

# SANCTUARY LAKES RESORT NEWS

July 3, 2018



## A YEAR IN REVIEW

Now that the financial year has come to a close, we thought it would be the perfect time to have a look over some of the highlights from the past year, as well as look at some of the areas we'll be focusing on in the new financial year.

### **Some of the highlights from 2017/18 include:**

- 28 additional CCTV cameras being added, bringing the total resort cameras to 59 and assisting SLR Security by increasing surveillance of public spaces
- The extended opening hours trial being implemented for the Recreation Club and pool (6am-10pm). This trial will continue in the new financial year
- The entrance and exit roads being resurfaced after successfully liaising with Wyndham City Council
- A new multi-channel communications strategy being implemented, including regular fortnightly newsletters to keep residents informed of the latest Sanctuary Lakes news and events
- A new 7-variable lake management system being implemented. This has resulted in a reduction in both electricity costs and improved efficiencies in lake management
- A second truxor being purchased and improving the efficiency of our fleet of vessels on the lake
- We were successful in our liaison with NBNCO to lay fibre networks across all of Sanctuary Lakes, including all gated owners corporations and all areas previously only serviced by Clublinks telecommunications
- Establishing social media accounts on Facebook, Instagram and Twitter
- The new look website being launched



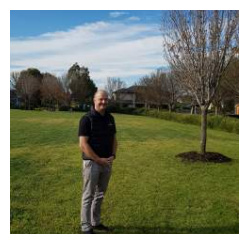


We've also been busy working on a number of additional maintenance projects, such as continued re-rendering of the boulevard wall and the tree planting program.

**In the coming year we will focus on:**

- The three pillars of Sanctuary Lakes: Security, Presentation and Lifestyle
- Consultation and development of lifestyle and recreation requirements for residents
- Consultation and development of a new Landscape and Lake Masterplan, with an emphasis on sustainability, renewing and refreshing
- Implementation of security alarms that will be compliant with NBN and not reliant on the Telstra copper network
- Rendering of the boulevard wall on the southern side of Sanctuary Lakes North boulevard, between the entrance of Gleneagles Estate and the entrance of Eagle Court
- Implementation of an online booking system for the tennis court, swimming lessons and group fitness classes
- Implementation of an online application process for recreation club cards and fobs for gated communities

We look forward to another successful year of ongoing progress and development. If you have any queries please contact us at [ocmanager@sanctuarylakes.com.au](mailto:ocmanager@sanctuarylakes.com.au)



Trent Curwood  
CEO

Sanctuary Lakes Resort Services

# ANNOUNCEMENTS



## THANKS FOR YOUR PATIENCE

We'd like to thank all residents for their patience during some of our photography sessions over the last 2 weeks. Some of the new photos are up on our website for viewing, with more to come! If you have any concerns or questions relating to this, please get in touch with us at [communications@sanctuarylakes.com.au](mailto:communications@sanctuarylakes.com.au)



## TOWN HALL QUESTIONS

The Community Town Hall Meeting will take place on Tuesday 31 July, 2018 and residents are encouraged to submit any questions they'd like addressed to OC Management at [ocmanager@sanctuarylakes.com.au](mailto:ocmanager@sanctuarylakes.com.au)



## REC CLUB TERM 3 ENROLMENT

Reminder that Term 3 will open on Monday 16 July, 2018. If you'd like more information on any of the programs available or their fees, or if you still need to confirm your Term 3 enrolment then please visit the Reception Desk located within the Rec Club. Thanks!



## CONNECT WITH US

Twitter: [@SanctuaryLakes1](https://twitter.com/SanctuaryLakes1)  
Facebook: [Sanctuary Lakes Resort Services](https://www.facebook.com/SanctuaryLakesResortServices)  
Instagram: [@Sanctuarylakes3030](https://www.instagram.com/Sanctuarylakes3030)



## REC CLUB STAFF PRAISED BY EMERGENCY SERVICES

Emergency services have praised the quick actions of recreation club staff when a resident collapsed shortly after arriving at the Rec Club in the early hours of the morning on 21 June.

All Rec Club staff are trained in first aid, and defibrillators are located within the Rec Club, maintenance compound and mobile security vehicles. Staff members used one of these defibrillators and performed Cardiopulmonary resuscitation (CPR) on the resident until paramedics and Mobile Intensive Care Ambulance paramedics arrived on-site to take over.

The resident underwent open heart surgery shortly after being transported to hospital, and when speaking to the CEO recently he praised the staff members and stated that their actions saved his life.

We all wish him a speedy recovery - and would like to say a huge well done to the staff at the Rec Club that morning!

## WEBSITE LAUNCH

We're proud to announce that our new website is now live, and can be viewed at [sanctuarylakesresort.com.au](http://sanctuarylakesresort.com.au).

Based on the feedback of residents, we've made the site more user-friendly, mobile responsive, and reduced the amount of content on it so it's easier to find what it is you're looking for. If you've got any questions or concerns about the website, please get in touch with us at [communications@sanctuarylakes.com.au](mailto:communications@sanctuarylakes.com.au).



**Have your photo featured in our newsletter**

*For more information email [communications@sanctuarylakes.com.au](mailto:communications@sanctuarylakes.com.au)*





## MEET THE CEO: 5 MINUTES WITH TRENT CURWOOD



### Tell us about yourself?

I was born and bred in the Western Suburbs of Melbourne. I grew up in Altona North, went to Altona North Primary School and Westbourne Grammar School. I continue to live in the Western Suburbs with my partner Megan and our three children Spencer (13), Anthea (11) and Willem (9).

