

# SCCSL NEWSLETTER

Dear Residents,

Please see below important update.

## Village Gate Upgrades by Mulpha Developments Sanctuary Cove

### **Phase 1 (24 June 2024 – 30 June 2024)**

- The entry and exit through Village gates will be commenced by Mulpha Sanctuary Cove Developments on 24 June 2024 with a two-way bypass constructed through the Mulpha Village carpark. This bypass has been designed and reviewed by Traffic Control Innovations (TCI) and involves pedestrian safety barriers, speed inhibitors and speed signage – see diagram on the following page.
- This will mean that the construction of the new Village Gates by Mulpha may proceed with little disruption to residents.

### **Phase 2 (1 July 2024 – 30 September 2024)**

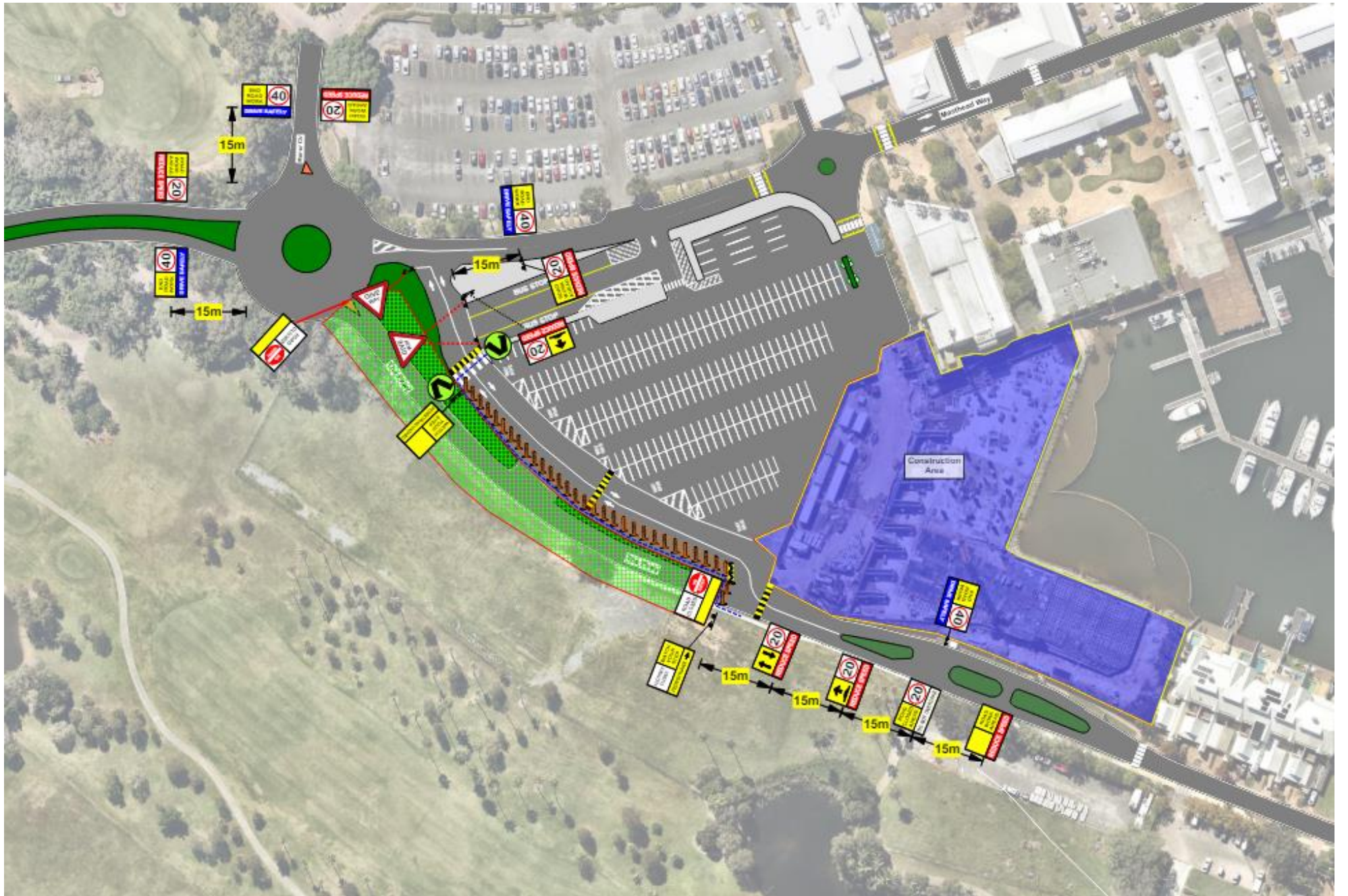
- Traffic through the Village gates will be restricted to one lane, inbound from The Village. Traffic will be managed by (TCI) as Harbour One fencing is erected and moved.

### **Phase 3 (1 October 2024 to 31 October 2024) – NO VILLAGE GATE ACCESS**

- Re-paving of the road's construction, modifications, removal of all gates and traffic islands.

Village Gates to be completed by the 1 November 2024 with access and egress from the Village Gates accessible to all residents.

