



Town Hall Questions Submitted Prior To Meeting

1. **The works around the area of the SL office and walk along the lake has been stalled for years as you would know. What is the latest with this? If I recall this was not our responsibility but somebody else's? If this is so, is the reality that it will never happen and maybe we consider funding the completion of this ourselves? Thinking that maybe we could get more value from having it completed than having it stay as is forever. Would not want that in 10 years we are still saying "not our responsibility".**

Answer: SLRS Board are currently getting costings to complete the Boardwalk and bypass the privately owned land. This will be a key agenda item at the upcoming SLRS Board planning day.

The responsibility of the pathway is not with SLRS, and we believe was not handed over to Council, this will be further investigated as part of the bypass Boardwalk.

2. **Wondering what is the latest with developments around the SL office, Swimming pool, GYM, Café, land where the tennis courts used to be, etc?**

Answer: As advised in the last Special Newsletter dated 18th May 2023, the individual OC results from Survey #2 were shared with each of the OC Committees, so that they could provide their final vote via their Authorised Representatives, as whether to proceed to Phase 2 Planning of the Project.

At the General Meeting of SLRS held on Tuesday 13th June 2023 and at a subsequent Board meeting of SLRS held on Wednesday 14th June 2023, it was resolved **NOT** to continue to Phase 2 – Planning for the Waterfront Building Redevelopment Project. **As a result, the Project has now closed.**

3. **Has there ever been any discussion on extending the Gym opening hours? Understanding this might drive additional costs but the gym environment appears rather busy both early morning and late evening. Therefore, would it be of value to consider pushing opening hours out to 5AM to 11PM?**

Answer: Thank you for the suggestion, it has been passed on to the Management team for their review and consideration.

4. **Can you please advise when the fencing preventing access to the waterfront walkway near Security be removed. It is currently an eyesore and preventing residents access to a key walkway. This fencing has gone well beyond temporary and immediate action is required. As a resident I would be receiving a formal notice for any such eyesore on my property, as such I expect the Strata Team to be held to the same standards.**

Answer: Please refer to question 1 answer.

5. **Can you please advise on the process of determining upgrades required to the Gym?**

Answer: Now the Waterfront Redevelopment Project has closed (refer to question 2), the Board will now discuss and plan a way forward for any future upgrades, once updates are

Sanctuary Lakes Resort Services Limited

ABN: 32 092 610 449

Address: 72 Greg Norman Drive, Sanctuary Lakes VIC 3030 Postal: PO Box 7229, Point Cook VIC 3030

Telephone: (03) 9394 9400 E-mail: ocmanager@sanctuarylakes.com.au Website: www.sanctuarylakesresort.com.au

available, they will be shared with all Lot Owners.

6. **Can you please advise if external non-resident paid membership is being considered to increase Gym revenue and reduce overall fees to the residents?**

Answer: The Recreational Club has always been a resident only facility and will remain as a resident only facility.

7. **Can you advise if residents will be provided the opportunity to select the food and or beverage outlet that will be selected to replace the Water Stone Cafe. Ultimately this for residents and residents will form the majority of patronage, so our say should be included as part of the process.**

Answer: The SLRS Board will review all tenders received and select the best option put forward, the decision will be based on offering and fit out of the space.

8. **Rec Club Upgrade**
How much money had been spent on the project to date?

Answer: Total spend was \$61,850.00.

9. **New signage within the resort. There are 5 new signs before the entrance of the resort and another 4 before the roundabout. Since they are assembled along the street, they supposed to attract attention of people arriving by car. There are many more new signs across the resort. I question the value of this project.**

- a. **The signage can't be read by people in passing cars!**

Answer: The size of the font on the signage was based on the Wyndham City Council sizing requirements and are designed to be viewed by passing vehicles at 40km/h.

- b. **Who decided and approved this project?**

Answer: It was approved by the Board and was one of the first projects implemented from the 2021 Sanctuary Lakes Masterplan. The previous signs were over 20 years old and in need of replacement.

- c. **How has the company been selected and who got the contract?**

Answer: The company was selected via a procurement process, as a result Sign Express were engaged.

- d. **What were the costs?**

Answer: \$95,000 excluding GST was the total cost for the 15 entry and directional signs.

10. **Cost saving projects. In light of the ongoing increase of costs across all categories, households, companies and organisations are forced to check their expenses and start cost saving projects.**

- a. **I'm not aware - and I have not seen reports or initiatives - of cost saving projects.**

Answer: These are part of the ongoing operation cost saving initiative.

- b. There is no, and never been an initiative from SLRS to encourage residents for cost saving ideas or initiatives?**

Answer: SLRS work closely with the Authorised Representatives obtaining their feedback and ideas. If you or any other Lot Owners have ideas, we encourage you to contact your Authorised Representative and or Committee.

- c. Why is SLRS not using the Newsletter to get residents involved?**

Answer: It is, as always, the newsletter is distributed every fortnight and includes a vast range of topics. We encourage you to join your committee and get involved.

- 11. Is there a prescribed process which defines how the resort managers must act on behalf of the owners when considering any developments or investment in the Resort?**

Answer: The Board via the SLRS constitution and the Corporations Act has its authority defined.

