



Autumn Edition: March 2021

Hello again! We hope everyone had a lovely Christmas and New Year. It was great to see the Parks so alive!! The weather hasn't been the best for Summer, however it is so good to see the Parks looking so green and healthy! It's certainly keeping our grounds staff very busy.....

Staff Changes

Due to unforeseen circumstances, our new Assistant Manager at Fingal, **Kimberley Levy** has decided to move on. We wish her well for the future. **Zahee (Zee)** has been seconded from Halifax over to Fingal to support Fingal staff and Park patrons in the coming months. **Hannah Rallings** is currently stepping into the role at Halifax until Alice Meagher returns from Maternity leave in a couple of months time.

COVID Update

Whilst imminent danger from the virus is not apparent for us at this point in time, we should not become complacent, as we know it doesn't take much for an outbreak to occur. Therefore, we still require the COVID declaration to be completed and emailed to the Park prior to arrival. *Note: Paper or emailed declarations are still accepted.*

We also now have a Service NSW QR code located at the front of the park for everyone entering the Park - whether to stay or just to visit for the day - to check in with please. I have also attached a copy for you park. Please feel free to print it off and stick it in your van/on your fridge so when you arrive onsite you can easily complete the 'check in' process for you and all your family/guests.

The Parks are continuing regular wipe overs/cleans of the communal areas. Signs are placed at the entry points of all communal facilities stating the maximum number of persons permitted in the area. We ask that you use common sense and observe and respect these rules.

Be mindful of social distancing and self hygiene practices - everyone has to do their part and be responsible for themselves and people in their care.



PSCCA Meeting

There will be a meeting of the Port Stephens Caravan and Campers Association (PSCCA) on **Easter Sunday 4th April 2021** at the Fingal Bay Sports and Recreation Club. The meeting to discuss agenda items is expected to take less than one hour and will commence at **10am**.

Steve Larsen

President PSCCA

Home telephone 49886086

Mobile 0488023234

Local Emergency Contact Numbers:

- **Holiday Parks 24/7 & After Hours Contact: 4988 0990 - there are bigger signs on the front door of each Park reception. Consider keeping this number on the fridge!**
 - 000 for any Emergencies
 - Nelson Bay Police Station - 16/18 Government Road, Nelson Bay: 4981 1244 for local area command station, 131 444 for crime reporting,
 - Fire & Rescue NSW, Salamander Bay Station - 4981 1376
 - Tomaree Community Hospital - 2 Trevally Street, Nelson Bay: 4984 0700
 - Shoal Bay Medical Centre - 5 Government Road, Shoal Bay: 4981 2600
 - Nelson Plaza Clinic - 29 Stockton Street, Nelson Bay: 4981 2555
 - My Medical Services - medical centre @ Keel Street, Salamander Bay: 4981 1733
 - Salamander Bay Medical Centre/Bay Medical Group, Suite 1/6 Central Ave, Salamander Bay: 4981 1722
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Security

A full review of Security over the Peak period will be conducted by Parks Management team as concerns were raised by the holiday van reps at the last Consultative Committee meeting.



Orana Street amenity update

The contractor Tender has been awarded to East Coast homes, with an onsite Capital Works manager, Josh, recently appointed.

The Building is being constructed offsite and trucked in by August, with handover by end of September – all weather depending, of course.

The building will be of a similar style and colours to Halifax amenities.

Temporary amenities will be placed near the bin area on tourist van sites after the April school holidays/early May, with works scheduled to commence shortly after.

Payment of Fees and Charges

All site fee payments are due prior to or on the first day of every month as per the Terms and Conditions of the Occupancy Agreement

BPAY Payment Option

We are looking into BPAY as an option to pay Site Fees. There is a cost involved for the Holiday Parks and Council to set this up, therefore it will only be considered if enough van owners are interested in paying this way. There would also be a transaction fee for the user. The Terms and Conditions of the Occupancy Agreement will still apply relating to site occupation fees and payment schedules.

Look out for an Expression of Interest Survey that will be sent to all van owners in the coming weeks.

Holiday Van Consultative Committee - Holiday Van Owner (HVO) representatives:

Please contact your area rep, or any of the others if preferred, if you would like them to request an Agenda Item (must be of a collective nature only) at the next meeting on Friday 19 February 2021.



If you would like them to keep you up to date in regards to Park matters, please give your contact details to your rep. We will not give out anyone's personal/contact details to them.

The HVCC reps details are as follows:

Fingal Bay North: Steve Larsen:

- Site: AM13C. Phone / text: 4988 6086 / 0488 023 234.
- Email: sla91786@bigpond.net.au.
- When: Between 8am & 5pm daily

Fingal Bay West: Elma Carey:

- Site: P57. Phone or text: 0478 082 777.
- When: Between 9am and 4pm daily

Fingal Bay South: Lenore Lott:

- Site R18. Phone or text: 0421 081 305.
- Email: rob_lenore@hotmail.com
- When: Between 9am and 5pm daily

Halifax: Debbie Byers:

- Site 22. Phone or text: 0488 729 866.
- Email: debbyers@bigpond.com.
- When: Between 9am and 5pm daily

Shoal Bay: Harvey Bennett:

- Site A13. Phone or text: 0439 072 244.
- Email: harveybennett@tpg.com.au
- When: Between 9am and 4pm daily

Test & Tag update

Apologies for the delay in information regarding this projects being available - this was due to circumstances that were completely out of our control.

Those who Opted IN last time will receive notification that testing will commence along with the



powerhead compliance testing. If the lead fails the test, a new tagged one can be purchased from the Park reception. It is your responsibility to install it using existing saddles with cable ties and according to our requirements.

For those who had opted Out last time, this is the last chance for you to opt in.

