

Owners Update April 2024

Welcome to our Newest Residents



Welcome to the owners of Villas 11, 118, 128, 130, 132, 147, 151 and 152 who joined us in April 2024.



Police Visit

On 9th April, police volunteer Craig McConaghy came to talk to us about police matters.

He talked about the importance of spatial awareness and being vigilant about people around you as you go about in public.

Thefts these days are now conducted by people who come from afar, they commit the crime and by the time the police arrive they are far away back to where they came from.

Craig gave us statistics of Pacific Paradise crime in the previous month:

- 7 drug offences
- 5 traffic violations
- 3 disorderly conduct
- 1 theft
- 1 property damage
- 1 unlawful entry
- 5 domestic violence

He then talked about police's role which is now a long way away from constable plod walking the street, greeting locals and keeping order.

Police now are in the IT age and rely largely on the public notifications of untoward happenings. When a number of these are reported they then go and investigate.

This could be unusual events happening in an area near you, that in the past you have shrugged your shoulders and ignored thinking the police would be aware. You generally won't report it to the police not wanting to bother with it.

Therefore, Mr McConaghy talked at length about the importance of an app called police link which you simply and anonymously (if you wish) report things by sending a quick text message with optional photos/videos. It reports your global position, only while you use the app so to the police this is most helpful as they may get many reports of incidents and they would then go and investigate.

Alternatively, you can report things by phoning police link ph: 131444 however the app is by far the most useful and easy to use.

Photo of app below available on the App Store and what is inside as you open it. Instant connection with your global position notified to the recipients, which is usually the first thing the emergency responders ask you.



Police Drive Throughs

In response to a request from the HOC to the Maroochydore Police Superintendent, occasional police drive throughs will now occur throughout our resort.

This will enhance security within our resort, so if you see a police car driving slowly through the resort don't be concerned.

Do bear in mind that speed limits within the resort are enforceable.

Pedestrian Gates

- Recently the pedestrian gates have been left unsecured on a number of occasions
- One of the reasons we live in this wonderful place is because we feel secure, but if residents don't ensure the pedestrian gates are fully closed and locked before exiting and entering, we may not be considering the security of all the residents of the Resort.
- Please take the time to ensure the gates are closed before leaving and entering the Resort.
- Remember security means we all must be vigilant.
- But please also be gentle when closing the gates so the locking mechanism isn't broken

Clubhouse Update



Progress is continuing.

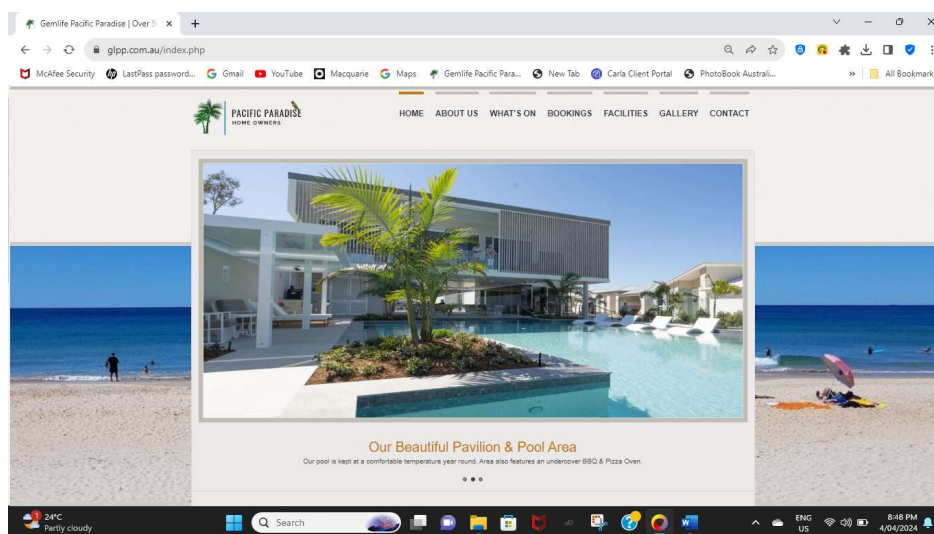
The clubhouse is still on track to be completed by the second quarter of 2024; however, handover is now expected in July 2024.

Discussion is under way with regard to bar fridges and the location of the Activity Centre, and questions regarding design detail are being posed by many special interest groups. We are awaiting further responses from the Park Owners and will communicate responses as they come in.

HOC Resident Orientation

To date seventy-two residents have signed up for the resident orientation and have indicated it is a great help in getting settled and knowing the lay of the land. These sessions are open to both new and current residents and take approximately one and a half hours to complete. There is no cost associated with the orientation. The anticipated date for the May session will be at 9:00am on Friday 24th May 2024. Please email hocpacificparadise@gmail.com if you wish to attend.

GLPP Website



Don't forget to check out the GLPP website for all kinds of useful and interesting information. Navigate to the website using the link <https://www.glpp.com.au/>. Password

is Hello (with a capital H). Save it to your favourites so it is handy any time you need to check something.

Lost and Found

The most common area for leaving things behind is the pool area. But anywhere within the resort, if you lose items such as clothing, goggles, etc., check the wooden box at the top of the stairs under the notice board in the upper pavilion.

For any valuable items such as watches, phones, jewellery, and the like check with the Park Manager's Office to see whether it has been handed in.

