

MEETING MINUTES

Meeting

Team Name: Holiday Van Consultative Committee

Date: 18 February 2022

Time: 3.30pm

Venue: Shoal Bay Holiday Park – Conference Room

Chairperson: Kylie Moyle

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

Kylie Moyle (PSC)	Fiona Snow (PSC)	Heath Kelly (PSC - FB)	Emma Hardy (PSC – SB)	Alice Meagher (PSC – HHP)
Elma Carey (FB - West)	Steve Larsen (FB – North)	Lenore Lott (FB – South)	Harvey Bennett (SB)	

Apologies

Kim Latham (PSC)

Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
1.0	WELCOME			
		Chair	Introduced Heath Kelly as new Assistant Manager at Fingal, and welcome Alice Meagher & Emma Hardy as Assistant Managers for Halifax & Shoal Bay respectively, for those who haven't met them.	
2.0	APOLOGIES			
		Chair	Kim Latham is an apology as attending a funeral	

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3.0	MINUTES AND OUTSTANDING ACTIONS			
3.1	Minutes of last meeting held	Chair	Minutes of last meeting endorsed by Harvey Bennett	
3.2	Outstanding Actions from 21 February 2021	Chair	<p>HHP: Marine Rescue Hill trees – dead wooding/removal This has been completed</p> <p>FBHP: Painted signs at Gooyah St amenities Signs have been painted on pathways leading to amenity block. Same signs will also be painted on paths leading to new Orana Street block.</p>	Completed
4.0	ADMINISTRATION			
4.1	HVCC Ballot 2021/22 results	Fiona	<p>FB West & North: The only nominees were the standing reps for each precinct therefore they retain position for a further 2 year term. Congratulations to Elma Carey & Steven Larsen.</p> <p>Halifax: We were unsuccessful in obtaining a representative for Halifax, as Debbie Byers decided not to nominate again. She did send a letter outlining her reasons, and gave permission for the letter to be read out at the meeting to the other representatives.</p>	Completed
4.2	HV Sales Period 2022	Fiona	The 2022 Sales Period Key Dates hand out was distributed to all attendees for their information. Sales period is proposed to commence Monday 28 March 2022. After much discussion, we have sought approval to trial foregoing a limited sales period and allow van sales at any time for the remainder of 2022. However we do reserve the right to review this process at any if we feel it necessary, and Peak periods will be excluded.	Commencing March - ongoing

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			<p>HVO Q: Please clarify how the Occupancy Agreements will work if sale occurs after 1 July, and what if site is due for development?</p> <p>PSC A: At any time, when sales occur, the buyer is advised they will take over the remainder of the existing Occupancy Agreement (for however many months are left till 30 June) and will then be offered a new Occupancy Agreement in May/June for the next FY. Creating new Occupancy Agreements is not as convoluted as it used to be, however Sales Admin fee covers time taken for the whole process. If any Holiday Van sites are due for redevelopment within the next full term of occupancy, the seller will be notified that they would not be permitted to sell.</p>	
4.3	Occupancy Site Fees Review	Kylie	<p>Monthly Site Occupation fees have been reviewed taking into consideration CPI, operating costs & in particular recent market comparisons. A Fee Increase is proposed, and is currently with council for review. Official notification of the increase will be sent via email to every van owner in due course, once approval is granted.</p> <p>We anticipate this to be mid-March.</p> <p>HVO Q: Will PSC be offering a rebate of site fees for the 3 months that the Park was closed last year?</p> <p>PSC A: As was the answer to this same question after the last lockdown, there will be no rebate on site fees.</p> <p>Information: Parks were closed from 5pm on Thursday 5 August 2021 and reopened on Monday 11 October 2021 totalling 66 days of closure.</p> <p>Therefore, 299 days of the year (1 July 2021 to 30 June 2022 = 365 days) are still available for HVOs to use their 180 permitted nights.</p>	March 2022
4.4	Allocated vehicle spaces	Harvey Bennett	<p>Harvey requested information regarding the removal of second boom gate PINS from some HV sites at Shoal Bay:</p> <p>Q1. Why this has been implemented</p> <p>A – Historically, it was originally a space for a ‘car’ and a space for an ‘accessory’, however over time, previous management have</p>	

