MANAGEMENT STRUCTURE

The Holiday Parks Management have recently undergone a restructure at Management level.

- Kim Latham is still at the helm as Holiday Parks Section Manager.
 - Nigel Walker is now the Holiday Parks Business Manager for the 4 Holiday Parks, overseeing capital works, parks financials, procurement contracts for suppliers, and so forth.
 - Kylie Moyle is now the Holiday Parks Operations Manager for the 4 Holiday Parks, overseeing staff requirements, general operational requirements, and so forth.
 - The position of Fingal Bay Assistant Manager is vacant with a successful candidate to be appointed by end of September.

A few other staff have moved around to new positions particularly to the Koala Sanctuary or moved on to new ventures within and outside of PSC, so you'll probably see some new faces around in the coming months!

OWNER OCCUPIED BOOKINGS

As briefly mentioned in the last Newsletter, we are working towards a new Holiday Van Book-In system. This is still being progressed with further testing and investigations required to make this new system user friendly and easy to use especially for those who are not so tech savvy however we will not be releasing it until we are satisfied it is working properly.

Watch This Space - it's coming soon!



PAYMENT OF SITE FEES ON TIME

Our staff spend quite some time each month chasing late payments, when this should not occur given the Terms and Conditions state that site fees should be paid on or prior to the day of each month.

We will be making a phone call on day 2 or 3 of the month if fees are outstanding. Then on day 3 or 4 a friendly email will be sent requesting payment. If no payment is made within the given timeframe, then a Notice of Breach will follow. We appreciate those who have set up automatic payments which we process at the beginning of each month, and would be happy to discuss these payment options for those who do not utilise these methods. We understand that some HVO's pay in the middle of the month in line with paydays, however in these cases they will have to get in front by a month so that their account is always in credit. (The month in advance payment is held until such time as the van owner leaves the park and is considered as a bond. The funds are refunded less any outstanding fees/charges.)

2020-2021 E-SIGN OCCUPANCY AGREEMENTS

We would like to thank you for your patience with this new e-Signature process for the Occupancy Agreements this year. We have had a few small teething issues with some van owners, however mostly everyone has persevered and the outcome has been great. The whole process for us is so much easier, and I believe it is for you the van owner also. Some made special requests for the old paper version, but mostly the e-Signature documents have been completed, counter-signed with a completed copy being returned to the Van Owner.

Next year will be a lot easier - this first year is always the hardest!! We are currently sitting at 88% being completed. Great work everyone!

2020 HOLIDAY VAN SALES PERIOD

After being postponed from earlier in the year and a few more van owners jumping on board to sell their van, we had 35 send in applications to sell, with 2 withdrawing their applications prior to the start of the official sales period. All but 3 sold, so we would like to welcome the 30 new families into the Holiday Van community.



TEST & TAG PROCESS

The Test & Tag process for 2019/2020 has been completed. Those van owners who opted out and whose power supply lead test is overdue are required to comply with our current regulations as instructed by PSC Senior Electrician. Emails are currently being sent out to those who have not supplied evidence of current compliance.

The following is required:

*Please engage a licensed electrician to conduct the test on your power supply lead/s as per the **AS/NZS 3760:2010 - In-service safety inspection and testing of electrical equipment** and **PSBHP S.O.P.***

Port Stephens Council requires from its customers the following, for the customers to be able to connect to its electrical system within its Holiday Parks:

