



Autumn Edition - 25 March 2022

Hoping everyone is safe & well, and had an enjoyable Festive season and a relaxing break or holidays over Summer - which seems like a distant memory now!. Can' t believe Easter is just around the next corner...

As time seems to fly by quicker & quicker - isn't it amazing how our conversations (and life in general) quickly changes too: from everything being COVID related not so long ago; to now: the weather, Russia, and the recent passing of 2 Aussie Cricket Legends! Here's hoping the world doesn't go completely mad, or implode, or explode for that matter!

And so onto Holiday Park business..... We have a few important notifications and reminders to bring to your attention:

Complaints from Residents of Fingal Bay neighbourhood:

We have been receiving complaints from neighbouring residents to the Park in regards to a number of issues:

- **Security lights** (some of which are bright halogen type lights): please ensure any security or flood lights are angled away from neighbouring vans, and away from the boundary fences. Some have been shining out (very brightly) towards Farm Road, affecting/disturbing the residents opposite the Park at night time. *[These lights should not be left on whilst the van is unoccupied, please.]*
- Reports of **fireworks** being let off within the Park grounds on more than one occasion. *[This is illegal, not to mention very dangerous!]*
- Several reports of **multiple vehicles** being parked along the fence line (Farm Road) and young people jumping over the fence setting up swags behind vans, having parties, being noisy and urinating along fence at all times of the day and night.

Thankfully, incidences that affect our external neighbours are far and few between, however when local residents submit official complaints to Council about the behavior of Park patrons, and/or other incidents which have occurred, or are still occurring, it is of very serious concern to us.

Van owners, please be reminded that any guests staying at your van are your responsibility, regardless of whether you are onsite with them or not. Ultimately, it is your Occupancy Agreement that could be at risk.

If sufficient evidence is provided that clearly identifies the location / perpetrators of such events, Council may decide to take action against those involved.

~~ We must all be very mindful of our actions and how we conduct ourselves, as it more often than not affects others around us, sometimes more than we realise. ~~

For those HVOs who received their **Site Inspection reports** at Fingal prior to the end of October 2021, we have allowed additional time to complete any rectifications due to the lockdowns and restrictions that were imposed on us. However the reports are now due for completion, with the report to be signed, dated and returned to the Admin Officer for final sign off **prior to 31 April 2022**.

For those who have returned their signed report, thank you.

For those who received their reports from November 2021, we allocated additional time in lieu of the Summer holidays to complete all items. Please complete all rectification and return the signed report to Admin Officer within the 4-5 months from date report was sent.



For those who have not yet received a Site Inspection report, I will be getting them to you in the coming weeks.

Fees and Charges - Part 2, Clauses 9 & 13 of the Terms and Conditions of the Occupancy Agreement

Site Occupation fee charges are posted on the **first day** of every month, and as per the Occupancy Agreement terms and conditions to which you sign each year to abide by, are **to be paid no later than the first day of each month** for that month.

Those that choose not to pay automatically by Direct Debit from a bank account or credit/debit card, are still obligated to pay on time as stated in the Agreement.

Late payments (without a written reasonable excuse) will not be tolerated from the commencement of the new Occupancy Agreement on 1 July 2022.

Late fees will be applied when payment is not received on time.

The Breach of Fee Payment Schedule (Part 2, Clause 13) will commence in such circumstances, and where payment remains unpaid according to this process, Notice of Breach of Occupancy Agreement will be issued accordingly.

Payment of fees part way through the month is not acceptable, unless a full months site occupation fees are kept in credit at all times.

It is your responsibility & obligation to pay fees & charges on time, not ours to chase outstanding & overdue payments.

The new **2022-2023 Occupancy Agreement** will be emailed as e-Signature documents for each listed individual van owner by the end of May 2022. Please ensure all accompanying documents are read and understood prior to signing the agreement. Completion is required by no later than 30 June 2022. Paper or printable copies will be available by special request only.

A review & update of the **Standard Operating Procedure** document will be undertaken in 2022. Email notification will be given when this process is complete and the updated document is available on the website to download.

Holiday Van Sales in 2022:

We have decided (as a trial) to permit sales of Holiday Vans at any time throughout 2022, without the normal time restriction of 4-6 weeks in place.

