



SLRS Ltd Town Hall Meeting

Communication to Lot Owners

22nd July 2013



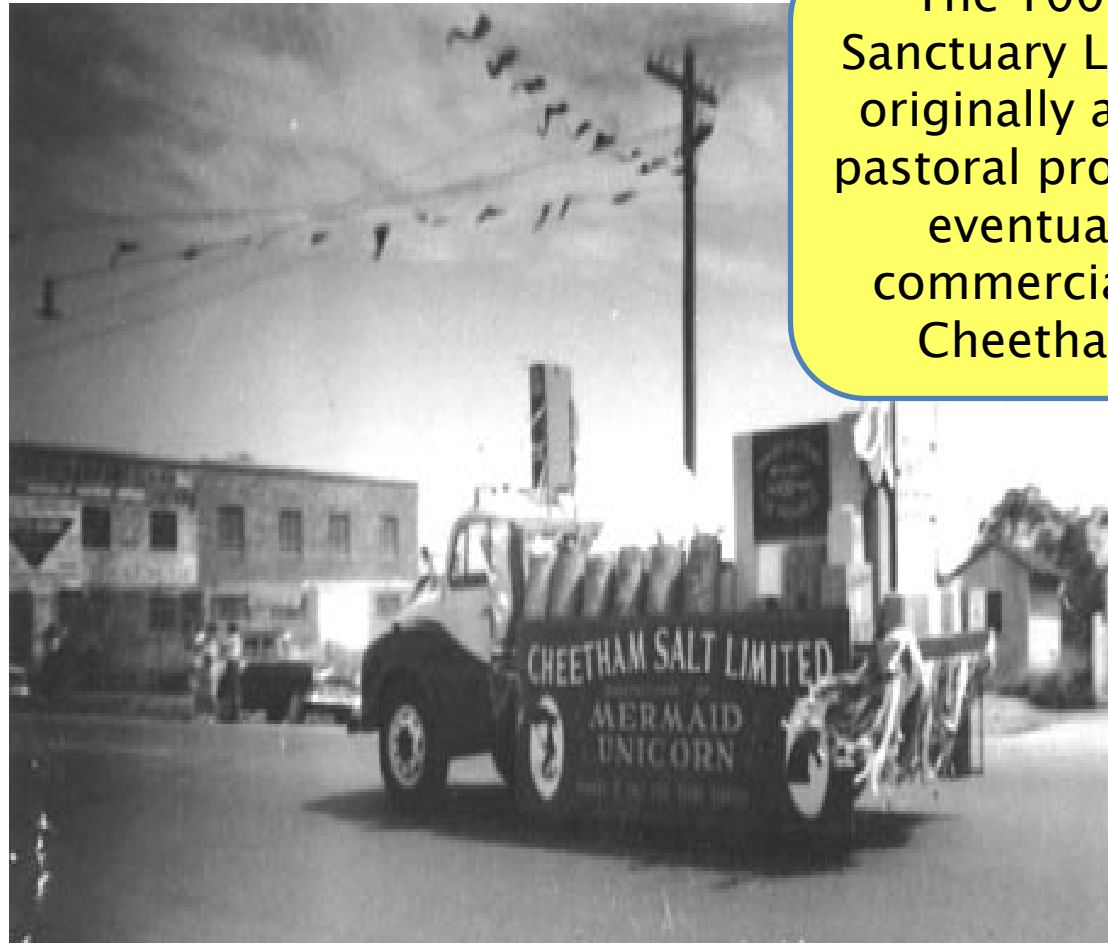
Agenda

- Opening Remarks
- Introduction of Board Members
- History of Sanctuary Lakes Resort
- Vision Statement
- How we are Organised
- Who Controls What
- Internal / External Activities
- Q&A

22nd July 2013

Sanctuary Lakes Resort – Development of the Site

“The
History”



The 1000 acre site of Sanctuary Lakes Resort was originally a part of a large pastoral property which was eventually turned to commercial usage as the Cheetham salt works

