



## Resort Maintenance – Frequently Asked Questions

### **What maintenance does my OC Fees pay for?**

One of Sanctuary Lakes Resort Services (SLRS) primary roles is to provide resort maintenance attending to the presentation of the lake, parks and landscapes and street trees. While the many parks, gardens and street trees in Sanctuary Lakes are the property of Wyndham City Council (WCC), they are maintained and irrigated by the SLRS Resort Maintenance staff.

SLRS provides a higher landscape quality of the boulevards, parks and gardens which include;

- Architectural trees of a largely deciduous nature under planted by hardy flowering bushes in beds watered by drip systems.
- Nature stripes, reserves and median strips that are mown and weeded regularly.
- Recycled water used for irrigation to maintain a healthy appearance all year round.

If you notice any parks, gardens or playground equipment require maintenance please email [ocmanager@sanctuarylakes.com.au](mailto:ocmanager@sanctuarylakes.com.au)

### **Why do Wyndham City Council give a rebate?**

In recognition of SLRS undertaking this high standard of maintenance, WCC provides each lot owner within Sanctuary Lakes Resort with a rebate on their council rates for public works and services that are typically the responsibility of WCC but are done by SLRS as per the WCC and SLRS Maintenance Contract.

### **Who are the Resort Maintenance Team?**

There are approximately 30 Resort Maintenance staff consisting of the Resort Presentation Manager, Resort Maintenance Assistant Manager who is responsible for the Infrastructure Maintenance and Resort Maintenance team and our Lake and Irrigation Assistant Manager responsible for the Lake Maintenance and Irrigation Maintenance Team.

Assisting the team are the staff from Mambourin. Mambourin promotes independent living by offering employment to adults with a disability.

### **Can I visit the Resort Maintenance staff at the maintenance compound?**

There are many heavy machinery and vehicles moving around the compound which can be dangerous. To protect staff and residents, residents are not allowed to visit the maintenance compound.

### **How do I get in contact with the Resort Maintenance Team?**

The Resort Maintenance Team work around the Resort and are often not stationed in one place therefore if you need to speak with someone in Resort Maintenance you are best to contact them via the SLRS office by emailing [ocmanager@sanctuarylakes.com.au](mailto:ocmanager@sanctuarylakes.com.au) or call 03 9394 9400.

### **Why aren't all nature strips mowed by SLRS?**

In the municipality of WCC it is the resident's responsibility to maintain the nature strip bordering the home. The same applies to nature strips in Sanctuary Lakes except if your nature strip is



irrigated. Typically, nature strips located on South, East & North Boulevard are maintained by SLRS only as they are irrigated by the SLRS irrigation system.

#### **Who owns and maintains the street trees?**

The street trees in Sanctuary Lakes are owned by Wyndham City Council but are individually irrigated and maintained by the SLRS Resort Maintenance Team.

Trees are visually inspected by an arborist at least once every 12 months and any trees that are dead, badly misshapen, or diseased are generally replaced.

#### **Can I replace and maintain the street tree at the front of my property?**

No, all trees are planted as per the Master Plan by taking into consideration aesthetics and local environmental conditions such as soil, salt, and wind. Additionally, tree locations depend on the streetscape, shape of the tree, and location of crossovers.

Trees are not to be maintained by residents as this could adversely affect the performance of the tree if it is not done right.

If you are concerned with the presentation of a tree it is best that you report it to SLRS by sending an email to [ocmanager@sanctuarylakes.com.au](mailto:ocmanager@sanctuarylakes.com.au) or calling 03 9394 9400.

#### **How does the irrigation system work?**

Sanctuary Lakes has a total of 31 Parks and Public Open Spaces under irrigation. A total of 18.5 hectares. One of the most important steps in maintaining a healthy landscape is effective irrigation, which is why the Sanctuary Lakes Irrigation system is one of the most valued and complex pieces of infrastructure within the Resort.

We often have residents enquire as to why we water at odd times in the evening. As we have a closed loop system, we cannot run multiple stages at the same time. Watering needs to be staggered around the estate.

If you notice an irrigation leak, please email us [ocmanager@sanctuarylakes.com.au](mailto:ocmanager@sanctuarylakes.com.au) or call 03 9394 9400. If you are reporting a leak out of hours, please call Security on 03 9394 9471.

#### **When can I drop off my green waste?**

Green waste disposal is available for residents at our Maintenance Compound on Saturdays between 8:00am and 12:00pm only. Photo identification with proof of residency must be provided to gain entry to the Maintenance Compound.

We can accept Green Waste only. We do not accept cardboard or household waste.

#### **Can I buy landscaping supplies from SLRS?**

Sanctuary Lakes Resort Services has selected landscaping supplies available for purchase by residents. To place an order, you will need to complete the Landscaping Supplies Order Form found here [http://sanctuarylakesresort.com.au/images/forms/Order\\_Form-Resort\\_Maintenance.pdf](http://sanctuarylakesresort.com.au/images/forms/Order_Form-Resort_Maintenance.pdf) and email to [ocmanager@sanctuarylakes.com.au](mailto:ocmanager@sanctuarylakes.com.au).