

# SANCTUARY LAKES RESORT NEWS

June 4, 2019



## FEES - FREQUENTLY ASKED QUESTIONS

With invoices for annual fees being sent to lot owners on the 3rd July 2019, this fortnight we're answering some of the more frequently asked questions about OC Fees.

### **How does the discount work?**

If owners pay their fees in full by the due date listed on their invoice, and have no outstanding fees from previous years, a \$45.00 discount will apply. This amount should be deducted from the fee amount when payment is being made, and is not given as a refund.

### **Where can I obtain a direct debit form?**

A direct debit request form can be obtained from our website ([click here to view](#)).

### **Do I need to fill out a new direct debit form if I filled out one last year?**

If all your details remain the same, you do not need to fill out a direct debit request form if you've previously completed one. Direct debit will simply begin again from August 2019 and continue until May 2020.

### **How can I pay my fees?**

When you receive the invoice there are multiple payment options located on the bottom of the first page. Payment options include; Telephone, Internet, Direct Debit, BPay, Mail and Internet Banking.

### **Where can I obtain more information about my fees?**

We have a page on our website that provides information on OC Fees, including what they are, as well as information about common property fees, maintenance fund fees, Wyndham City Council rebate and the payment options for fees.

Please note we will be issuing a letter to all lot owners a week prior to the fees being sent, this letter explains the current years fee amount, and how the distribution of the fee is allocated across the resort. If you have any further questions regarding your fees please contact [accounts@sanctuarylakes.com.au](mailto:accounts@sanctuarylakes.com.au).

# ANNOUNCEMENTS



## IMPORTANT NOTICE - NBN

We are continuing to receive reports of the NBN connection malfunctioning the circuit boards in old Alarm Panels. This results in a significant cost being incurred by the resident, in some cases up to \$1,000.

Please contact SLR Security BEFORE connecting NBN for the installation of a PermaConn Unit (See Website) or ensure your Alarm Panel is ISOLATED from the NBN connection prior to installation and protect your Alarm.



## REAL ESTATE SIGNBOARDS

Please note the following regarding signboards around the estate:

1. Signs are not to be attached to estate fencing or placed on nature strips or parks.
2. Signs facing the road must be no larger than 1.8m x 1.2m.
3. Where a property has a boundary adjoining the golf course, a 600mm x 600mm sign may be attached to the rear fence.
4. Signs must be erected on timber uprights and stayed to ensure that the sign is stable in strong winds.
5. All signs must be removed within 7 days of a property being sold.



## SEA GRASS

We ask that all residents refrain from raking sea grass from the back of their properties and placing it on the capping stones. Our Lake team will not remove grass that has been placed on the walls as it is an OH&S issue. Additionally, leaving the wet grass on the capping stone may cause it to loosen and come away from the wall.



## LETS GET SOCIAL

Facebook: Sanctuary Lakes Resort

Instagram: @Sanctuarylakes3030

Twitter: @SanctuaryLakes1



## DONATE BLOOD

The Australian Red Cross Blood Service needs you.

Your donation can save three lives. One in three of all the people you know - family, friends and workmates will need a blood donation. To check your eligibility take the eligibility quiz at: <https://www.donateblood.com.au/eligibility#>





## RESPONSIBLE FISHING

Last fortnight a Swan from Sanctuary Lakes died from injuries caused by a fishing hook while being attended to by Werribee Zoo staff. 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/>.

