

JULY 2, 2024

# Sanctuary Lakes Resort

## NEWSLETTER



### In this Issue

Approval of FY2025 Budget and Upcoming Fee Notices

Important Notice: Smoke Detectors During Ceremonies

Sanctuary Lakes Resort Services - Corporate Structure

Farewell to Trent Curwood

What to Expect From a Call to SLR Security and a Response

Waterfront Building - Entry and Foyer Upgrade

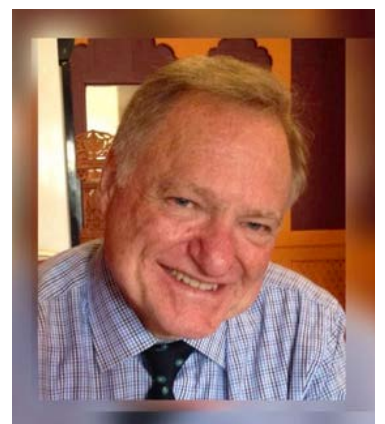


## New CEO Appointment - Jody Bosman

We are thrilled to announce the appointment of Jody Bosman as the new CEO of Sanctuary Lakes Resort Services.

Jody brings four decades of experience in local government and planning, across fields such as statutory planning, strategic planning, urban design, planning compliance, building control, local laws and public health, environmental planning, capital works, urban regeneration and planning administration.

Jody most recently served as the executive director of City Planning and Design for the City of Greater Dandenong. He is excited to join the team and is looking forward to working with all the residents, members, stakeholders and the Board.





## Announcements



### Approval of FY2025 Budget and Upcoming Fee Notices

Following the public consultation period and the Authorised Representative meeting last Wednesday, please note that the Board of SLRS has now met and approved the budget for FY2025.

Please keep an eye out for the Fee Letter, which will include Fee Notice FAQs. This communication will be issued one week prior to the actual fee notice being sent.

If you have any queries about your fee notice, please feel free to contact us via a help desk ticket on the residents' app or web portal.



### Important Notice: Smoke Detectors During Ceremonies

When conducting a religious or smoking ceremony, please kindly consider the smoke detectors. If triggered and monitored, our Security team is alerted from the control room and will respond to the site, assuming there is an emergency.

Thank you for your cooperation.



### Sanctuary Lakes Resort Services - Corporate Structure

If you're interested in learning about the SLRS Corporate Structure, please [click here](#), or visit the Residents App or Web Portal anytime.

You can find the document under **More Menu > Documents > Resort Management > Sanctuary Lakes Resort Services Corporate Structure**.





## Farewell to Trent Curwood

It is with a heavy heart that we announce the resignation of Trent Curwood. After ten years with the company, including 6.5 years as Chief Executive Officer, Trent’s final day at SLRS will be Thursday, July 11, 2024.

Trent commented, “The Resort is now in great shape, the financial performance is strong, and we have built a platform for sustainable service delivery over the next few years.”

Trent was appointed CEO in October 2017, having previously served as Finance Manager and Operations Manager. Over the past decade, Trent has led SLRS through a major restructure, including the creation of a communications department, the insourcing of security and the expansion of CCTV, and the ten-year extension of the maintenance agreement with Wyndham City Council.

We thank Trent for his long-standing dedication and commitment to SLRS throughout the years. His contributions have been invaluable to the growth and success of our team. As he embarks on a new chapter in his journey, we extend our sincerest wishes for his continued success and fulfillment.



Thank you, Trent – we’re going to miss you!





## What to Expect From a Call to SLR Security and a Response

Security Team will always respond to residents within Sanctuary Lakes Resort, that is unless they are dealing with an existing incident, but the team will advise you what to expect based on priority of each incident.

The Security Team will if the subject relates to a respective agency also refer you to call Victoria Police or Wyndham City Council or other related departments to raise your concerns.