[Port Stephens Beachside Holiday Parks reserve the right to review this process at any time, and without notification].

The official Sales process remains the same, however. All van owners were emailed this process last month. Any sales that occur which circumvent our process will be denied with vacant possession of the site required.

The Sales and Interview process officially commences on Monday 28 March 2022, however current van owners can submit their



'Application for the Sale of Holiday Van' anytime from now.

Please contact the **Admin Officer** (not the Holiday Park reception staff) if you have any questions regarding this process.

IN CASE OF AN EMERGENCY

Guests/HVOs should call the appropriate authority including our After Hours service for assistance – **4988 0990**: 24/7 or **000** if a Police / Medical / Fire emergency

All our Parks have an Emergency Management Plan in place which will be activated should the need arise.

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: 4927 7220 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 – medical centre - 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

Notice of the annual general meeting of the Port Stephens Caravanners and Campers Association (PSCCA):

"The Annual General Meeting of the Port Stephens Caravanners Association (PSCCA) will be held at Fingal Bay Sports and Recreation Club at 10:00 am on Sunday 17th April 2022.

The meeting is open to all holiday van owners but only financial members may vote on issues.

The annual membership fee of \$20 per holiday van site is due on this date. New and existing members can pay the annual fee on the day of the meeting or electronically prior to the meeting.



People attending must comply any Fingal Bay Sports and Recreation Club COVID safety guidelines.

Contact details are provided below if you require further information

Stay safe,

Steve Larsen - President PSCCA

Mobile 0488023234

Email sla91786@bigpond.net.au

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

The next scheduled meeting is on Friday 20 May 2022. 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).

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: Position Vacant

Shoal Bay: Harvey Bennett:

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



Holiday Reminders:

Works on Holiday Vans is not permitted during school holidays. Contractors are not permitted onsite during holidays. Please contact the Admin Officer (or Park manager) if you have a situation that requires urgent attention by a contractor.

Holidays are a time to relax and enjoy, not listen to people working, banging, making noise.

If you see something that is not right – be it a hazard, a running tap or someone constantly flouting the rules, please let us know. We cannot rectify issues that we are unaware of.

General Reminders:

- Daylight Savings finishes on the first Sunday of April - so you will get an extra hours sleep on Sunday 3 April as the clocks go back an hour!!
- If you haven't done so recently, please change / renew the battery in your smoke detector, especially now we are heading into the cooler months and you may not visit the van as often! Don't forget, call out fees apply if our staff receive complaints about the noise & have to come out in the middle of the night to stop detectors beeping.
- All Alterations/Additions/Maintenance to your van, annex and any associated structures and the site are subject to Park Management approval through the Site Alteration process.
- Contractors:
 - are permitted onsite ONLY during office hours (9am to 5pm) on weekdays.
 - sign in/out in the contractor register in the office.
 - will be given a daily boomgate access code to access the park - please do not give your personal one out, as it could potentially be misused.
 - are not permitted to work outside of office hours at any time. Arrangements should be made for them to start after 9am and finish before 5pm.
 - are not permitted to work on weekends (unless prior approval by park management is granted).
 - will not be able to access HV spare keys **strictly until 9am**** when the office opens - Monday to Friday and only by prior arrangement. Keys must be returned to the office before 5pm.
 - ****Requests made to the after hours service or onsite grounds/housekeeping staff outside of office hours to gain access to HV spare keys will not be accommodated.****
- Call 4988 0990 to reach the Park between 9am & 5pm daily or our After Hours Service outside of office hours
- Call 4988 0650 to reach Fiona / Admin officer during general office hours, Monday to Friday only. This number is not attended on weekends or after hours.

Admin Request: *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. The free Scanner apps available on smart devices are pretty good & user friendly and can convert the files to a usable format.



Quarterly Electricity Charges - 3rd Quarter of 2021/2022

Electricity meter reads will be conducted, invoices prepared & emailed during the week ending 18 March 2022, and will include charges for January to March 2022.

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.

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	27.48 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.	\$33.00 per quarter

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

The admin officers phones are only monitored Monday to Friday between 9am and 4.30/5pm. Please call 4988 0990, and choose the existing booking option for your holiday park & option for existing booking (2) outside of these hours.

Post: PO Box 147, Nelson Bay, NSW 2315

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