Pavilion Cleaning

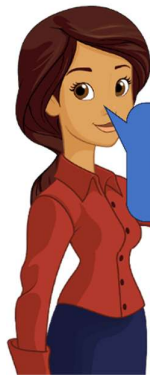
A reminder to all that both the upper and lower pavilion, and the BBQs **MUST** be cleaned after every event:

- Tables all wiped down.
- Any garbage removed and placed in the downstairs bins.
- Floors vacuumed and mopped.

How to Register for a SMEG Demo



I will leave this in for a few months for new residents who may not have seen it yet. SMEG demos are conducted regularly at different resorts so that our residents can learn about the functionality of their kitchen appliances. The link to register for a SMEG demonstration is <https://www.gemlife.com.au/smegdemo>. Then just complete the details on the online form and click **Submit** to register your interest. You will then receive notifications of upcoming demonstrations.



Let's go
over this
again

Keeping our Resort Safe

- Speeding on pathways
- Speeding on roads
- Community Security
- Unruly Guests

We cover these safety issues in every Owners Update as a reminder to all residents that safety within the resort is a number one priority. The safety standard we ignore is the safety standard we set, so let's keep our standard 'up there.' It is my sincere hope that it will always be just a reminder, not advice of an incident.



Bikes and Scooters on Pathways

As our population within the resort grows, so does our traffic – including footpath traffic, Residents with walking frames or walking sticks, coupled with bikers, motorised mobility scooters, electric scooters and more. There have been a few near misses on our shared paths. **Please slow down.**

Reminder – Speeding on Roads.



At the request of the HOC, the Park Owner has installed extra speed signage throughout the Resort including a **STOP** sign exiting the Resort, **GIVE WAY** signs at Crystal Ave and a mirror at the gate to assist with traffic entering the Resort.

The GemLife Safety Team has determined that the mirror at the gate provides a sufficient safety protocol and emphasises the focus on adhering to the 10kmp and the shared zone road rule.

Queensland Transport has confirmed that the laws of the roads outside the Resort apply to the roads within the Resort. Residents should be aware they could be fined for breaking the Law.

Please also be mindful of the speed limits and stop signs when cycling or scootering.

Community Security

There have been instances where visitors or “unknown” persons have been in the Resort unaccompanied and some confusion over who, where and when a visitor must wear the visitor lanyard. The answers are quite simple:

- If your visitors are with you – **No Lanyard required.** Just don't leave them alone in the Pavilion/Pool area.
- If they come to the Bar area of the Pavilion with you - **No Lanyard required.**
- If your Visitors would like to go for a walk on their own and see just how lucky we are to live here – sure no problem – **Lanyard required.** It would be very embarrassing if your visitor were asked who they were and what they were doing here.

Visitors without Lanyards

- Sometimes visitors may come through the entry Pedestrian Gate and may be making their way to a family's villa, or a resident friend's villa. They won't be wearing a lanyard if they've just come through the gate.
- We do need to be mindful of visitors walking around alone with no lanyard. Security wise if we don't know the person we should check. Question such a visitor respectfully, asking them which villa and whom they are visiting. If their answer adds up, welcome them to the resort and direct them to the villa. Even offer to walk them there if you're feeling gregarious.
- It's a bit of a rock and a hard place. Be alert but not alarmed. It can also help if residents let their visitors know in advance that they may be questioned when walking around alone without a lanyard.

Visitor Parking

- On the topic of lanyards, if you have visitors occupying Visitor parking overnight, please provide them with a lanyard to display on their dashboard or ask them to provide a note on the dash stating the Villa Number they are visiting. Without this, if a Visitors car has to be moved in the event of an emergency, or for any other reason, we have no way of knowing which Villa to contact.

Unruly Guests

- If you see or hear visitors or unsupervised guests misbehaving within the resort, please refer to Park Managers.

Offensive Language in the Resort

Our Park Managers have spoken on numerous occasions to the Construction team regarding the offensive language and loud music often coming from the construction site.

The Construction Supervisor reminds employees regularly at Toolbox Talks to refrain, however if these reminders are not enough, please report the occurrence to Park Managers as soon as possible.

Dogs in the Pavilion Area

Just a reminder that dogs are not permitted in the pavilion/swimming pool area, or the tennis court area or the Fire Pit area.

Customer Support

From time-to-time residents may need assistance with problems in their Villas within the 12-month owners warranty period. If you need to have a particular concern rectified, please address your issues to pcs@gemlife.com.au.

Other concerns relating to the Resort such as your electricity bills, site rent, bus bookings, flash flooding, speeding vehicles etc, should be addressed to the Park Managers.

paradise.manager@gemlife.com.au.

Should you have any questions or need further information please email the HOC (hocpacificparadise@gmail.com) or have a chat with any of the committee members, they are keen to assist owners in any way. Please give them your support as they will give you theirs.

YOUR HOMEOWNERS COMMITTEE 2023/2024



Graham Butler
Acting Chairperson
Villa 90



Tanneke Booth
Treasurer
Villa 85



Julie Hume
Acting Secretary
Villa 137



John Harvey
Villa 104



Sonia Smithers
Villa 11



Jim Walsh
Villa 93



Glen Hall
Villa 15

Every day living here is another day in paradise.

Julie Hume
Acting HOC Secretary
March 2024