In 1992 the eastern part of the site became an extension of the Point Cook Regional Park known as the Cheetham Wetlands whilst the western part situated within the City of Wyndham was cleared for commercial use and later became the basis of the Resort

Sanctuary Lakes Resort – Development of the Site

Sanctuary Lakes Resort is the largest master planned housing and golf estate in Australia

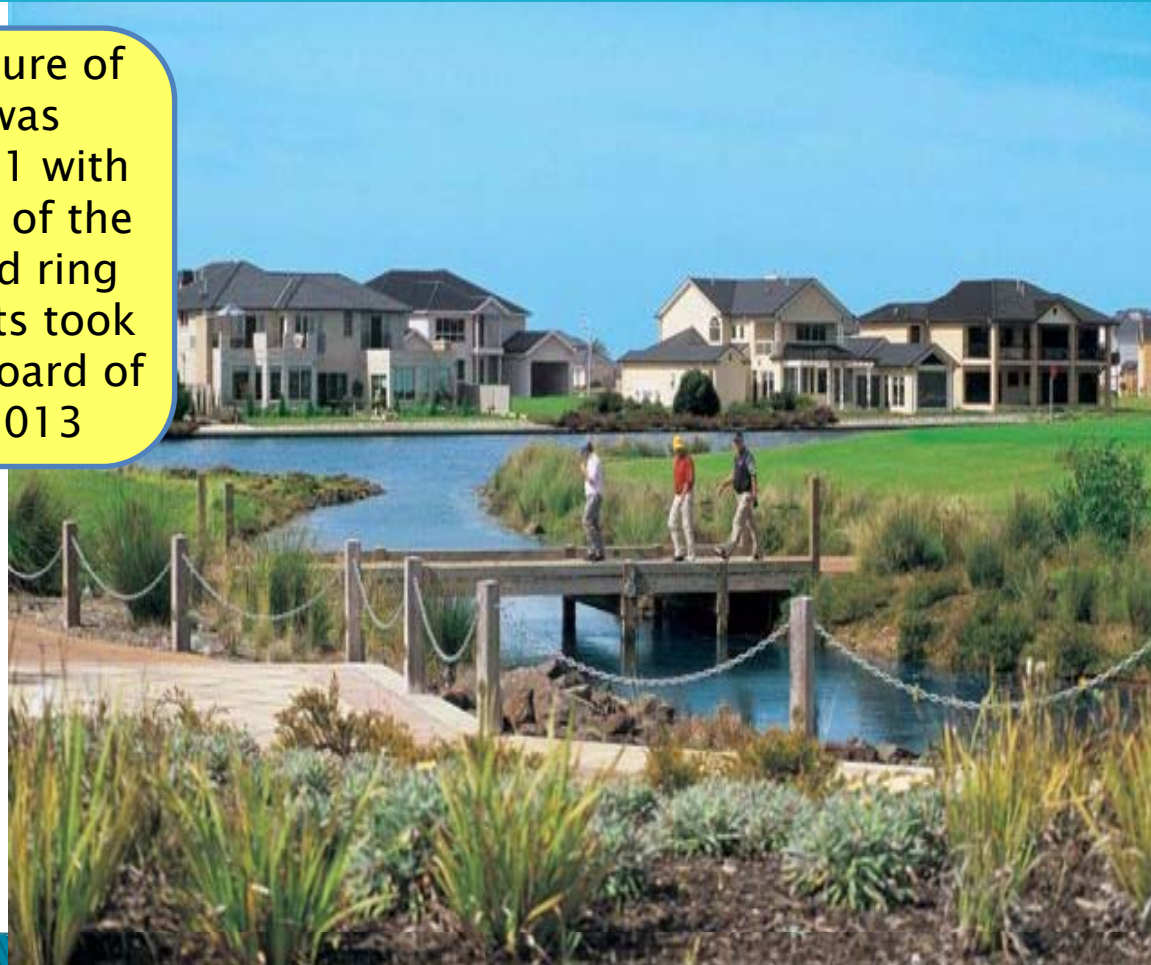


“The Construction”