Some of the reasons the security team may request you to report to the relevant enforcement agency could include but not limited to:

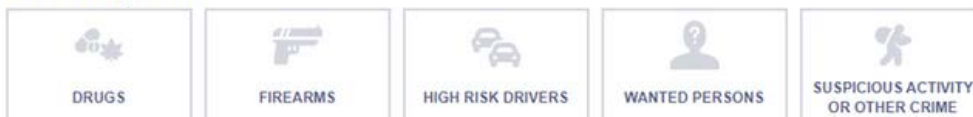
- Noise Complaints
- Illegal Parking
- All Animals welfare queries
- Criminal Activity
  - Hooning / Monkey Bikes
  - Speeding / Reckless driving
  - Theft / Property Damage

Please be aware that it is up to the complainant to escalate/report the matter to these relevant agencies and/or lodge crime stopper online reports and/or Wyndham city council service requests and NOT the security team.

Its also important to capture any mobile phone photos and videos to upload into any reporting as well.

The Vic Pol crime stoppers online report link and what to report <https://www.crimestoppersvic.com.au/report-a-crime/>

### What is the report about?

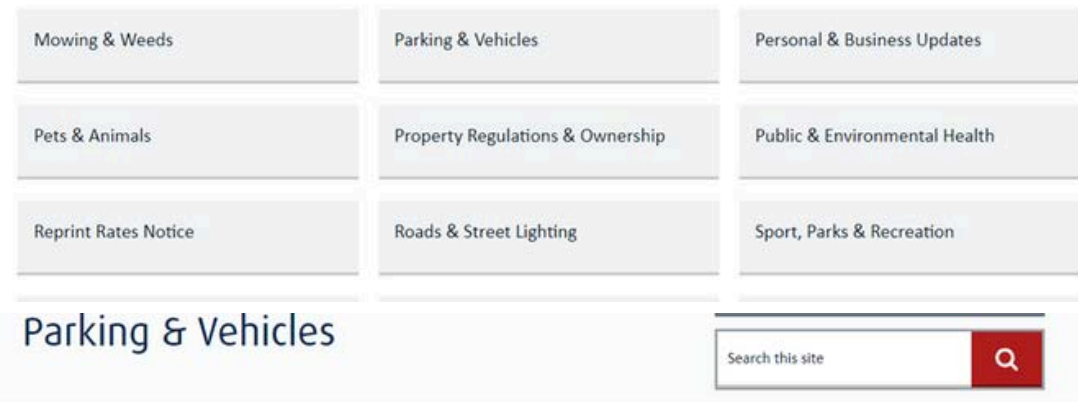


The Wyndham City Council service request online report link and what to report <https://www.wyndham.vic.gov.au/request-a-service>





# What to Expect From a Call to SLR Security and a Response



Please submit your request for issues related to abandoned vehicles, unauthorised parking, or any parking-related questions.

If the matter you report is urgent or a hazardous situation that may cause physical harm to a person or property, please call Wyndham City on 1300 023 411 (including after Business Hours).

I want to request a service ...



The security team will raise (in line with Standard Operating Procedures) incident reports, conduct CCTV Investigations and downloading of any relevant CCTV Files for preparation of evidence to be sent to Victoria Police if required, and where applicable lodge an online crime stopper report.

Additionally the Security Team can assist in troubleshooting security alarm systems however the team are NOT security technicians and are limited based on the levels of experience with each team member.

The SLRS fortnightly newsletter also includes Security related topics to assist residents in understanding in more detail which will include monthly crime reports within SLRS and other topics like but not limited to:

- The role of Security
- Smoke Detector general Maintenance
- Guide to prevent car theft
- Outdated Security Alarm systems
- Parking
- Exit Roundabout
- Security Alarm systems repairs and maintenance
- Noise/Barking Dogs
- Home Invasion
- Partial Alarming your home when you are sleeping

If any resident has any concerns about the performance of the SLRS Security Team you can email the Security Manager at [securitymanager@sanctuarylakes.com.au](mailto:securitymanager@sanctuarylakes.com.au) and include detailed specific concerns you wish to raise.





