



19 December 2019

Ho Ho Ho! Merry Christmas to you all! I am struggling to fathom where the past 12 months have gone - 2019 has flown by way too quickly!

From the Holiday Park Management Team we all wish you a very Merry Christmas, and a safe, happy and harmonious New Year!

With such extensive building work being undertaken at 562 Gan Gan Road transforming Port Stephens Treescape into the much anticipated **Port Stephens Koala Sanctuary** the Holiday Parks Business Unit offices have been temporarily located to the offices within the Nelson Bay Visitors Information Centre until further notice. Please contact the Admin Officer by phone or email in the first instance.

#### **Halifax Holiday Park**

The new amenities / laundry /camp kitchen facilities have been open for a few months now and have been well received with guests giving very positive reviews. Well done to the Halifax Team for all their efforts.

New tourist sites (28-33) developed from HV's have been completed and are proving to be popular.

#### **Shoal Bay Holiday Park**

The new amenities / laundry facilities have been open for just a few weeks, however they have also received some very positive reviews and are looking fantastic. Well done to the Shoal Bay Team for all their efforts.

The new exit is progressing well, and is scheduled to be completed and in action prior to Christmas. There is one street in this vicinity which is now flowing in the opposite direction, please observe the new directional arrows on **Kingfish Avenue**. The garbage compound and second dump point is located adjacent to the new exit. An updated site map will be available on our website and from the front office shortly.

#### **Fingal Bay Holiday Park**

The camp kitchen is currently under ongoing renovations, and planning for the replacement amenity block at Orana Street has begun.

The right hand entry gate area has changed with the PIN pad having been moved back to the hedge giving a wider driveway for the larger vehicles to gain access to the Park. The pedestrian footpath has been removed with pedestrian access now alongside the Reception building only. Please do not duck under the boomgate to walk where the path used to be.

The CCTV around the Park is being upgraded prior to Peak. This will assist to eliminate the illegal dumping of items in the Laundries & Waste stations! See pictures below.



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### Security during Peak Season: 8pm to 6am / 7 days

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.

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

A dedicated patrol car will be contracted for our Holiday Parks only, and will Patrol the Parks at intervals throughout the night from 8pm to 6am, 7 days a week over the school holidays.

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### Water Restrictions

The Hunter area is still on **Level 1 Water Restrictions**, with the possibility of going to Level 2 at some point over the Summer period. 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>



## FINGAL:

- We are aware of some issues regarding showers constantly dripping in the Orana Street amenities. If they are unable to be easily fixed they will be closed off until they can be fixed. This not an ideal situation heading into the Summer Holidays so we appreciate your patience and understanding that these issues are being attended to. If you see any dripping taps or running toilets or showers please let the Park reception know.
- We are also aware that in the Gooyah Street amenity block the hot water can take some time to come through. We have had this checked on several occasions and unfortunately, it is unavoidable. Just think how invigorating those first couple of minutes are standing under a cold shower waking up / cooling down before you are rewarded with some nice warm water!! Feel free to take a bucket into the shower with you to catch the unwanted water and water the grass or plants on the way out!!

### **IMPORTANT NOTICE FOR ALL PARKS:**

**PADDLING POOLS ARE BANNED FROM USE IN ALL OUR HOLIDAY PARKS AS THEY ARE A SAFETY RISK**

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## **Bushfire Season**

*Everyone is very well aware of the catastrophic bushfires that have been raging around us - thank fully not near us.... Yet! It is a timely reminder to have a Plan in place should it be needed. There is basically one road in and out of the Peninsula so if instructed to leave, everyone should leave. With no significant rain forecast any time soon, and the water restrictions that have been in place for the last few months, the grass and surrounding bush is as dry as a tinderbox. Electric or gas BBQs are permitted, but absolutely no coal and wood fire BBQ's are permitted. We will communicate to you any further restrictions placed on us or advice given by the RFS by SMS if required.*

*It is a great idea to download the Fires Near Me app on your device and set a Watch Zone so you will alerted if any fires break out within your set zone. Best advice is be ready and don't panic!*

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## **Pets**

Our Parks Pet Policy is that **NO pets are permitted** within the Park grounds during the Summer School Holidays. The specific exclusion dates are: **21st December 2019 until Monday 27th January 2020 inclusive**. Please arrange to have your pets cared for at home or in a kennel, as they are not permitted onsite during these dates. It will be considered a Breach of Occupancy Agreement if we see pets in the Park.

If you have a Registered and properly trained (by an accredited Trainer) Service / Assistance Animal, please ensure the Park reception has a copy of the appropriate documentation, and that they are wearing clear identification if walking with them in the Park grounds.

