



19 June 2020

### **Life After COVID-19 Shutdown**

Welcome back to the Parks! Hope everyone stayed safe and well during the COVID-19 lockdowns and restrictions.

We appreciate everyone's compliance with the NSW Governments ever changing rules, regulations and restrictions, and please let's continue to observe Social Distancing and good personal hygiene as best possible to try to stop the spread of this awful virus. We encourage each park user to take responsibility for their own hygiene when using the communal facilities. All common areas are being cleaned on a regular basis by our staff, with automatic hand sanitiser stations installed in each amenity block and the office. We also appreciate everyone's special consideration to fellow park users during this time.

Attached is a copy of the HVO COVID Declaration, which must be completed and emailed prior (preferably) to your arrival for each visit until further notice.

You can also download a copy from the Holiday Van Owners webpage:  
<https://www.beachsideholidays.com.au/policies/holiday-van-owners>

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### **Monthly Site Occupation Fees payments for 2020-2021:**

PSC has increased the number of nights included in the Occupation Fees making a total of 180 credit nights available to every van owner for the term of the 2020-2021 Occupancy Agreement as a goodwill gesture after the Park being forced to shutdown during the COVID-19 pandemic. This will be the only form of compensation offered.

Please ensure monthly site occupation fee payments are made on time on (or prior) the first of each month for that month. If you usually pay in the middle of the month, you need to organise to pay in advance to avoid being in Breach of your agreement.

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### **Occupancy Agreements (OA) for 2020/2021:**

New OA has been emailed to all HVO for signing prior to 30 June 2020. The new e-Signature has proven to be both effective and confusing, with some being signed incorrectly on the attachment and not by using the link provided on the email. Unfortunately these are incorrect and cannot be accepted. We anticipated this may occur and we will be in contact shortly with those who need to re-sign via the link. The document once signed using the link, will automatically be sent to the Admin Officer, then when the OA has been counter-signed a copy will automatically be emailed to you for your records.

If you are unable to sign electronically we can provide you with an agreement that you can physically sign, have witnessed and return directly to the Admin Officer - please contact Fiona directly to request the correct document.

We'd appreciate that you do not return paper or scanned copies to the Park or any other Council offices. No responsibility will be taken if signed Agreements are not sent directly to the Administration officer.



### **Test and Tagging:**

The Testing and Tagging / replacement of the power leads to HVO that did not Opt Out last year is just about complete at Fingal Bay with just a few van owners that have yet to respond to our contact attempts. Halifax is due to be completed by week 2 of June and Shoal Bay by week 3.

We will be contacting everyone in a few months time to organise the next round of test and tagging for April/May 2021.

**Those van owners who Opted Out last year whose test tag is now due will be given until 31 July to organise for their leads/inlets to be tested in accordance with the AS/NZS 3001:2008 and AS/NZS 3760:2010 relating to Transportable Structures as outlined in Section 4.9 of the Standard Operating Procedure. A photo of the Test Tag is no longer sufficient as evidence. As from 1 July 2020 we require a Certificate of Compliance or digital / log book evidence to be forwarded to the Admin Officer and checked by the PSC electrician for compliance.**

**The test requirements must include the following and results be itemised on the compliance certificate/digital test results/log book entry:**

- **Visual, & manual inspection of the whole lead;**
- **Polarity, insulation and earth/continuity tests which should be conducted using a digital testing machine.**

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### **Holiday Van Sales Period 2020:**

The Sales Period for 2020 is anticipated to recommence on Monday 29 June. Interview dates will be released every 2 weeks. The first dates are: 30 June, 2 July, then 7 July, 8 July and 9 July although the first week is already fully booked. Interviews are approximately one hour in length. Current van owners are not required to attend. The first interview will start at 9.30am and the last one will finish no later than 5pm. Please advise your prospective buyer to contact Fiona (Admin Officer) to book an interview. Phone: 4988 0650 or email: [holidayvanenquiries@portstephens.nsw.gov.au](mailto:holidayvanenquiries@portstephens.nsw.gov.au)

If you haven't submitted an Application for Sale of Van previously and you wish to sell this year, please contact Fiona (admin officer) as soon as possible to ensure inclusion in this Sale Period. Valuation surcharge may now apply as bulk Valuations have already been conducted.

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### **Whilst you were "Staying Safe, Staying at Home":**

Whilst the Parks were closed to all patrons, all the staff have been very busy making use of the 'down-time' catching up on many jobs that have been overdue and much needed.

Communal areas have been scrubbed, repaired, painted, etc., amenities have been scrubbed to within an inch of their lives, tourist accommodations have had a well earned birthday, gardens have had some much-deserved TLC, to mention just some of what has been going on.



### **Fingal Bay: Orana Street amenity block update:**

Demolition works and construction were due to commence from May 2020, however with the COVID-19 pandemic the whole project has been postponed to a later date. The existing amenities have been repaired, with fittings replaced, and replacement gas hot water systems installed.

