

An aerial photograph of the Sanctuary Lakes Resort, showing a large, winding lake with several small islands and peninsulas. The surrounding area is densely packed with residential houses, mostly with dark roofs. There are green spaces, including a golf course and various parks, interspersed among the houses. The water in the lake is a deep blue, and the sky is not visible.

# SANCTUARY LAKES RESORT NEWS

June 30, 2020



## A YEAR IN REVIEW

Now 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 2019/20 include:

- The security team have continued to install the PermaConn units to ready homes for the NBN switch over later this year. To date we have completed the installation of over 1,200 PermaConn Units removing the need for resident home phones;
- We have continued to increase our social media presence and following. We currently have a combined total of 1,930 likes and followers on Facebook which is a 48% increase on the previous year, and we have had a massive 27,266 engagements over the year! We have 622 followers on Instagram which is a 57% increase on the previous year. The fortnightly newsletter is viewed on average by 2,200 people. Community engagement continues to be one of our main focuses;
- We moved the Architectural Review Committee in house from 1 July. This resulted in some services no longer being charged for and removed all association with the previous provider;
- Beautification of the tennis court area including installation of a retaining wall, planting of trees and replacement of new, more efficient lighting;
- In conjunction with WCC, the installation of the playground at Oyster Bay Park;
- A qualified arborist has assessed all street trees;
- Planted 247 new street trees around the Resort to replace poor performing trees;
- Planted in excess of 5,300 tube stock in various parks and garden beds;
- Completed rendering of the Boulevard wall south of the Gleneagles Estate;
- Completed high pressure washing of the head of the lake viewing area, capping stones and walkways;



## A YEAR IN REVIEW CONTINUED

- Harvested and transported a total of 609 tonnes (July to May) of sea grass to the WCC tip for recycling. The 10-year average is 479.6 tonne!
- Prospective Recreation Club Development Latest Update
  - In early 2020, SLRS undertook Market Testing, Financial Modelling and the Architects provided 4 design options, each with varying uses. 3 Focus Group sessions were held, which generated many ideas. This provided a wealth of information for SLRS to consolidate and bring together in readiness for the final Alternative Options, which were to be available for review at the Public Q&A Sessions. Unfortunately, these sessions did not proceed due to the Global Health Crisis. The Project was put on hold in late March 2020 and continues to be ON HOLD until further notice.



- Resident Mobile App Latest Update
  - SLRS have spent the last 12 months reviewing various systems to determine which would be the most suitable Mobile App for SLR Residents and cloud-based Software Platform for the SLRS Team. The Mobile App will allow residents to make bookings, submit enquiries and receive notifications and alerts, amongst other functionality.
  - A system recommendation will be presented to the SLRS Board in July 2020 for review and consideration. While the timeline of this Project has been extended due to the Global Health Crisis, it has continued to evolve. The revised timeline sees SLRS working towards Resident deployment in November 2020.
- Landscape Master Plan Latest Update
  - Before the Global Health Crisis hit Australia in March 2020, our team were busily evaluating all responses received from the shortlisted Landscape Architects. We were on track to meet our April 2020 deadline, which would have resulted in works being completed by the selected supplier by the 30th September 2020. Unfortunately, this Project was put on hold in late March 2020.
  - We are happy to advise that this Project continues to proceed, however with a reduced scope of works and an altered timeline; with works to take place from late January 2021.
  - 3 shortlisted Landscape Architects have been invited to re-submit their bids, with the goal to select the preferred supplier by November 2020.





## 2020/21 FEE LETTER REMINDER

The 2020/21 Fee Letter was issued to all lot owners last Friday.

Please note, this is **not** your Fee Notice (Invoice). This will be sent to you this Friday 3rd of July and will include the balance of your account, your payment options, and a Direct Debit Request Form.

If you are a lot owner and have not received a copy of the 2020/21 Fee Letter, please email us at [ocmanager@sanctuarylakes.com.au](mailto:ocmanager@sanctuarylakes.com.au) and we will send you a copy.

