

SANCTUARY LAKES RESORT NEWS

July 14, 2020



SLRS SERVICES AND COVID-19

In light of the Government's recent announcement, Stage 3 restrictions will be reinstated across Melbourne from 11:59PM on Wednesday, 8 July 2020. We want to assure you that your health and wellbeing as well as our staff's is our top priority.

Due to the nature of our services we are still able to operate 'mostly' unaffected by COVID-19 restrictions. Below is a current status of services:

- ✓ Resort Maintenance
- ✓ Lake Maintenance
- ✓ Irrigation Maintenance
- ☒ Green Waste Drop Off
- ✓ Security Patrols
- ✓ Alarm Call Outs
- ✓ New PermaConn Installations
- ✓ Urgent Alarm / Smoke Alarm Faults
- ✓ Gated Community Management
- ☒ Access To Recreation Club
- ✓ Tennis Courts
- ✓ Online Personal Training
- ✓ Online Web portal – Workouts
- ✓ Administration Services
- ✓ ARC Applications
- ✓ Compliance Inspections

As of 10:00PM on Wednesday, 8 July 2020 the Recreation Centre including the swimming pool will be closed until further notice. Government guidelines are allowing for tennis courts to stay open so from Thursday, 9 July 2020 the tennis courts will be open from 7:00AM to 10:00PM every day. There will be no booking system and the courts will be unmanned therefore we ask residents to only use one court per group, and for only one hour at a time. Social distancing rules must be adhered to while using the courts, with a maximum of 10 people in the courts area.

RESORT NEWS



SLRS SERVICES AND COVID-19

All resort maintenance services will continue to operate within the Resort except for Green Waste Disposal at the Maintenance Shed. Effective immediately green waste will no longer be available for residents at the Maintenance Compound on Saturdays between 8:00AM and 12:00PM. BBQs and playgrounds will also be closed.

SLR Security staff will continue to work onsite 24/7 however some non-essential services will be suspended.

Administration staff will be working remotely, and the main reception line will be unmanned. Emailing ocmanager@sanctuarylakes.com.au is the best and most efficient way to reach us during this time, alternatively please phone 9394 9400 option 1 and leave a detailed message. The reply phone call will be via a blocked caller ID number so please ensure you answer the call.

Until further notice Sanctuary Lakes Cards will not be available to purchase however you will still be able to purchase Gate Access Remotes upon written request and photo ID must be provided.

As this matter continues to unfold we will keep you updated via our Newsletter and Social Media platforms.

If you have any queries please contact ocmanager@sanctuarylakes.com.au

Thank you for your understanding.





HOME WORKOUT TUTORIALS ARE BACK!

The staff from the Rec Club have been busy preparing 30-minute home work out tutorials for residents to follow at home which can be found on our YouTube page, new videos will be coming soon.

If you're looking for a more tailored workout plan and health coaching book a free consult with Hadi.

The CHM virtual website is still available to all residents simply go to:
<https://www.chmvirtual.com/> password: CHM999

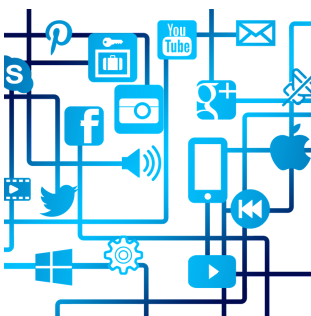


TOWN HALL MEETING - 4TH AUGUST 2020

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 - please email ocmanager@sanctuarylakes.com.au.

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 23rd 2020.



TREE DAMAGE

We all love our trees here at Sanctuary Lakes and so do children.

We also love that children play in our trees but we do ask that they do not purposely break branches off. We thank you for your understanding.



WHAT IS COMMON PROPERTY?

What is common property? How might that affect me?

Common property includes roads, kerbs, nature strips, reserves, garden beds etc, and will attract additional annual fees for the Lots affected. Some OCs even have buildings and other infrastructure such as their own gym and pool.

About 80% of the Lots within Sanctuary Lakes are not in an OC with common property. The roads, kerbs, nature strips and garden beds for OCs without common property are owned by the City of Wyndham – they are responsible for the public liability insurance for these areas, however SLRS does have a contract with the City of Wyndham to maintain some of these areas.

If you live in an OC with common property, you represent approximately 20% of the Lots at Sanctuary Lakes. Each year SLRS works in conjunction with these OC's Committees to draft and approve a budget for the upcoming financial year. The budget is made up of two parts, the Common Property Fee and the Maintenance Fund Fee. These OCs charge these two fees each year as well as the standard OC Fee all Lots in Sanctuary Lakes pay.

The Common Property Fee is used for everyday expenses of the owners corporation, for example the utility bills of the OC, additional gardening works, common property/building insurances and general repairs around the owners corporation.

The Maintenance Fund Fee is more like a long-term savings account, like what a Sinking Fund is, and can only be used on items specified in the Maintenance Plan. The Maintenance Plan sets out the plan for replacing and repairing major capital items within the OC. Examples of major capital items within these OC's would be the road, gates and for one OC, the gym and pool area.

If you have any queries about the common property where you live, please feel free to contact our office.





ABANDONED SHOPPING TROLLEYS

Recently we have noticed an increase in the number of abandoned shopping trolleys being left around Sanctuary Lakes. When notified of the location of an abandoned shopping trolley, our Resort Maintenance team will collect the trolley and return it to the Coles store.

As this behaviour appears to be becoming a trend, we notified Coles of the problem. Below is the response we received from them:

Thank you for your email regarding our Sanctuary Lakes store.