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			<p>added the second boom gate PIN so the 'accessory' could be a second car. Park Management have identified that for some sites it is a compliance issue requiring rectification to bring allocated parking spaces back in line with regulations. Van owners have been advised of this impending compliance rectification from the 2017/2018 Occupancy Agreement accompanying letter, and has been noted on every Occupancy Agreement since. We are obligated to provide only one parking space per site according to legislation/regulations, however where a site has sufficient room for 2 spaces under the current measurements (5.5m x 2.4m) we will allow for 2 vehicles and 2 boom gate PINS.</p> <p>Q2. Why it was implemented at Shoal Bay when it hasn't been completely rolled out at the other Parks,</p> <p>A: Halifax had it done first with the Site Inspections, then Shoal Bay and Fingal is in the process of being completed – anticipated to be by 30 June. Unfortunately, Fingal's Inspections are taking a lot longer than anyone of us ever expected.</p> <p>Q3. Why are HV owners being managed in this way when tourist sites are not managed when multiple vehicles and/or trailers are on site parked unsafely (and so many other rules are ignored),</p> <p>A: Please be assured that tourists are only permitted one vehicle. We are aware that other vehicles are brought in without permission, by tourists and van owners alike. Whilst we do address this on a regular basis, it is a hard (and reoccurring) issue to keep on top of particularly in Peak.</p> <p>Q4. Can the second access code please be reinstated? If it's deemed not safe during peak times to have additional vehicles on site, can they please be reinstated for non-peak times when the Park is as busy.</p> <p>A: Second PINs will not be reinstated. However, if park management offers a temporary code in low season on request, this is up to the park to manage. Unfortunately, this has at times, been abused which is why a blanket rule of no temporary codes was implemented. We will, however, assess each request on a case by case basis, and van owners have to understand and respect the decision made on each request that it may be permitted on one occasion but not on another. It is, however, totally at Park Managements discretion.</p>	

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4.5	Items to be added to next Newsletter	Fiona	Please submit item requests prior to the end the first week of next month: Friday 4 March 2022	
5.0	RISK			
5.1				
6.0	HOLIDAY PARKS			
6.1	Operational Issues of a collective nature	Kylie	<p>Operational issues can be tabled in this forum, providing they are of a collective nature, and potentially beneficial to all parks. All operational issues should be brought to the attention of the respective assistant manager in the first instance, and only progressed to this forum if issue cannot be rectified. Any HVO can make an appointment to see the Assistant manager at a time convenient to both parties.</p> <p>HVO Q: will all operational issues that were taken directly to and rectified by Park management by summarized at HVCC meetings?</p> <p>PSC A: No need to if issues are resolved.</p>	
7.0	OTHER MATTERS			

Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
7.1	General discussion		<p>HVO Q: How have PSC deemed current Security detail as sufficient? Risk Assessments process? Rarely saw security the whole holidays. Do the parks have COVID Safe Plans?</p> <p>PSC A: Kylie explained that many factors are considered throughout the whole process. A new company is on board this Peak season, with a detailed brief of what was expected from them at each property. Advised to drive / walk around, as well as lock up communal facilities at specific times. Staff gave daily target areas when necessary.</p> <p>All calls to the afterhour's service are logged with reports given to each property daily.</p> <p>Thefts were down, incident reports down. Calls to afterhours down.</p> <p>All businesses are required by law to have COVID Safe Plans in place in order to operate. We have had one in place for each property which have been update accordingly as and when required. Action plans would be implemented if the need arose.</p>	

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7.2	Denied Agenda Item requests		<p>Lenore: Re Orana Street amenity block - Requested doors be propped open to allow better ventilation & minimise touching surfaces, more hooks on shower doors, better signage within new block for directions to Men's / Ladies sides.</p> <p>PSC: deemed as operational for Fingal. Fingal staff to organise rectification.</p> <p>Steven: Re: Examples of Risk Assessments for past projects to show how PSC minimise safety risks, explaining to HVOs there is a process in place that we follow.</p> <p>PSC: Kim Latham followed up directly with Steven. Risk Assessments are not for Public viewing. Any documentation available for public viewing can be found on the PSC website – Risk Management Policy sent. We are not obliged to make any internal documents available. As Local Government we have processes to follow, and Project Managers have been employed at cost to ensure all required assessments, safety processes, and so forth are completed prior to and throughout the project.</p> <p>PSC has a process to follow if member of the Public wish to request access to such internal documentation.</p> <p>HVO Q: How do we know what is classed as operational / what will be accepted as an agenda item? What process will be undertaken to vet the agenda requests?</p> <p>PSC A: Submit your request by email, and it will be discussed by PSC management, and denied / approved if deemed appropriate. Please ensure sufficient detail is provided regarding the request, so issue/request can be investigated. Depending on the nature of the issue/request, and time required to investigate properly, we will endeavour to provide an adequate response at the meeting.</p>	
7.3	Next Scheduled Meeting Date	Chair	<ul style="list-style-type: none"> 20 May 2022 @ 3.30pm 	

MEETING CLOSED AT 4.45pm

NEXT MEETING

Date: 20 May 2022 **Time:** 3.30pm **Venue:** Shoal Bay Holiday Park (Conference 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.