- The building of Sanctuary Lakes Resort commenced in 1995
 - It contains 2950 housing Lots plus a commercial precinct
- Fill was imported to ensure the land is above the 100 year flood level
 - The manmade lake is the largest in Melbourne
- The Greg Norman designed golf course was opened in February 2000 by the Premier of Victoria, Steve Bracks, and Greg Norman

Sanctuary Lakes Resort – Development of the Site

The infrastructure of the Resort was finished in 2011 with the completion of the main boulevard ring road – Residents took control of the Board of SLRS Ltd in 2013



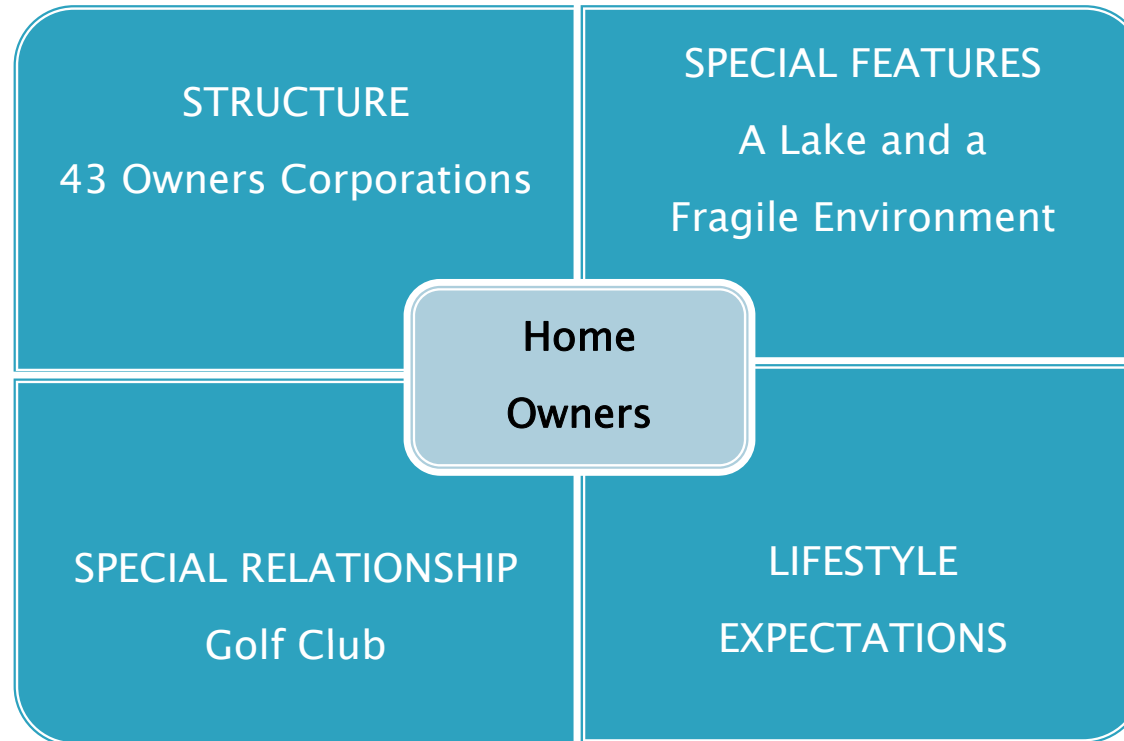
“The Award Winning Result”

2001 UDIA Vic Residential Development Award
2001 UDIA Vic Master Plan Development Award
2003 Australian Property Industry National Development of the Year

2003 UDI Victorian Environmental Award
2004 National HIA Greensmart Award
2004 UDIA National Environmental Award



Sanctuary Lakes Mosaic

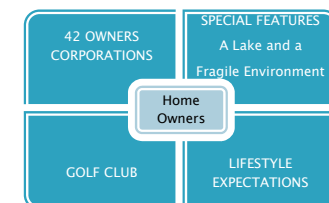


The Mosaic is held together through a delegation of authority given in a management contract to SLRS Ltd - a management company owned by all of the Owners Corporations



