

## MEETING MINUTES

### Meeting

**Team Name:** Holiday Van Consultative Committee

**Date:** 21 May 2021

**Time:** 3.30pm

**Venue:** Shoal Bay Holiday Park (Conference Room)

**Chairperson:** Kylie Moyle

**Minutes:** Fiona Snow

### Purpose of Meeting:

To provide a forum for meaningful discussion, facilitating appropriate consultation and engagement with holiday van owners toward the implementation stages of development and change occurring across the Port Stephens Beachside Holiday Parks

### Attendance

Kylie Moyle (PSC) Emma Hardy (PSC) Steve Larsen (FB – North) Elma Carey (FB – South) Lenore Lott (FB – East)

Fiona Snow (PSC) Deb Byers (HHP)

### Apologies

Nigel Walker (PSC) Kim Latham (PSC) Harvey Bennett (S Bay)

Item	Topic	Responsible Officer	Action/Decision	Date to be Completed
1.0	<b>WELCOME</b>			
		Chair		
2.0	<b>APOLOGIES</b>			
	Nigel Walker, Kim Latham, and Harvey Bennett	Chair	Nigel on annual leave, Kim unable to attend due to prior commitments, Harvey had a last minute funeral to attend.	
3.0	<b>MINUTES AND OUTSTANDING ACTIONS</b>			
3.1	Minutes of last meeting held 19 Feb 2021	Kim Latham	Elma Carey & Lenore Lott endorsed the Minutes	

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3.2	Outstanding Actions from 19 Feb 2021	Chair	<p><b>19/2 - Nigel:</b> BPAY is potentially an option for paying site fees. There are additional costs involved per transaction. Also there are set up costs for PSC finance, therefore Expression of Interest (EOI) would have to be sought from HVOs.</p> <p><b>ACTION:</b> EOI for BPAY has not yet been sent out. Fiona is hoping to get it out at the beginning of June as a type of Survey through Newbook</p> <p><b>Kylie</b> was meeting with Security company to discuss the Peak period: See Annexure 1 Security Summary on last page.</p> <p><b>Nigel:</b> Safety signage re traffic to SLOW DOWN has been ordered. No update on delivery date yet.</p> <p><b>Steve L:</b> Issue is also that bikes/scooters/etc. are being ridden on footpath with no regard to pedestrians walking out from amenity breezeway. <b>Suggestion:</b> install some kind of bollards so that bikes etc. have to slow right down to get through / around or have to get off the path completely leaving it free for pedestrians.</p> <p><b>ACTION:</b> Fiona/Kylie to raise this with Park Management</p> <p>Gooyah amenities – only one side open during busy times.</p> <p><b>Kylie:</b> Staff have been advised to open both sides if park is relatively busy, especially if weather is nice as many HVO will come up as well.</p>	
4.0	<b>ADMINISTRATION</b>			
4.1	Progress of Draft Plans of Management	Kylie/Fiona	<p>Draft documents for Shoal and Halifax Plans of Management are still with Crown Lands yet to be signed off.</p> <p><b>HVO Q:</b> Will HHP &amp; SBHP draft plans be reviewed and resubmitted.</p> <p>The Shoal Bay and Halifax PoM will not be reviewed. PSC are happy with the original draft, which has been through the whole process, been on display, had community feedback with Council happy with the outcome, therefore there are no plans to make any changes.</p> <p><b>HVO Q:</b> When will FBHP draft plans be put on Public display for commenting?</p> <p>The draft plans for Fingal are all but done, however we cannot progress to the next stage and public display until we hear from</p>	

