

OCTOBER 31, 2023

Sanctuary Lakes Resort

NEWSLETTER



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Sanctuary Lakes Boulevard Entry - Works by WCC

Wyndham City Council is actively working on enhancements along the entrance to Sanctuary Lakes Resort, with a primary focus on enhancing pedestrian safety in the vicinity.

They have recently installed signage on both sides of the path along The Boulevard and will soon initiate construction to further enhance the crossing at the entrance, parallel to Point Cook Road (as depicted in the image below, with the green indicating the proposed improvements to the existing path).

Additionally, public solar lighting will be installed along the entrance pathway at various points, as there is currently no existing lighting in place.

This project is expected to be completed by the end of the year, significantly improving overall visibility in the area.

Please exercise caution when in the vicinity of the construction work to ensure the safety of both pedestrians and workers.





Announcements



Bin Lid Change

Wyndham City Council are commencing with their project of replacing the bin lid colours throughout the Wyndham City area.

Garbage bins will have red lids, recycling bins will have yellow lids and green waste bins will remain the same.

The bin lids throughout Sanctuary Lakes will be changed over 3 different dates, which are:

- 20th November 2023
- 4th December 2023
- 18th December 2023

To check your expected change over date, head to Wyndham City Council's website and type in your address in the map [here](#).



Times Square Park - Grand Opening

Please join Sanctuary Lakes Resort Services and Wyndham City Council for the Official Opening of Times Square Park.

When: Saturday 18th November 2023

Time: 12:30pm - 2pm

Where: Time Square Park (2 Time Square, Point Cook)

There will be FREE Coffee and Face painting for the kids.



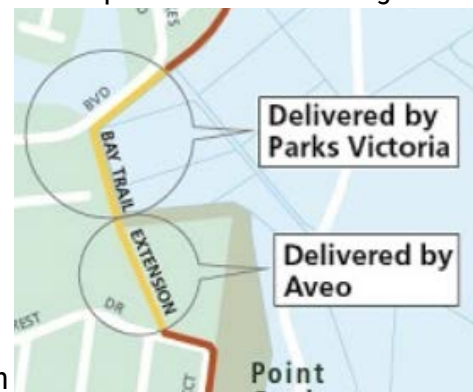
Bay Trail Extension Update

An update from Parks Victoria:

Works to build the Bay Trail extension are nearing completion. The decking and line marking is complete and the balustrades have been installed. A few finishing touches will be completed over the coming weeks.

This update relates to the progress of Parks Victoria's portion of works only, and is subject to on-ground and construction industry conditions.

The completion of the full Bay Trail extension is subject to Aveo's section also being completed, which is being delivered separately to the section being delivered by Parks Victoria (see map).





Sanctuary Lakes Home Invasion and Vehicle Theft – Four Teens Arrested

As you may have seen or read in the news recently, four young individuals entered a resident's home and stole an Audi vehicle while they were asleep.

The incident occurred in the early hours of the morning when a group of teenagers unlawfully entered a resident's home, taking keys and an Audi vehicle. The residents promptly alerted Victoria Police and Sanctuary Lakes Security, setting off a series of events that led to the apprehension of the suspects.

The advanced security technology within Sanctuary Lakes played a crucial role in this situation. Utilising this technology, the Security team determined that the stolen vehicle had not yet left the Estate. This information was communicated to Victoria Police, who had arrived promptly and then pursued the suspects as they attempted to escape.

The pursuit of the stolen vehicle concluded on the other side of the CBD, where the four young individuals were apprehended and subsequently charged with a range of offenses. The successful resolution of the situation was a testament to the effective collaboration between the resident, Victoria Police, and Sanctuary Lakes Security.

The residents expressed their gratitude, stating, "We extend our thanks to the Security team for the quick response and your help with the break in and car theft Monday morning. You arrived before the police and offered comfort that a security car was on scene and that gave us peace of mind were we safe from a horrible situation."

This incident also serves as a reminder for all residents to remain vigilant and promptly report any suspicious behaviour or criminal activity to Victoria Police and the Sanctuary Lakes Security. It's also a timely reminder to ensure your home is partially alarmed while you're at home and asleep to be alerted to any unauthorised entry, with the Sanctuary Lakes Security Team available to assist with this.