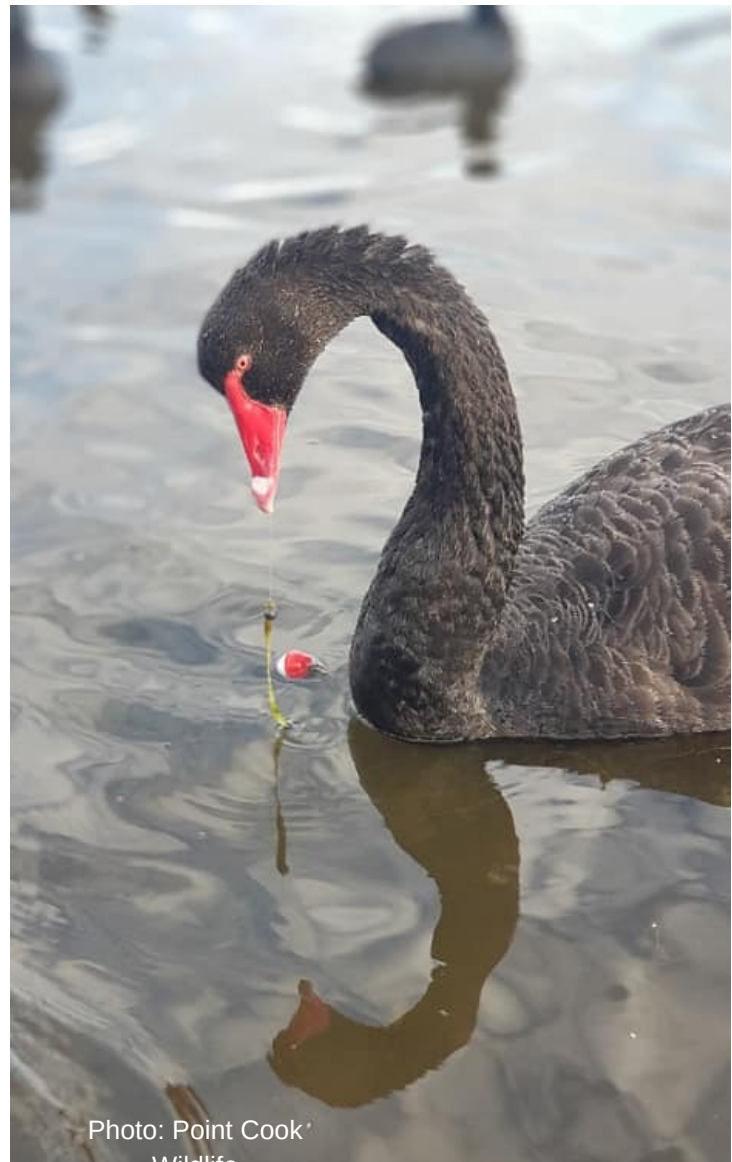


Photo: Point Cook  
Wildlife





## BE STORM READY



It's a stormy day, and the wind has been howling all afternoon amid heavy downpours and pelting hail.

You approach your driveway after a long day at work, and as you pull in, your eyes widen at the sight that greets you – severe hail and wind damage to your home. What to do now?

If you can't get a hold of your insurance company for advice, don't wait to speak to them. You should engage professional services to complete temporary 'make safe' repairs to the site of the damage so further damage is less likely to occur.

If you find yourself in trouble outside of business hours and need emergency repairs for major damage, call the SES for help. Once the property has been secured as best as possible you should contact your insurance company to make a claim.

Once your claim is lodged, the insurance company will then allocate an assessor and / or builder / contractor to come out, evaluate the damage and arrange for permanent repairs as soon as possible. If you have an insurance broker, they will manage this process on your behalf.

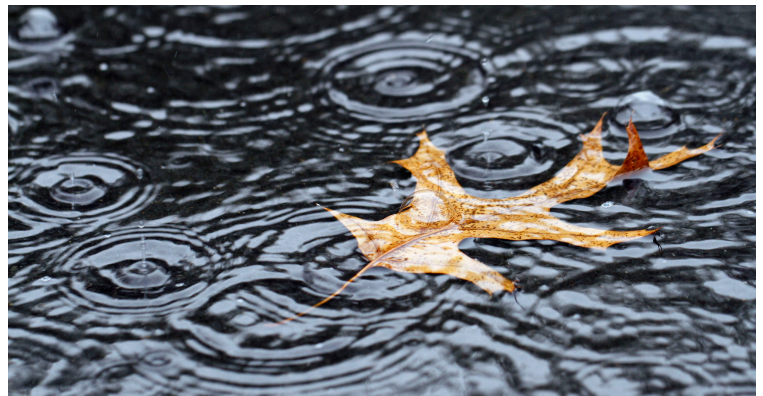
However, it is always best to be prepared before storms hit and here are some simple tips that may help prevent major problems down the track.

### Before the storm

- + Check the Bureau of Meteorology and SES websites for warnings, especially in heavy rain.
- + Secure loose items in the garden (chairs, trampolines, hoses) and ensure sails and awnings are correctly stored.
- + Unplug all non-essential electrical devices to avoid power surge damage.
- + Check your roof for damage or corrosion that may allow leaks.
- + Park undercover if possible and avoid trees.
- + Move cars, caravans and other valuables to higher ground if you're concerned about flooding.
- + Clean out guttering to prevent overflow of water into the roof cavity.

### During the storm

- + Keep doors, windows and curtains closed.
- + Switch off non-essential electronics during storms.
- + Do not fix any damage caused by the storm until it has passed.
- + Do not drive through floodwater.
- + Listen to your local emergency broadcaster.







## STRAY CATS

Cats are wonderful companion animals, however, they are also very efficient predators of our native wildlife and kill and injure many wild animals every year. Even well fed and cared for cats instinctively hunt and chase. Unchecked will hunt and kill native birds, possums, frogs and lizards.



The responsibility for managing domestic animals rests with owners. By encouraging responsible pet ownership in your family and neighbourhood we can continue to enjoy our pets and help native animals.

You can reduce the effects cats have on wildlife and better care for your pet by following a few simple rules:

1. Keep your cat indoors. Roaming cats do large amounts of damage to local wildlife populations. Putting a bell on your cat can help, although keeping it inside is the best thing you can do. Keeping your cat indoors will also protect it from fights and reduces the risk of your cat being injured. Wyndham City also have a cat curfew which requires all cats to be confined to the owner's premises between 10pm and 6am.
2. Desex your pets. Desexing can prevent unwanted litters of kittens that contribute to stray and feral populations. Desexed pets are also less territorial and tend to wander less.
3. Microchip your cat, microchipping ensures lost pets can be returned safely and quickly to their owners and reduces the amount of time they can spend hunting native wildlife.

