

## Home Owners Committee Owners Update August 2024

### Welcome to our Newest Residents



Welcome to the owners of Villas 83,154,167,168,176,188 and 191 who joined us in August 2024.

We now have 186 villas settled and 332 residents living in our beautiful resort.

### Your 2024/25 HOC Committee

Shane Storer (Chairperson), Mary Earnshaw (Secretary), Tanneke Booth (Treasurer) , John Harvey, Ian Nichol, Gary Savill and Amanda McDowell (Committee Persons).

### Your 2024/25 Social Committee

Sue Story (Social Committee co-ordinator), Jude Hall (Secretary), Lorei Blunden (Treasurer)  
Lynn Roper ( Social Communications), Sue Story (Events Manager,)  
Debbie Whitfield (Assistant Events Manager),Greg Blunden (Newsletter),Gail May (Raffles)  
Dee Beath (Bingo)

### Your 2024/25 Bar Managers

Lyndall and Richard Armstrong

### Your 2024/25 Kitchen Supervisors (New Positions)

#### Calling for expressions of interest.

These roles are integral to the HOC keeping their Licence . You don't have to be a chef. What you do need to do is be prepared to oversee the health and safety of the kitchen. That doesn't mean you have to be in the kitchen at every event or function, but you do need to monitor and ensure all safety and health conditions are adhered to. You will need to do a kitchen supervisor course online. It's not about cooking, it's about safety in the kitchen, so if you feel you would like to volunteer to take on one of those positions, please let me know - [hocpacificparadise@gmail.com](mailto:hocpacificparadise@gmail.com)

Don't be afraid you will have GemLife's Matt there to help you get started.

Please give these volunteers your support and remember, at the end of the day, these people are residents who have chosen to give up their time to help make this the perfect place to live. Let's support them and enjoy what we have.

## Clubhouse Update – Its almost there and looking really swish!



Official opening is the 12<sup>th</sup> of September by invitation. If you haven't received your invitation, please see our Park Manager Lana.

Please be patient with your HOC as we move to a new phase in our Resort with the opening of the Clubhouse. Good things take time, learning and adjustment. "Rome wasn't built in a day and nor was our Clubhouse, but we are nearly there.

### Our Very Own Hairdresser



As of the 12<sup>th</sup> of September, we will have our very own hairdresser. Please call in and say hello to Mary (yes, I know another Mary), but she seems very nice and has a lot of experience. You will need to make **bookings directly with Mary on 0402 524 220** as this is her business not associated with GemLife nor the HOC. She will be paying for all outgoings, products etc.

Mary is initially offering hairdressing services, however, may look at other beautician services moving forward. Her prices can be found on the website. Just look for the photo of the hairdresser and the price list is under that. <https://www.glpp.com.au/facilities.php>

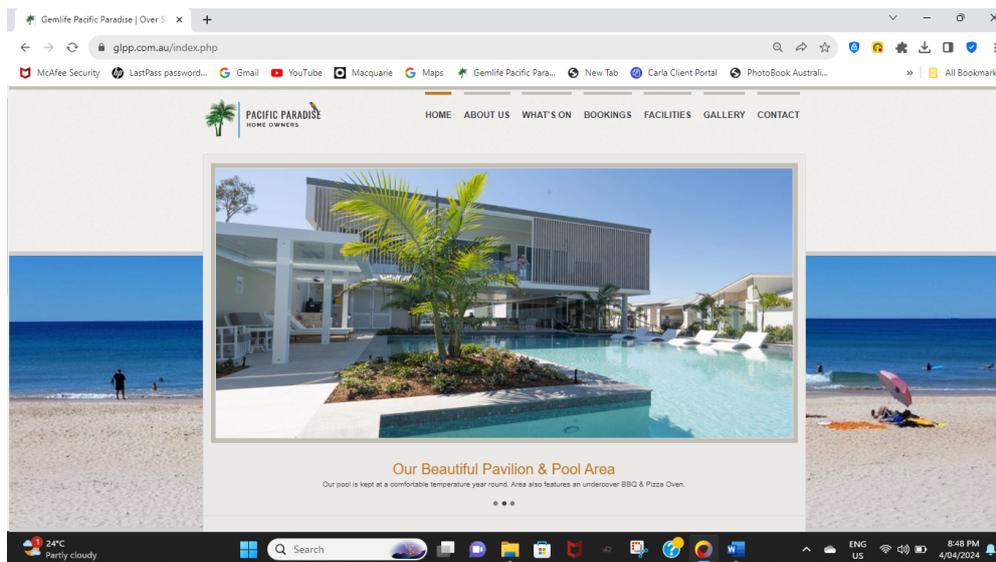
### HOC Resident Orientation

Many residents signed up for the resident orientation and indicated it has been a great help in getting settled in 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 September date for the next session is 9:00am on Friday 27<sup>th</sup> September 2024. Please email [hocpacificparadise@gmail.com](mailto:hocpacificparadise@gmail.com) if you wish to attend. Many thanks to Glen Hall who has offered to continue conducting the orientations.

## Cashless Resort

There have been enquiries in regard to using cash to pay for events, raffles, bar purchases etc. Unfortunately, the HOC cannot accept cash for a number of reasons including the need for accurate accountings and the responsibility of handling and banking cash. You can use your debit or credit card for all bar purchases, events, raffles etc. For those who still have money on their Villa cards, you will be able to use your card until the balance is depleted. Your villa cards will not be getting topped up as they are being phased out.

## 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). The Booking site is broken up into 3 categories – **Activities, Rooms and Venues, and Sports**. This is the first thing you see when going in to make a booking. Some areas are not Live at this stage, however, will be as soon as the Clubhouse is up and running. Save it to your favourites so it is handy any time you need to check something.

## How to Register for a SMEG Demo



SMEG demos are conducted regularly at various resorts so that 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.



### 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.

### 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.



### 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.**

At the request of the HOC, some time ago, the Park Owner 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.

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 even when cycling or scootering.



## Pedestrian Gates

- 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 other residents within the Resort.
- Please take the time to ensure the gates are closed before leaving and after entering the Resort.
- Please be gentle when closing the gates so the locking mechanism isn't broken.

## Community Security

There have been instances where visitors or "unknown" persons have been in the Resort unaccompanied and some confusion has occurred as to 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 your visitors alone in the Clubhouse or Pavilion/Pool area.
- 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.
- Sometimes visitors enter through the Pedestrian Gate and may be making their way to 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.
- 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.

## 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](mailto:pcs@gemlife.com.au).

If you feel you are not getting any response to your concerns from warranties after your initial contact with them, please see Park Manager Lana who will contact warranties to see if they can speed up the process.

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](mailto:paradise.manager@gemlife.com.au).

Should you have any questions or need further information please email the HOC [hocpacificparadise@gmail.com](mailto:hocpacificparadise@gmail.com) or have a chat with any of the committee members, they are keen to assist owners in any way.

*“Just another day in Paradise, where every hour is happy”.*

***Mary Earnshaw***  
***HOC Secretary***  
***August 2024***