

## Owners Update March 2024

### Welcome to our Newest Residents



Welcome to the owners of Villas 97, 102, 126, 127, 133, 136 and 170 who joined us in March 2024.

So far to date there have been 54 Villas settled in Stage 2.

### Thanks to Jill



HOC would like to officially thank Jillian Rickertt for her contribution as secretary. Jill has worked tirelessly to provide a high level of support and administration for both HOC and the community. The secretary role is a very busy and challenging one and Jill has always gone above and beyond in meeting the requirements and always with a smile. She leaves very large shoes to fill. We wish Jill all the best for the future.

### Welcome to New Bar Manager



HOC would like to thank everyone who nominated for the role of bar manager. HOC has appointed Lyndall Armstrong in the role until late August in line with the next AGM. Lyndall will be assisted by her husband Richard. Please support Lyndall and Richard as they undertake their new role and reach out if you would like to volunteer on the bar in any way.

## 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 sixty-nine 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 date for the April session will be at 8:30am on Friday 26 April. Please email [hocpacificparadise@gmail.com](mailto:hocpacificparadise@gmail.com) if you wish to attend.

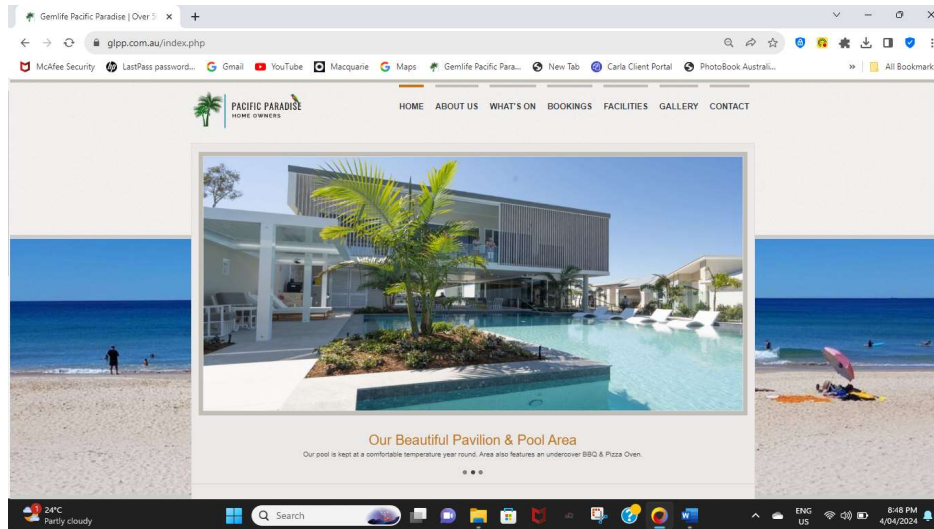
## Police Drive Throughs

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.

## 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.

## Diamond Drive or Diamond Avenue?



GemLife have confirmed that the 'official' name is Diamond Avenue. Google Maps has now been updated to the correct name.

## 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.



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.

## **Pedestrian Gates**

- There have also been times when residents and the Park Managers have noted that the pedestrian gates have been left unsecured.
- 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.

## **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](mailto: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](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. 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***