

27 June 2018

## Port Stephens Holiday Parks Update

Our amenities project at Fingal, Shoal and Halifax have all progressed past the design stage but unfortunately will not be delivered this year due to time and budget restraints and the need for all building works to be complete before our busy Summer and Christmas season. We'll keep you updated on the progress of these new buildings and provide design information as we receive it. All amenities due for replacement will undergo minor renovations.

Regards

Kim Latham - Operations Manager

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## Safety Issues / Compliance

This year we have been concentrating on safety and as a result have developed a database for all HVO's to manage and monitor compliance as is a requirement of the State legislation that requires all power leads to be tested displaying a current tag. This has been a huge task and we thank you for your understanding.

This is a timely reminder to ensure you have disconnected your lead from our power source and hose from the water connection when you leave the Park, especially if you are not returning for a period of time.

For those braving the colder months, please be aware that any appliance with an element will draw lots of power! We understand that your Holiday Van is a 'home away from home' therefore please remember you only have ONE power outlet with limited amps. During a recent audit, our PSC electricians found a number of power leads which had melted into the socket, most likely caused by high use for extended periods of time, but not quite enough to trigger the RCD. Regular checks of your plug when you disconnect is recommended.

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## Smoke Detectors / Alarms

We have recently had a few Smoke Detectors start beeping constantly from Holiday Vans, much to the annoyance and after a while anguish of neighbouring HVO's and Park guests! Please ensure you change the batteries in your smoke detector each time you adjust your clocks for Daylight Savings in April & October. If your smoke detector is identified as beeping, we will contact you and expect the issue to be addressed within 24 hours.

## Port Stephens Holiday Van Occupancy Agreement 2018/19

With only a few days to go before the closing date for the 2018/19 Occupancy Agreements to be returned, we have currently only received approx 65% from Holiday Van Owner's (HVO's). As advised in previous correspondence (see excerpt from the last Holiday Van Newsletter) we will only follow up once more in July via a generic email to everyone. If we still do not receive a signed agreement given the one month extension without a valid reason, our options will be limited as HVO's may not continue to occupy our sites without a formal agreement. Proceedings for vacant possession will commence.

## VERY IMPORTANT: Holiday Van 2018-19 Occupancy Agreement

2018-19 occupancy agreements will be sent via email no later than 30th April 2018. A letter outlining what is required will accompany the agreement, please read this thoroughly.

This agreement is for the twelve months from 1 July 2018 up to and including 30 June 2019. The original signed agreement must be returned to us by no later than 30 June 2018. The returned document will need to include a copy of your current Holiday Van Insurance, even if you have already sent this through previously. Any agreements and insurance information that have not been received by the due date of 30<sup>th</sup> June 2018 will be followed up as a courtesy to ensure you received the agreement and are continuing as a Holiday Van Owner in 2018/19. If we don't receive the signed occupancy agreement and insurance information after this, we will assume you do not wish to enter into a new 12 month occupancy agreement and will request advice on the day we may expect vacant possession. We consider this process **extremely important** so have taken a strict approach to ensure that we have a legally binding agreement with you and both parties are fully aware of their obligations and rights under the law.

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### Agreement Preparation Fee

If you have agreed for extras / electricity charges to be automatically taken with your monthly rent, the \$12.00 fee (if outstanding) will be processed on 2nd July. If this is not the case then please contact the Park to remit payment.

## Garbage - Contact for Waste Depot and Recycle Centre

We are still continuing experiencing the illegal dumping furniture, mattresses, old bikes; fridges; TV's; and other household appliances at our Waste and Recycle areas – particularly at Fingal Bay. The dumping of such items is NOT permitted and comes at a significant cost to our business. We'd encourage all HVO's to be vigilant and contact our staff if they have any information on the people who continue to break the rules.

If you have items to be taken to the Recycle Centre, please call them to organize a pickup of any items that can be reused. See contact information below.

**360 Soldiers Point Road, Salamander Bay NSW 2317. (Vehicle access is from Tarrant Road.) Phone: 4984 6244**

### Hours of Business:

<b>Monday</b>	<b>9am - 4pm</b>
<b>Tuesday</b>	<b>9am - 4pm</b>
<b>Wednesday</b>	<b>9am - 4pm</b>
<b>Thursday</b>	<b>9am - 4pm</b>
<b>Friday</b>	<b>9am - 4pm</b>
<b>Saturday</b>	<b>9am - 4pm</b>
<b>Sunday</b>	<b>9am - 2.30pm</b>

For all other items, please take to the Salamander Waste Transfer Station (Tip) which is located behind the Recycle Centre.

