

Owners Update September 2023

Welcome to our Newest Residents



Welcome to the owners of Villas 44, 78, 98, 99, 115, 123, 125, 135 and 138, who joined us in September 2023.

So far to date there have been 28 Villas settled and many more coming up.

Clubhouse Update



The Clubhouse is taking shape and rising quickly out of the ground. It is still on track to be completed by the second quarter of 2024.

HOC Resident Orientation

For some time now, the HOC has been concerned that residents may not have had an adequate orientation into the Resort and facilities. So, on 25th September we conducted our inaugural orientation session. It was very well received by all attendees. The next orientation is scheduled for 13th October and is booked out. There are limited places left for 16th October. 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, and further sessions will be scheduled as required. Please email HOC (hocpacificparadise@gmail.com) if you wish to express interest in attending a future session.

Portable Sound System



We are now the proud owners of a high-quality portable sound system that will add value to all our events. The system can easily be transported to different areas of the resort - e.g., tennis court, lower pavilion, any area of our clubhouse once complete. It provides music, public address, karaoke etc. for any function. HOC would like to thank GemLife for their generous contribution to the system.

Cleaning and Repair of Roads



Whilst construction continues the roads within the resort will continue to take a bashing. Park Owners have advised that cleaning and repairs will take place once construction is complete.

EV Charging Points within the Resort



EV charging points are designed within the clubhouse and will be installed as required from homeowner demand at the homeowners cost.

Fire Pit Area - Update from previous Owners Update:

The HOC can advise that the fire pit itself now has a cover, so please remember to replace it after use. However, we are still waiting for a response regarding what GemLife intend to install in the form of a shade cover for residents in the summer months. GemLife Design team are working on a solution and will advise the HOC when a solution has been found.

Garden Irrigation - Update from Previous Owners Update:

After inspection of some of the garden beds, GemLife have assured the HOC that a full audit is to be conducted so that faulty or inoperative irrigation systems will be rectified shortly.

Save the Dates



As previously advised by HOC the suggested date to change your smoke alarm batteries is **1st April** every year. Why are we telling you this in October? There are a couple of other appliances that our manuals suggest should be attended to every 6 months. So, we're suggesting that these dates be **1st October** and **1st April**.

- **Under Bench Water Filter**

Your warranty manual recommends that you change the filter every six months. It is up to each individual villa, and you may decide twelve months or longer, depending on your usage. The genuine filter is Emerson F-701R that you can buy online or locally, however there are other filters on the market that are cheaper and do the same job. Simply turn off the water tap under the sink, screw the old one off and replace it with the new one. Check that you have it on securely with no leaks.

- **Hot Water Cylinder Cleaning of Filter**

This is very important and should be done every six months, as recommended in your manual.

Do not open the top of your cylinder if it is going to clean the filter. Make sure it is off. It takes 5 – 10 minutes to clean from start to finish.



If you feel these tasks are too daunting for you, use our Helping Hands initiative to request assistance.

We suggest that you always refer to your manuals. It is independent living within the resort, but as HOC we are here to assist and trust this has been helpful for you.

OLD Record – New Sound.

YOU SOUND
LIKE A...



Can I please suggest that everyone review their Site Agreement that they signed when they moved into the Resort?

Speeding within the Village.



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.

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.

Community Security

There have been a number of 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 was asked who they were and what they were doing here.

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 have to be vigilant.

Unruly Guests

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

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.

As this is my **first** Owners Update as Secretary, I would like to thank you for taking the time to read it.

YOUR HOMEOWNERS COMMITTEE 2023/2024



Mary Earnshaw Chairperson Villa 9



Tanneke Booth Treasurer Villa 85.



Jillian Rickertt Secretary Villa 37



John Harvey Villa 104



Graham Butler Villa 90



Jim Walsh Villa 93



Sonia Smithers Villa 11

Please give them your support as they will give you theirs.

At the end of the day, we should embrace what we have and enjoy the fact we really do live in Paradise.

*Jillian Rickertt
HOC Secretary
September 2023*