



NOTICE OF EXECUTIVE COMMITTEE MEETING OF THE PBC

Name of Property: Sanctuary Cove Principal Body Corporate
GTP: 202
Location of Meeting: Meeting Room 1, Sanctuary Cove Body Corporate Services,
Shop 1A, Marine Village, Masthead Way, Sanctuary Cove QLD 4212
Date and Time of meeting Thursday 16th January 2025
9:00AM

This notice is forwarded to all committee members. If a committee member is unable to attend, they can assign their proxy to an alternate member by completing the attached proxy form or complete the enclosed Voting Paper, in accordance with Schedule 2, Part 2, Section 17 of the Building Units and Group Titles Act 1980.

The following agenda sets out the substance of the motions to be considered at the meeting. Sanctuary Cove Body Corporate Services Pty Ltd, for the Secretary.

Agenda

1. Attendance record
2. Apologies and proxies
3. Quorum
4. Conflict of Interest Member Declaration
5. Recording of meeting

6. Motions
 1. Approval of PBC EC Minutes 14th November 2024
 2. Approval of PBC EC VOC ARC Minutes 13th December 2024
 3. Approval to submit referee application for Lot 24 (Harpullia)

7. Correspondence for Information - For noting of the PBC and the PBC EC

No	Date	From	To	Regarding
1.	15 November 2024	PBC EC	Colvillia Committee	Christmas Party at Colvillia Park
2.	15 November 2024	PBC EC	Schotia Island Committee	Christmas Party at Schotia Island Park
3.	15 November 2024	PBC EC	MN for Tristania	Dog Christmas Party at Schotia Island Park
4.	12 December 2024	MN for Adelia	PBC	Resignation as MN for Adelia
5.	16 December 2024	PBC	SC Residents	Christmas Newsletter
6.	16 December 2024	SC Golf Club	SC Residents	Access to SCGCC Courses
7.	20 December 2024	WPGA	SC Residents	Pre-Sale Ticket information
8.	20 December 2024	SC Golf Club	SC Residents	Annual renovations on the Pines Golf Course
9.	9 January 2025	MSCD	SC Residents	Temporary Road Closure – Village Gates

8. Correspondence for Action - For noting of the PBC and the PBC EC

No	Date	From	To	Regarding
1.	25 November 2024	Corymbia	PBC EC	PTBC Expenditure on Golf & Country Club Lake
2.	7 December 2024	Cassia Chairperson	PBC EC	Concerns over MSCD lot appearance.
3.	31 December 2024	Schotia Island Committee Member	PBC EC	Dog gathering issue at Paul Toose Park.

9. Reports for Information - For noting of the PBC and the PBC EC

No	Date	From	To	Regarding
1.	Jan 2025	SCCSL	PBC EC	Ops Report
2.	18 October 2024	FSC	PBC EC	FSC Minutes
3.	16 November 2024	FSC	PBC EC	FSC Minutes
4.	9 December 2024	Director Aus	PBC	Government Review Blueprint
5.	January 2025	SCCSL	PBC EC	Matters In Progress

10. General Business

10.1 PBC EGM Motions – January 2025

- Draft motion for Administrative & Management Agreement

10.2 Discussion of the Administration & Management Agreement

10.3 Update of the Governance Review process

10.4 Written communications to the RBCs

11. Next Meeting – Thursday 13th February 2025 at 09:00am

12. Closure of Meeting

Reply To PO Box 15, SANCTUARY COVE QLD, 4212

Proxy form for Body Corporate meetings

Building Units and Group Titles Act 1980

Section 1 – Body corporate secretary details

Name: The Secretary
Address of scheme: C/- Sanctuary Cove Principal Body Corporate, PO Box 15,
SANCTUARY COVE, 4212

Section 2 – Authorisation

Notes: The Regulations set out a number of restrictions on the use of proxies, including an ability for the body corporate to further restrict their use including prohibition. If there is insufficient space please attach separate sheets.