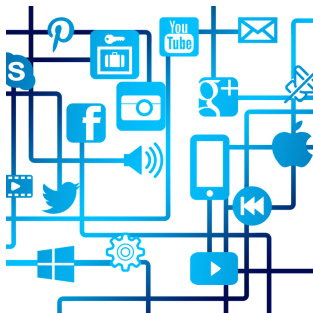


## TOWN HALL MEETING - 4TH AUGUST 2020

This year the Town Hall Meeting will be hosted via Zoom due to COVID-19 restrictions. We do not have a space large enough to host the event with social distancing measures in place.

We ask that all attendees register their interest with us so we can forward you the meeting information.

All questions must be submitted prior to the meeting - please forward all queries through to ocmanager email. This meeting will be recorded and uploaded to our YouTube page. Further information to come soon.



## IMPORTANT NOTICE - NBN - 3 MONTHS TO GO!

Have you upgraded to NBN yet? If so, you should have upgraded your alarm system too.

Old alarm communication systems are NOT compatible with NBN and in most cases will stop reporting back to security which includes smoke alarm monitoring. If you would like to upgrade your alarm system, or to find out more information please visit our website. Due to COVID-19 the new disconnection date of the copper network is October 1st 2020.



## ELECTRONIC CORRESPONDENCE

If you would prefer to receive all Owners Corporation documentation electronically, please send an email through to [ocmanager@sanctuarylakes.com.au](mailto:ocmanager@sanctuarylakes.com.au) and we will update your correspondence delivery method.

Please also don't forget to update us if your mailing address, phone number or email address has recently changed.



## RESPONSIBLE FISHING

Over the years we have had multiple wildlife deaths from injuries caused by fishing hooks. This demonstrates the importance of recognizing and preventing danger to precious wildlife from unattended fishing lines.

This also applies to snagged lines which are cut and left in the lake sometimes floating on the surface with hooks, forming a deadly trap for Swans and other wildlife around and in the lake.

People fishing at Sanctuary Lakes have a responsibility to ensure they do not endanger wildlife. Anyone seeing fishing line on the edge, in the lake or in the water should remove it if possible, or contact SLRS office to arrange removal (9394 9400, option 1).

Anyone fishing at Sanctuary Lakes should follow all appropriate signage, have a fishing licence and follow all of the appropriate regulations.

Inspectors from the Victoria Fisheries Authority (VFA) visit Sanctuary Lakes on a regular basis. If you suspect someone is breaking the fishing rules, do not approach them, move well away and then please phone the 24/7 reporting hotline 13 FISH (13 3474) and tell them what you see.

In addition to the above if you see any lines that have been left unattended please contact SLR Security on 9394 9471 and they will remove it.

For further information regarding fishing rules and regulations please visit the VFA website <https://vfa.vic.gov.au/>.

