



13 August 2024

## **HV News, Notifications & Reminders - August 2024 Edition.**

Hi all,

It's nice to think that Spring should be heading our way in the next month..... hopefully! I'm sure most of us will be glad to see the back of winter.....

A Warm Welcome to our new Holiday Van Owners! We hope you enjoy sharing our little piece of paradise!

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### ***Updates on Capital Works across the Parks:***

You will notice some capital works being conducted at the parks, as well as annual tasks that can only be completed in the quieter months:

**Halifax** has replace some of the more popular van site slabs on the eastern side to accommodate longer vans, and they are also converting another block of van sites on the western side to astro-turf. Half of the amenities block will be offline for about 6 weeks, whilst major renovation works are completed.

**Shoal Bay** are also converting 3 areas of van sides (K, D & E sites) into astro-turf, and the old games room is being converted into a brand new camp kitchen! The old CK will be demolished, making way for a new playground and play area.

The front block of van sites at **Fingal** is also being converted to astro-turf sites, and a new footpath alongside the entry boomgates is being created to allow pedestrians safer access. The office has also had a facelift - pop in and say g'day and see how light and airy it's looking! Just need a few finishing touches.....The Superior Villas and reception/office/Deluxe House are all getting new roofs as the years of salty air have taken their toll!

### ***Annual Tasks across the Parks:***

- Spring cleaning is well underway
  - Painting of various areas
  - Mulching and weed spraying
  - Repainting of site numbers
  - Plus loads more!
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### **Reminders:**

The Holiday Parks continue to experience issues with **RABBITS**. Whilst we undertake regular Rabbit Control programs throughout the year, we would like to involve the Holiday Van Owners in assisting us to significantly reduce the number of rabbits.

**We are requesting all HVO's to regularly check around their vans to ensure there is no access under or through the skirting surrounding the van and annex, and close any gaps in an aesthetically pleasing way.**

Some skirting (in particular some lattices) have holes/gaps that are big enough for rabbits to get through; some skirting does not reach the ground, therefore rabbits can squeeze underneath it. It only takes a small gap or hole and they'll try to get through it!

Unfortunately, they are able to squeeze through the smallest gaps, and once they have a hiding space, there do what rabbits do best.... Breed!

This of course exacerbates the situation, and we are forever on this merry-go-round of trying to eradicate them.

*If you are replacing the existing skirting, a Site Alteration form listing details of what is being requested, please include colours, materials, etc. (screen shots, or weblinks are great!) is to be submitted for management approval prior to works commencing.*

Contrary to some people's beliefs, **ANY & ALL works being conducted externally on Holiday Vans is subject to management approval via the Site Alteration submission process**. This includes replacement fixtures / items, repainting, alteration, additions and maintenance, storage boxes/shed, and so forth.

We also ask that any major internal works be included in this process, please.

Side walls (between the van and annex) of caravans are not meant to be removed, neither are the running gear / wheels, and drawbars have to be retained (or an approved alternative). Internal walls in the annex can be erected, however doors are not to be installed as this creates a separate room likely with no emergency escape route! All the above require approval by park management.

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### **Notifications:**

Make sure you have an **Extinguisher, fire blanket** and **working smoke detector** in your van/annex. This has always been a requirement, and is in place for your safety.

An Important Heads Up: It has come to our attention that some HVO's may have let their **insurance policy** on the van expire (which is in breach of the Occupancy Agreement terms and conditions for not having a current policy for the van) and are now struggling to get insurance for the van, and some HVO's are having issues in just renewing



their policies. It all seems to be due to the insurance companies having recently changed their processes in regards to onsite vans, and they are making it increasingly difficult to obtain insurance without providing a lot more information, in particular the VIN or Chassis number! In some cases, they are insisting an assessor has to actually inspect the van and provide a report to the insurer before they will provide a policy on the van! However, it does seem to be very inconsistent and random in who it affects. It is also very inconsistent as to what information is insisted upon depending on who you get to talk to when you call the insurance companies, and not all insurance companies will insure the onsite vans now! *[NB: The VIN/Chassis information would likely be long gone unless your van still has an original drawbar in place (the chassis number is often welded onto it), or sometimes the old original compliance plate may still be inside near the caravan door or it could be hiding elsewhere.]*

The NRMA seems to be one of the main insurers now, and the Certificate of Currency they provide does not have all the information I check, so please either send through the original (whole) policy with proof of payment, or ask them to include the following detail of the Certificate:

- Insured names
- Valid dates of the policy
- Policy ID/ref
- Vehicle description that is insured
- Location where the van is kept including Site number within Park
- Public Liability factor - minimum \$20 Million
- **Proof of purchase:** receipt / reference number / policy stating that payment is made automatically by direct debit either annually or monthly (Certificate of Currency must state current status).

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Information regarding **PSC Smart Parking Permits for HVO's** is attached. If you are interested in applying for a Parking Permit, please read the attachment.

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**02 4988 0990** – that's the number to call to contact the After Hours service to report any **after hours issues**. (NB: There are some issues that cannot be dealt with if we hear about it the next day: such as noise complaints or security problems.)

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Parents and caregivers should ensure their kids know the park rules & are doing the right thing, and once again, please remember the **use of electric scooters and bikes, etc. are not permitted in the park. If you must have them here to use elsewhere, please WALK them out of the park grounds.**

We ask that such devices are **not charged onsite** as incorrect charging or damaged batteries/chargers can cause catastrophic fires. I shudder at the thought of a battery exploding/catching fire in a caravan park.....



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## **HVCC Representatives**

The **Holiday Van Consultative Committee representatives** contact details are attached, as is a Site Alteration application form for your convenience. The application form can also be found on the HVO webpage via the Parks website.

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Just a heads up: Fiona will be on leave from Friday 20 September returning on Monday 14 October.

I will advise in the next Newsletter who the main contact will be in my absence.

That's all from me, take care, and stay well.

### **Fiona Snow: Holiday Van Admin Officer**

**Phone:** +61 2 4988 0650 **Mobile:** 0428 542 137

**Email:** [holidayvans@beachsideholidays.com.au](mailto:holidayvans@beachsideholidays.com.au)

*The admin officers' phones & emails are only monitored Monday to Friday between 9am and 4.30/5pm. Please email your park direct on weekend/public holidays or call 4988 0990, and choose the existing option for your holiday park (1 - Fingal; 2 - Shoal; 3 - Halifax) & **option 2 for 'existing booking'** outside of these hours. If Admin Officer is on leave the landline phone should divert to Fingal front office.*

*[fingalbay@beachsideholidays.com.au](mailto:fingalbay@beachsideholidays.com.au); [shoalbay@beachsideholidays.com.au](mailto:shoalbay@beachsideholidays.com.au); [halifax@beachsideholidays.com.au](mailto:halifax@beachsideholidays.com.au).*

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