## Waterfront Building Updates

### Entry and Foyer Upgrade

Upgrade works at the Waterfront Building entry and foyer have progressed very well. They will continue for another 2 weeks, during which alternative access to the Recreation Club will remain in place. The plumbing and electrical fit out, and the placement of relevant furniture and planting, will take the works into mid-July 2024 (from the original anticipated 6 weeks planned, to 8 weeks).

The official re-opening of the main entry and foyer area will be communicated once confirmed.



### Anaia Cafe - Restaurant - Bar

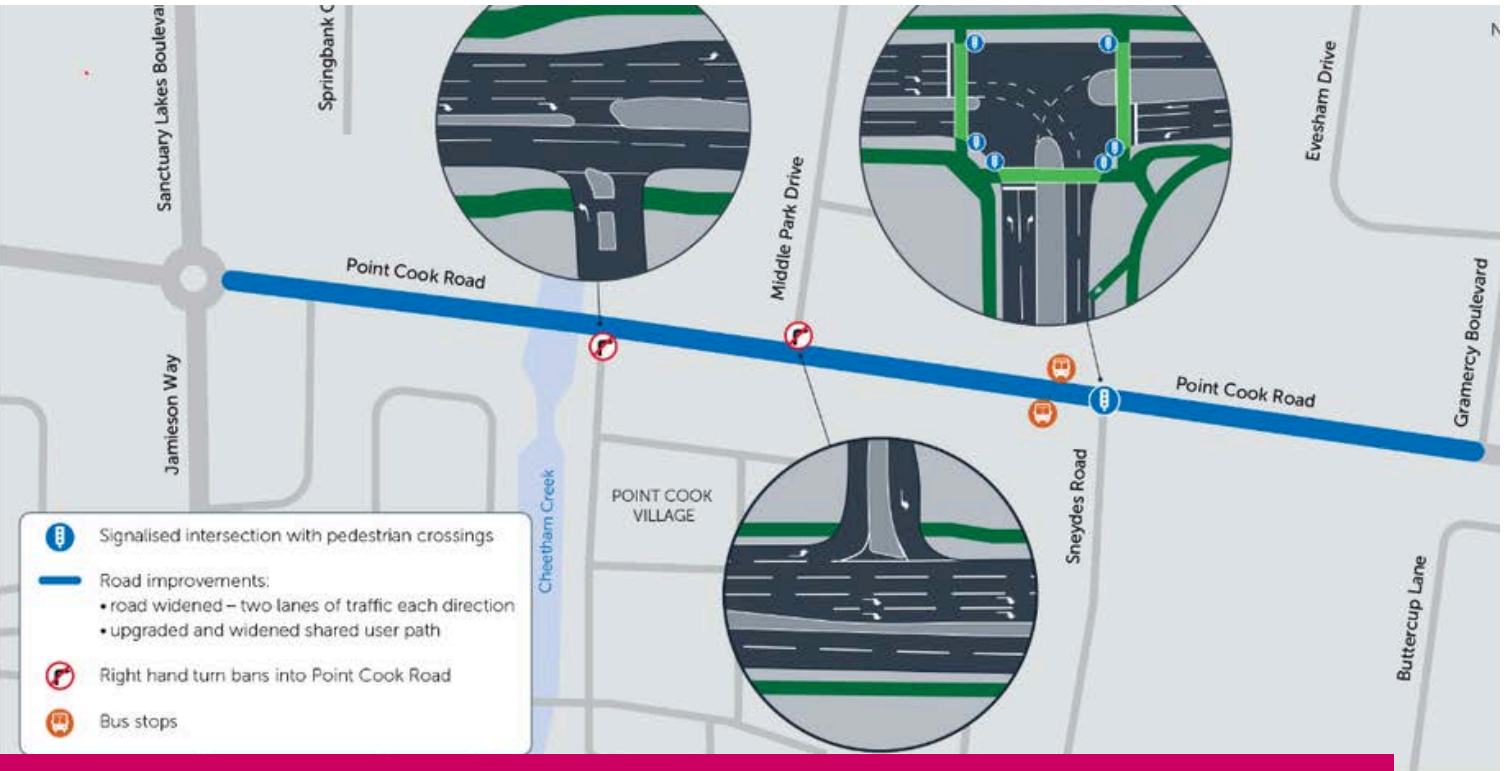
Over the past few weeks, renovations have been underway, as the space is undergoing a full transformation! Various trades have been hard at work renovating both the interior and exterior, to bring a more inviting and delightful experience for residents and the community.