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### **Van Owners Emergency Contacts and Spare keys:**

During the shutdown, it became quite apparent that we do not have 'emergency contacts' for many holiday van owners. Having emergency or secondary contacts is important in case we cannot urgently contact the van owner. During this next financial year, we will be requesting alternative contact details in case of an emergency. We will only make contacts if we cannot get hold of the main owners. They will not receive any of our day to day emails, or SMS unless deemed necessary.

Although it is not a requirement to leave a spare set of keys to your van with us, we do strongly recommend you do leave some at the office (which are locked away when the office is closed) in case we urgently need to access your van. If we do not have keys, and we need to access your van in a hurry, we will gain entry by any means necessary. Any costs for repairs will be at the van owners' expense.

For the purpose of beeping smoke detectors during the night or if the van owner is unable to attend within 24 hours, we will gain access by calling a locksmith. All costs incurred will also be at the van owners' expense.

After hours call outs for non-emergency issues (such as but not limited to beeping smoke alarms that are disturbing other Park users peace) will also incur a call out fee of \$150.00.

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### **Security - *After Hours Service: 02 4988 0990***

If you call the after hours service (provided to our Parks by Nitel during the hours that Receptions are closed), your call will be appropriately triaged into one of the following categories: Security issue, Management issue or Maintenance issue. If it is a Security issue (and dependent on the nature of the issue) Security will be notified as will the Park Manager on call, and the issue will be dealt with accordingly. Please advise if you experience any issues accessing or regarding the after hours service.

NB: We encourage our Holiday Van Owners (HVO's) as 'trustees' to assist by reporting any unacceptable behaviour.

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### **Water Restrictions**

The Hunter area is still on **Level 1 Water Restrictions**. Information will be forwarded to you should this occur before the next Newsletter. If you need / choose to use your hose (which must be fitted with a trigger nozzle) please be very mindful of how long you use it, and what you use it, for and ensure it is before 10am or after 4pm. This includes washing down of vehicles, boats and boat motors.

Soaker hoses and sprinklers are not permitted to be used at any time. Level 1 Water Restrictions are attached taken directly from Hunter Water website for you: <https://www.hunterwater.com.au/Save-Water/Water-Restrictions/Water-Restrictions.aspx>



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## Pets

Our Parks Pet Policy is that **pets are permitted** within the Park grounds during the Winter School Holidays. *Please observe our Rules and if the kids are responsible for taking the dog for a walk, they must also be responsible for picking up the dog poo too!*

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## Holiday Van Community

The Holiday Van Community is a great place to be a part of especially during the holidays. We would all like to relax and let our hair down after being 'couped up at home' during the COVID-19 shutdowns and restrictions, and especially catch up with friends and neighbours that we haven't socialised with for some time (and of course allow the kids have a bit more freedom than normal). Let's all be mindful that everyone is there for the same reason: to have a good time too, so we may have to be a little more tolerant than normal as it is going to be busier and a probably noisier than at other times during the year. However, tension can be caused between neighbours if someone is doing the wrong thing, and sometimes these sticky situations can escalate very quickly, so please let us know if you observe anything that could potentially cause an accident or incident, or is a hazard or risk - then we can manage it appropriately.

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## Speed Limits:

It has been brought to our attention yet again through the Holiday Van Consultative Committee that many van owners are very concerned that some are still not adhering to the 8kph speed limit and other NSW road rules when riding within the park grounds. This is particularly true of kids on bikes, skateboards, and so forth. Please ensure your kids understand the rules and abide by them, particularly wearing helmets - it could save their life. Licenses are still in operation within the Parks all riders must have one on their person or 'vehicle' when riding onsite - this includes parents and carers!

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## PARKING REMINDER:

- Please remember to park in your allocated vehicle space on your site. **Don't** use your neighbours space and please do not use vacant tourist sites or communal property.
- If you decide to erect a temporary gazebo / picnic area with tables and chairs, etc. in your allocated parking space, please ensure:
  1. The structures and furniture, etc. are kept away from the road by at least 1 metre for safety reasons,
  2. That your vehicles are parked outside of the Park grounds, and not on any other site/spare land.
- Utilise the street parking along Marine Drive or even Farm Road.
- Many van owners, tourists and guests will be bringing additional vehicles with them, so we appreciate your understanding.



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### **Site Inspections:**

Over the next 12 months, Site Inspections will be conducted on each site. We will be looking for unapproved alterations, allocated parking spaces, safety issues and aesthetics. A Site Inspection report will be issued with any non-complaint issues itemised, and timeframes by which they need to be rectified. For the sites which have permission for a second vehicle: where the allocated parking space for the second vehicle is insufficient according to the required measurements as stated in the current SOP, the second space will be revoked and noted on the site profile, and the boomgate number will be removed from the database.

Just a reminder that Level 1 water restrictions are still in place – see attached information sheet.

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### **Quarterly Electricity Charges - April, May & June 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.

<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>29.69 cents 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>\$31.76 per quarter</b>

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*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)*

*The Holiday Parks Business Unit staff are located at Port Stephens Koala Sanctuary, 562 Gan Gan Road, One Mile, 2316*

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