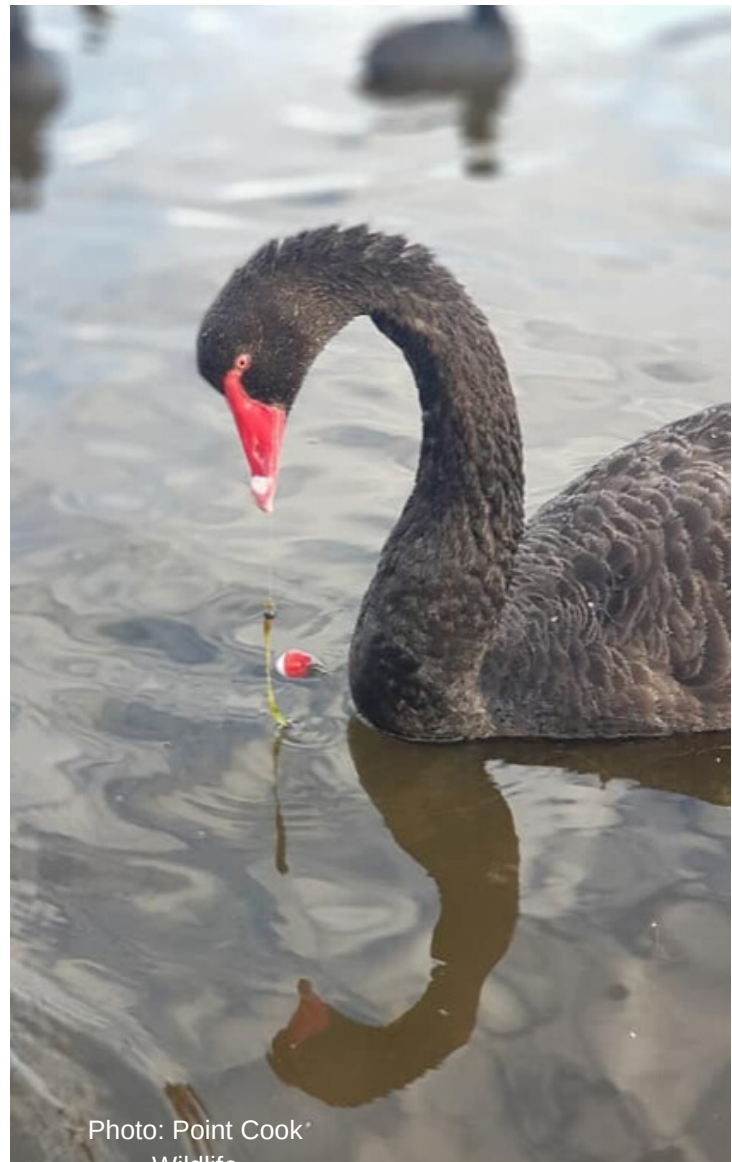


Photo: Point Cook  
Wildlife





## MAINTENANCE INSPECTION PROCESS

To keep Sanctuary Lakes Resort looking in as good a condition as possible, for the daily enjoyment of residents and to maintain the high standards and value of the estate, Sanctuary Lakes Resort Services (SLRS) has compliance officers who conduct regular maintenance inspections on the entire estate every 6 – 8 weeks.

Section 48 of the Owners Corporation Act allows an owners corporation to carry out the necessary works to ensure lots are properly maintained, as long as the correct process has been followed, as set out by the Owners Corporation Act.

A notice is issued to a lot owner if the lot's appearance is not maintained to a satisfactory standard. As per Section 48 of the OC Act and Rule 3.3 of the Sanctuary Lakes Resort Code a notice will be issued.

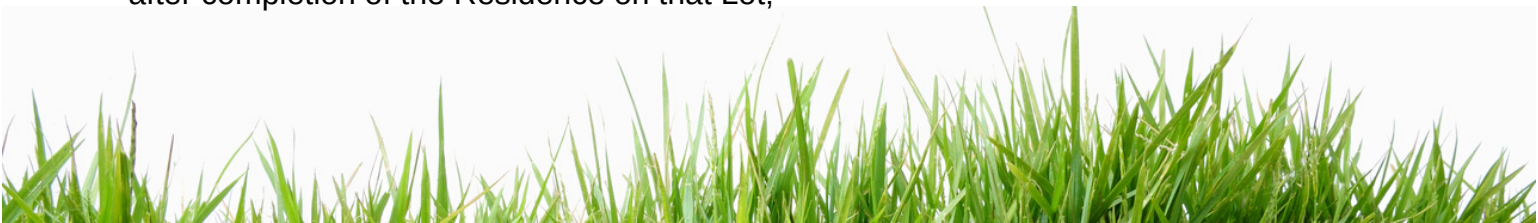
Below is an excerpt from the OC Act and the Sanctuary Lakes Resort Code.

### **48 Lots not properly maintained**

- (1) If a lot owner has refused or failed to carry out repairs, maintenance or other works to the lot owner's lot that are required because—
  - (a) the outward appearance or outward state of repair of the lot is adversely affected; or
  - (b) the use and enjoyment of the lots or common property by other lot owners is adversely affected—the owners corporation may serve a notice on the lot owner requiring the lot owner to carry out the necessary repairs, maintenance or other works.
- (2) If a lot owner has been served with a notice under subsection (1), the lot owner must carry out the repairs, maintenance or other works required by the notice within 28 days of the service of the notice.
- (3) If a lot owner has been served with a notice under subsection (1) and has not complied with the notice within the required time, the owners corporation may carry out the necessary repairs, maintenance or other works to the lot.
- (4) An owners corporation may recover as a debt from a lot owner the cost of repairs, maintenance or other works carried out under subsection (3).