### What is your favourite thing about Sanctuary Lakes?

The unique environment, including the lake and parks. I enjoy the walking/running tracks and the bike tracks, as well as how different it looks throughout the seasons. I also enjoy meeting a wide range of people in my role as CEO.

### What does a typical work day look like for you?

The day differs from day to day. I usually drop my two youngest kids at school then head to work. After that there is no such thing as a usual day. Some days you are meeting with key stakeholders like Wyndham City Council, Melbourne Water and City West Water. Other days I am out learning about irrigation, horticulture and sea grass. I love the wide variety a day can bring here.

### How did you end up working at Sanctuary Lakes?

I am a qualified Chartered Accountant who worked in public practice. I then worked for a large shopping centre owner and some boutique property developers. Finally, just over four years ago, I started as the Finance Manager at Sanctuary Lakes.

### What other interests do you have?

I enjoy baseball, cycling, walking, swimming and spending time with my family. I'm also a Western Bulldogs tragic supporter, still living in the glory of 2016.

### One thing people don't know about you?

I'm a life member of the Newport Baseball Club, and have played baseball since I was 10 years old.

# COMMUNITY NOTICEBOARD

To advertise contact: [communications@sanctuarylakes.com.au](mailto:communications@sanctuarylakes.com.au)

\*conditions apply

## TO ADVERTISE

To advertise on the noticeboard, please contact: [communications@sanctuarylakes.com.au](mailto:communications@sanctuarylakes.com.au)

Please note that advertising is only permitted by non-profit organisations, local community based groups and organisations and is subject to approval by SLRS.

## SANCTUARY LAKES BAND



PERFORMING AT

## THE WATERSTONE CAFE

72 GREG NORMAN DR., POINT COOK / RESERVATIONS 9395 7800

**FRIDAY. JULY 6 2018** 7.00 PM

FREE ENTRY - STANDARD BAR/FOOD PRICES

QUEEN - VANMORRISON - THE MONKEES - BRUNOMARS  
EAGLES - BILLY JOEL - EDSHEERAN - CAMILA CABELLO  
ABBA - SHANIA TWAIN - SIA - COMMITMENTS - BEEGEES

sanctuary  
LAKES CLUB

WINTER  
**JUNIOR  
GOLF  
CLINICS**

SCHOOL HOLIDAY CLINICS  
10TH, 11TH & 12TH JULY  
10:00AM - 2:00PM  
**\$199 OR \$79 PER DAY**

TERM 3 SATURDAY CLINICS  
START 21ST JULY FOR 9 WEEKS

9AM - 4&5 YO  
10AM - 6&7 YO  
11AM - 8&9 YO  
12 PM - 10&11 YO  
1PM - 12&13 YO  
2PM - 14&15 YO  
**\$159**

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## COMMUNITY TOWN HALL MEETING

TUESDAY 31 JULY, 2018

7PM

PLEASE SUBMIT QUESTIONS YOU'D LIKE ADDRESSED TO OC MANAGEMENT AT [OCMANAGER@SANCTUARYLAKES.COM.AU](mailto:OCMANAGER@SANCTUARYLAKES.COM.AU)



### Sanctuary Lakes Vacuum Sewer System Upgrade

To improve the reliability of the sewer system for our residents, City West Water is constructing a sewer pipeline in the Sanctuary Lakes golf course and local streets including Celebration Dr, North Shore Dr and Spinnaker Rise.

The contractor undertaking these works is Comdain. Construction works are scheduled to begin in late July and will take approximately three months to complete. Working hours will be between 7am and 5pm Monday to Friday and 7am to 3pm Saturdays.

#### Map of Sanctuary Lakes where works will take place

The red line indicates where the sewer pipeline will be installed.



Every effort will be made to minimise inconvenience during the works, however there will be some construction noise and impacts to traffic and parking.

For further information about these works, please contact either:

- Murray White of Comdain on 0429 588 059 or 03 8405 0000
- Allison Newland of City West Water on 03 9313 8305.

# WHAT'S ON

Around Sanctuary Lakes



## DINING



### WATERSTONE CAFE

RESTAURANT,  
FUNCTIONS, LIVE  
MUSIC ON FRIDAY  
NIGHTS

BOOKINGS 9395 7800

### LAKEVIEW RESTAURANT

OPEN 7 DAYS A WEEK

FROM 6:30AM

BOOKINGS 9394 9442

## NBN Progress Update

NBN are aiming to complete their pit upgrades within Beachview Parade and Foreshore Court areas on July 6th. These upgrades include replacing single lid pits with double lid pits.

Fibre hauling will also continue throughout this week, and requires no access to your home by contractors. If you are approached and access to your home is requested, please contact Security on (03) 9394 9477

## Street tree

### planting program

As part of the street tree planting program, selected street trees will continue to be removed.

Street trees are visually inspected by an arborist at least once every 12 months, and any trees that are dead, diseased, or badly misshapen are generally replaced.

## Canal Footpath

The footpath by the canal has been high pressure washed from Sanctuary Lakes Boulevard South to the footbridge.

## Contact Us

SANCTUARY LAKES  
RESORT SERVICES  
(SLRS) OFFICE: 9394 9400

OWNERS CORPORATION  
ADMINISTRATION:  
9394 9400

ARCHITECTURAL REVIEW  
COMMITTEE: 8320 5393

SECURITY: 9394 9477

RECREATION CLUB  
(INCLUDING TENNIS  
COURT BOOKINGS):  
9394 9430