

# SANCTUARY LAKES RESORT NEWS

December 29, 2020



HAPPY NEW YEAR

## GOODBYE 2020, HELLO 2021!

What can we say, 2020 sure was a hard year for all of us, but we made it! Here's to 2021 being a much better year than the one we're saying goodbye to.

During unprecedented times throughout 2020, SLRS were able to move forward with several key projects. We have a very exciting year ahead:

- The Resident Mobile App is currently in setup phase, with implementation and testing to be completed throughout the first quarter of 2021. The rollout to residents is expected to kick off in early April 2021. You'll be able to:
  - Book recreation club facilities and request a gym access card;
  - Purchase gate fobs;
  - Request security services, such as alarm commissioning;
  - Log a query or general request;
  - Access resident documents plus so much more.
- A Landscape Architect has been selected to work with SLRS on the updated Landscape Master Plan. Works are to kick-off in February 2021 with the goal of having the updated Master Plan finalised by August 2021. This will result in gradual changes and upgrades throughout the resort from late 2021 and beyond.
- Our CCTV (camera) server has been upgraded to provide additional scope for CCTV footage throughout Sanctuary Lakes. In 2021, additional cameras will be rolled out across the resort, to further strengthen our security coverage. This will include Automatic License Plate Recognition cameras.

Unfortunately, however, due to COVID-19 the Prospective Recreation Club development was put on hold. This will continue to be on hold.



## LAKE ALERT REMINDER

A reminder to all residents that there is currently an algal bloom alert out on the lake.

In the event of a bloom alert for algae, the management required is as follows:

- Wash hands and other parts of the body that have come in direct contact with the affected water to avoid possible skin irritations;
- Wash and dry clothing and equipment with clean water after any contact with algal blooms and scum;
- Avoid direct contact with the affected water, such as areas with visible scums or the water shows a strong greenish discolouration.

Some other points to note are:

- Algal blooms tend to be localised within a waterbody, and only occur for a limited time, the same observation also applies to toxic species of dinoflagellates;
- Any fish caught in the waterbody at that time should have gills and guts removed before cooking and eating;
- Pet owners should prevent pets from drinking, or swimming in, contaminated water;
- If you experience any health effects, whatever the nature of your exposure, seek medical advice promptly and inform our office.



## GREEN WASTE DISPOSAL RE-OPENING DATE

Green Waste disposal will re-open on Saturday 2nd of January 2021.

Residents are required to produce proof of residence (such as rates notice or drivers license) that confirms property address is within Sanctuary Lakes Resort.

Residents may dispose of their green waste at the Maintenance Compound on Saturdays between 8am - 12noon only.



## FIREWORKS AND PETS

Fireworks are fun for people but scary for pets. With New Year's Eve celebrations just around the corner there's sure to be lots of fireworks and crackers around. Make sure your pet is safe by making sure their microchip information is up to date, and keep them indoors with background music to dull the noise of the fireworks. Make it business as usual and don't make a fuss, the last thing you want to do is reinforce scared/timid behaviour.



## FESTIVE SEASON GATHERINGS

The festive season is here and many people will be having celebrations with family and friends at their homes. However, we would like to remind residents that noise levels should be kept to a respectful level and that noise travels across the lake.

If you are planning on having a gathering, it can help talking to your neighbours before hand to let them know the following:

- what to expect;
- how long it will last;
- how to contact you if it's too loud.

They might be more tolerant if they know what's going on.

If you are having a party, you can reduce the noise for your neighbours by:

- not playing music when neighbours may be asleep;
- not playing loud music outside;
- keeping doors and windows closed if you have guests inside;
- moving the party inside at night;
- asking your guests to be quiet when they leave.



The Environmental Protection Act 1970 makes it an offence to create unreasonable levels of noise at your residential property. Noise is unreasonable when it occurs during prohibited hours and someone in any other residence can hear it. Excessive noise is prohibited between Monday to Friday before 7am and after 8pm, and on weekends and public holidays before 9am and after 8pm. However, residential noise can still be considered unreasonable if it is constant and within the permitted timeframes.

You can read more about the regulations and what is defined as excessive noise on the EPA Victoria website at:

<https://www.epa.vic.gov.au/for-community/environmental-information/noise/residential-noise/residential-noise-law>.

If you have concerns about excessive noise, you can also contact the Wyndham City Council Environmental Health Unit on (03) 9742 0777.

# Christmas Trading Hours

## SLRS Office

Wednesday 23 Dec - 9am-12pm  
Thursday 24 Dec - Closed  
Christmas Day - Closed  
Monday 28 Dec - Closed  
Tuesday 29 Dec - Closed  
Wednesday 30 Dec - Closed  
Thursday 31 Dec - Closed  
New Years Day - Closed  
Monday 4 Jan - Normal business hours

## Resort Maintenance

Thursday 24 Dec - Reduced staff  
Christmas Day - Closed  
Boxing Day - Closed  
Monday 28 Dec - Reduced staff  
Tuesday 29 Dec - Reduced staff  
Wednesday 30 Dec - Reduced staff  
Thursday 31 Dec - Reduced staff  
New Years Day - Closed  
Monday 4 Jan - Normal business hours

## SLR Security

Thursday 24 Dec - Business as usual  
Christmas Day - Business as usual  
Boxing Day - Business as usual  
Sunday 27 Dec - Business as usual  
Monday 28 Dec - Business as usual  
Tuesday 29 Dec - Business as usual  
Wednesday 30 Dec - Business as usual  
Thursday 31 Dec - Business as usual  
New Years Day - Business as usual  
Saturday 2 Jan - Business as usual  
Sunday 3 Jan - Business as usual  
Monday 4 Jan - Business as usual

## Rec Club

Thursday 24 Dec - 6am-1pm  
Christmas Day - Closed  
Boxing Day - Closed  
Sunday 27 Dec - 8am-6pm  
Monday 28 Dec - 8am-6pm  
Tuesday 29 Dec - 8am-6pm  
Wednesday 30 Dec - 8am-6pm  
Thursday 31 Dec - 8am-1pm  
New Years Day - Closed  
Saturday 2 Jan - 8am-6pm  
Sunday 3 Jan - 8am-6pm  
Monday 4 Jan - Normal business hours