### **3.3 Maintenance**

Maintain the Lot and the nature strip by cutting grass and keeping the Lot and the nature strip in a safe and tidy condition to the satisfaction of the Sanctuary Lakes Architectural Review Committee after completion of the Residence on that Lot;







## MAINTENANCE INSPECTION PROCESS

A second inspection will take place a minimum of 28 days after the issue of the first notice, allowing ample time to attend to the matters raised in the initial notice.

If no action has been taken within the 28 day period or the lot is still not considered to be in a satisfactory state, SLRS are duty bound under the legislation, to give 7 days notice (Section 51) of our intention to enter the lot and perform the necessary rectification works.

The second notice gives the resident a final seven days to complete the works required before we instruct our garden maintenance contractor to carry out the necessary works.

Once our contractor has completed the necessary maintenance works, SLRS then invoice the lot owner to recover the costs.

If however, the lot is attended to after the second notice is issued and is considered to be in a satisfactory state when our contractor arrives at the property, our contractor will not attend to the lot and there will be no charges forwarded to the lot owner.



### **51 What notice of entry must be given?**

- (1) The owners corporation must give at least 7 days' notice in writing to the occupier of a lot of its intention to enter the lot.

All costs will be recovered as a liability to the Lot (Section 49).

### **49 Cost of repairs, maintenance or other works**

- (1) An owners corporation may recover as a debt the cost of repairs, maintenance or other works undertaken wholly or substantially for the benefit of one or some, but not all, of the lots affected by the owners corporation from the lot owners.
- (2) The amount payable by the lot owners is to be calculated on the basis that the lot owner of the lot that benefits more pays more.
- (3) The works referred to in this section may be to the common property or a lot.

Keep an eye on our social media pages for notifications of upcoming maintenance inspections.



## South Shore Gardens Bollard Installation

Our Resort Maintenance team have installed several wooden bollards in the grass court head in Middle Park Drive.

A chain will be hung between the bollards and Tuscan pebbles will be installed in the garden bed area around them.

These bollards were installed to prevent cars from parking on the grassed area, causing damage and tracking mud back onto the road.



## Garden Bed Planting

The garden beds at the corner of Sunflower Walk and Coastal Promenade have now been planted with *Lomandra tanika*.



## Sea Grass

Over the past week 13.7 tonnes of sea grass was taken to the tip for recycling.

The sea grass is dropped in a special area at the tip which is allocated to Veolia. It is then transported to their recycling plant at Bulla for processing.





# COMMUNITY NOTICEBOARD

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

\*conditions apply



Let's make fishing  
better, for everyone.



## RECREATIONAL FISHING CODE OF CONDUCT

VRFISH HAS DEVELOPED THIS CODE OF CONDUCT FOR RECREATIONAL BOAT, SHORE, RIVER, STREAM AND JETTY FISHERS IN VICTORIA.

Recreational fishers have a responsibility to look after fisheries resources for the benefit of the environment and future generations of fishers.

This Code of Conduct provides guidelines to minimise conflicts on the water, demonstrate best practice for responsible fishing and result in a more enjoyable fishing experience for all.

1

Awareness of and compliance with fishing **REGULATIONS**.



6

Always seek **PERMISSION** when entering private property.



2

**RESPECT** the rights of other anglers and users.



7

Use **ESTABLISHED** access roads and tracks.



3

**PROTECT** and restore the environment and fish habitat.



8

**ATTEND** to your fishing gear and value your catch.



4

Carefully return **UNDERSIZED**, oversized, protected or unwanted catch back to the water.



9

**EDUCATION** - pass on your knowledge.



5

Fish species and other organisms must not be **RELOCATED**/transferred into other water bodies.



10

Respect Aboriginal sites, **CULTURE** and values.



[vrfish.com.au](http://vrfish.com.au)

