

JULY 25, 2023

Sanctuary Lakes Resort

NEWSLETTER



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Town Hall Meeting

We are excited to invite you to our annual Town Hall Meeting, a platform designed to discuss a wide range of topics affecting Sanctuary Lakes prior to the AGM's for the individual Owners Corporations.

As a Sanctuary Lakes Lot Owner, your input is invaluable. The Town Hall meeting is an opportunity for you to share your concerns, ideas, and aspirations for the community. By attending, you can make your voice heard directly by the SLRS Board and Management, SLRS Authorised Representatives, Committee Members, and your fellow residents. We encourage you to participate, even if you can't attend in person

We understand that busy schedules or unforeseen circumstances may prevent some from attending in person. If you are unable to join us physically, we encourage you to submit your questions ahead of time. Please send your questions to communications@sanctuarylakes.com.au by Friday, August 4th. Rest assured that if we are unable to answer all questions during the allocated time frame, we will publish all questions and answers, making them available to all Lot Owners.



Announcements



AGM Notice of Meeting and Agenda

We have commenced sending out the Annual General Meeting notices and agendas this week, and will continue to do so over the next couple of weeks. With the first of the 44 meetings beginning Saturday 12th of August, meetings will run right through to the last weekend of August.

The date and time for your AGM is noted on the first page of the Notice of Meeting, and we encourage all owners to come along to the meeting.

It's a great opportunity to understand the workings of your Owners Corporation, meet your neighbours, and join the Committee.



Dogs off Lead

We have recently been receiving reports of dogs off lead.

Here in Wyndham we have leash laws that require all dogs to be on lead in public places unless in a designated off-lead area of which there are none in Sanctuary Lakes.

All residents and visitors have the right to use open space without fear of being attacked by a dog.

Any dog attack on a person or animal should be reported to Wyndham City on 1300 023 411 as soon as possible. Wyndham City's main objective is community safety and the harmonious use of open space.

An enclosed off lead dog park is located nearby at Saltwater Reserve if dog owners are looking for a place to exercise their furry friends!



Have Your Details Changed?

Have any of your details changed? Please don't forget to update us if your mailing address, phone number or email address has recently changed.

Please forward any changes by logging a Help Desk Ticket or send to ocmanager@sanctuarylakes.com.au.



Times Square Park Update

We are excited to announce that the Times Square Park Upgrade is progressing wonderfully! The much-anticipated project is set to be completed in the next few weeks, bringing a fresh and vibrant recreational space for the community to enjoy.

For those curious about the concept and detailed plans of the park, Wyndham have made them easily accessible, simply visit the following link: <https://theloop.wyndham.vic.gov.au/times-square-park-upgrade> to view all the exciting features and improvements that are in store for this community space.

The enhanced play space and facilities are sure to spark joy and create happy memories for the young ones. We encourage you to capture these moments and share your photos of the play space being used by tagging us on social media.

As we approach the completion date, we eagerly anticipate the grand opening of the Times Square Park Upgrade.

Stay tuned for further updates on the official unveiling and opening. We look forward to seeing you at the new Times Square Park!





The Sanctuary Lakes Vacuum Sewerage System

Due to the flat ground and relatively high underground water levels at Sanctuary Lakes, our development has been provided with a Vacuum Sewerage System. This system operates differently to the Gravity Sewerage System that services most of Greater Western Water's (GWW) area and needs a degree of special care to operate reliably.

A vacuum system requires pumps, whereas gravity system do not. Vacuum systems can easily be damaged by solid objects, such as ice cream sticks, toys, and building rubbish, being flushed down the toilet. Blockages can result in sewage overflow into the street or gardens.

While you should not notice any difference in your home due to the vacuum system, GWW need your help to reduce the risk of sewage overflows by taking care not to put items into the sewer that may block or interfere with the vacuum sewerage system.

What is a Vacuum Sewerage System?

A vacuum sewerage system is made up of three main components:

1. House Connections:

Each house in Sanctuary Lakes has normal gravity plumbing connecting the sink, baths, laundry, and toilets to a pit in the street. This plumbing is no different to any other common sewerage system.

2. Collection Pit and Valve:

Pits located in the street collect sewage from four or more houses and contain a special valve connected to a central vacuum pump. When the pit fills to a set level, the valve opens and the sewage is sucked away to the vacuum pump. When the pit empties, the valve shuts again. It is this valve that is sensitive to blockages, and if it's not working, the pit may overflow.