If you have an unwanted cat trespassing on your property try to establish where it lives, if you find the cats owner you may want to explain the issue with the cat coming on to your property. The owner may not be aware of the issue.

If you cannot find the cat's owner, you may try approaching the cat if it's tame and secure the cat in a suitable box or cage and take to the Council Pound. For unfriendly cats - hire a trap from the Council Pound to trap the cat and take it to the Pound.

All impounded cats are scanned for a microchip in an attempt to identify and contact the owner.

Note: cats that are not confined during the day (non-curfew hours) can still be trapped if a resident objects to the cat being on their property. If your cat is trapped outside your property by a member of the public or a Council Ranger, attempts will be made to reunite it with you provided the cat is currently microchipped or wearing a Council registration tag. For more information about the cat curfew visit: [www.wyndham.vic.gov.au](http://www.wyndham.vic.gov.au)



# COOKING CORNER



## ROAST PUMPKIN SOUP

It's cold outside! Why not warm up with this easy pumpkin soup recipe.

### Ingredients:

- 2 kg whole butternut pumpkin
- 1 brown onion peeled and quartered
- Sea salt and pepper to season
- 2 tbs olive oil
- 3 cups vegetable stock liquid
- 1/2 cup cream
- Sour cream, to serve (optional but highly recommended).



### Instructions:

1. Preheat the oven to 200 degrees (180 fan forced). Line a flat baking tray with baking paper.
2. Cut the pumpkin into large pieces (and remove the seeds and skin) and place onto the baking tray with the quartered onion.
3. Drizzle with the olive oil and season with salt and pepper.
4. Cook for 35-40 minutes or until the pumpkin is soft.
5. Place the pumpkin and onion into a saucepan and allow to cool slightly.
6. Add 1 cup of vegetable stock and blend with a stick blender (a normal blender or a Thermomix can be used in place of the stick blender).
7. Add the remaining 2 cups, one at a time, blending in between each addition.
8. Add the cream and gently stir through.
9. Bring the soup in a saucepan to a low simmer until heated through.
10. Serve with a dollop of sour cream.



We found this great recipe on the Bake Play Smile website, for more delicious recipes feel free to check out the link below:

<https://bakeplaysmile.com/all-recipes/>





# WHAT'S ON

Around Sanctuary Lakes



St Andrews Estate

## Nature Strips

Over the last fortnight we have returfed some nature strips in the St Andrews and St Andrews Precinct. These areas replaced the old garden beds that were a little tired.

## Wet Weather and the RM Team

Due to the significant amount of rainfall we have received over the past week the Resort Maintenance Team will not be able to carry out scheduled works as planned. Mowing of parks and the boulevard and normal program works will be put on hold until the areas dry out and it is safe to work in these areas.



## Sea Grass

Over the last fortnight we have taken a total of 19.4 tons of sea grass to the tip.



Additionally, you may notice that the lake team have not been on the lake as often as usual, this is because they are not able to safely operate the machinery in the wind and rain.



Thank you for your understanding.

## Stump Grinding

We had the stump grinding team in again last week. All stumps that were removed will now make way for new trees to be planted this year or next.



## Sammy Swan

Sammy Swan has been on quite the adventure, so far he's been to Sydney, Tasmania, and Romania! He has a busy Easter period and will be heading off to New Zealand, and then Queensland. If you have a trip planned we'd love for you to take our pal, it'd be great to see how many places we can get Sammy to. If you'd like to book him please email [communications@sanctuarylakes.com.au](mailto:communications@sanctuarylakes.com.au) to check his availability.



# COMMUNITY NOTICEBOARD

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

\*conditions apply



TICKETS \$15  
PER PERSON

Sanctuary Lakes Club Presents

# MUSIC TRIVIA NIGHT

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22.06.2019

7:00 PM TILL LATE

70 Greg Norman Drive  
POINT COOK - NORMAN ROOM



## REGISTRATION

ADVISE YOUR TEAM NAME AND TEAM NUMBERS. PAYMENT IS REQUIRED TO SECURE YOUR BOOKING.

(03) 9394 9494  
[club@sanctuarylakesclub.com.au](mailto:club@sanctuarylakesclub.com.au)

## TEAMS

8-10 PEOPLE PER TEAM, INDIVIDUAL/ SMALLER TEAMS WILL BE GROUPED TOGETHER.

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- VARIOUS PRIZES AND A RAFFLE
  - DRINKS & FOOD ARE AVAILABLE TO PURCHASE
  - ELECTRONIC DEVICES SUCH AS MOBILE PHONES AND IPADS ARE PROHIBITED DURING THE QUESTIONS