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			<p>Crown Lands. At the moment, and as we understand it, Crown Lands are unsure as to where Holiday Parks sit in their structure and so nothing is happening with any Holiday Parks submissions. As there will be a substantial backlog, we're assuming that it will be approximately another 12 months until anything further happens. Unfortunately we are at their mercy – it's totally out of our control.</p> <p><b>Steve L:</b> Will the HVO be permitted to view the Draft plans for Fingal before they get approved by Crown Lands just so they get an idea of what might happen in the next few years. Concerns with what areas might be affected by development.</p> <p>This will not be possible. We are not permitted to allow public viewing of a document that has not been approved by Crown Lands / PSC.</p> <p><b>Fiona:</b> Explained what had been said at the interviews both this year and last year regarding possible affected block in Rumaí/Kalyan.</p> <p><b>Kylie:</b> explained that we have to put things in the POM for it to even be a possibility of happening; if nothing is in the POM, nothing can happen.</p>	
4.2	Brief Overview of Sales Period 2021	Fiona	<p>We eventually had a total of 20 vans put up for sale (only 11 initially with a few late comers once the sale period had commenced). All but 2 vans sold.</p> <p>Prices a lot higher than normal, however we do not ask buyer what they paid as it is not our business. It is reiterated several times throughout the interview process that there is no guarantee of subsequent Agreements past the initial first one. Deb Byers concurred with the conversation we have with buyers, as she has recently been through process.</p>	
4.3	2021-2022 Occupancy Agreement: e-Signature process	Fiona	<p>With the e-Signature OA's so successful last year, we will be continuing to use this process moving forward. Paper copies will still be available but we'll be encouraging everyone to use the electronic system. Hard copies or soft printable copies will be sent only to those who make a special request/can't e-sign.</p> <p>No OA will be offered to non-compliant sites, such as: non-compliant powerleads for Opt Out HVOs, Site Alterations incorrectly completed or Managers Requests not rectified.</p> <p>Fiona happy to assist HVO's with how to e-Sign document if needed.</p>	

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4.4	Items to be added to next Newsletter	Fiona	Please forward items prior to Monday 7 June 2021 <b>HVO request:</b> Add something regarding parents being responsible for kids and their actions, showing respect for Park and other Park users property, and understanding camping / holiday park etiquette	
<b>5.0 RISK</b>				
5.1	Disconnection of Power & Water at end of stay	Kylie / Nigel / Fiona	<p><b>Statement (from Nigel):</b>  <i>When you leave the Park at the end of each stay, please make sure your power is completely disconnected at the powerhead, and the water is turned off and preferably disconnected, as this is a requirement of your Occupancy Agreement.</i>  <i>Failure to do so is It is a Breach of contract as well as a safety issue. We take no responsibility for any inconvenience caused if the power fails or gets disconnected.</i></p> <p>We have had a few recent issues with water leaks under vans, which have been HVO infrastructure issues, and not the Parks. Had the water been turned off and/or disconnected, these issues would not have occurred. It is only when neighbours, or groundsmen notice the issue, that we are aware of a problem. Sometimes, we get notification from Hunter Water that water usage has spiked and we have to try and find the issue.</p>	
<b>6.0</b>				
6.1	Test & Tag Process: 2022 moving forward	Nigel / Fiona	<p>After much discussion regarding how the process has worked / not worked over the past 2 years, it has been decided that it will be mandatory that PSC test all HVO power leads (for the nominal charge per lead) from the 2022. It is being written into T's and C's for 2021-2022 Occupancy Agreement. Admin officer spends too much time following up with and chasing HVO's for responses, requested documentation, and non-compliance issues that this decision was made. Any rectification work will be passed on to the HVO and will be the HVOs responsibility to complete within a reasonable timeframe. We will install a new lead if required and on-charge the cost according to Costing Table for that FY as per this year.</p> <p><b>Steve L:</b> Can HVO get a copy of the test results? How much will it cost? Who will be conducting the test: a qualified electrical contractor or test tagger? If we are requiring such things from the HVO, then they should be able to request the same from us?</p> <p><b>ACTION:</b> Fiona to follow up with management.</p>	