We place a high value on the safety and security of our residents at Sanctuary Lakes, and this incident highlights the importance of community vigilance and mutual support.



Login

Email

Email address

☐ Agree to terms and conditions.
Read [terms and conditions](#)

Login

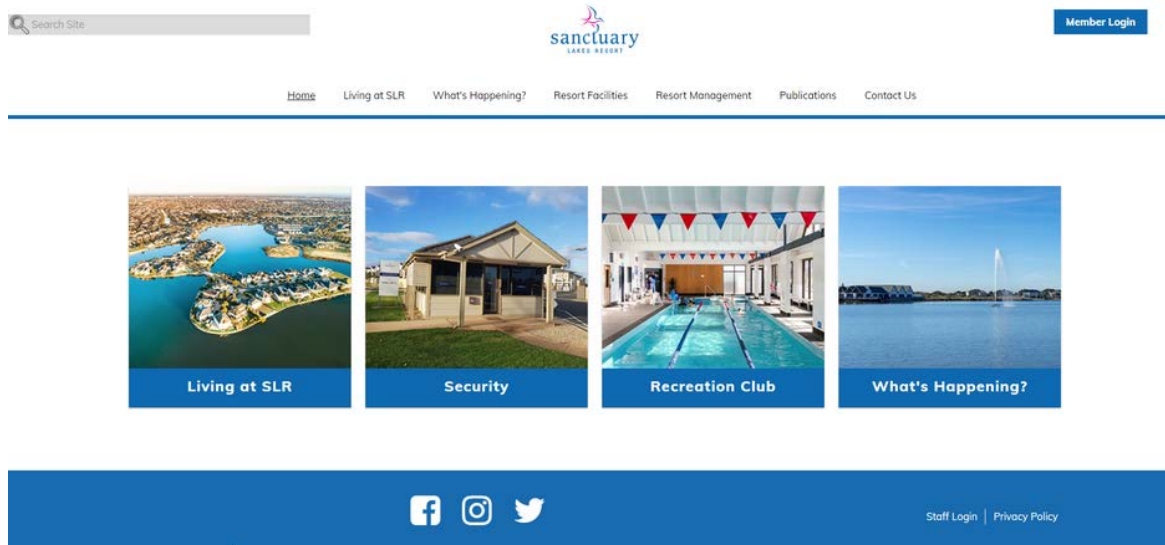


Residents App New Feature - Web Portal

Keyvision have introduced a user-friendly Residents Web Portal that compliments the Residents App! You will have the ability to access some of the App functionality by logging into the Web Portal from your PC, Laptop or tablet device, using the same email used to access your App!

The Web Portal will GO LIVE this Thursday 2nd November 2023! Unleash the full potential of the App from the comfort of your browser. Elevate your digital experience and try the new web version once it goes live!

To access the Web Portal, visit the SLRS website at www.sanctuarylakesresort.com.au and click on the Member Login button in the top right hand corner (see below).



Once clicked, you will be re-directed to the member.sanctuarylakesresort.com.au Login page (see next page for further details).



Residents App New Feature - Web Portal

If you already have an account, at the Login page, enter your email address (the same email used to access the App), tick 'Agrees to terms and conditions' and click 'Login'. You will be sent an email with a One Time Verification code (Subject: Kindred: Your One Time Password), enter the 6-digit code and then click 'Verify'. Once verified, the Web Portal Home Page will load.

The image shows two screenshots of the Keyvision login process. The first screenshot is the 'Login' page, which includes a 'Login' button and a 'Sign Up' link. The second screenshot is the 'Enter a verification code' page, which includes a 'Verify' button and a 'Sign Up' link. Both pages have a 'Resend' button for the verification code.



If you don't have an account, click 'Sign Up' and follow the registration steps. Agree to the 'Terms & Conditions', click 'Next' and enter the One Time Passcode sent to your email. Your account will be reviewed by our management team for approval. Once approved, log in again and start using the Web Portal!