1. Caravan Site Supply Leads must comply with Australian Standard AS/NZS 3001:2008 or any revised Standard that may supersede the current Standard.
2. The Supply Lead shall:
 - Be a flexible cord or cable complying with AS/NZS 3191 or AS/NZS 5000.1.
 - Be a compliant 'plug' with a minimum current rating of 15 A.
 - Be a compliant 'cord extension socket' with a minimum rating of 15 A.
 - The Supply Lead should not be less than 10m long.
 - The maximum lengths of leads must not exceed the lengths stated in Table 5.1 in AS/NZS 3001:2008:
 - i.e. 10 A lead of 1.0mm sq. cable - 25m max.
 - 10 A lead of 1.5mm sq. cable - 35m max.
 - 15/16 A lead of 1.5mm sq. cable - 25m max.
 - 15/16 A lead of 2.5mm sq. cable - 40m max.
3. Any supply lead connected shall be arranged so it will not obstruct persons walking in the vicinity - lead supports/cable tie to existing catenary wire or conduit.
4. Provide suitable protection against mechanical damage OR damage by high temperature or ultraviolet radiation - protection can be used providing it does not contravene any of the rules (such as using flexi-hose or conduit, etc. are not permitted however products like AussieDuct are OK).
5. A supply lead shall be Tested & Tagged within 12 months, & the tag is attached to the plug top end of the lead, just below the plug top, & showing the correct details of the Agency that performed the test, in accordance with the AS/NZS 3760:2010 clause 2.4.2.1. (A tag without the required details is considered as non-compliant)

To summarise our requirements, the following tests must be completed, with results logged either manually or electronically (depending on the testing appliance being used):

- Lead Continuity
- Lead Polarity
- Insulation Resistance
- Visual and manual inspection of entire lead
- Inspection of both plug and socket ends of the power lead
- Inspection of inlet - first point of contact at van/annex (inlet must not be damaged and should be complete with weather flap)

A photo of the test tag is no longer sufficient evidence. A certificate of compliance and/or evidence of log book entry/test register detailing of all the test results is required. Please send all scanned or original compliance documentation directly to me so our records can be brought back up to date.



TEST & TAG 2021

The next Test Tagging Process will be conducted later this financial year (approx. April-June 2021) with details on the process being sent out in the coming months. It will be an OPT OUT process as before so every van owner can decide whether they want us to conduct the test or not. There will be a nominal charge this time for the test. If any rectification work is required it will be at the van owners cost. Details to follow.

SITE INSPECTIONS

Site inspections have commenced, with reports to be sent out shortly. This will be an annual process and will take all year to complete. We anticipate to complete 8-10 inspections per week.

- The sites will be measured as will the footprints of all structures on the site, calculating an overall percentage of used space to ensure no more than 66% of the site has been taken up by structures.
 - The allocated vehicle spaces will be measured to ensure they comply with legislation. If insufficient space is available within the site boundary for a second vehicle (where a second vehicle has been previously permitted), this additional vehicle access will be revoked immediately and amendments will be officially made to the 2021/2022 Occupancy Agreement. (Note: we are only obliged to provide access for one vehicle per site).
 - General aesthetic appearance, compliance with current regulations and safety issues will also be checked and noted.
 - Any alterations/additions made to the site without record of approval will be itemised with evidence of approval requested. Rectification/removal may be required to ensure compliance with current regulations.
-

HOLIDAY VAN CONSULTATIVE COMMITTEE REPRESENTATIVES

Each Park has their own representative at the Holiday Van Consultative Committee (Fingal has 3) who you can contact to if you would like information on a recent meeting or if you have an agenda item (of a collective nature only – no personal items are discussed) you would like to be considered for discussion at the next HVCC meeting.

Please contact your (or any) Park/precinct representative to discuss. They are there to be your voice. They are not permitted access to anyone's contact details unless you have given them directly, and can therefore only wait for you to make contact with them, so feel free to have a chat:

- **Fingal South** – Ken Royle: Site: M18.
• Phone: 0417 296 783. Email: myfruito1@gmail.com. When: After 4pm weekdays / anytime weekends.
- **Fingal West** – Elma Carey: Site: P57.
• Phone: 0478 082 777. When: Between 9am and 4pm daily.
- **Fingal North** – Steve Larsen: Site: AM13C.
• Phone: 4988 6086 / 0488 023 234. Email: sla91786@bigpond.net.au. When: Between 8am & 5pm daily.



