

MEETING MINUTES



Meeting

Team Name:	Holiday Van Consultative Committee				
Date:	23 February 2018	Time:	5.30pm	Venue:	Shoal Bay Holiday Park (Recreation Room)
Chairperson:	Mark Stace	Minutes:	Fiona Snow		
Purpose of Meeting:	To provide a forum for meaningful discussion, facilitating appropriate consultation and engagement with holiday van owners toward the implementation stages of development and change occurring across the Port Stephens Beachside Holiday Parks				

Attendance

Mark Stace (PSC)	Harvey Bennett (S Bay)	Steve Larsen (FB – North)	Elma Carey (FB – South)	Ken Royle (FB – East)
Kylie Moyle (PSC)	Nigel Walker (PSC)	Peter Moeller (PSC)	Kim Latham (PSC)	Lorraine Fellowes (PSC)
Fiona Snow (PSC)				

Apologies

Tim Deverell (Crown)	Rob Micheli (Crown)			
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Item	Topic	Time Required	Responsible Officer	Action/Decision	Date to be Completed
1.0	WELCOME				
		5 mins	Chair	Meeting opened at 5.30pm	
2.0	APOLOGIES				
		5 mins	Chair	Apology from Tim Deverell and Rob Micheli (Crown Lands) received.	

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3.0	MINUTES AND OUTSTANDING ACTIONS				
3.1	Minutes of last meeting held 17 November 2017	5 mins	Chair	Endorsed with change to include Fiona Snow to attendee list.	
3.2	Outstanding Actions from November 2017	5 mins	Chair	Updated and noted.	
4.0	ADMINISTRATION				
4.1	Electrical Issues	10 mins	M Stace / K Latham	<ul style="list-style-type: none"> HVO should be aware that each powerhead with 4 outlets has a circuit breaker rating of 32AMPS which allows a max of 8AMPS per HV, and 5 outlets has a circuit breaker rating of 40AMPS = 8 AMPS per circuit outlet also. At times, during absence of neighbouring HVO, more AMPS <u>may</u> be available for use. However each HVO must be mindful of the drawing power of electrical equipment like aircons, old fridges, freezers, heaters, etc. as it puts a strain on infrastructure. Moving forward no HVO's vans are to be supplied from 2 outlets. Any powerhead at FBHP that is locked with an external padlock will have a lockable internal door mechanisms fitted in the coming weeks. PARKED: Mr Larsen enquired as when additional powerheads will be installed to allow those HVO who have to cross 2 HV to plug into socket to lower the risk and shorten the run. No current plans at this stage. 	
4.2	Site Modification Forms	5 mins	K Latham	<ul style="list-style-type: none"> Letter has been drafted to all HVO in regards to Site Alterations and 	

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				<p>Additions, Tag & Testing of power leads, and breaches of agreement especially behaviour related issues. PSC are taking a hard line where non-compliance is concerned. If no permission been sought and /or given, all unapproved additions will need to be removed permanently. A new lease agreement or renewal will also be withheld, and vacant possession of site may be sought for repeat offenders and non compliances. HVCC advised many HVO were installing Aircons over Peak period, Park manager unaware this was happening. HVCC requested additional paragraph be added to letter regarding aircons.</p> <ul style="list-style-type: none"> • "With the avoidance of any doubt, any new or replacement air conditioners must be approved in accordance with the Site Alteration and Addition process. At no time will 2 air conditioner units/heads be approved. • ACTION: HVCC endorsed letter, however extra paragraph to be added and draft be emailed to HVCC members for re-endorsement before being sent to all HVO. 	
4.3	Responsibilities of Holiday Van Owners Compliance with Park Rules/Regulations	5 mins	M Stace	<ul style="list-style-type: none"> • PSC are taking a logical and pragmatic approach to compliance: Safety will be the main focus. 	
4.4	Proposed HVO Update Letter	5 mins	M Stace	<ul style="list-style-type: none"> • See update in 4.2 above. 	
4.5	Water meters	5 mins	M Stace	<ul style="list-style-type: none"> • Kim advised that water usage charges 	

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				<p>across 5 parks are substantial and thank PSC will need to consider the installation of water meters.</p> <ul style="list-style-type: none"> • PSC will be conducting audits, assessing the best way to move forward in reducing usage costs across the properties. • Water meters may not be best approach or cost effective, however HVO should understand that it is being flagged as a necessary issue to rectify. • PSC understands that HVO take pride in keeping their sites green and beautiful however some take advantage when using soaker hoses for hours. 	
5.0	RISK				
5.1	Tagging and Testing	10 mins	M Stace	<ul style="list-style-type: none"> • An audit of Test Tags dates for all HVO is being conducted during the next meter reads before Easter Break. Audit spreadsheet already in process of being prepared. • Fiona and grounds staff at each Park will be taking meter reads & tag dates • Mr Larsen asked if Parks were going to inspect power leads of tourists to ensure compliance. It was decided that this practice would be unrealistic however future discussions would take place to investigate possible options. • ACTION: Kim to investigate the use of a certified licenced electrician to tag & test leads in bulk. 	

