

Owners Update May 2024

Welcome to our Newest Residents



Welcome to the owners of Villas 112, 120, 155, 160, 162 and 175 who joined us in May 2024.

Emergency Management & Fire Evacuation Plan

Attached to the Owners Update email is a copy of the Emergency Management & Fire Evacuation Plan for Gemlife Pacific Paradise. Please read through this document so you are aware of the procedures. The document will be published soon on our website for easy access.

Bus Insurance Excess

The bus insurance excess has risen from \$500 to now \$700. Chloe will be advising drivers as they collect keys and/or make any bookings.

Resort Visitors

Reminder that visitors and Authorised Agents are not entitled to conduct any business or commerce at the Resort without first obtaining the Park Owner's consent. This includes letterbox drops.

Home Owners must ensure that their visitors are only in the Resort while the Home Owner is also present. Conduct of your visitors is your responsibility.

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 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 on the Pacific Paradise clubhouse.

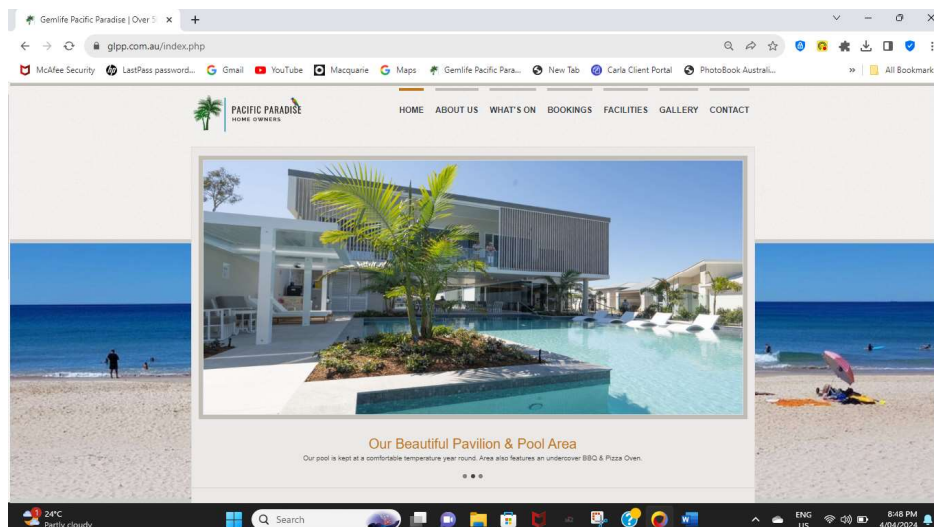
It seems that handover of our new clubhouse may not be occurring until September 2024 but this has not as yet been confirmed by the Park Owner.

For those of us who attended the open day at Palmwoods, we got to see their brand-new clubhouse and it was very impressive. If the quality and ambience of our clubhouse matches theirs, we will all be very satisfied.

HOC Resident Orientation

Many of our 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 June session will be at 9:00am on Friday 28th June 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.



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.

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



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
HOC Secretary
May 2024