*We have recently been advised that Therapy/Companion animals who are not trained specifically for a person's medical condition are not considered as Assistance Animals, therefore do not have the same exemptions as one and are not permitted onsite during exclusion periods unless permission is sought from Park Management. This also applies to any previously approved animals.*

Please contact Park Management **PRIOR** to arriving at the Park if you are intending on bringing a Service / Assistance /Therapy / Companion Animal with you at any time during Peak Season and we can ensure all accreditation documents are provided.



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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 after a hard year of 21st Century life, and 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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## **PARKING REMINDER:**

- Please remember to park in your allocated vehicle space on your site. Do **not** use your neighbours space and 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 that the Park will be a maximum capacity over the Christmas / New Year break and every site will be occupied and some stage throughout this time.

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## Holiday Van Sales

It has been brought to our attention on different occasions (and quite recently) that there are holiday vans are being 'sold' outside of the sales period. I am appealing to those who are doing the wrong thing to cease immediately, and for those of you doing the right thing and/or watching what's happening in your street to let me know who the culprits are (anonymously if you so wish) as they are marring the equity of our Holiday Van Sales Period.

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## Site Alterations, Additions and Maintenance / Works during Holiday Periods

It is being noticed that many Van Owners are still making changes to their vans, annexes and sites without seeking Park approval first. After last Summer Holidays Park Management noticed a lot of new installations: hot water services, air conditioners and even external showers, and also replacements of blinds, skirting, painting the van and annex, etc.. ANYTHING that you wish to do of an external nature to your van, associated structures or site (and any structural internal works or anything that will impact on our infrastructure - power usage, water, waste water) is subject to our Site Alterations process and must be assessed and approved by Park Management prior to any works being conducted. Any van owners who undertake alterations, additions, replacements and maintenance without approval may be required to rectify or remove the alteration/addition/etc., especially if it is found to be non-compliant. A Breach Letter may also be issued.



Any such works are not permitted during Holiday Periods. General/minor maintenance, small amounts of touch-up/hand painting and such is permitted as long as it is not impacting anyone else; however major jobs, banging and use of power / cordless / noisy tools are not permitted. If you consider a job to be unavoidable or an emergency please discuss with the Admin Officer or Park Manager / Assistant Manager.

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### **Standard Operating Procedures**

The S.O.P. has been completely reviewed and updated to provide a consistent approach to the management of Holiday Vans with respect to Crown Lands Policy, Holiday Park Regulations and agreed management practice across Port Stephens Beachside Holiday Park (PSBHP) properties. The procedures support Council as the Crown Land Manager and its Holiday Parks Section in the administration and management of key responsibilities and procedures including but not limited to: compliance, and maintenance & presentation standard of the holiday vans. This document is available for download on the Holiday Van Owners page on our website: <https://www.beachsideholidays.com.au/policies/holiday-van-owners>

The document may be updated occasionally if deemed necessary.

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### **Some Housekeeping from Admin.....**

#### **Document Format**

I receive all manners of files which I cannot open or save.

My request to you is to please send any **documents** as a scanned **PDF file**, and if you use an app such as CamScanner please ensure you save/send it as PDF.

*A small, petty and possibly annoying request of you all, but a big time saver for me!!*

Obviously photos of vans / sites / etc. can be send as a medium sized photo file – just not documents, insurance policies, Site Alteration forms, and so forth.

NB: if documents are not received in the requested format, they will be returned unprocessed.

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### **Van Insurances**

It probably only seems like yesterday that you provided a copy of your current, valid insurance policy for the van when you returned the Occupancy Agreement, however there are a lot that have now expired, and we therefore require an up-to-date copy with proof of payment for our records. This will negate the need to provide a copy at Occupancy Agreement renewal time.

Please forward a copy of the renewed policy with proof of payment or a Certificate of Currency directly to the Admin Officer (Fiona) to PO Box 147, Nelson Bay 2315, or email a **scanned PDF** copy to [holidayvanenquiries@portstephens.nsw.gov.au](mailto:holidayvanenquiries@portstephens.nsw.gov.au) so that our database can be updated. This is a requirement of the Occupancy Agreement.



**General reminders:**

Bike licenses are still in force, and helmets must be worn by everyone riding within the Park grounds – parents too.... Set an example for your kids!

Please also ensure your kids know to ride in the same direction as the arrows indicate (with the flow of traffic) and at walking speed (8kph) so that that we can avoid the many near misses with cars almost collecting kids “on wheels” as they come hurtling around a blind corner at more than 8kph!

**Quarterly Electricity Charges - October, November and December 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. 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>

*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 currently located at Temporary Offices within the Visitors Information Centre building, Nelson Bay*

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