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6.0	HOLIDAY PARKS				
6.1	Update on Capital Works projects	10 mins	M Stace	<ul style="list-style-type: none"> • Mark advised that we have no broad scale plans in the next 12 months to remove HVO's due to resource focus on other capital works. • As discussed at the last meeting there may be the requirement of the odd couple of vans which may be impacted by upcoming developments. • One HVO and possibly up to 3 could be impacted at Shoal Bay due to the new exit being implemented. Estimated time to commence this project is 1 July 2019. Kim has spoken to the HVO directly impacted, who will be given 12 months notice of termination on 1 July 2018. • PSC are spending \$2.7m improving current amenities. • PSC are anticipating on replacing amenities at each Park more or less on current footprints. Currently going out to tender, hoping to start projects in July 2018. • Shoal Bay recreation area will eventually be extended as amenity block is also due to cover existing van sites. • Orana Street amenities will be knocked down and replaced after costs comparisons showed new was cheaper than refurbishment. Disabled facility will be added to this block. 	

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				<p>Garbage area will be relocated from current position. Temporary amenities will be in place for duration of build.</p> <ul style="list-style-type: none"> • Halifax will have a new building on current footprint with bigger camp kitchen area close to the current BBQ area. • Mrs Carey asked if size of laundry will be reduced as is huge, and are machines going to be fixed. Kim advised that all parks had reliability issues with washers and dryers breaking down frequently. • Possible options being considered including returning to coin or card swipe operated machines not token activation. 	
6.2	Shoal Bay Holiday Park Exit	10 mins	M Stace	<ul style="list-style-type: none"> • See 6.1 	
6.3	Disabled Amenities – Orana Street	5 mins	M Stace	<ul style="list-style-type: none"> • See 6.1 	
6.4	Peak Season Concerns/Discussion	10 mins	E Carey	<ul style="list-style-type: none"> • Mrs Carey voiced concerns over behaviour of other park HVO and tourists in regards to children not being under control of parents, disrespecting other peoples privacy and property, bikes/scooters/etc. being ridden dangerously. • A number of guests were reported not adhering to Park rules or to staff requests to slow down, not wearing a helmet. • ACTION: Investigate options regarding resetting responsibility obligations of parents, possible imp mentation of 	

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				<p>licenses or wristbands as way of keeping kids in check.</p> <ul style="list-style-type: none"> • ACTION: Request for bike racks to be installed at amenity blocks and pool, and maybe reception area. Managers to implement. • ACTION: Kylie to speak with Heath regarding reducing hedge on corner of Jippi & Orana street to increase visibility for drivers seeing kids coming around the corner. • ACTION: Corner at Kalyan and Pinaroo Streets – HV R33 has privacy hedge which is wide and HVO has a wide vehicle making visibility up the street extremely difficult. 	
6.5	Light Outages	5 mins	E Carey	<ul style="list-style-type: none"> • Several street lights have been identified as out of order at Fingal. These outages are scheduled to be fixed over the next month. 	
7.0	OTHER MATTERS				
7.1	Next Meeting Date	5 mins	Chair	<ul style="list-style-type: none"> • 18 May 2018 	

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7.2	General Business	5 mins	All	<ul style="list-style-type: none"> • Kim advised that after talking to PSC Safety Team, the requirement for all HVO to sign in at the Park offices when attending their van is no longer necessary as it is deemed to be ineffective, and not 100% correct. • The Compliance requirement to store all outdoor furniture away inside HV when not in attendance is also not necessary, however it is still expected that HVO keep their furniture neatly stacked, and secured if lightweight during times of absence. • Mr Royle asked for clarification that there would be consideration for the sale of HV outside of a Sale Period in cases of hardship. Mark & Kim both agreed that it was discussed that there would NOT generally be any consideration. However critical exceptions may be considered on a case by case basis. 	

MEETING CLOSED AT 6.50pm

NEXT MEETING

Date: 18 May 2018 **Time:** 5.30pm **Venue:** Shoal Bay Holiday Park (Recreation Room)

MEETING CODE OF COOPERATION

We start on time and finish on time.

We all participate and contribute – everyone is given opportunity to voice their opinions.

We use improvement tools that enhance meeting efficiency and effectiveness.

We actively listen to what others have to say, seeking first to understand then to be understood.

We follow up on the actions we are assigned responsibility for and complete them on time.

We give and receive open and honest feedback in a constructive manner.

We use data to make decisions (whenever possible).

We strive to continually improve our meeting process and build time into each agenda for reflection.

We will promote best practice, keeping open minds, combining our experiences and shared learnings to inform our deliberations.