- 12. If so, what assurance can the resort managers demonstrate that this process was complied with during the recent investigation into the proposed redevelopment of the Waterfront Building?**

Answer: The Waterfront Building Project process, was widely communicated and publicised across multiple mediums, a third-party facilitator ran the Community engagement panels, as well as the surveys. The Board voted NO to proceed with development, which was in line with the Lot Owner vote, and subsequent SLRS Authorised Representative vote.

- 13. Please advise numbers of payroll staff within all service/business areas which are funded through the BC; such as SLRS office, ARC, Maintenance, Security (if applicable) or other.**

Answer: The number of staff is published each year in the annual report which can be found on the Residents Mobile App and SLRS website. The current full time equivalent staff employed at SLRS is 38.5.

- 14. Recent works within SL - who pays for footpath works, playground upgrades and recent major arborist work carried out in the main entrance area and around the estate.**

Answer: Footpaths and Playground upgrade works are the responsibility of and paid for by Wyndham City Council. Arborist works are completed by SLRS as part of the agreement with Wyndham City Council.

- 15. What is stopping the pathway around the north part of the lake being opened to enable access to the waterfront area - this pathway has been closed off for many years now.**

Answer: Please refer to question 1 answer.

- 16. Irrigation - please confirm if the irrigation system within the estate is servicing the mostly mature native gum trees.**

Answer: The irrigation system services majority of the street trees across the whole estate, it also services all garden bed and turf areas to the Boulevard and park areas.

- 17. Council asset - streetscape trees causing damage to private property and council infrastructure. Please advise who is liable for damage by root systems to private property.**

Answer: The street trees in open areas of the estate all belong to Wyndham City Council, any damage being caused should be referred to SLRS to consult with Wyndham regarding the issue on your behalf.

- 18. I would like to offer a suggestion for the pool area at the Recreation club that I feel will be beneficial and a welcome addition to those whom swim there.**

I propose once a week for 2 hours only we offer a 'quiet time' whereby children under 16 are not permitted to allow for an adult only swim/relaxation time (Dimming the lights would be great also but not sure that is an option in there).

Answer: Thank you for the suggestion, it has been passed on to the Management team for their review and consideration.

Town Hall Questions from the Floor at the Meeting

- 19. Is there a timeline on when the Boardwalk will be completed.**

Answer: Please refer to question 1 answer.

In addition to question one, SLRS are in the process of trying to purchase a small portion of the lake which was not handed over / transferred to SLRS. Once obtained this will allow SLRS to complete the walkway to the waterfront building.

- 20. When purchasing into this estate many years ago the Developers suggested that SLRS would working to get financial extra benefits, will SLRS negotiate with electrical companies and obtain a deal/s.**

Answer: We have explored this in the past but will investigate it again in this new climate.

- 21. What are we doing about reducing the carbon footprint of the Estate, suggestion about using greener vehicles or installing a battery bank.**

Answer: The SLRS Strategic Plan talks about sustainability, we also recently installed solar on to the Resort Maintenance Shed roof and investigated the possibility of recycling the sea grass. The battery bank is a great idea, but the problem is we unfortunately don't have the land to install it on.

Please keep the sustainable ideas coming in the Board would like to investigate how we can improve.

22. It's difficult to be a Committee Member without being at the AGM.

Answer: The Owners Corporation Act stipulates the election process for the Committee and Authorised Representatives. This process aligns with the standards applicable to all Owners Corporations in Victoria, ensuring adherence to legal requirements. It's crucial for us to follow this process accurately, as any deviations could invalidate decisions made at the AGM, jeopardising our commitment to fulfilling our OC manager responsibilities effectively.

23. Can we please have some public toilets please.

Answer: WCC have recently completed a public toilet strategy that recently went out for feedback, with Regatta Beach being earmarked for a possible location, if WCC look at proceeding with installation, consultation would go out again.

24. How often do the Board meet, and are the Board Minutes publicly available?

Answer: The SLRS Board meet monthly, the Executive Committee meet fortnightly, and the Governance Committee also meet fortnightly.

No, the Board Meeting Minutes are not available. The Board will discuss this at an upcoming meeting to see if they can be released in the future.

25. Regarding the Annual Report, what do the OC Management Employee Benefits cover? What are the Administration Employee Benefits?

Answer: Wages and salaries, Superannuation, Payroll Tax, Work Cover, Leave Entitlements, Training and Development, are all included in OC Management Employee Benefits.

How many people are employed in the OC Management and Administration teams?

Answer: There are 4.25 full time equivalent staff members in Administration and 5.9 full time equivalent staff members in OC Management.

Resort Maintenance is listed as \$1.6 million of employee benefits but two thirds is appointed to OC and Administration, two thirds in management but only \$1.6 to maintain the Resort seems like a lot of money. The bulk of fees should be put into the maintenance of the Resort and shouldn't be down by the head of Management and Administration and should be put into Maintenance.

Answer: The CEO asked if we could discuss the questions offline as the information was not in front of him. After reviewing the annual report, the total cost of SLRS Employee Benefits is \$3.7million.

