

## MEETING MINUTES

### Meeting

**Team Name:** Holiday Van Consultative Committee

**Date:** 15 May 2020

**Time:** 4.00pm

**Venue:** Online Zoom meeting

**Chairperson:** Kim Latham

**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

Kim Latham (PSC)	Fiona Snow (PSC)	Hannah Rallings (PSC)	Lorraine Fellows (PSC)	Debbie Byers (HHP)
Elma Carey (FB - West)	Steve Larsen (FB – North)	Ken Royle (FB – East)	Kim Bray (SB)	

### Apologies

Nigel Walker (PSC)	Kylie Moyle (PSC)			
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Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
1.0	<b>WELCOME</b>			
		Kim Latham	Zoom Meeting commenced at 4pm – Fiona admitted all to the meeting. General housekeeping and Zoom etiquette was explained (keep on mute until invited to speak; Raise hand if wish to speak.) Elma joined by phone as she was unable to use Zoom.	
2.0	<b>APOLOGIES</b>			
	Nigel Walker and Kylie Moyle.	Kim Latham		
3.0	<b>MINUTES AND OUTSTANDING ACTIONS</b>			

Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
3.1	Minutes of last meeting held	Kim Latham	Elma Carey endorsed the minutes.	
3.2	Outstanding Actions from 21 February 2020	Kim Latham	<p>Kim L advised that responses to outstanding Actions from February meeting had been sent out prior to the meeting so that time wasn't taken up by discussing them at this shortened meeting. PSC now believe that these actions are closed. Kim responded to an email from Steve regarding his ongoing belief that the electricity meters installed at Fingal Bay are still illegal for the charging of electricity usage advising that after investigating further and all the information we researched and provided we believe that this issue is complete and is now off the table for any further discussion.</p> <p><b>Points raised by Steve L:</b> Insisted that actions were not completed as illegal meters have not been replaced with NMI approved meters.</p> <p><b>Responses by Kim L:</b> All meters installed prior to 1 Jan 2013 can legally be used for usage reading/charging purposes, therefore this item is now closed. Steve is welcome to to contact PSC directly if he would like to take it further. (Ph: 49880255)</p>	
<b>4.0 ADMINISTRATION</b>				
4.1	Compensation within next term of Occupancy Agreement	Kim Latham	<p>PSC have not reduced or stopped the requirement for payment of site fees however from the start of the new agreement term on 1 July 2020, an additional 30 credit nights are being offered, which brings the total credit nights from 150 to 180 – meaning no additional tariff payment required for those 30 nights.</p> <p><b>Points raised by Steve L:</b> 1 - What if this kind of situation happens again within the next term of agreement? 2 - HVO do not agree to extra nights as compensation. 3 - PSC are profiteering from the HVO during this COVID-19 pandemic by collecting \$144k per month, 4 – Wants to know our operational costs, suggests that HVO should be aware of how their fees are being used, and that PSC are not just making a profit. 5 - How come we can offer the extras nights when technically we can't do that?</p> <p><b>Points raised by Ken R:</b> Most HVO would not use 150 nights during the year, so they would not get any benefit from this compensation. Could this information be relayed back to Council for further discussion / assessment? Could a reduction in payments in the new agreement term be considered.</p>	

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			<p><b>Points raised by Kim B:</b> Concurred with Ken's comments. Nearly 100% of HVO wouldn't get close to the 150 nights so they would not see this as compensation. They would be hoping for a monetary compensation for the upcoming 12 months particularly as there is no end in sight.</p> <p><b>Points raised by Elma Carey:</b> HVO really do not use their nights, they are looking for a monetary compensation. Other councils have offered this to HVO. Concerns that there has been no one in the park during this shutdown</p> <p><b>Responses by Kim L:</b> 1 - PSC has a very clear platform whereby if this does happen again, they will assess potential HVO that may have not received a fair amount of nights due to certain circumstances out of everyone's control. 2 – The fact that HVO do not agree with the compensation being offered is unfortunate but this is Councils approach, and this has been provided by the Executives. 3 - HVO are paying a site tenure, with their property still sitting on our site during this time. A notice of motion has been made by a Councillor at PSC Council meetings but it has not been supported. Therefore fees stay in place, with the extra 30 credit nights given. 4 - This is not the case and it's not a profit that we make, and that's the decision that has been made which is also supported by the Councillors and the executive. 5 - According to legislation, we can allow 180 nights occupation which is also stated in the Occupancy Agreement. Kim believes that there will be no renegotiations as the Notice of Motion was not supported and this form of compensation was suggested by the executives and she agrees with it.</p> <p>Kim agreed to take this feedback to Council however they have indicated that they are not interested in monetary compensation at this point in time. HVO were advised that there are staff onsite every day, including the office staff and Fiona, and security is patrolling as per normal. The entrances are also barricaded after hours.</p> <p><b>ACTION:</b> Kim L will take the HVOs feedback to the General Manager and Group Manager, however please be aware that she was given very clear direction that this was the only compensation that they are offering.</p>	