The image shows the Sanctuary Lakes Resort Web Portal Home Page. The page features a sidebar with navigation links: Alerts, Newsfeed, Documents, Important Contacts, Online Forms, and FAQs. The main content area includes 'My Quick Links', 'Featured posts' (with links to Digital Access Card, Signature Digital Access Card, Waterfront Café, Works Update, Sanctuary Lakes Newsletter, and Help Desk), and 'Latest News' (with links to New Furniture Installations, New 35.26KW Solar System, and Digital Access Card). A 'Tips' section at the bottom provides information on receiving notifications.

From the Web Portal menu along the left hand side, you will initially have access to Alerts, Newsfeed, Documents and FAQs.

The image shows the 'Documents' page of the Sanctuary Lakes Resort Web Portal. The page displays a grid of document categories, each with a representative image and a count of documents. The categories are: Recreation Club (5), Owners Corporation (18), Security (6), ARC (Architectural Review Committee) (17), Legislation, Rules & Guidelines (13), Resort Management (2), Publications (7), App (Kindred) Instructions (4), Waterfront Building (20), and Waterfront Café (2).

Keyvision will continue to rollout additional functionality across the web portal over the coming months.



Newsletter Survey Results

Thank you to the 92 people who took the time to fill in the newsletter feedback survey. The feedback received provides valuable insights into preferences and concerns. Based on the feedback received readers value a wide range of content, including nature and wildlife updates, local events, general information, estate management, and community engagement.

There is a clear desire for increased information about changes and improvements to the Resort. It is evident that there are various sections and types of content that readers find valuable, below is a summary of the results.

Most Valuable Sections/Content:

- **Nature and Wildlife:**
 - "Flora and fauna articles are interesting and informative."
 - "Information about the lake which educates us on the quality of the water."
- **Local Events and Updates:**
 - "Updates around Sanctuary Lakes such as lake maintenance, security, new playgrounds, etc."
 - "Information about upcoming events, including events at the golf club."
 - "Event dates, restaurant functions and special deals."
- **Security and Safety:**
 - "Would like more information on security tips and requirements."
- **General Information:**
 - "General info."
 - "Announcements, updates, information."
 - "General commentary keeps me aligned with what's going on."
- **Estate Management and Operations:**
 - "Information about current and upcoming works/maintenance."
 - "Cost-efficient Estate Management."
 - "Estate management news, new proposals, costs, decisions affecting the residents."
- **Community Engagement and Transparency:**
 - "Needs more advice and openness for lot owners on matters of concern and projects."
 - "The App could be promoted more in newsletters, as some residents find it overwhelming to explore its features. "



Newsletter Survey Results

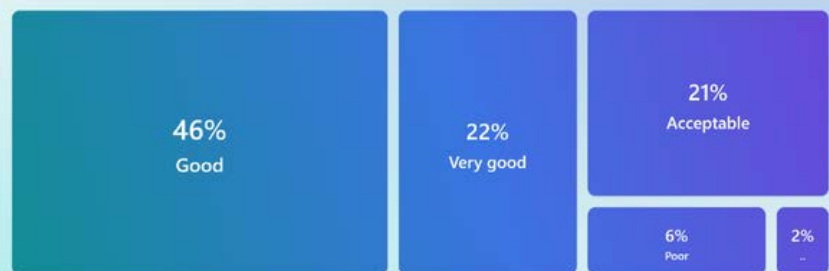
On a scale of 1 to 5 (1 being rarely and 5 being almost always), how well does the newsletter meet your information needs?



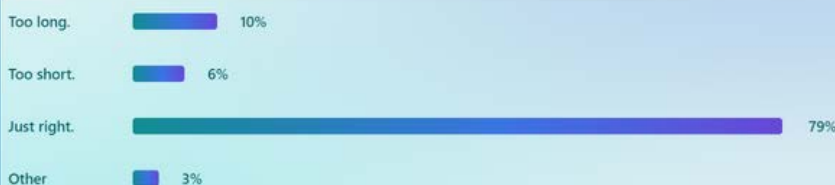
Would you prefer to receive the fortnightly newsletter more frequently, less frequently, or is the current frequency ideal?



