



Summer Edition: 14 December 2020

Well here we are again! Another 3 months gone by in a flash! And Christmas is around the corner and almost 6 weeks of school holidays to enjoy! Yay!!

After such a difficult/challenging year, I think everyone is looking forward to their holidays at Fingal Bay, Shoal Bay, Halifax & the Bay area, more than ever. Everyone will be here for the same reason – to relax and enjoy their break. We may need to dig a little deeper to find and practice our patience, tolerance and rational behaviour during what will be an insanely busy time. Let us all remember that the pandemic of 2020 has affected everyone in some way, and everyone deserves to enjoy their well-earned and possibly first/only holiday of the year.

Wishing you all a Happy Christmas and a safe and healthy New Year!



Introducing:

Our new Assistant Manager at Fingal: **Kimberley Levy**. Kimberley is originally from Mother England (as many of us are - though some of us have lost the accent!) and has been with the Holiday Parks for about 10 weeks now. She has come from hot dry/cold freezing Armidale to enjoy the temperate climate & refreshing seabreezes of the Bay. Welcome Kimberley.

Alice Meagher, the Assistant Manager at Halifax is now on maternity leave expecting her second child in time to ring in the New Year, or whenever baby decides to arrive! **Zahee Girjes** will be holding the fort over the next 6+ months. He hails from Brisbane, but was actually born in Iraq and moved to Australia with his family when he was 7 years old. He has worked all over Australia and has spent the last 3-4 years in Victoria. Welcome Zahee (AKA Zee).



COVID Update

COVID restrictions are still in place:

Everyone staying with you or visiting you whilst you are onsite has to sign in using the QR code on the front door of the Reception buildings. The QR code has replaced the paper or online forms if you have the QR code scanner app downloaded on your smart phone. Please ensure you provide all details requested including your departure date. If you extend your departure date, please sign in again with the QR code. *Note: Paper or emailed declarations are still accepted.*

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.

Security

Security will be increased from the official start of the school holidays on Saturday 19 December 2020 until Australia Day.

Roving Patrol Car continues as normal every night

Boxing Day / New Years Eve: 2 Static Guards at Fingal, 1 each at Halifax & Shoal Bay

Dedicated Patrol car which will be just for our Parks, and will be based at the eastern end of the peninsula (Nelson Bay to Fingal Bay) for the duration of the school holidays.

Thieves/opportunists have already started targeting Holiday Parks. They know exactly what they are looking for – expensive bikes (and alcohol in eskies) so far and have been using bolt cutters to remove chains & bike locks.

Holiday Park 24/7 Contact - 4988 0990

Please call 4988 0990 to reach Park staff during office hours (9am to 5pm daily). After Hours service (Nitel) starts at 5pm and continues to 9am.

For After Hours issues – please call 4988 0990. Nitel staff will take the call, and triage according to details and nature of the issue. The appropriate person on call will be contacted: management, grounds/maintenance or security.



If any Emergency Services are called, they all have their own boomgate access code, which has been conveyed to the local command centres again recently. Please follow direction given by the Emergency Service personnel.

Please also call the After Hours number to have the issue/incident recorded so that Park staff/management can attend if necessary and/or follow up the next day with those involved. **If we are not notified by guests/patrons, we are not able to provide any follow up communications necessary.**

Guest Behaviour

As stated in our Park Rules, bad behaviour (aggressive, drunken, abusive, offensive, etc.) will not be tolerated at any time. We are a family friendly park where bad behaviour, and excessively noisy patrons are not welcome.

A fee of \$150 will be charged to the offender for non-essential or nuisance after hours call outs where a staff member has to attend in person. Further action may be taken should the situation continue or be severe enough to warrant additional action.

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

We recently undertook a Ballot for the Fingal Bay South Precinct rep and the Shoal Bay rep. We received no nominations for the Shoal Bay rep, so will be conducting a second round of the Election process scheduled to commence in late January 2021.

There were 2 nominations for the FB South precinct: Steven Gibbons and Lenore Lott. Lenore received the majority of the votes and has therefore been elected as the new rep for her area.

We would like to take this opportunity to thank both Kim Bray (Shoal Bay) and Ken Royle (Fingal Bay) for their commitment, attendance and contributions as van owner representatives during the course of their elected term(s).

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

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

A **site alteration application** must be submitted for assessment to Admin Officer 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.

SUMMER 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 19/12/2020 to 27/1/2021 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**. Speed limit is 8kph for ALL vehicles. **NO motorized or electric** bikes, scooters, skateboards, etc. to be ridden in park grounds – the 8kph speed limit is not observed and too many near misses with other road users.

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.**

Heading Into 2021:

- Site inspections continuing Feb 2021
 - Test & Tag 2021 project – info being sent out early Feb
 - **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 - October, November and December 2020

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 December.

FEE NAME	DESCRIPTION	FEE AMOUNT INCLUDING GST
Electricity account administration	Charged quarterly with each electricity meter reading	\$6.00 per Quarter
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 kW
Electricity Service Availability Charge	Calculated per day for 150 days of the year; based on the latest retail tariffs of a local area energy retailer; charged quarterly.	84.70 cents/day = \$31.76 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>