SLRS – The Company

- ▶ Is a Not-for-Profit Organisation whose owners are the 43 Owners Corporations within Sanctuary Lakes Resort
- ▶ Created to provide services to all Lot Owners at a common cost per lot
- ▶ Major role is administration and maintenance
- ▶ Employs 34 managers and staff
- ▶ Contracts out some key services
- ▶ Acts under a delegation of authority from all OCs to represent their interests in nominated areas including unilaterally enforcing OC rules across the Resort, billing & debt collection

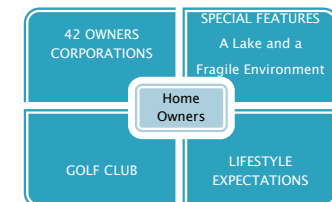




SLRS - Vision Statement

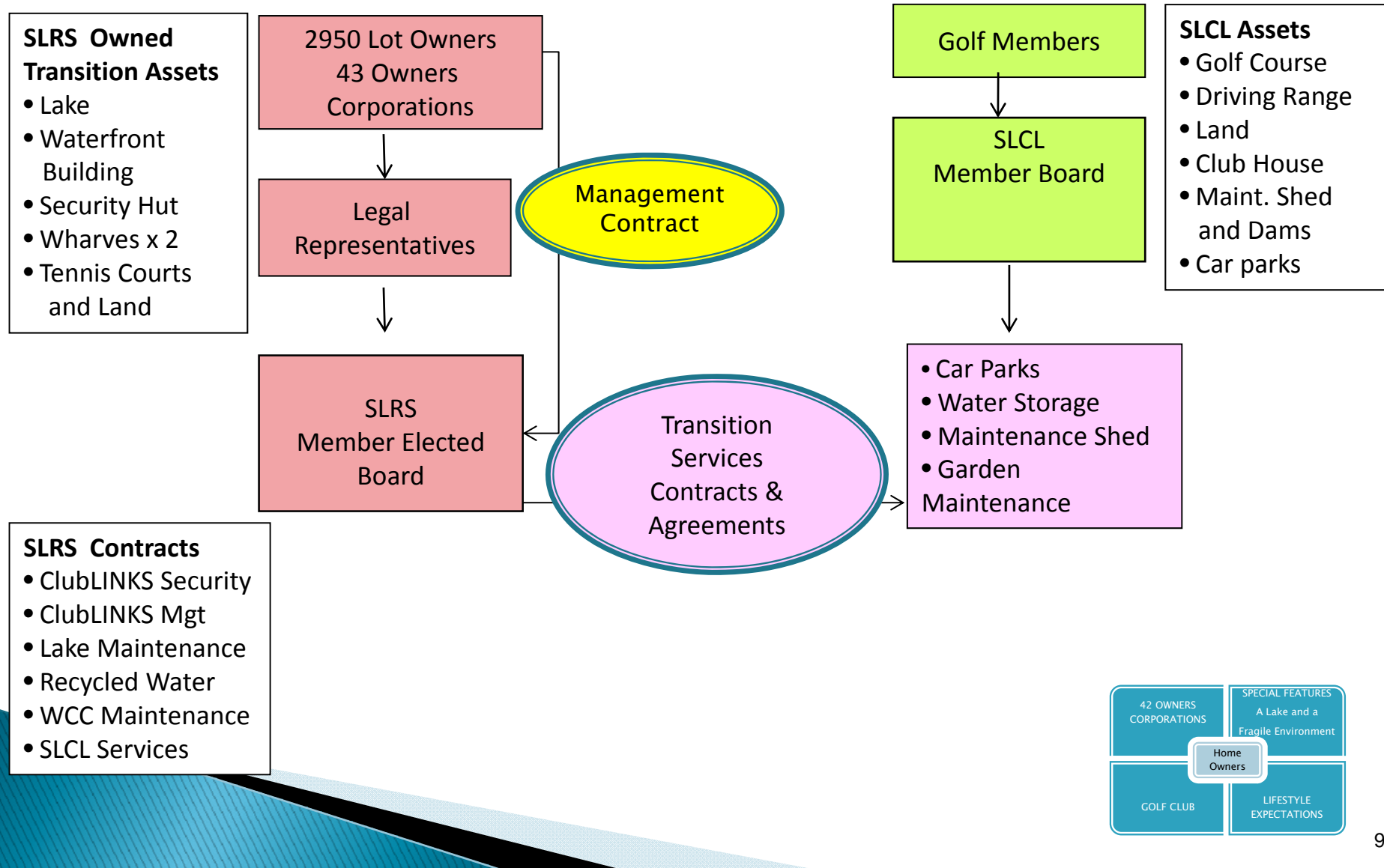
To maintain a high quality residential lifestyle through:

- ▶ *Protecting and developing the community assets*
- ▶ *Providing efficient and cost effective services to Owners Corporations and residents*
- ▶ *Valuing our staff and volunteers for their contribution*
- ▶ *Developing and encouraging a strong community spirit*

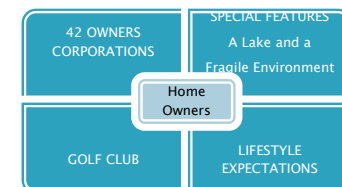
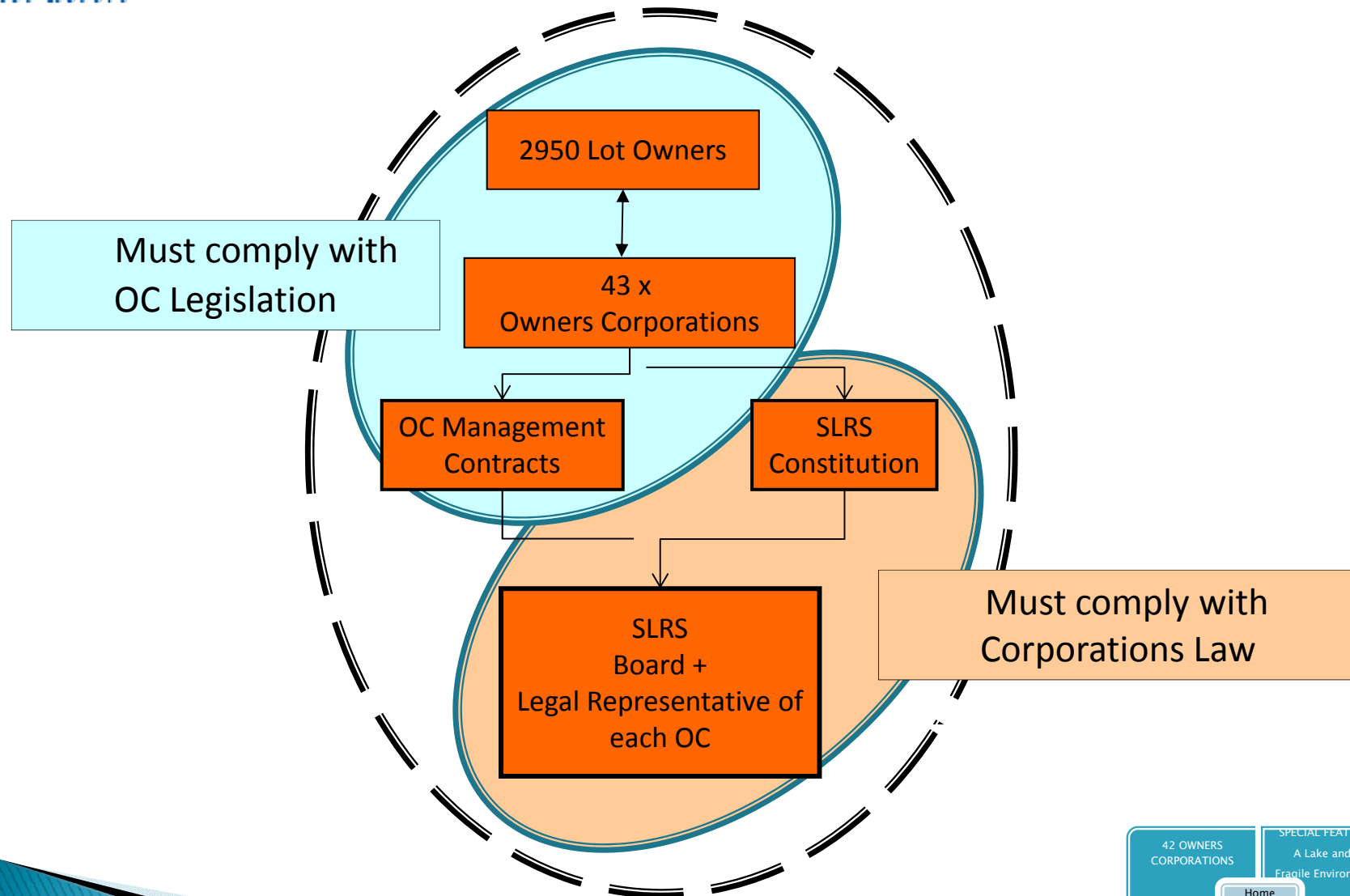