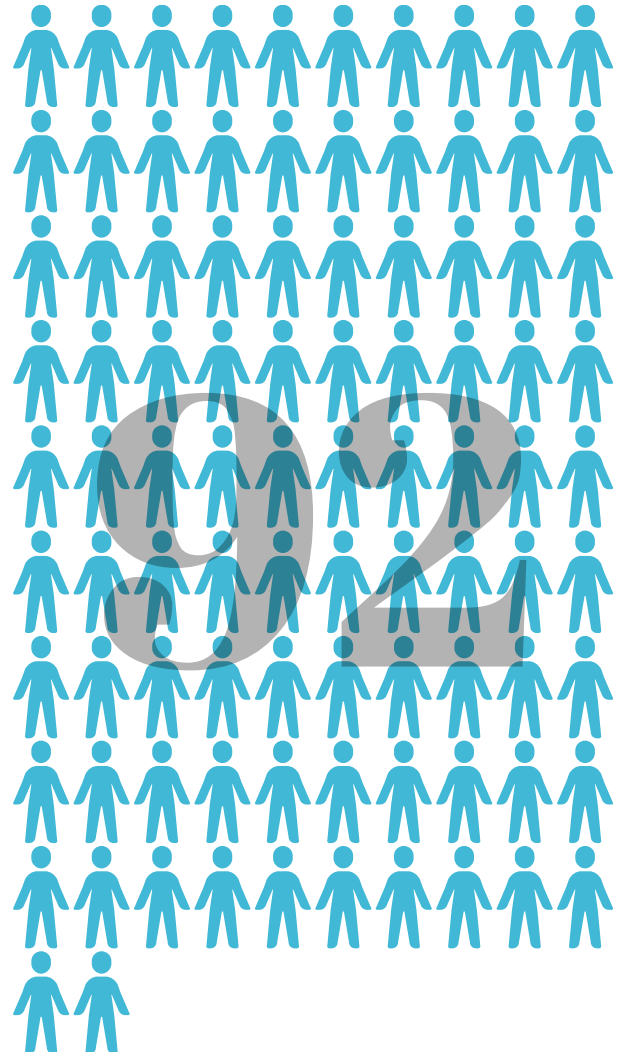
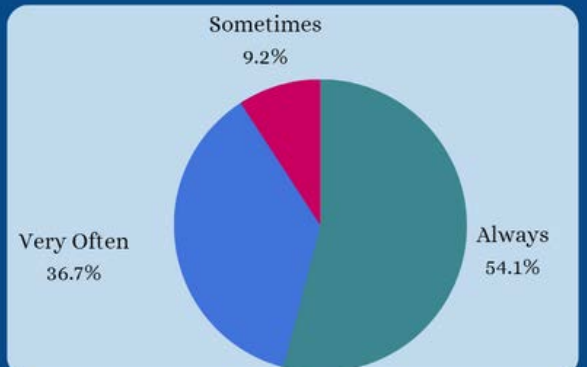
How would you rate the overall quality of the articles and features in the newsletter?



Do you find the newsletter to be too long, too short, or just right in terms of length?



How often do you read the newsletter?





Sanctuary Lakes Employee Ceremony

Sanctuary Lakes Resort Services recently held a ceremony to recognise employees of the business who had achieved service milestones of 5, 10, 15, and 20 years. This ceremony was to introduce the newly created Service Award recognition program for employees of Sanctuary Lakes Resort Services.

Over 55% of employees who work for Sanctuary Lakes Resort Services have been with the business for 5 years or more. This figure is the opposite to the ABS 2022 job mobility figures which note 55% of Australian workers had been employed in their current job for less than 5 years.

Thank you all staff of Sanctuary Lakes Resort Services, you are valued members of the community. Your dedication and support to the business and your roles is truly appreciated.





COMMUNITY PAGE

HELP WYNDHAM REVIEW CAT CURFEW

Wyndham is reviewing its current cat curfew and they want to hear from you!

Our current Cat Curfew asks owners to lock up their pet cats between 10PM and 6AM.



The Cat Curfew helps make sure pet cats do not create a nuisance, prey on Indigenous animals and birds and run the risk of interacting with feral cats that can spread disease or risk injuries that result from cat fights.

We want to know what you think of our current Cat Curfew as part of our review to make sure it's working for the whole of Wyndham.

Provide your feedback before 11:59PM Monday 20 November.

Complete the survey!

Tell us about your experiences with the current cat curfew. Survey closes at 11:59PM Monday 20 November, 2023.