I/we

Name of owner 1:

Signature: **Dated:** ___ / ___ / ___

Name of owner 2:

Signature: **Dated:** ___ / ___ / ___

being the Proprietor/s of the following Lot/s

Lot number/s: **Plan number:**

Name of Body Corporate:

.....
hereby appoint,

Proxy (full name):

as my/our proxy to vote on my/our behalf (*including adjournments*) at (please tick **one**)

- The body corporate meeting to be held on ___ / ___ / ___
- All body corporate meetings held before ___ / ___ / ___ (*expiry date*)
- All body corporate meetings held during the rest of the body corporate's financial year unless I/we serve you with a prior written withdrawal of the appointment

unless I/we serve you with a prior written withdrawal of the appointment of Proxy.

Signature of proxy holder: **Dated:** ___ / ___ / ___

Residential address:

Suburb: **State:** **Postcode:**

Postal address:

Suburb: **State:** **Postcode:**

VOTING PAPER

Executive Committee Meeting for Sanctuary Cove Principal Body Corporate GTP 202

Location of meeting: Meeting Room 1, Sanctuary Cove Body Corporate Services,
Shop 1A, Marine Village, Masthead Way, Sanctuary Cove QLD 4212

Date and time of meeting: **Thursday 16th January 2025 – 9:00AM**

MOTIONS

1 Approval of PBC EC Minutes 14th November 2024 (Agenda Item 6.1) ORDINARY RESOLUTION

Proposed by: Statutory Motion

THAT the Minutes of the PBC Executive Committee Meeting held on 14th November 2024 be accepted as a true and correct record of the proceedings of the meeting.

Yes	
No	
Abstain	

2 Approval of PBC EC VOC ARC Minutes 13th December 2024 (Agenda Item 6.2) ORDINARY RESOLUTION

Proposed by: Statutory Motion

THAT the Minutes of the PBC Executive Committee VOC Meeting held on 13th December 2024 be accepted as a true and correct record of the proceedings of the meeting.

Yes	
No	
Abstain	

3 Approval to submit referee application for Lot 24 - Harpullia (Agenda Item 6.3) ORDINARY RESOLUTION

Proposed by: Chairperson

THAT the PBC EC instructs the Body Corporate Manager to lodge an application with the Office of Commissioner and Body Corporate Management seeking an Order that the Owners of Lot 24 Harpullia comply with Residential Zone Activity By-Law 3.1 (a) & (c) Repair and Maintenance.

Yes	
No	
Abstain	

GTP:202

Name of voter: _____

Signature of voter: _____ Date: _____

**MOTION
INFORMATION**



Motion 1

**MINUTES OF PBC EXECUTIVE COMMITTEE MEETING
for Sanctuary Cove Principal Body Corporate GTP 202**

Location of meeting: Meeting Room 1, Body Corporate Services, Shop 1A, Masthead Way Sanctuary Cove
Date and time of meeting: Thursday 14th November 2024
Meeting time: 09:01AM – 11:40AM
Chairperson: Stuart Shakespeare

Attendance

The following members were present in person at the meeting:

Lot: Banksia Lakes GTP 107278 Owner Banksia Lakes GTP 107278 Rep: Mr Andrew Brown (AB)
Lot: Harpullia GTP 107045 Owner Harpullia GTP 107045 Rep: Mr Paul Kernaghan (PK)
Lot: Felicia GTP 107128 Owner Felicia GTP 107128 Rep: Mr Stuart Shakespeare (SS)
Lot: Livingstonia GTP 1712 Owner Livingstonia GTP 1712 Rep: Mr Brian Earp (BE)
Lot: Molinia GTP 1072442 Owner Molinia GTP 107442 Rep: Mrs Cheryl McBride (CM)
Lot: Plumeria GTP 2207 Owner Plumeria GTP 2207 Rep: Mr Nicholas Eisenhut (NE)

The following members were present by Proxy:

Lot: Roystonia GTP 1769 Owner Roystonia GTP 1769 Rep: Mrs Simone Hoyle (SH) to (CM)

The following members were present by Voting Paper:

Present by Invitation:

Mrs Jodie Syrett, Manager Body Corporate (Minute Taker)
Mr Mark Winfield – Tristania MN (left at 9:23am)
Mr Murray Hunt – Observer from Bauhinia (left at 9:23am)

Apologies:

Mrs Simone Hoyle

A Quorum was present.