- **Shoal Bay** – Kim Bray: Site: O12.
• Phone: 0407 001 303. Email: kim.gav@bigpond.net.au. After 4.30pm daily.
- **Halifax** – Debbie Byers: Site 22.
• Phone: 0488 729 866. Email: debbyers@bigpond.com. When: Between 9am and 5pm daily.

Fingal South precinct and Shoal Bay are due to go to ballot this month. If you think that you would be interested in nominating to be a representative, please read and complete the information/form being sent out next week.

PSSCA MEETING

A meeting of the Port Stephens Caravan and Campers Association will be held on Sunday 4th October at Fingal Bay Sports and Recreation Club.

Due to COVID-19 restrictions the usual meeting time of 10am has been moved to a start time of 12 midday.

This meeting will also include the Annual General Meeting election of office bearers which was deferred in April due to the COVID-19 pandemic.

If further information on this meeting is required you may contact Steve Larsen (President PSSCA) on 0488023234

MAINS WATER PIPE REPLACEMENT PROJECT UPDATE: Fingal Bay Holiday Park only

An hydraulic engineering company has been appointed (after a tender process was executed) to design the new water mains and fire hydrant infrastructure for Fingal Bay HP ensuring that it complies with current legislation and regulations. This will eliminate any old gal pipes that are still in place in some areas of the Park. This Park-wide replacement project comes at a great cost and will be scheduled over the next 3+ years. How exactly it will be implemented has not yet been decided however we will advise everyone accordingly when we have the details.

PLANS OF MANAGEMENT (POM) UPDATE

Shoal Bay & Halifax Holiday Parks POM are still in draft 12 months on, due to a change in the way Crown Lands are reviewing submissions. PSC now has to present such documents for all parcels of crown land under their (PSC) jurisdiction (of which there are many) as one submission and not individual ones.

The draft POM for Fingal has commenced however it is likely to take some months to follow the process before it even makes it to Crown Lands for their review/endorsement. We would suggest that it would be very unlikely to be endorsed (along with SB & Halifax's) this financial year.



ORANA STREET AMENITY UPDATE - Fingal Bay

An EOI (Expression Of Interest) for designs went out some time ago. All submissions are currently being reviewed, with the tender expected to be awarded in the next couple of weeks.

The project is scheduled to commence winter (2021).

GENERAL REMINDERS

Bike Licenses are in use at all Holiday Parks. Please ensure everyone has a license attached to their helmet and/or 'ride'. If you need a new one please go to the Park office and request one.

Gazebos are permitted to be erected in your parking space, however they should not be left erected when you are not staying onsite. Please also ensure your vehicle is parked outside of the Park and not on any other HV site or spare sites or communal areas at any time.

HOLIDAY PARK CONTACT NUMBER - 24/7: 4988 0990

If you see an issue, or someone doing the wrong thing, please let the office or any staff member know (anonymously if desired). We cannot follow up on an issue if we are told about it at a later time/date.

Please call the main contact number: 4988 0990 at any time. If it is outside of office hours, your call will be triaged by the night service operator into one of 3 categories: Security, management or grounds/maintenance and the most appropriate person on-call for that category will be notified and actioned accordingly.

Pets are **NOT** permitted in the Parks during the upcoming **school holidays**. Exclusion dates are from Saturday 26 September until Sunday 11 October 2020. If you do bring your furbaby into the Park outside of school holidays, and you haven't do so yet, please complete a **pet registration form** and send it to the Admin officer with a cute photo of your furry friend so we can add them onto your profile.

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.**



Quarterly Electricity Charges - July, August and September 2020

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 30 December.

FEE NAME	DESCRIPTION	FEE AMOUNT INCLUDING GST
Electricity account administration	Charged quarterly with each electricity meter reading	\$6.00 per Quarter
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 kW
Electricity Service Availability Charge	Calculated per day for 150 days of the year; based on the latest retail tariffs of a local area energy retailer; charged quarterly.	84.70 cents/day = \$31.76 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 in the process of moving offices. Location will be advised in due course.

Post: PO Box 147, Nelson Bay, NSW 2315

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