Sanctuary Lakes Resort – Business Model

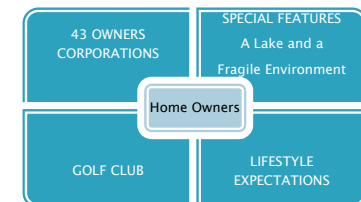
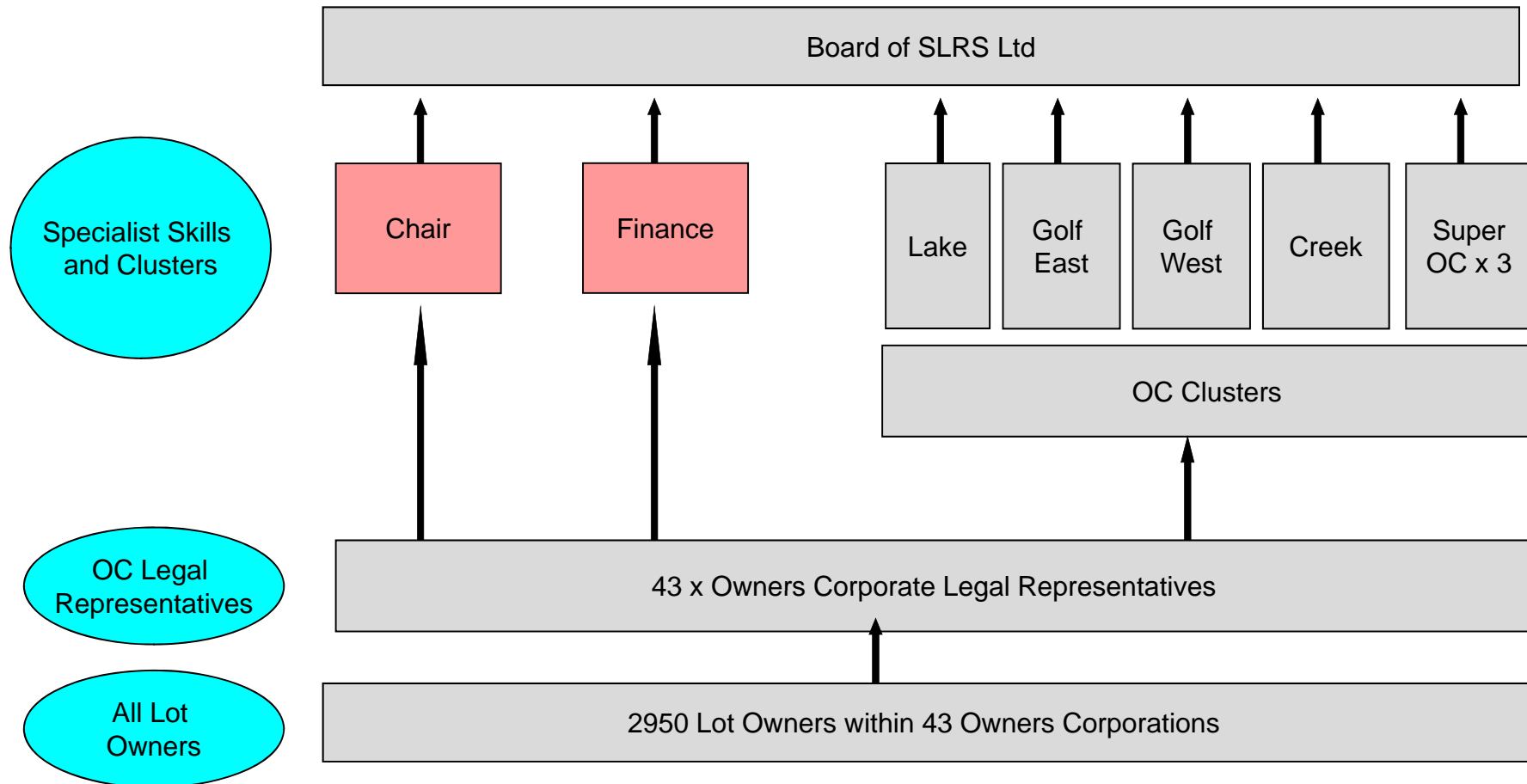