Meeting was recorded.

Nil Conflict of Interest

1. Motions:

1 Approval of PBC EC Minutes 10th October 2024 (Agenda Item 6.1) ORDINARY RESOLUTION

Proposed by: Statutory Motion

CARRIED

RESOLVED that the Minutes of the PBC Executive Committee Meeting held on 10th October 2024 be accepted as a true and correct record of the proceedings of the meeting.

Yes	5
No	0
Abstain	2

Members Name	Yes	No	Abstain
Stuart Shakespeare	X		
Andrew Brown			X
Cheryl McBride	X		
Simone Hoyle	X		
Brian Earp	X		
Paul Kernaghan	X		
Nicholas Eisenhut			X

2 Approval of PBC EC VOC Stage 2 Minutes 10th October 2024 (Agenda Item 6.2) ORDINARY RESOLUTION

Proposed by: Statutory Motion

CARRIED

RESOLVED that the Minutes of the PBC Executive Committee VOC Meeting held on 10th October 2024 be accepted as a true and correct record of the proceedings of the meeting.

Yes	7
No	0
Abstain	0

Members Name	Yes	No	Abstain
Stuart Shakespeare	X		
Andrew Brown	X		
Cheryl McBride	X		
Simone Hoyle	X		
Brian Earp	X		
Paul Kernaghan	X		
Nicholas Eisenhut	X		

Proposed by: Statutory Motion

CARRIED

RESOLVED that the PBC EC approves the applications recommended for approval by the ARC at its meeting held 4th November 2024.

Further **RESOLVED** that the PBC EC approves the applications recommended for approval, subject to conditions, by the ARC at its meeting held 4th November 2024.

Further **RESOLVED** that the PBC EC does not approve the applications which have not been recommended for approval by the ARC at its meeting held 4th November 2024.

Further **RESOLVED** that the PBC EC approves the applications recommended for approval by the ARC, based upon the recommendations by the Executive Architect and the Snr Body Corporate Manager, at its meeting held 4th November 2024.

Yes	7
No	0
Abstain	0

Members Name	Yes	No	Abstain
Stuart Shakespeare	X		
Andrew Brown	X		
Cheryl McBride	X		
Simone Hoyle	X		
Brian Earp	X		
Paul Kernaghan	X		
Nicholas Eisenhut	X		

Proposed by: PBC Chairperson

CARRIED

RESOLVED that The PBC EC resolves to call an Extraordinary General Meeting of the PBC on the following dates at 10:00am in 2025:

- Thursday 30 January 2025
- Thursday 27 February 2025
- Thursday 27 March 2025
- Thursday 24 April 2025
- Thursday 29 May 2025
- Thursday 26 June 2025
- Thursday 31 July 2025
- Thursday 28 August 2025
- Thursday 25 September 2025
- Thursday 30 October 2025
- Thursday 27 November 2025
- Monday 15 December 2025 – AGM

Yes	7
No	0
Abstain	0

Members Name	Yes	No	Abstain
Stuart Shakespeare	X		
Andrew Brown	X		
Cheryl McBride	X		
Simone Hoyle	X		
Brian Earp	X		
Paul Kernaghan	X		
Nicholas Eisenhut	X		

