

## Home Owners Committee Owners Update September 2024

### Welcome to our Newest Residents



Welcome to the owners of Villas 2, 180, 187 & 189 who joined us in September.

We now have 191 villas settled and 340 residents living in our beautiful resort.

### Clubhouse Update



The excitement was almost too much for some who could not wait to try out all the new equipment and facilities. Unfortunately, in some cases, this eagerness has led to some technical failures and safety concerns to which the HOC had to react.

Whilst the HOC does not want to be the bearer of negative news, it does, as your elected representatives, has a responsibility to make decisions that might not always suit everyone.

Moving forward:

The HOC is lucky to have residents that have extensive experience in putting procedures in place in a number of disciplines to ensure the safety and safe operation of the equipment available. You know who you are, and we thank you. Your input is invaluable.

There are still some areas that are a “works in progress” including use of the cinema, which is not difficult, but does require some guidance. Gary is working on putting together a training session shortly.

### Housekeeping



As with anything in life there are Rules in place that need to be followed. Please take the time to read through your Park Rules which are included in your welcome pack from GemLife when you moved in.

Just a reminder that the lap pool, spa, sauna and gymnasium is strictly for residents use only. All other areas of the Clubhouse and Pavilion can be used by visitors/guests who are over the age of 18 and in the company of a resident who has been trained on the use of the equipment.

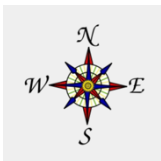


The HOC has requested bike racks be installed at the Clubhouse to give residents somewhere to park and prevent residents leaving their bikes and trikes at the entry to the clubhouse. Please respect other residents and park your bikes away from the front entry foyer .

We ask that all residents be patient, respect the Rules and Conditions of use and those residents who volunteer their time to ensure we all enjoy what we have in a safe and coordinated manner.

*Good things take time, learning and adjustment.*

### HOC Resident Orientation – Now 10<sup>th</sup> October



With the opening of the Clubhouse, teething problems and information being gathered from GemLife, the HOC decided to delay the next orientation so as to give residents the best updated information on their orientation.

Please email [hocpacificparadise@gmail.com](mailto:hocpacificparadise@gmail.com) if you wish to attend.

### GOOD NEWS:



#### More Songs please

Love to sing, listen to your favourite music? We want to know your favourite music/songs so that we can add it to the repertoire of songs available.

Please just let me know via email: [hocpacificparadise@gmail.com](mailto:hocpacificparadise@gmail.com)

### Front Entry Gate

GemLife has installed a UPS system to ensure that if there is a power outage or an issue with the front gates, they will automatically open and remain open until the power is back on or the issue has been rectified.

### Clubhouse Coffee Machine

As most will now be aware, the coffee machine in the Clubhouse have been calibrated to take \$2.00 TOKENS ONLY. Tokens come in a pack of 5 (\$10).

Trisha Hoffer has kindly volunteered to be at the Clubhouse Bar every Wednesday from 9.00-10.00am, starting next Wednesday 2nd October, to sell the coffee machine Tokens. Tokens can also be purchased at the bar on Friday and Sunday nights.

### Coffee Team Volunteers Needed

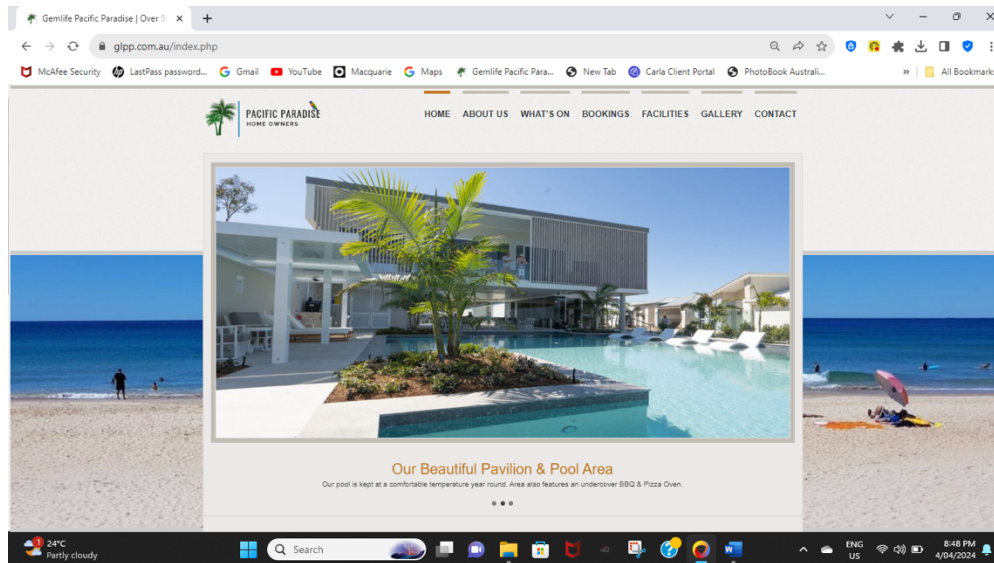


Thanks to Greg and Tony who have been looking after the machines for a very long time.

