



8 May 2023

HV News, Notifications & Reminders – May 2023 Edition.

Hasn't the weather suddenly changed - it got so cold literally overnight! Take care in this wind and stay warm.

And it's **whale time** again! If you're up over the cooler months, May to October, why not jump on a whale cruise and see these massive magnificent creatures playing in their natural habitat in our backyard! If you don't have sea legs – all is not lost! There are a couple of great viewing points: Fingal Bay viewing platform up at Barry Park, and Boat Harbour has a great outcrop at the end of Blanche Street where you can see these beauties.

If you're thinking of doing some **maintenance** on your van during these coming months, please remember all alterations, replacements and upgrades (even repainting) is subject to the **Site Alteration application process**, and management approval given in writing. The form can be downloaded from the Holiday Van Owners webpage or reception can supply one for you.

Another **reminder** to change your **smoke detector battery** if you haven't done so in the last 6 months! There's nothing worse than a patron complaining about a detector beeping away – especially at night.... It drives people crazy.....!

If you have a **spare key** or set of keys left at the office (which is recommended for emergency purposes), please check they are all still valid. We have had a couple of instances lately where the keys didn't work!

The **Tap 'n' Go laundry facilities** trialed at Fingal Bay Gooyah amenities have been a great success, so much so that we are rolling these out to all parks / laundries over the coming months. The new rollout will be both Tap n Go and token operated for everyone's convenience.

Please be mindful when at the Park that not everyone follows all the rules. Sad but true.... Whilst we supply the information to everyone with a booking, some people just choose not to read (or care) about some rules/restrictions, which is unfair on the majority of park users doing the right thing. Taking extra care when moving around the park and communal areas where kids might be playing or scooting or riding (where they shouldn't be) is advised..... please let us know at the time so we can address issues when they are occurring!

The **power supply lead test and tagging** is well underway at Fingal, with 99% of those already tested, passing so far. The ones that failed only required minor rectifications that we've fixed on the spot, so no one has had to wait to get rectification completed.

We have had **8 Holiday Vans registered for sale** so far in 2023! 5 have changed ownership, with one in the process of changing, and 2 in the early stages of the sales process. There are currently no restrictions on selling a holiday van at any time throughout the year (except for during Peak / Holiday periods) providing the Parks Sales process is followed. Information can be found on the website, or contact the Admin Officer, Fiona for more details.

We will be emailing the **2023-2024 Occupancy Agreements** to you before the end of May, so if you don't receive it, please check your SPAM or JUNK inbox in the first instance, then contact Fiona directly. Please ensure you read the documents and terms and conditions that will be sent as attachments to the email. The link will be included in the main email which will open the e-Sign documents same as the last couple of years, and if you need assistance with this, please reach out to Fiona. The Agreements need to be signed / returned **by 30 June 2023** please. If you know you will be unable to sign during this time due to being away and without internet/email access, please reach out to Fiona. Please take notice of the Insurance Expiry date on the Agreement, and if it is out of date, you will also be required to forward a copy of the policy or Certificate of Currency before the Agreements will be counter-signed.

Look out for a short Contact, Communication & Correspondence **survey through Survey Monkey** being emailed to you soon. It is very short (7 questions) and will take only a couple of minutes to complete - we really appreciate your participation and comments. [Please note this survey is completely anonymous.]

That's all from me, take care, and stay warm.

Fiona Snow: Holiday Van Admin Officer

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Email: 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>