3. Vacuum Pipes and Pump:

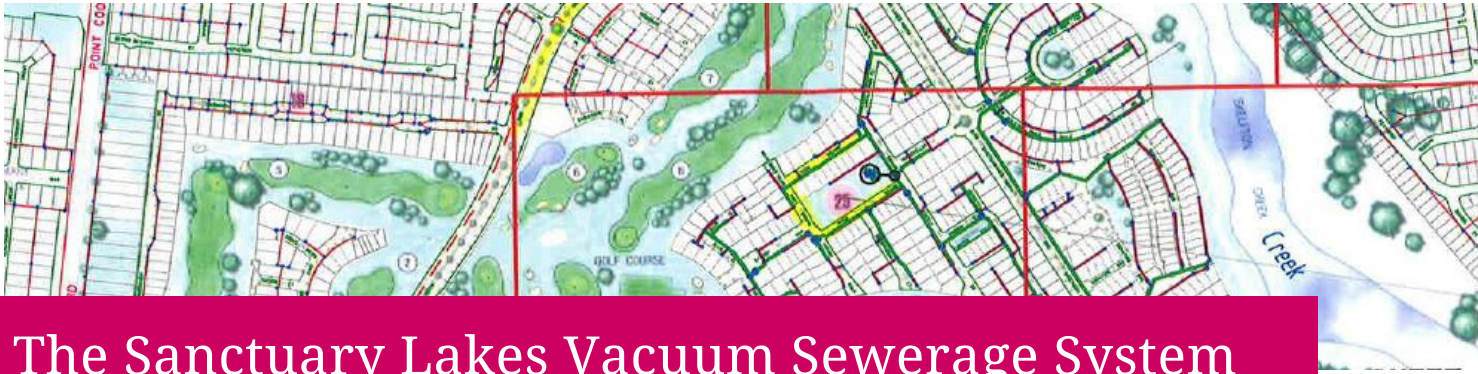
A series of pipes connect all the pits to the central Vacuum Pump. This pump operates automatically to maintain a strong vacuum across the whole area. It discharges the sewage to Greater Western Water's main sewerage system.

Helping Preventing Blockages?

You can help prevent blockages and overflows at Sanctuary Lakes. By simply applying common sense and care not to put anything down your sink or toilet that may block the valve.

Such items include:

- Building Rubble or Off-cuts
- Plastic
- Glass and anything hard or non-degradable
- Rubbish
- Wood
- Garden refuse
- Sanitary Items

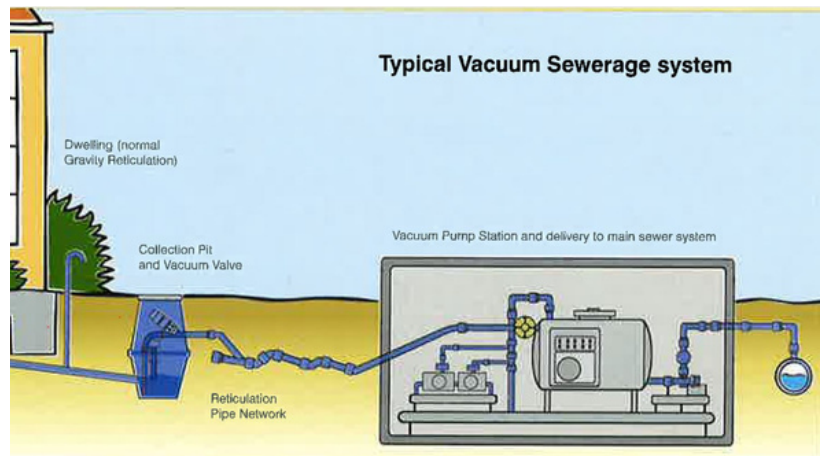


The Sanctuary Lakes Vacuum Sewerage System

Why do blockages & overflows occur?

The valve in each pit works by a vacuum plunger opening when the pit is full and closing when the pit is empty.

When closed, the vacuum in the line is sealed off which is necessary for the system to work. If rubbish gets caught in the plunger the vacuum may not seal off properly causing a loss of vacuum to a point where this valve and others nearby will not operate efficiently when the pits fill.



In extreme cases when the pits are full, sewage will either overflow onto the street, or back up and overflow inside the nearest house.

Greater Western Water is made aware of potential overflows through its automatic alarm system and they are usually able to attend the site before any overflow occurs.

Other reasons for sewage overflows:

The pipes that form a part of this Vacuum Sewerage System are relatively shallow when compared to traditional gravity systems and there is an increased risk for these pipes to be damaged. It is important to take care not to damage the vacuum pipes during excavation and construction works. Contractors undertaking any work should locate the vacuum system pipes and other services first. If a pipe is broken, please contact Greater Western Water immediately on 1800 132 642.

It's important to take care:

It is an offence to establish an unauthorised stormwater connection to the sewer, and it is also an offence to put items into the sewerage system that are not allowed.

Customers will be responsible for the costs of any repairs that may need to be undertaken to remove an unauthorised connection.

We hope you have found this information useful. If you have any additional questions regarding the Vacuum Sewerage System, please don't hesitate to reach out to us through the Help Desk Ticket function on the Residents App – Kindred. Alternatively, you may choose to contact Greater Western Water directly for further assistance.