Here's some of what you can look forward to:

- A fresh new look with modern décor and cozy seating areas.
- Expanded menu featuring delicious new offerings and great coffee.
- An exciting bar with cocktails!



Stay tuned for updates through our Newsletters and the Residents App regarding this wonderful addition to our community.



## Point Cook Road and Sneydes Road Intersection Update

A message from VicRoads:

To improve safety, we are upgrading the Point Cook Road and Sneydes Road intersection by installing traffic lights, pedestrian crossings and building extra traffic lanes.

Please see the map above for more information about the improvements. Works are expected to start in late June 2024 and be completed at the end of **2024**.

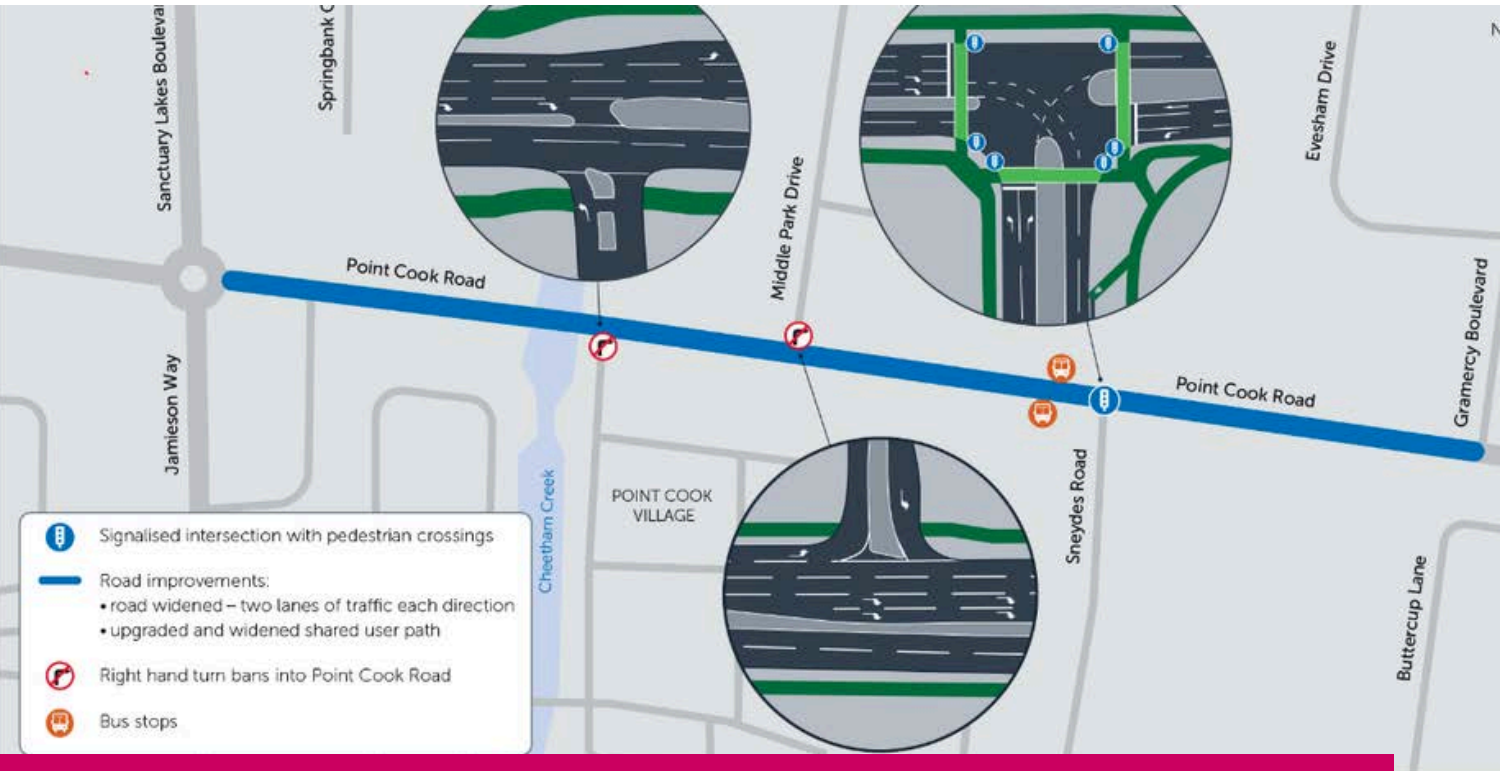
### Upcoming nightworks

We will be setting up traffic management and making changes along Point Cook Road between the Jamieson Way/Sanctuary Lakes Boulevard roundabout and Gramercy Boulevard. This will help create a safe works area for our crew during construction, while allowing two-way traffic to continue flowing on Point Cook Road.

These works are expected to take approximately one week to complete. Crews will be working at night between 8pm and 5am to minimise disruptions to traffic.

You can expect:

- Lane closures along Point Cook Road with reduced speed limits in place. Traffic controllers and signs will be on-site to maintain two-way traffic on Point Cook Road.
- Low to medium levels of noise from equipment and machinery - we'll work towards minimising noise as much as possible.



## Point Cook Road and Sneydes Road Intersection Update

- Access to properties will be maintained. If any works disrupt access to driveways, traffic controllers will be on-site to help residents in and out of properties.

### What's next

Once the traffic management has been set up, crews will work along the northbound lanes of Point Cook Road. Works will take place during the day from 7am to 6pm; Mondays to Fridays.