**4 Tarrant Road, Salamander Bay NSW 2317 Phone: 4982 7514**

### Hours of Business:

<b>Monday</b>	<b>7am - 3.30pm</b>
<b>Tuesday</b>	<b>7am - 3.30pm</b>
<b>Wednesday</b>	<b>7am - 3.30pm</b>
<b>Thursday</b>	<b>7am - 3.30pm</b>
<b>Friday</b>	<b>7am - 3.30pm</b>
<b>Saturday</b>	<b>CLOSED</b>
<b>Sunday</b>	<b>8am - 2pm</b>

## Photo Database

During the coming months, Fiona Snow, the Holiday Park admin officer will be commencing a new photo database of all Holiday Vans at the Parks. The database will include detailed photos of each van and site area to maintain a record that allows us to refer to when required. This will assist Holiday Park managers and admin staff when making decisions regarding Site Alteration/ Additions requests, etc. This database will be kept electronically on a Council drive and can only be accessed by PSC staff.

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## Site Alterations / Additions

Unfortunately, there is a history of HVO's making changes to their Holiday Vans without permission from the Holiday Park Management. Needless to say there are many alterations and additions that have been made / built that are not compliant and would never have been allowed to go ahead if permission had been sought. Having a photo database is one way of managing this issue. We have a process for a reason, which is to ensure - to the best of our abilities - that Holiday Vans are kept as compliant with current regulations as possible. We also aim to keep colours on the neutral side of the spectrum - nothing too gaudy! To access a copy of the Site Alteration and Addition form, please visit our website by clicking [here](#) and read the SOP [here](#). We are in the process of reviewing our forms and processes, including the SOP so we encourage you to visit the webpage from time to time to keep abreast of any changes.

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## Bike / Scooter / Skateboard Licenses

At the PSCCA meeting in February 2018, concerns were raised regarding the use of bikes, scooters, skateboards, etc. during the Summer School holidays, how many near misses there had been, and how users were not adhering to Park or Road Rules. During the April School holidays, Fingal Bay Holiday Park trialed the use of Bike Licenses for all tourists who stayed in the Park, with very positive feedback from our guests. As a result we've decided to roll out the use of Bike Licenses across all the Holiday Parks for everyone (ADULTS & CHILDREN!) including Holiday Van Owners (HVO) from 1 July 2018.

Attached to this Newsletter is an information sheet, the Parks' Bike Rules, and a form for you, the HVO, to complete with how many licenses your van will require. Please send back to the Park directly, and the staff can ensure they have the correct number ready for you when you next come and stay at the Park. Each person should have a license attached either to their helmet or to their bike, or scooter. If you ride a skateboard it will have to be attached to the top of your helmet.

If staff see you without a license or breaking any Park rules, you will be asked to stop immediately. Failure to comply with any reasonable request from a staff member or contractor working for us, may result in your 'ride' being confiscated and the HVO/parent/guardian will be contacted and advised of the breach to our Park rules.

**We must stress that NO MOTORISED / ELECTRIC bikes, skateboards, scooters, etc. are permitted at ANY TIME in the Park grounds. The maximum speed limit for ANY vehicle in the Park is 8kph. This is for everyones safety. Please note that NORMAL NSW Road Rules apply.**

Please ensure everyone using your Holiday Van and the Park are aware of the rules.

## Dog / Pet Registration

After being made aware that some guests and HVO's had brought dogs/pets into the Park during Peak (non-permitted) periods, we have commenced a Dog Register.

Currently, each guest is specifically asked at the time of booking if they are bringing a pet/dog and subsequently are given a copy of our pet policy and rules.

We are now requesting each HVO to give details about all dogs/pets they bring into the Park during permitted periods, so that we have a database we can refer to if required.

The second attachment to this Newsletter is the registration form for you to complete (and email) prior to or bring up on your next visit.

**Dogs / pets are permitted, at managers discretion, during non-peak times, including the June LWE and Winter (July) School holidays.**

Pets are NOT PERMITTED in the Park grounds during the following periods:

Spring School Holidays (September/October)

October Long Weekend

Summer School Holidays (from the time the Public Schools break up in December until the Public schools go back for Term 1 in January).

Easter Long Weekend

April School Holidays

Anyone found to have dogs/pets in the Park during the Peak times listed above will be asked to take their dog / pet home and not return with it until the exclusion period has ended. Repeat offenders will not be permitted to bring their dog / pet onto Park grounds again or risk termination of their Occupancy Agreement.

## 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 Easter 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!
- After discussion with your consultative committee representatives I can confirm you are no longer required to sign in at the front office when arriving at the Park.

## Quarterly Electricity Charges - April / May / June

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