We will continue to provide residents with updates as our office is advised.



## DOGS OFF-LEASH

In May, another report was received about a dog attack at Schotia Park when a resident's dog was chased out of the park by another dog. Due to accumulating reports of similar incidents in the park area, Animal Management staff from the City of the Gold Coast, along with Police, conducted a spot check of the area.

Consequently, a resident was fined for having their dog off-leash for an amount of over \$600. Residents are urged to follow the by-laws and council requirements regarding off-leash animals.

## ANNUAL SECURITY INFORMATION UPDATE

To assist with maintaining site security, each year Security ask that Residents confirm/update their information regarding ID Cards, Pets, LPR access, Permanent Visitors etc.

To obtain a copy of the form, please email [security@scove.com.au](mailto:security@scove.com.au). You are also welcome to visit the Security Roundhouse if you prefer to update your information in person. If preferred, Security can organise for a form to be delivered to your letterbox which can then be returned to the Security mailbox outside reception when convenient, please call (07) 5500 3355 (Option 2) to arrange this.

Once your forms have been completed and returned, all details/ID Cards will be updated accordingly for another year at no cost. Please be advised that this update excludes the Bluetooth Mobile Credential renewals – this occurs on the anniversary of purchase and a separate email shall be sent.

**Please note that if your details are not updated prior to 30 June 2024, access cards and LPR shall cease to work until such time as we have received your updated information.**

Should you have any questions, please contact Security on (07) 5500 3355 (Option 2).

## PARKING

Several vehicles belonging to residents have been regularly parked overnight in the visitor carpark near Village Gate. Efforts to contact the owners are ongoing, and we thank those residents who have moved their vehicles after being contacted.

Similarly, at the Boat Ramp carpark, residents who have parked their boats, jet skis, or vehicles overnight without prior arrangement have been requested by Security Services to move them.

## GENERAL SECURITY UPDATE

This month, Security has so far attended to 12 incidents. These incidents included a Hope Island residents' buggy that caught fire on the inbound lane of The Boulevard opposite The Address turnoff. Queensland Fire arrived within minutes and quickly extinguished the buggy fire. No one was injured, and Security assisted with traffic control until the buggy was towed away.

There were two other vehicle incidents. The first involved a buggy that rolled over while turning sharply at the Olympic roundabout with three people onboard. The occupants managed to upright the buggy and drive away before Security arrived. They were later identified from CCTV footage, and there was no report of any injuries. The second incident involved a tinnie on a trailer that flipped over while the driver was turning their vehicle at the end of a street.

There were two domestic incidents in the residential area, and both matters were attended to by QPS.

In The Village and Marina, we attended to two reports of intoxicated people and escorted from the piers a group of youths who were reported for fishing.

This month, Security has provided first aid assistance for four medical incidents, three involving residents, and only one patient required further hospital treatment.

## PRESSURE MANAGEMENT SYSTEM

The Pressure Management System adjusts the water pressure supplied by the City of the Gold Coast Council dynamically to maintain a more consistent and reduced level across the Sanctuary Cove potable network.

The Pressure Reduction Valves (PRVs), integral to the system were commissioned January 15<sup>th</sup>, 2024. Immediate reductions in pressure levels and fluctuations in the internal water network supply have been observed, as indicated by the graphs/data below. These graphs demonstrate the significant fluctuations in the incoming supply pressure from City of Gold Coast (CoGC) compared to that of the current supply pressures within Sanctuary Cove.

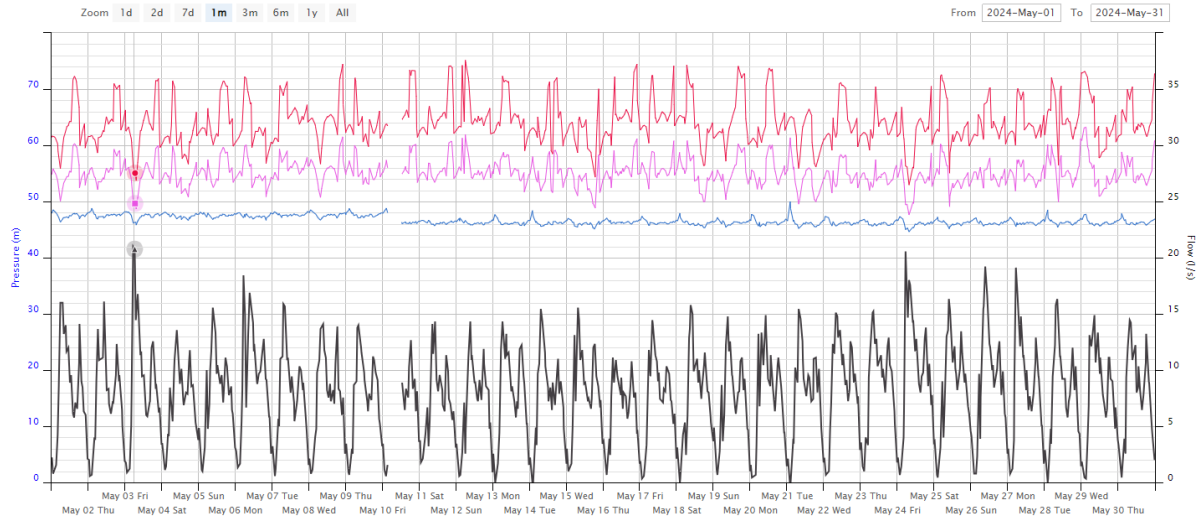
Furthermore, a review of water leaks was conducted for the same period both prior to and post commissioning (January 15<sup>th</sup> to June 7<sup>th</sup>). A notable reduction in leaks across the site can be seen.