We are sorry to learn of your dissatisfaction and wish to extend our sincere apologies for any frustration that this may have caused.

Coles takes its trolley management responsibilities very seriously and is strongly committed to improving our processes and systems to ensure that all trolleys are secured safely and collected in a timely manner.

To further help encourage our customers to return trolleys and ensure abandoned trolleys are collected in a timely manner, Coles has recently introduced a new 1800 TROLLEY free phone number (with trolley collection within 24 hours) and a new label for our trolley handlebars with the 1800 Trolley free phone number on it.

In addition, Coles has created a new webpage to help members of the public report any abandoned shopping trolleys - <http://www.coles.com.au/customer-service/abandoned-trolley>

Nevertheless, we wish to assure you that a copy of your correspondence has been forwarded on to both the Store Manager and Regional Manager for their information and attention.

Coles hopes that these initiatives demonstrate that we are strongly committed to resolving the trolley abandonment problem and to working cooperatively with you to tackle the causes and symptoms of abandoned shopping trolleys.

Yours sincerely,

*Sarah
Coles Customer Care*



Reminder:
Please don't bring the
shopping trolley home
with you.



SLOW DOWN: BACK TO SCHOOL FOR SOME

Even though the school holidays have been extended for some, there still will be children travelling to school this week. School days bring congestion, school buses are picking up their passengers, kids on bikes are trying to get to school before the bell rings, hurried parents are trying to drop their kids off before work.

It's never more important for drivers to slow down and pay attention than when kids are present – especially before and after school.



Safety tips for drivers:

With hundreds of children returning to school this week, it's critical for drivers to ensure they exercise extreme caution when travelling through school zones.

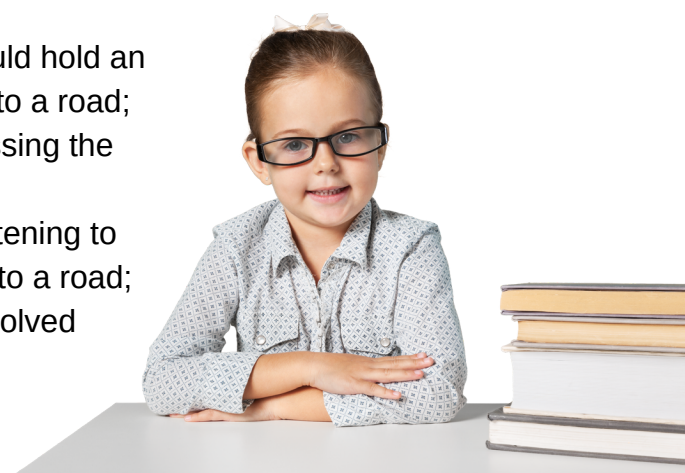
The following safety tips can easily help:

- Be aware of the placement of schools in your local area so you know when school zones are approaching;
- Remember that children can be unpredictable and misjudge traffic;
- Always stay alert and aware of their movements;
- Remain focused on both the road ahead and pedestrians in your peripheries while travelling through a school zone;
- Constantly check your speed and make sure you stick to the speed limit. A pedestrian hit by a car at 40km/h has 75% chance of surviving. At 60km/h, the survival rate drops to just 15%.

Safety tips for parents and children:

To ensure your child's journey to school is a safe one, keep in mind the following tips:

- Keep your kids close. Children up to 8 years of age should hold an adult's hand on sidewalks, in carparks, and when close to a road;
- Children up to 10 should hold an adult's hand when crossing the road and should be supervised around traffic;
- Teach your children to minimise distractions, such as listening to music in headphones or playing on devices when close to a road;
- Have open and honest conversations about the risks involved in a road traffic environment.





Reed Cutting Medallion Estate

This month our lake maintenance team will be cutting and removing the reeds from the stream around the Medallion Estate.

Sea Grass

Last month the lake maintenance crew harvested and disposed of 64.30 tonnes of seagrass for recycling at the Wyndham City Council tip.

The 10-year average is 37.79 tonnes for the month of June.

This is the third highest amount over the last 10 years of records.

Tennis Court Lighting

We have recently upgraded the lighting at the tennis courts. The existing 1000 watt halogen lights have been replaced with 300 watt LED lights.



Bocce Court at Regatta Beach

We have removed the wind blown sand from the Bocce court located at Regatta Beach so the court is now ready for play.

COMMUNITY NOTICEBOARD

To advertise contact: communications@sanctuarylakes.com.au

*conditions apply

Ten ways to reduce your risk of coronavirus

- ✎ **WASH** hands often with soap and running water, for at least 20 seconds. DRY with paper towel or hand dryer.
- ✎ **TRY** not to touch your eyes, nose or mouth.
- ✎ **COVER** your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue cough or sneeze into your upper sleeve or elbow.
- ✎ **ISOLATE** yourself at home if you feel sick. If you take medication ensure you have adequate supplies.
- ✎ **PHONE** your GP first if you need medical attention. They will tell you what to do.
- ✎ **CONTINUE** healthy habits: exercise, drink water, get plenty of sleep, and now is the time to quit smoking. Call the Quitline 137 848.
- ✎ **DON'T** wear a face mask if you are well.
- ✎ **BUY** an alcohol-based hand sanitiser with over 60 per cent alcohol.
- ✎ **GET** the flu shot (available April).
- ✎ **SHAKING HANDS** is optional!



Find out more
www.dhhs.vic.gov.au/coronavirus

If you are concerned, call the
Coronavirus hotline 1800 675 398 (24 hours)

Please keep Triple Zero (000) for emergencies only.

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Health
and Human
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