Noise Pollution

Noise pollution can be defined as a sound level that is annoying, distracting and harmful to a person's wellbeing and that's why we need to be aware of the noise we make, especially out of hours.

The noise guidelines at Sanctuary Lakes are set by the Environmental Protection Authority's Residential Noise Regulations and are in line with the Environmental Protection Act 2017.

'Residential noise' is noise coming from a residential property and its surroundings.

It can include noise from:

- stereos or radios;
- televisions;
- air conditioners;
- lawn mowers;
- power tools used during home renovations;
- construction of houses and apartments.

Everyday household activities can cause residential noise and disturb neighbours. Noise can be unreasonable if a neighbour can hear it in a habitable room of their home.

If you are experiencing noise problems please contact Victoria Police in the first instance and then our Security Team. Security will attend and if they deem it safe to do so they will door knock and ask for the music / noise to be lowered.

Noise is also 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/public holidays before 9am and after 8pm. However, residential noise can still be considered unreasonable within the permitted timeframes if it is consistent.

If a noisy neighbour is annoying you, try talking to them first. They may not know there is a problem. However, if that does not work, you can report the noise to Wyndham City Council or if it's a late night party, the police. Please also contact the police if you feel that your noisy neighbour is threatening you.



Noise Pollution

When a noise complaint is made and investigated, a number of factors are taken into consideration when deciding whether the noise is unreasonable.

These are things like:

- it's volume – how far the noise spreads;
- it's intensity – how loud or how many decibels it is;
- the type of noise and what it sounds like;
- how close it is to neighbours;
- how long it continues;
- how often it occurs

You can read more about the regulations and what is defined as excessive noise on the EPA Victoria website <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 or EPA's 24 hour noise pollution hotline on 1300 372 842.



Town Hall Meeting

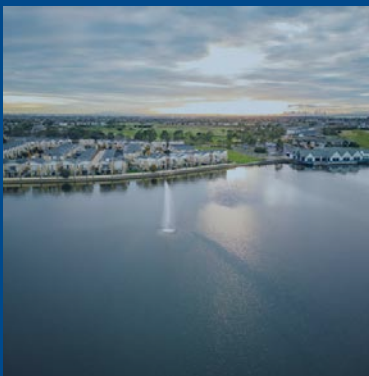
TUESDAY 8TH
AUGUST 2023
7:00-8:30PM



Topic of Discussions



A year in review, where we're going and how we'll get there.



The 2023 Town Hall Meeting will be hosted in person in the community room at 72 Greg Norman Drive.

If you have questions you'd like answered on the night, please forward through to communications@sanctuarylakes.com.au by Friday 4th August.

This meeting will be recorded and uploaded to our YouTube page.



SANCTUARY LAKES
GOLF CLUB

P R E S E N T S



CHRISTMAS IN JULY

FRIDAY

28TH
JULY

MUSIC BY



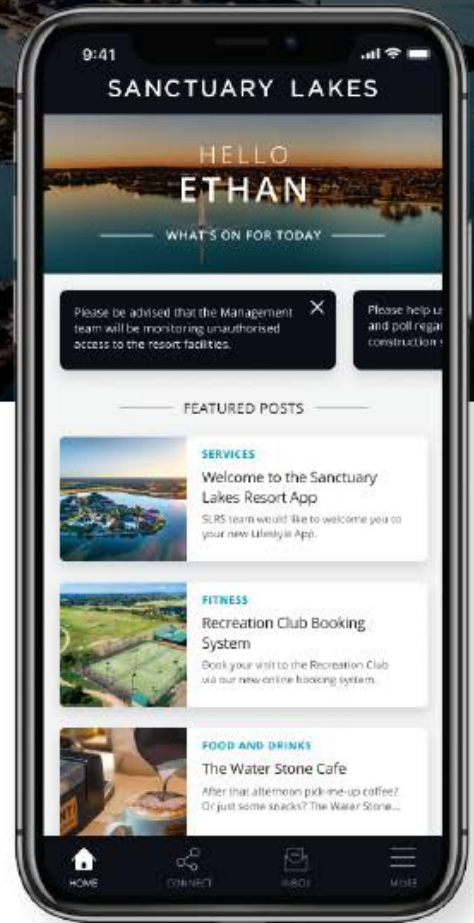
Mark Belvedere & Michelle Gardiner
Performing classic hits

**\$65.00 PER PERSON INCLUDES 2 COURSE CHRISTMAS SET MENU &
COMPLIMENTARY CHAMPAGNE OR BEER ON ARRIVAL
DOORS OPEN AT 6:30 PM
DINNER TO BE SERVED AT 7PM - FUNCTION ROOM**

SANCTUARY LAKES GOLF CLUB - 70 GREG NORMAN DRIVE POINT COOK

TO PRE-BOOK YOUR TICKETS CALL 03 9394 9494 OR EMAIL
CLUB@SANCTUARYLAKESCLUB.COM.AU

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

