



## Owners Corporation Management – Frequently Asked Questions

### **Is the Sanctuary Lakes Rec Club exclusive to Sanctuary Lakes residents?**

Yes! To gain access to the Rec Club, you must be a Sanctuary Lakes card holder. These cards are issued by SLRS only after proof of residency is confirmed.

### **Why do we offer swimming lessons? Where does that money go?**

The swimming lessons are run and staffed by CHM (management company who run the gym). These classes are run at agreed times and are only available to children of residents.

Lessons have been a service offered by CHM Management since their inception as manager of the Recreation Club. Swimming lessons offset the CHM Management fee, if we were to cancel lessons it would lead to an increase of OC Fees.

### **What powers do the Directors of SLRS have?**

Under the constitution (located on our website) at 43.1 the directors are responsible for managing and directing the activities of the company to achieve the purpose(s) set out in clause 7. Clause lists several purposes including 7.5 to manage, and maintain in good working order, any and all assets obtained by the company and held for the benefit of members, including the common property.

### **How can I get a Sanctuary Lakes Resort Card?**

Sanctuary Lakes Resort Cards can be obtained through the SLRS Administration Office by providing proof of identity for resort owners, or by providing proof of identity and a current tenancy agreement for resort tenants. Please note, there is a \$25 charge for additional or replacement cards.

One access card permits entry for one person only.

### **Who can have a Sanctuary Lakes Resort Card?**

Only residents of Sanctuary Lakes Resort who can provide proof of residency are entitled to receive a Sanctuary Lakes Card.

### **Can we bring a friend or guest?**

No, the Recreation Club is exclusively for the residents of Sanctuary Lakes only.

### **What are the Recreation Club opening hours?**

Monday to Friday: 6:00am – 10:00am (pool, spa and sauna close at 9:45pm).

Saturday, Sunday and Public Holidays: 8:00am – 6:00pm (pool, spa and sauna close at 5:45pm).

### **From what age can kids use the gym?**

Persons over the age of 16 are permitted to enter the Rec Club by presenting a valid card to enter.

Children under the age of 14 are not permitted to use the gym area under any circumstances 'including supervision'. Children between the age of 14 – 16 can use the gym while under direct supervision by an adult.



### **How can the tennis courts be booked?**

In order to make a booking for the tennis courts, residents:

- Can either visit the Recreation Club reception desk to book in person, or ring them on (03) 9394 9430;
- Will be required to leave their full name, a contact number and the first 5 digits of their Sanctuary Lakes Resort Card;
- Can collect keys for the tennis court from the Recreation Club and must leave their Sanctuary Lakes Resort card with the Recreation Club staff; cards will be returned to residents once the keys are returned to the recreation Club at the end of their booking;
- Can only book on court at a time for a period of up to 3 hours;
- Can only book up to 2 consecutive weeks in advance.

If you have any queries relating to the booking of tennis courts, please contact the Recreation Club in person, or by calling (03) 9394 9430.

### **Where can the Recreation Club rules be viewed?**

The Conditions of Entry and Recreation Club rules can be found on our website; [http://sanctuarylakesresort.com.au/images/RecClub/Conditions\\_Of\\_Entry\\_A4.pdf](http://sanctuarylakesresort.com.au/images/RecClub/Conditions_Of_Entry_A4.pdf). They are also posted around the Recreation Club as well posted in the Rec Cub folder on our Facebook page.