



12 July 2023

HV News, Notifications & Reminders – July 2023 Edition.

Winter has arrived... it's been cold, it's been damp at times and it's been windy, but the sun has shone most days, so everything is AWESOME!

What's On in the local area:

Here's a couple of links to local websites regarding events & activities:

<https://www.portstephens.nsw.gov.au/community/events>

<https://www.whatsoninourbackyard.com.au/>

<https://www.portstephens.org.au/events/>

Thank you to everyone who signed the new **2023-2024 Occupancy Agreement** on time. This year has been the best yet in the 5+ years I have held this position, we have never had everyone sign on time for varying reasons, but this year we have come very close!

School holidays are well underway, and everyone has been having a great time, with no major issues been reported. There has been an issue with the hot water in the female facilities in Orana Street amenities at Fingal, which is due to faulty products. This is in the process of being addressed under warrantee. Female toilets are open as normal, however female showers are temporarily located to one half of the male section and are marked accordingly.

All the **washers and dryers** in all the amenities across all our Parks now have the option of **Tap n Go**. Some machines are solely Tap n Go and are marked as such, tokens can be used in all the others if desired.

Unfortunately, the **swimming pool at Fingal** has had another (quite major) leak, with lots of investigative works being conducted to find where it is. We are now confident it has been found and are in the process of obtaining advice & quotes on how best to fix it. We will notify everyone when the pool is reopened.

Some of the older **cabin accommodations** have been receiving some much needed TLC across all the Parks, which will bring them back up to standard.

The **holiday parks have some new staff faces**: Shoal Bay has a new grounds Team Leader, Angie. Halifax also has a new grounds team leader starting soon, along with a new grounds staff member. We have a couple of newbies in the front offices too, Eva and Cassie.

Just a note about **parcels and deliveries**:

- If you are having parcels delivered to the Park, please ensure they are labelled correctly and clearly with the name of the van owner and site number, otherwise we may not be able to unite the parcel with the owner. If said parcels are large or you are not staying at the park when it is delivered, a courtesy call to the park office would be much appreciated, please. We don't have a lot of room to store lots or large items in our offices, so a heads up is very helpful.
 - If you are having a delivery of materials (after works have been approved of course) or large items such as fridges or furniture, again, please advise the park office that a delivery is due. It is your responsibility to arrange to take delivery, as we are not able to. If the delivery truck is large, the van owner should meet the truck at the front & walk it through the park as a safety precaution, especially during the busier times. We will give them an access code for the gate – do not use yours.
 - *Such deliveries during school holidays are not permitted, as the park is just too busy with people, kids, bikes, and cars – the trucks just wouldn't be able to manoeuvre around our narrow streets.*
 - Deliveries must be arranged to occur during the office hours of 9am and 5pm. We are not obliged to attend the property in order to give a delivery truck access outside of these hours.
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We have recently undergone a change in **Security** provider across Port Stephens Council. The new provider is **Southern Cross Security** and they will be servicing all Park and council buildings in the LGA. Nothing else will change, they will still be attending our parks at intervals through the night, and any call outs requiring their attention. If you have any issues at any time please call **4988 0990**.

The **Holiday Van Consultative Committee representatives** contact details are attached, as is a Site Alteration application form for your convenience. These can also be found on the HVO webpage via the Parks website.

General Park reminders:

- All Park rules apply even during the winter months.
 - **No fires** are permitted in our Parks.
 - All tourists are being reminded of this too, and notices have been posted around the park.
 - If you see someone with a fire / fire pit / charcoal BBQ/burner, or similar, please let us know.
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That's all from me, take care, and stay well. **Fiona Snow: Holiday Van Admin Officer**

Phone: +61 2 4988 0650 | **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>