Legal Roles and Responsibilities





Administrative Structure – Lot Owner to Board





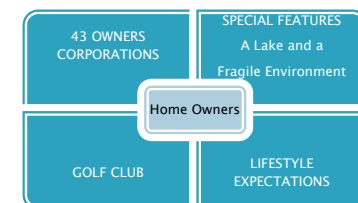
Who Controls What within Resort

SLRS

- ▶ Internal security service
- ▶ Lake maintenance
- ▶ Parks and gardens
- ▶ Recreation centre
- ▶ OC management
- ▶ SLRS administration
- ▶ Compliance monitoring
- ▶ Building / renovation code

OTHER AUTHORITIES

- ▶ Road repairs
- ▶ Footpath repairs
- ▶ Street lighting
- ▶ Building sites
- ▶ Skeleton Creek
- ▶ Stage 10 Wetlands
- ▶ Speeding, hoon drivers
- ▶ Compliance with Rules
- ▶ Telecommunication services
- ▶ Wildlife management





SLRS – Major Initiatives – Internal

- Transition to a Members Board
- Gaining ownership of key lifestyle assets
- Development of external contacts – WCC, Vic Gov, Business
- Seeking ISO14001 accreditation for Sanctuary Lakes
- Open Space project – development of community facilities
- Development of Robust processes – budgeting, standards
- Debt Collection Process – VCAT & Magistrate Court
- Management of assets
- Interaction with SLCL
- Community development
- Residents website www.sanctuarylakesresort.com.au

Community

Objective:

To support new and existing groups / activities and make them accessible to residents

- ▶ Current groups include:
Business group, netball, football, soccer, cycling, book club, walking, photography, wine and food group, Rotary
- ▶ Current major activities include:
Christmas at the Lakes; Health, Wellbeing & Fitness Day
- ▶ Possible New Groups:
Probus, basketball, garden, tennis

SLRS – Major Initiatives – External

- WCC policy matters – Mayor & Ward Councillors
- WCC operating issues
 - 1) Renewal of the maintenance agreement
 - 2) Investment in our parks
 - 3) Post Office and Locality recognition
 - 4) Traffic congestion
- Victorian Government & PTV
 - Bus services – into Sanctuary Lakes & across town
- City West Water
 - Pricing of recycled water to Sanctuary Lakes
- Major Insurance Companies
 - Household flood insurance levy increases
- Telstra
 - Provision of ADSL2+ (high speed broadband) to all areas of the Resort

SLRS – Y2013/14 Priorities

➤ Internal

- 1) Review of all service contracts
- 2) Cost effectiveness review
- 3) Residents' Satisfaction Survey
- 4) ISO 14001 Accreditation
- 5) Open Space Project – Phase 2
- 6) Community Building

➤ External

- 1) Top-to-Top contact with WCC & Government
- 2) Bus Services – into Sanctuary Lakes & across town
- 3) Postal Locality recognition
- 4) Interaction with SLCL

Lesson from the past 6 years





Thank You

Q & A