



Monday 18 Dec 2017

## Business Update

Lots of changes have occurred within our parks since our last newsletter including several new position appointments.

My name is Kim Latham and I'm the new Operations Manager for Council's Holiday Parks. I've already met with your consultative committee and look forward to working with them to ensure everyone continues to enjoy their holiday vans.

Fiona Snow formerly a customer service supervisor at Fingal Bay is our new liaison officer for all holiday van owners. Fiona is available during office hours Monday – Friday.

Lorraine Fellows has recently taken up the Manager's role at Halifax, so welcome Lorraine.

Contact details are as follows:

**Kim: Ph:** 4988 0643 or **Email:** [kim.latham@portstephens.nsw.gov.au](mailto:kim.latham@portstephens.nsw.gov.au)

**Lorraine: Ph:** 4988 0611 or **Email:** [lorraine.fellows@portstephens.nsw.gov.au](mailto:lorraine.fellows@portstephens.nsw.gov.au)

**Fiona: Ph:** 4988 0650 or **Email:** [holidayvanenquiries@portstephens.nsw.gov.au](mailto:holidayvanenquiries@portstephens.nsw.gov.au)

This year 2 of our properties won awards: Fingal Bay Holiday Park won Silver in the NSW Tourism Awards and Thou Walla Sunset Retreat won Silver (second year running) for Unique Accommodation for their Glamping Tents - well done to both Teams.

In the last few weeks, a new phone system has been installed across Port Stephens Council giving the whole business, especially the Holiday Parks a more centralised approach. To contact each Park, use the usual numbers, and choose the appropriate option: Option 2 is for existing bookings, and Option 4 to reach Fiona/Holiday Van Enquiries.

All our staff wish you a Merry Christmas and a Safe and Happy New Year! We hope you enjoy your next getaway to beautiful Port Stephens, we look forward to welcoming you back soon

Remember if you have any questions you would like us to clarify in our next newsletter please send them through to Fiona.

Regards

Kim Latham - Operations Manager

## Holiday Van Sales Period

The next sales period will be from 1st March 2018. We will send out notification and forms prior to this period. If you are wishing to sell your van will be required to complete the application form and return to us along with the Sale Fee of \$440.00 within the given timeframe.



Shoal Bay Holiday Park | FREECALL 1800 600 200 | [shoalbay@beachsideholidays.com.au](mailto:shoalbay@beachsideholidays.com.au)

Halifax Holiday Park | FREECALL 1800 600 201 | [halifax@beachsideholidays.com.au](mailto:halifax@beachsideholidays.com.au)

Fingal Bay Holiday Park | FREECALL 1800 600 203 | [fingalbay@beachsideholidays.com.au](mailto:fingalbay@beachsideholidays.com.au)



## Holiday Van Compliance Update

Any Van owner wishing to make alterations or extensions to their Vans will follow the current process of completing the required forms and submitting to the Holiday Park Manager or Fiona - Holiday Van Liason Officer. Alterations or Extensions that are non-compliant with the current regulations will not be approved! Once the Manager/Liason Officer receives the application they will conduct a site inspection and liaise with the HV owner. After which, they will complete a one page information sheet, assessing the merit of the application and whether it complies with current regulations and then either approve or not approve. To assist with understanding the requested works, please send a site plan showing existing structures, and requested additions in a different colour. Please also include as much information as possible regarding materials to be used in the construction, measurements, colours, specifications and so forth.

Please click on link and scroll down for Site Alteration Form—[www.beachsideholidays.com.au/holiday-van-owners](http://www.beachsideholidays.com.au/holiday-van-owners)

## Please remember.....

- Tradespeople working on vans MUST sign in & out every day, and use a daily Boomgate PIN. A short site specific induction must be completed by each tradesperson on their first day at the park. It is your responsibility to check their credentials, licenses and insurances. The Park staff are happy give out details of tradespeople that have advised us they service the local area, however we will not give recommendations.
- Please remember that power leads and water hoses should be disconnected at all times when van not in use - this is stated as requirement in every Occupancy Agreement. This is particularly important at quiet times of the year when vans are not occupied for long periods.
- When riding a bicycle you are required by law to wear an approved helmet securely fitted and fastened. In NSW there are no exemptions from wearing an approved bicycle helmet, a bicycle is considered a vehicle and has the same road rules as other vehicles.
- During these extremely busy Summer holidays we must stress how important it is to park on your own site and not on any unoccupied tourist sites. We have guests checking in on any given day, and it is very time consuming for our staff to locate owners of vehicles illegally parked. Boats trailers and jetskis are classed as a vehicle, and take the space as one, so please consider your sites car/accessory allocation when bringing these extra vehicles the Park.
- The safety of all our patrons is paramount, therefore random audits may be undertaken by Holiday Park staff at any time for anything unsafe and/or illegal so your cooperation in complying/following staff direction would be much appreciated. If you see something unsafe or illegal please let us know!



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Fingal Bay Holiday Park | FREECALL 1800 600 203 | [fingalbay@beachsideholidays.com.au](mailto:fingalbay@beachsideholidays.com.au)



## Annual Fees and Charges 2018/19

Fees for 2018/19 have been submitted and will be as follows:

### Holiday Van Occupancy Fees - GST Inclusive

FEE NAME	DESCRIPTION	FEE AMOUNT INCLUDING GST
Holiday Van Site A (Fingal Bay Only)	Monthly occupancy fee up to 150 nights 2% discount to Holiday Van owners who have authorised to pay the monthly fees via direct debit payment from a bank account.	\$500.00
Holiday Van Site B (Halifax, Fingal Bay & Shoal Bay)	Monthly occupancy fee up to 150 nights 2% discount to Holiday Van owners who have authorised to pay the monthly fees via direct debit payment from a bank account.	\$490.00
Electricity account administration Holiday Van Site Electricity Usage	Charged quarterly with each electricity meter reading	\$6.00 per Quarter Metered electricity usage charged quarterly based on latest retail tariffs of the local area energy retailer
Electricity Service Availability Charge	Calculated per day for 150 days of the year; based on the latest retail tariffs of the local area energy retailer; charged quarterly.	\$0.00

### Holiday Van Administration Fees - GST Inclusive

Holiday Van Annual Agreement	Preparation Charge	\$12.00
Holiday Van Annual Agreement Postal Charge	Postal Charge	\$6.00
Holiday Van Annual Agreement Sale/ Transfer of Ownership Fee	Fee payable by owner on submission of sales application form as part of the sales process. Includes a \$165 Holiday Van independent valuation based on a group discount	\$450.00
Holiday Van Individual Valuation Surcharge	Fee payable by owner on submission of sales application form as part of the sales process To be paid on top of Holiday Van Agreement Sales Fee if an individual valuation is required.	\$225.00





## Quarterly Electricity Charges - Oct/Nov/Dec Quarter

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.

<b>FEE NAME</b>	<b>DESCRIPTION</b>	<b>FEE AMOUNT INCLUDING GST</b>
Electricity account administration	Charged quarterly with each electricity meter reading	\$5.00 per Quarter
Holiday Van Site Electricity Usage	Metered electricity usage charged quarterly based on latest retail tariffs of the local area energy retailer	27.456c per kW
Electricity Service Availability Charge	Calculated per day for 150 days of the year; based on the latest retail tariffs of the local area energy retailer; charged quarterly.	\$34.69