[Take me there](#)

CHRISTMAS AT THE LAKES

Christmas is just around the corner, which means Christmas at the Lakes is almost here!

If you did not already know, Christmas at the lakes have released their event date.

Saturday 2nd December 2023

4pm – 10.30pm at the Breezewater Reserve

Keep an eye out for updates on their Facebook page.

Timeline



Community Engagement - Opens

Monday 16 October, 2023



Drop-in sessions

Session 1

Saturday 28 October, 2023, 10AM - 1PM

Wyndham Pound, 1/6 Wallace Ave, Point Cook

Session 2

Wednesday 8 November, 2023, 3-5PM

Reception area, Wyndham Civic Centre 45 Princes Highway, Werribee

Session 3

Tuesday 14 November, 2023, 9-11AM

Manor Lakes Community Centre, 86 Manor Lakes Boulevard, Manor Lakes.

BOB'S CORNER

I was walking down the street this morning and I was hit by a violin. Then a clarinet, and then a French horn.

I think it was an orchestrated attack...

My half brother and I aren't allowed to play with chainsaws anymore.





The Lakeview Restaurant

Introducing a **10%** discount for locals every Thursday at **Sanctuary Lakes Golf Club!**



Last week the Sanctuary Lakes Golf Club relaunched the Lakeview restaurant.

To support this the Club offers 10% discounts across the restaurant and bar menus on a Thursday for all residents.

The restaurant menu is designed to give customers quality food with great service. The restaurant is open Thursday, Friday, and Saturday. While the bar menu is available 7 days a week.

The team at the Club look forward to seeing you.

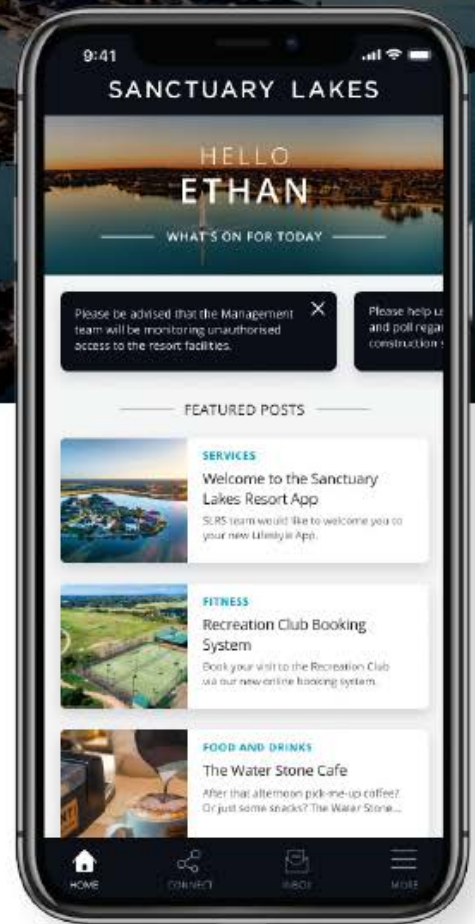
The new menu is absolutely amazing. It's such a significant improvement. Seriously, this is worth a try. Enjoy local.

Delicious meal tonight.

Would highly recommend.

Best meal I've had in a long time and Terry was excellent looking after us and the kids

How To Download Your New Sanctuary Lakes Resort App



Kindred by Keyvision

Available on:



How to Register:

1. Download **Kindred by Keyvision** or scan the QR code on the bottom right of the page.
2. Under Projects, select **Sanctuary Lakes**
3. Under Stage, select the stage you belong to (e.g. Signature - Gated - STAGE 28) and then in the Address field, select your address from the list.
4. Select your account type
(Owner Landlord / Owner Occupier / Property Manager / Tenant)
5. Complete the rest of the registration and submit.
6. Once submitted, you will receive a verification email. (check your spam / junk)
7. After verification, your account will be reviewed by management for approval.
8. Once approved, you will receive an approval email. You can now access the full app.

Features Include

- Newsfeeds & Alerts
- Facilities Bookings
- Help Desk
- Event Calendars & Local Area
- And so much more...

**If you are a
tenant...**

Please provide a copy of
your lease agreement
to concierge for
account approval

Scan to download