You can expect:

- two-way traffic to be maintained along Point Cook Road with reduced speed limits in place temporary bus stop closures and relocations. Please visit the Public Transport Victoria website ([ptv.vic.gov.au](http://ptv.vic.gov.au)) to stay updated with the latest disruption information
- temporary footpath closures with signed detours for pedestrians, and
- access to properties will be maintained. If any works disrupt access to driveways, traffic controllers will be on-site to help residents in and out of properties.

### Contact us

To find out more or if you would like to sign up for our project mailing list, visit the VicRoads website ([vicroads.vic.gov.au](http://vicroads.vic.gov.au)) and search 'Point Cook Road and Sneydes Road intersection upgrade'.

If you have any questions, please get in touch with our team via email to [DOTroadprojects@transport.vic.gov.au](mailto:DOTroadprojects@transport.vic.gov.au) or phone on 13 11 70.





SANCTUARY LAKES  
GOLF CLUB

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# Join the SANCTUARY CLUB PASS



AND EXPERIENCE THE CLUB &  
COURSE WITH THIS 4 MONTH PASS!

Attend the information night: 25th July 7pm - 8pm & WIN multiple Golf Prizes up for grabs

**\$600 OR \$35 PER WEEK\***

Includes: Course access Monday-Friday at our Top 100 Ranked Greg Norman designed Golf Course, Sundays after 3pm, join SLGC's fortnightly 9 Hole Social Golf Thursday afternoon with fortnightly prizes & get benefits that members get from club discounts to joining our weekly Friday jackpot nights.

*Affiliation fees may apply\**

## WHY JOIN?

Whether you're a social player, avid golfer looking for a new club or you're just wanting to join somewhere for the very first time, then this is perfect for you. Meet like-minded people to play and socialise with at Sanctuary Lakes Golf Club.

## WHEN:

Aug-  
Nov  
2024

## CONTACT DETAILS:

 9394 9494  [club@sanctuarylakesclub.com.au](mailto:club@sanctuarylakesclub.com.au)

**SIGN  
UP**