

Ocean Beach Holiday Park

MINUTES for LTC Consultative Committee Meeting 27th February 2010

MEETING OPENED

2.05pm

WELCOME AND INTRODUCTION

Henry Pruyn: Site 362, Pat Doonan - 326, John Moffatt site 419, Neil Rhind site 158, Stephen Hope site 438, Judy & Paul Field site 180.

Dianne Day- General Manager: NRMA M&S Holiday Parks

Yvonne Bristow- Chief Operations Officer: Free Spirit Management

Vanessa Fordyce- Manager: Ocean Beach Holiday Park

GENERAL BUSINESS

- It was pleasing to have each precinct represented.
- The park mowing schedule for the holidays was discussed as being below acceptable and will be addressed with the Grounds team.
- To facilitate better communication, a newsletter be circulated before each holiday season reminding LTC guests of important safety issues and rules to be observed and maintenance of sites during their stay for comfort of all guests. Vanessa commented that this was usual practice until a couple of years ago; it was a costly exercise as no one seemed to be aware of it or had read it before their arrival. It was agreed that an email version or an email with a link to the LTC page be circulated, where this newsletter will be posted. The newsletter will also have the emergency number listed for late night complaints and emergencies.
- The cleaning of the amenity blocks was discussed. Cleaning times have not changed in several years for the morning clean. A change in the timing of amenity cleaning will be trialed after Easter. This will be coupled with more regular walk-through and wipe-over during high occupancy.
- Children are no longer just using the children's facilities since the removal of the locks from the blocks and this is a big contributor to the level of mess in the amenity blocks.
- Chemicals are not used to mask odours. We intentionally use no or low odour chemicals for the reasons of allergic reactions and we don't want to mask smells but rather clean effectively so they are removed altogether.
- Reduced pool hours are essential because of the maintenance needs of the pool area. With such a high volume of users there is a need to allow enough more time for cleaning and also need to respect those persons occupying the cabins close by with regards to noise.
- Pool water is tested and results recorded in line with regulations for a public pool. It is tested by our staff daily and also by an outsourced company weekly. The Xmas holiday period was the first time Ocean Beach had a staff member rostered to patrol the pool

area, the esplanade and facilities; this worked well and will continue for all future holiday seasons.

- The Cafe re-opened for Easter- now trading as Ocean Breeze Cafe. Weekend newspapers are also issued free of charge to each occupied cabins.
- It was agreed by all that better policing of noise, bike riding, bike licensing and campers setting up within their allocated sites needs to be carried out. Grounds shifts have been altered to have someone policing the campers set up and that they are aware of parking allocations and not extending onto LTC sites or beyond the boundaries of the park.
- Park managers and the night duty manager met with the external security company to discuss the noise complaints, general park security and park rules that were not being enforced by their staff. Meetings with the Security team supervisor will be held prior to all holiday seasons to reiterate the necessity that the rules as established on the park map and website are enforced.
- A request for further speed limit signs to be installed around the park was made. This will be considered as a priority. No through Road sign missing from near site 180. Will be addressed with Maintenance
- Management requested that the LTC's take more care of their sites. The decline in the upkeep of LTC sites since the 'no-selling onsite letter' was issued is now coming back via guest complaints and feedback. Letters will be issued as this needs to be addressed immediately. BBQ's are allowed to be kept outside provided they are chained up, have a properly fitting cover and are not on a grassed area. Tarpaulins are not allowed. Bikes are popular with thieves and need to be stored inside so as to reduce the attraction for thieves entering the park.
- Removal of badly behaved guests/LTC's will continue to be considered if behaviours affect park guests and are contrary to park policies. Any termination procedure will follow the correct legal requirements.
- The neighbouring Umina Precinct Park has experienced some delays with zoning regarding their cafe operation. It will now operate as a hired facility for functions. Cr Craig Doyle conceded the road is in bad shape and advised they will be contacting NRMA closer to finalising the project.
- NRMA has submitted a Business Case to the Department of Lands for the extension of the lease and these negotiations have now commenced. This process is taking much longer than initially anticipated and will continue for a lengthy period. NRMA will not commit capital for redevelopment until a lease is issued. The Business Case is an outline of intent and not "set in concrete" however part of the case was the reduction of sites occupied by LTC's.
- Relocation options cannot be given at this stage as the master planning is not complete.
- Any infrastructure changes that require a DA will not happen until the new lease has been approved.
- It was requested that a copy of the master plan giving casual longer term holiday van owners some indication of activity and possible site occupancy for the next 10 years be issued. This was to be considered and issued as soon as possible after master planning was finalised. It was stated that many of the LTC's were leaving the park due to fear factor and also as a form of protest and not wanting to invest any further funds in park.

- A Welcome Letter with main rules highlighted for all holiday guests will be introduced
- Any changes to the committee will need to be communicated to Vanessa Fordyce at vanessa_f@freespiritresorts.com.au for the purpose of future communications and meeting advices.
- Yvonne thanked everyone for their attendance at the meeting and complimented everyone for the open and honest communication that had occurred.

Next Meeting:

To be advised however it will be held during the July school holiday period.

All precincts can RSVP for meetings.

Meeting closed at 4.15pm.