OC Management: \$485,627 – 13.1%

Administration: \$563,093 – 15.1%

Resort Maintenance: \$1,609,003 – 43.3%

Lake Management: \$263,540 – 7.1%

Security: \$795,690 – 21.4%

Total: \$3,716,953 – 100%

Sanctuary Lakes Resort Services Limited

ABN: 32 092 610 449

Address: 72 Greg Norman Drive, Sanctuary Lakes VIC 3030 Postal: PO Box 7229, Point Cook VIC 3030

Telephone: (03) 9394 9400 E-mail: ocmanager@sanctuarylakes.com.au Website: www.sanctuarylakesresort.com.au

26. Can the AGMs be run via a multi-platform in person and via zoom.

Answer: It's difficult to facilitate a meeting where lot owners are at an in-person meeting and on Zoom, the Lot Owners on Zoom will have difficulty hearing the residents who are in the room and vice versa. More than half of the AGMs at Sanctuary Lakes have been scheduled via Zoom.

27. What if we are not available for the meeting.

Answer: If you're not available for the meeting you're able to fill in a Committee Nomination form and submit it prior to the meeting, you're also able to fill in a proxy form and give it to someone you know is attending the meeting.

28. What were the learnings from the Waterfront Building survey, now we have moved to the next 10-year maintenance plan.

Answer: The Board will be discussing at the planning day what the way forward is, but the focus immediately will be on the Café space, its vacant at the moment and we need the amenity.

Once a decision is made and tender process is decided upon it will be shared with the Community.

29. Will there be a provision in the lease to maintain the Café space?

Answer: The lease will definitely include redecoration and trading hours; a property lawyer will put the lease together.

30. Does the Golf Course own this building (72 Greg Norman Drive)?

Answer: No, the Golf Course own the Club House, the Golf Course, and the car park.

SLRS own 72 Greg Norman Drive, the Security Hut, Resort Maintenance Shed, tennis courts and the two wharfs.

31. Why would the Residents need to pay for the Redevelopment? Many years ago, the Developer they said that the more houses were built the lower the OC Fees would become.

Answer: Any building redevelopment, operations or services are all funded by the OC Fees, and may be offset by rental received however it is a moot point now as the Development is not going ahead.

Developers when selling make a lot of promises that they don't honour in the long run. Additionally, back then the Golf Club and the Owners Corporation were amalgamated and only separated in 2013 when the Developer wound up.

32. You mentioned that SLRS own all these properties, does that mean that we own it? We own part of the Gym and so on?

Answer: The 44 Owners Corporations are incorporated members of SLRS, therefore as a collective the Owners Corporations own the property via SLRS.

33. Why doesn't 76 Greg Norman Drive pay Owners Corporation Fees?

Answer: The parcel of Land at 76 Greg Norman Drive is zoned as commercial land and is not within an Owners Corporation.

34. Do we have or have we ever trialled a creche at the gym so residents with young children can use the facility.

Answer: Thank you for the suggestion, it has been passed on to the Management team for their review and consideration.

35. Can all of these questions be shared?

Answer: After each Town Hall meeting and Q&A information and previous presentations are available on the Residents App, the videos also remain on the Sanctuary Lakes YouTube channel: <https://youtube.com/@sanctuarylakes3569>.

36. What is the reason for the fees going up?

Answer: In relation to the budget process, we are reviewing it again. This year we issued a request to the Authorised Representatives prior to the initial drafting of the budget, it was then drafted with the Finance Committee. We have looked for savings whilst keeping the services that we currently have.

Further to the answer given on the night, below are the Key Summary points from the budget paper shared with the Authorised Representatives.

Key Summary

- Lot owner Fee \$2,992 (incl GST) representing 4.21% increase or \$110
- Overall Income growth 3.43% to \$8.42M
- CPI assumptions 6.8% including 6% Salaries & Wages
- Other cost savings \$198k taken into plan
- Budget surplus of \$5k (FY23 \$9k)
- Positive cashflow \$22k (FY23B \$100k; FY23F \$21k)
- CAPEX budgeted spend \$329k (FY23 290k)

37. Can't we cut costs to reduce fees.

Answer: SLRS were able to find cost savings of \$198k, savings included:

- Savings in alarm monitoring costs
- Strata software charges
- Community managers fees

Unfortunately, SLRS were faced with higher than inflation increases in:

- Insurance
- Income tax
- Labour hire (in security) 16% increase due to quality concerns of the previous provider.
- Cleaning costs
- 12% increase in insurance premiums driven by macro-economic circumstances from storm damage in Northern States, floods, and a pandemic.

Which contributed to an increase of 4.2% on the annual SLRS Fee.

Sanctuary Lakes Resort Services Limited

ABN: 32 092 610 449

Address: 72 Greg Norman Drive, Sanctuary Lakes VIC 3030 Postal: PO Box 7229, Point Cook VIC 3030

Telephone: [\(03\) 9394 9400](tel:0393949400) E-mail: ocmanager@sanctuarylakes.com.au Website: www.sanctuarylakesresort.com.au