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4.2	New automated process for 2020-2021 Occupancy Agreements (OA) & Review of associated documents	Kim Latham	<p>Given the COVID-19 situation, we have fast tracked the automated OA process so that we can avoid the need of paper handling for the most part. Those HVO without emails can have it posted. Information coming out on Monday 18 May 2020.</p> <p><b>Point raised by Kim B:</b> Some older HVO just prefer paper copies – can this be requested?</p> <p><b>Point raised by Steve L:</b> Will there be a reduction in the charge for the Agreement preparation considering its now electronic?</p> <p><b>Responses from Kim L and Fiona S:</b> If by request a HVO would like a paper copy sent this can be arranged as an exception this year however we would prefer to go completely paperless in the future. The set up of this automated process has been extensive, so no reduction this year but there is this potential for the future years. This is an additional feature in our Newbook operating system that we have had to pay for, so the fee stands as is for this year at least.</p>	
4.3	New Book In system for Holiday Van Owners	Kim Latham	<p>From 1 July 2020 HVO's will now have to book in their credit nights through an online portal in Newbook (our operating system) or by calling the Parks in office hours. No need to check in but must book in and then be given a code for boomgates. More information will be coming out at the beginning of June. Other big Parks use similar systems for booking in. We used to have a HVO sign in book at reception however most HVO did not use it, so this is a way for us to know who/how many are onsite for safety and evacuation reasons. It will also record which and how many nights each HVO has used benefitting both the Park and the HVO.</p> <p><b>Point raised by Ken R:</b> How does a HVO visiting for the day gain access?</p> <p><b>Point raised by Kim B:</b> How much time do you have to give before arriving to get the boomgate code?</p> <p><b>Point raised by Elma C:</b> When booking online how many codes are given?</p> <p><b>Responses from Kim L and Fiona S:</b> HVOs visiting for the day can obtain a daily code from the reception, or walk in. Bookings can be made by calling during office hours, or by booking online through the portal before 4pm. An email confirmation containing the boomgate code will automatically be sent to the HVOs nominated address. The default is set at one boomgate code as there are only a limited</p>	

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			number of sites that have 2 codes allocated. If a second code is required, the office can manually add one to the booking.	
<b>5.0</b>	<b>RISK</b>			
5.1				
<b>6.0</b>				
6.1	Test & Tagging process: moving forward	Kim Latham	<p>PSC Test &amp; Tagging will be completed by 30 June 2020. There will be a brief timeframe (approx. 30 days) after we reopen when HVO who opted out will be able to rectify any issues in accordance with the updated SOP. This timeframe can be adjusted depending on each site's requirements.</p> <p>New roll out for Test and Tagging program for 2021 will occur in around August/September 2020.</p>	
6.2	HVO access to Park for maintenance or damage	Kim Latham	<p>We have contacted both CCIA legal team and Service NSW, and both have clearly advised that semi-permanents are not permitted access to the parks unless they fall under the current essential criteria. Semi permanent vans in a caravan park do not fall under the category of Holiday Homes as originally suggested by Steve L. therefore HVO are not to attend caravan parks.</p> <p><b>Point raised by Steve L:</b> What systems are in place to protect the HVO property, especially in regards to pest control as HVO generally conduct their own – have the parks stepped up their pest control?</p> <p><b>Responses by Kim L:</b> Security are patrolling as normal after hours, staff are on the ground, entrances are barricaded after hours. All staff have been instructed to conduct general visual checks as they move around the parks to ensure nothing obviously untoward has occurred. No additional pest control has been implemented or deemed necessary at this point in time. We are bound by the restrictions imposed by the Government, so that's what we have to do, and we have had this information clarified by Service NSW &amp; CCIA legal.</p>	

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7.0	<b>OTHER MATTERS</b>			
7.1	Next Scheduled Meeting Date		21 August 2020 at 4.30pm @ Shoal Bay Rec Room We will continue to monitor the situation and of course convey any changes to the HVO's. An extraordinary meeting can be held at a later date once restrictions have eased, and hopefully be able to meet face to face whilst observing social distancing of course	

### MEETING CLOSED AT 4.30pm

It has been noted that 3+ people logged into the waiting room early at 3.50pm, which must have started the 40 minute count down without anyone being aware, therefore the official meeting only went for 30 minutes.

### NEXT MEETING

**Date:** 21/8/2020      **Time:** 4.30pm      **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.