If you Opt In, we will test your existing lead. If it fails any part of the test process, a new one will be installed for you **on this occasion only**, with all costs being invoiced to you. See costings table on the information sent out previously/separately.

If you decide to continue Opted Out, it is your responsibility to ensure your power supply lead is compliant with our requirements as set out in the information sent out previously/separately. This must be completed prior to 1st May 2021.

If compliance is not achieved, or the Admin Officer does not receive the correct proof of compliance, we will not offer a new Occupancy Agreement for your site for 2021-2022, and vacant possession of the site will be requested.

Site Inspection update

This project is ongoing, and slow-going due to inclement weather and other work commitments. We are still on track for all holiday vans to receive a Site Inspection / Compliance report by 30 June 2021, however, follow up may be delayed in some cases due to other projects being in progress at the same time.

Please ensure rectifications are carried out as instructed and within the given timeframe. If you have any questions or require additional time, please contact the Admin Officer to discuss.

Site Alterations / Additions / Maintenance to your van / annex / site

We have noticed during our Site Inspections, that many van owners are going ahead with alterations and additions WITHOUT first obtaining permission from Park Management by way of submitting a Site Alteration and Addition form to the Admin Officer.



A **site alteration application** must be submitted for assessment to Admin Officer & Park Management prior to any works being undertaken. This process applies to any additions, alterations, replacement items that will affect the look of the van/annex/etc. or that affect our infrastructure (such as but not limited to: external blinds, screens, skirting around van, gardens, re-turfing, paving, awning, tropical roofs, air conditioners, hot water systems, painting of van, etc.). We have to ensure such requests meet with regulations, legislation and PSC expectations. Minor repairs, touch ups are permitted, however please double check with admin officer if you are unsure.

Sales Period 2021

The sales period for 2021 will be officially commencing on Monday 12 April 2021. All Sales applications should be sent to Admin Officer by Monday 15 March 2021. Any applications received after this date will incur an additional fee for the Valuation. See attached information, originally sent out on 25 February 2021.

EASTER / AUTUMN HOLIDAY REMINDERS

Works/contractor access onsite during holidays - are not permitted unless for an emergency call out - please notify Park office that the contractor is required.

Absolutely no pets during holidays.

- **Exclusion dates: no pets permitted onsite from Friday 2 April to Sunday 18 April inclusive.** If a registered and trained assistance animal is being brought onsite during the 'no pet period', certification & registration papers should be provided to Park Management for pre-approval **prior to arriving onsite**. The details will be entered into our system and attached to your Holiday Van profile.

Please ensure everyone is aware of our **Bike rules included skateboards, scooters, etc.** . Speed limit is 8kph for ALL vehicles. Use of all such vehicles must cease at dark/when the street lights are activated, and not commence until after 7am

NO motorized or electric bikes, scooters, skateboards, etc. to be ridden in park grounds at any time - the 8kph speed limit is not observed and too many near misses with other road



users. Please notify the Park staff if you identify someone using one in the Park. All

Security of Personal Property - Your property is your responsibility. Difficult/uncertain times can mean some people resort to extreme measures to obtain what they want. Put items away inside your van or storage boxes. Remove the temptation & don't give thieves an opportunity to pinch your stuff!!

Gazebos are permitted to be erected on your site whilst the van occupied only. They must be removed when the van is unoccupied. If erected in vehicle space, vehicle must be left outside the park.

Vehicle Parking: Please do not park on vacant tourist or other unoccupied HV sites **at any time.**

Common sense has to prevail: if you see someone doing the wrong thing please let them know and/or tell us about it so we can address the issue at the time it is happening. We cannot do anything after the incident has occurred, as the information provided is then only hearsay & alleged. As always, we appreciate you, as members of the Holiday Park community and regular users of the Park & its' facilities, to assist us by being our eyes and ears when & where we can't be, as our staff can't be everywhere all of the time.

We would like to remind everyone that the Park waste and recycle bins are for general household waste only and not for large/building type items. Please dispose of such unwanted larger items at the Salamander waste transfer station or take it home. Neither the waste bin compounds nor other sites should be used as dumping places.

Gas or electric BBQ's are permitted in the Parks. **Fire pits/open fires/coal BBQ's are not permitted within the Park ground at any time.**

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- **Admin Request Reminder:** *a small but time saving Admin Request:* pictures of documents (in photo/JPEG/JPG/IMG format) that are sent via email, rarely come through as a usable document: they are either unclear, too small / large, or not attached properly, and I have to spend unnecessary time trying to manipulate them so I can either read them, or convert them to a printable or usable document. To save us both time and effort, PLEASE scan and email documents to me preferably in PDF format & as an attachment: not included in the email content.



Quarterly Electricity Charges - January, February and March 2021

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 20 March.

FEE NAME	DESCRIPTION	FEE AMOUNT INCLUDING GST
Holiday Van Site Electricity Usage	Metered electricity usage charged quarterly based on latest retail tariffs of a local area energy retailer	29.56 cents per kWh
Electricity Service Availability Charge	Currently calculated per day for 150 days of the year; based on the latest retail tariffs of a local area energy retailer; charged quarterly. Includes admin costs	\$37.76 per quarter

*Fiona Snow: Holiday Van Admin Officer: **p** 4988 0650 / **m** 0428 542 137 / **e** holidayvanenquiries@portstephens.nsw.gov.au*

The Holiday Parks Business Unit staff are mainly located in the main building at Port Stephens Koala Sanctuary at 562 Gan Gan Road, One Mile, NSW 2316.

However, the Admin Officer does move around all the Parks. Please call first to see where she is working from on any given day.

Post: PO Box 147, Nelson Bay, NSW 2315

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