**2023** - Total of 12 leaks.

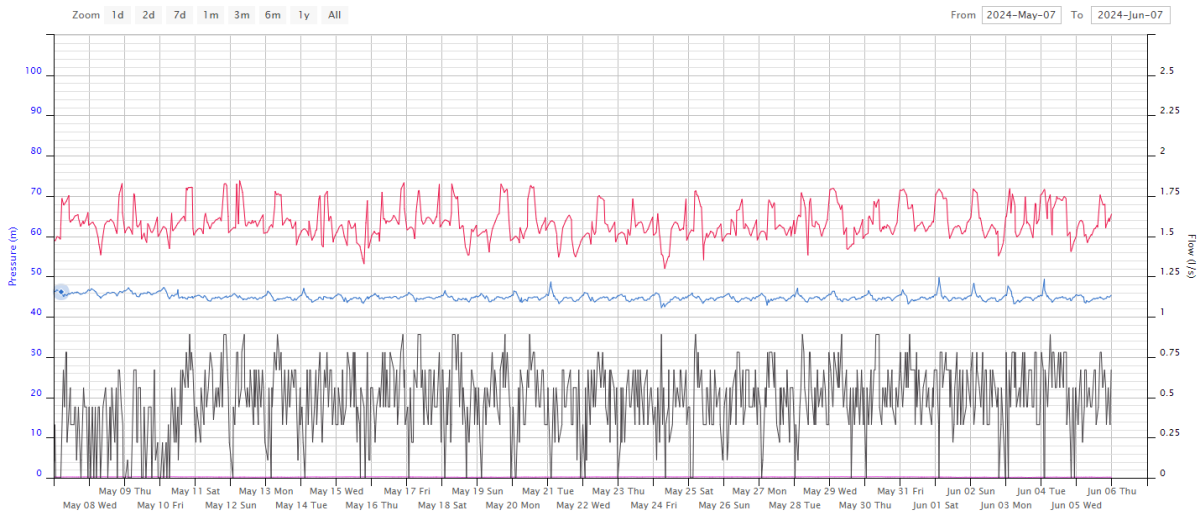
**2024** - Total of 3 leaks.

The Red & Pink axis represents the GOCG supply pressure. The Blue represents the supply pressure to Sanctuary Cove from the PRVs.

⊙ Parkway PRV 1 Outside Gate



⊙ Parkway PRV 2 Inside Gate



## NEW LOT OWNER PORTAL

This new portal will only be accessible by registered owners of property in Sanctuary Cove and will contain the following documentation:

- Acts & By-Laws
- Agendas & Minutes
- Newsletters
- Accounts Information
- Security Information/Documentation
- Extensive FAQ Page

In the coming weeks, a section for Meeting Reports will be implemented and functionality will be upgraded across the site.

### **Account Set Up**

If you haven't already set up an account, please visit <https://oursanctuarycove.com.au/my-account/> and click on **Lost Your Password?** located underneath the blue Log In button.

Type your email address into the field provided and press **Reset Password**.

If your email address is registered on the body corporate roll, you will receive a link to reset/create your password via email.

Once your new password has been set, you will be redirected to the login page.

If your email address is not registered on the body corporate roll, you will receive an **Invalid Username or Email** notification when entering your email address into the Lost Password field.

If this occurs, please email [tamara.jones@scove.com.au](mailto:tamara.jones@scove.com.au) and advise the following:

- Your Full Name
- Sanctuary Cove House Number

Please note that if you are not a registered owner of a property in Sanctuary Cove, we will require written authority from the registered owner of the property in which you are affiliated with.

If you experience any other issues setting up your account or using the site, or you have any requests or suggestions for future updates, please email Tamara Jones at [tamara.jones@scove.com.au](mailto:tamara.jones@scove.com.au).

## **CCTV PROJECT**

Security Services are in the process of conducting a comprehensive review of the CCTV systems implemented in Stage 1 (completed in 2018) and Stage 2 (completed in March 2024). The purpose is to evaluate the current camera equipment and maintenance at existing locations, identify additional blind spots with limited camera coverage, and review data management practices of the CCTV network.

The project will be a collaborative effort involving a Security Consultant who will provide an independent assessment and recommendations; the current provider who manages the existing CCTV network, and the Security Team.

We have a total of 124 cameras currently online and the project aim is to ensure our CCTV network remains robust, comprehensive, and up to date, providing maximum security coverage and efficient data management. We are currently in negotiations with a Security Consultant to undertake this review.