



Security Weekly Update



Dear Residents,

We hope you had a Merry Christmas despite the unexpected tornado event on Christmas night, we thank you for your cooperation and support in the days that followed.

The Security team worked tirelessly on the night of the tornado to address the aftermath and minimise the impact to the site. They cleared blocked drains, manned Security gates that lost power, and removed fallen trees from roads to ensure the safety and accessibility in our community. The efforts by Security staff Greg Bourke, Dennis Seidel, Darryl Sheppard, Navin Sabnani, Daniel Simons, Tony Martin and Bret from the Facilities Team in extreme weather conditions went above and beyond expectations.

We also want to extend our thanks to those residents for their support over the following two days. Your understanding and encouragement, especially for the staff at the gates enduring high temperatures, was genuinely appreciated.

We are pleased to inform you that alarm connectivity between Security and the majority of affected homes has been restored. However, we are aware that a small number of properties may still be experiencing issues with their alarm modem (ONU), and they have been referred to the provider for additional support. We're also working with residents to replace faulty back up batteries that have discharged during the power outage. If there are any other issues with your alarm systems, please don't hesitate to contact us.



Additionally, thank you for your generosity with Christmas Cheer contributions. The assortment of gifts was fantastic and the beer, wine, fruit, chocolates, cakes and home baking was appreciated by the whole team.

Over the past 4 weeks, Security attended 17 Incidents. The most significant being the tornado event and subsequent power outage. There were two instances where a resident faced threats from a contractor, prompting police involvement to address the matter. Additionally, a man reported to have fallen from a tinnie in the Coomera River near Marine Drive East and was later found safe on a nearby jetty. We also handled 3 minor incidents of disorder at the Hotel and in The Village.

First Aid support was given at 15 Medical Incidents, with 5 of these occurring during the power outage. Among these incidents, the most severe cases involved a woman suffering a heart attack and a man sustaining head injuries after falling from a moving buggy. Out of the 15 medical incidents, 12 involved residents and notably 10 patients required additional hospital treatment.

From the whole team, we wish you a safe and prosperous New Year!

Regards,

Mike Telea

Sanctuary Cove Security