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6.2	Electrical Upgrades	Nigel / Kylie	<p>Major upgrades occurring this year. Most critical will be completed first, then medium risk to follow, with low risk issues being completed last. All sites are likely to be affected at some stage, and will be notified giving as much notice as possible when potential outages are due to occur. Specific timeframes have not been identified as yet, as too many variables can affect the works being undertaken. Fingal has been identified as being first, with Shoal Bay second followed by Halifax. Again this could change.</p> <p>About \$750k is being spent across the 3 main parks in these upgrades.</p> <p>Fiona distributed 'flyer' to reps.</p> <p><b>ACTION:</b> Fiona to email flyer and general info early next week through Newbook.</p> <p><b>Steve L:</b> Are PSC going to compensate HVO for not being to stay?</p> <p><b>Kylie:</b> No, as we are not stopping anyone from using their van – there may be power outages that's all, and some areas where the contractors are working may be inaccessible/cordoned off for everyone's safety.</p> <p><b>Steve L:</b> Can we use a generator for power?</p> <p><b>Kylie/Emma:</b> Generators / solar will not be permitted – noise / safety issue.</p>	

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6.3	Holiday Van Sites/Site Inspections	Nigel / Fiona	<p><b>Statement from Nigel:</b>  <i>We have noted a lot of ‘clutter’ and unnecessary items being left outside and around many vans which is causing the site inspection and associated administration processes to be drawn-out. The occupancy agreement states the sites should be kept tidy and free from debris / clutter with minimal items being left outside when not occupied.</i></p> <p><i>With the electrical (and eventually the water) projects progressing, there is the potential that we may have to access the areas behind / in-between vans, so it is imperative that these areas are kept clear from building materials, clutter, and bicycles / racks.</i></p> <p><b>Steve L:</b> Are you on track with the Site Inspections</p> <p><b>Fiona:</b> No. It is a long process which has been interrupted with inclement weather, Sales period, Test &amp; Tag process. It will be ongoing over the coming months.</p> <p><b>Lenore:</b> Do you assess each site individually, depending on its situation/location/etc.?</p> <p><b>Fiona:</b> Yes, but only to a point. Some items/non-compliance issues are taken on an individual basis, others aren't.</p>	

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6.4	Security Issues	Steve / Elma	<p><b>Steve L Request:</b> That there is a standard agenda items where security issues reported are disclosed and discussed: number of incidents; the type of incident or issue; the follow up of incidents or issues.</p> <p><b>Kylie:</b> We are happy to discuss anything that we believe should be passed on to the HVO community, however we will not be reporting on every issue/incident as we have a lot that do not relate to the HVO community at all. Every incident/issue reported is either done so manually in the hand of the person reporting it, or that it involves, or staff enter it directly into the PSC Incident reporting system – depending on the nature of the incident and who and how it has been reported. PSC has an Incident reporting process, so that it is all recorded. Security leave a report after every shift which is reviewed each morning.</p> <p><b>ACTION:</b> Fiona to add something into Newsletter to remain vigilant and keep After Hours phone number handy. Call the Police is necessary. If items stolen – report to Police to obtain an event number.</p> <p><b>Elma:</b> Can we install security cameras on the van?</p> <p><b>ACTION:</b> Fiona to find out if this is permitted.</p>	