It is now time to increase the number of Coffee Team members. If you would like to assist Greg and Tony in keeping the machines clean, filled, maintained and ready for that very important cup of coffee, please let me know and I will put you in touch with Greg or Tony.

Just FYI the coffee machine gave out 550 cups of coffee in 15 days. Keep it up.

## 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/>.

The password is Hello (with a capital H).

The Booking site is broken up into 4 categories – **Activities - BBQ's & Crafts etc., Venues, Rooms, and Sporting Activities.** This is the first thing you see when going in to make a booking.

Our Web Master Graeme & Lynn our Calendar girl 🙄 has seen up to 40 bookings a day coming in which is great, BUT Graeme has asked that if you are part of an Interest Group such as lawn bowls, pool, table tennis, various activities etc, you delegate one member of your group to liaise with the HOC Secretary in regard to events, training etc, basically for any regular ongoing time slots/days.

The webmaster will then be advised and can block out regular time slots for your group so that another booking cannot be made. This way, only one line of contact is necessary advising us what you would like, instead of adding many individual bookings for the same time and day each week.

If you wish to make a booking for yourself at, say an hour of golf, or an hour of ten-pin bowling, then of course simply make the booking as normal.

## Additional Exercise Class

The HOC has received enquiries in regard to extra exercise classes in addition to the current classes. Vitor has advised he would be available to conduct an additional stretch & strength class on either Monday or Friday morning commencing at 8.30am.

GemLife sponsor a resident aqua class on a Tuesday and a stretch & strength class on a Wednesday. All other classes are paid classes. If you have visitors or guests that would like to join any of the paid classes, they are most welcome as long as they are accompanied by yourself and there is room in the class. Residents have priority.

Please let me know if you are interested in one of the above days and times.

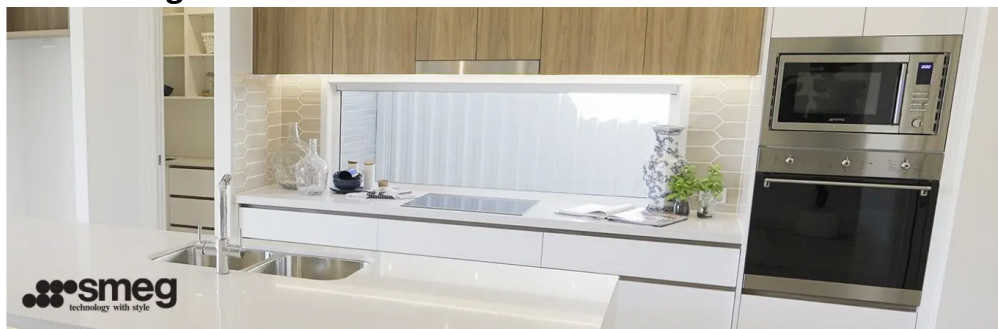
[hocpacificparadise@gmail.com](mailto:hocpacificparadise@gmail.com)

## Current Exercise Classes

Monday	7.30 – 8.15 7.30 – 8.30 1530 - 1600	Aqua in the outdoor pool with Vitor. \$10 per person. Resident organised Zumba via U Tube. No charge Circuit training with Vitor. \$10 per person. Residents only.
Tuesday	7.30 – 8.30	Aqua in the outdoor pool with Deb. GemLife sponsored No charge
Wednesday	7.30 – 8.15	Stretch and Strength in the Clubhouse with Vitor. GemLife sponsored No charge
Thursday	7.30 – 8.30	Resident organised Zumba via U Tube. No charge
Friday	7.30 – 8.15	Aqua in the outdoor pool with Vitor. \$10 per person

Apologies if I have missed any out. Everything should be on the calendar for all to see.

## 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".

## 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 was 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 [warranties@qabuild.com.au](mailto:warranties@qabuild.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 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).

Electricity queries or concerns should be directed to Prospecta. Email: [gemlife@prospecta-utilities.net](mailto:gemlife@prospecta-utilities.net) and phone number 1800 943 052

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.

YOUR HOME OWNERS COMMITTEE 2024/2025



Shane Storer  
Chairperson  
Villa 114



Mary Earnshaw  
Secretary  
Villa 9



Tanneke Booth  
Treasurer  
Villa 85



Ian Nichol  
Committee Member  
Villa 131



Amanda McDowell  
Committee Member  
Villa 122



John Harvey  
Committee Member  
Villa 104



Gary Savill  
Committee Member  
Villa 27

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

*Mary Earnshaw  
HOC Secretary  
September 2024*