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6.5	Upcoming Holiday Park Works: 12 months	Lenore / Harvey	<p><b>Lenore/Harvey:</b> What is planned for major works/maintenance for the coming 12 months across all 3 parks?</p> <p>The electrical upgrades as previously mentioned is the main works being completed in 2021 across the 3 main Parks.</p> <p>Fingal Bay is currently in a design phase for a complete water replacement project, where all water mains will be replaced over a possible 5 year period. This project is estimated to cost in the vicinity of \$700k. Tender process is completed, now in design phase.</p> <p>Apart from the Orana Street amenity replacement, there is no other capital works that will affect HVO's in the next 12 months at any of the Parks.</p> <p><b>Lenore:</b> Where is site fence going to be located near her site? Will it encroach onto her site or stay within amenity area?</p> <p><b>ACTION:</b> Fiona to follow up with Josh, the Project manager.</p> <p>Josh provided the following approximate dates for amenity project:</p> <ul style="list-style-type: none"> <li>• Temporary amenities: 1-4 June 2021</li> <li>• Perimeter fence / Demolition Works: 7 June 2021 for approx. 3 weeks</li> <li>• Modular building prep: 28 June 2021 for approx. 2 weeks</li> <li>• Crane in Modular Unite: Late July 2021</li> <li>• Landscaping &amp; Commissioning: 1 week of September 2021</li> <li>• Open &amp; Operational: before September school holidays</li> </ul> <p><b>Lenore:</b> Special request that Lomandras are NOT used in the landscaping please as prickles are a safety concern.</p>	



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6.6	Water runoff from Halifax hill / tree management	Deb Byers	<p><b>HVO Q:</b> Can HVO's look at tree management plan? Concerns with water runoff hill after torrential rains &amp; potential effect on stability of flora. The vans are getting mouldy as the flora is getting thicker so less sunlight is coming through to dry the vans/sites out. Could the trees/bush be thinned out to allow for more sunlight/airflow to get through?</p> <p><b>Fiona:</b> he hill is not within Park boundaries – it is Crown Land. We believe it's Lot: DP 727756. If they have a tree management plan then we do not have access to it. Contractors come into the Park every so often and whipper snip up the hill 3 metres from the boundary fence as a fire break.</p> <p><b>ACTION:</b> Fiona will chase up with PSC to see if any further info ration can be obtained relating to this land and how it is managed/maintained</p>	
<b>7.0</b>	<b>OTHER MATTERS</b>			
7.1	Next Scheduled Meeting Date	Chair	Friday 20 August 2021 @ 3.30pm	

**MEETING CLOSED AT 5.15pm**

**NEXT MEETING**

**Date:** 20/8/2021      **Time:** 3.30pm      **Venue:** Shoal Bay Holiday Park (Conference Room)

**MEETING CODE OF COOPERATION**

We start on time and finish on time.

We all participate and contribute – everyone is given opportunity to voice their opinions.

We use improvement tools that enhance meeting efficiency and effectiveness.

We actively listen to what others have to say, seeking first to understand then to be understood.

We follow up on the actions we are assigned responsibility for and complete them on time.

We give and receive open and honest feedback in a constructive manner.

We use data to make decisions (whenever possible).

We strive to continually improve our meeting process and build time into each agenda for reflection.

We will promote best practice, keeping open minds, combining our experiences and shared learnings to inform our deliberations.

## ANNEXURE 1

### **Summary of Security Debrief**

Kylie spoke to Simon Leggitt from the Security Company at length, about concerns with what worked and what didn't, over Peak. He brought up concerns with what his guards can and can't do (like question people that look odd or out of place/roaming the park), and the location of the touch points around the parks.

Cars are coming in every night and tapping on as this data is reported. Daily reports are available after each shift, and now include photos.

Security costs the Parks around \$180k per year just for the roaming patrol car every night and the dedicated patrol car during peak times. This does not include static guards over Peak.

A brief is drawn up and given to the security company for all guards to follow. These briefs are site specific, and is itemised for what each property requires, and when.

Since speaking with Simon, things seem to be working better.

Kylie also spoke with Alison, the Crime Prevention Officer from Maitland Area Command in regards to the recent spate of thefts in the Parks. She assured us that they are not just happening in the Bay but all around this area and could be someone who's just moved into the area or maybe someone who has just got out of prison maybe. Bicycles (in particular, expensive ones) have been the main target. The thefts are very organised: a spotter comes through during the day, and then comes back at night and knows what to take, and where to take it from. They know where the cameras are and how to hide their identity enough to not be able to be recognizable on camera footage, making it impossible to catch them.