5 Body Corporate – 2025 PBC EC Dates (Agenda Item 6.5) ORDINARY RESOLUTION

Proposed by: PBC Chairperson **CARRIED**

RESOLVED that The PBC EC resolves to call an Executive Meeting of the PBC on the following dates at 9:00am in 2025:

- Thursday 16 January 2025
- Thursday 13 February 2025
- Thursday 13 March 2025
- Thursday 10 April 2025
- Thursday 15 May 2025
- Thursday 12 June 2025
- Thursday 17 July 2025
- Thursday 14 August 2025
- Thursday 11 September 2025
- Thursday 16 October 2025
- Thursday 13 November 2025

Yes	7
No	0
Abstain	0

Members Name	Yes	No	Abstain
Stuart Shakespeare	X		
Andrew Brown	X		
Cheryl McBride	X		
Simone Hoyle	X		
Brian Earp	X		
Paul Kernaghan	X		
Nicholas Eisenhut	X		

6 Facilities – SRB revetment and gabion rock report (Agenda Item 6.6) ORDINARY RESOLUTION

Proposed by: PBC Chairperson **CARRIED**

RESOLVED that The PBC acknowledges the SRB revetment and gabion rock report and grants Management authorisation to inform individual lot owners/RBC’s and take the necessary actions or repairs as recommended. (See Annexure A)

NOTE: Shanyn (SF) from facilities attended this session.

1. **The Lot owners and/or Gold Coast** Waterways are responsible for revetment walls on Crown waterways such as the Coomera River.
2. SF will investigate the level of responsibility and where to seek assistance for a property in MDE.

Yes	7
No	0
Abstain	0

Members Name	Yes	No	Abstain
Stuart Shakespeare	X		
Andrew Brown	X		
Cheryl McBride	X		
Simone Hoyle	X		
Brian Earp	X		
Paul Kernaghan	X		
Nicholas Eisenhut	X		

7. Correspondence for Information

CFI 1. & CFI 3. 7100 Condition of Lot & 7100 parking cars behind Village gates:

- Correspondence from the Chairman of Plumeria addresses confusion regarding the enforcement of non-compliance by RBCs and the PBC.
- The Chairperson explained that the RBC members should initiate communication with the non-compliant resident to avoid further action. If unsuccessful, the RBC, in partnership with the PBC, proceeds to issue several breach notices over a reasonable period. Following a lack of response the RBC/PBC may proceed to submit an application to the Referee. Please note, to achieve a successful outcome, the Referee expects to see several steps undertaken prior to submitting an application.
- The Chairperson will respond to the Chairperson, Plumeria.
- Jodie to check registration on cars left in common property carparks by 7100 owners.

Campervan at 7393:

- Jodie (JS) explained that a campervan was reported by a committee member as being parked at 7393 for several months. This was not reported to the compliance officer, and security records do not confirm the occurrence.
- The Chairperson clarified that RBCs operate under by-laws aligned with PBC RZABs and emphasised that enforcement should be a collaborative effort between the RBC and PBC.
- The Chairperson further noted the compliance officer had contacted the campervan owner who indicated the van was broken down and would be moved by the end of the month.

8. Correspondence for Action

CFA 1. & 3. Approval of Christmas Events in Colvillia & Schotia Island:

- It was noted there is no formal permit or approval process for events to be held on secondary thoroughfare property. Event organisers should inform the EC of their plans and ensure compliance with the by-laws. The EC will acknowledge the request and attach a set of relevant bylaws.

CFA 2. Approval for refund of Debt Collection fee:

- The PBC EC approved the refund request after acknowledging a number of simple administrative errors from both parties.

CFA 4. & 5. Approval for Christmas Dog Event & Concerns:

- The Chair shared opposition from residents at Schotia Island regarding the proposed Christmas dog event, citing concerns about dogs being off-leash and the event's promotion on social media.
- MN for Tristania clarified that the event does not endorse off-leash dogs. The event was promoted solely on Sanctuary Cove community platforms and has been held for several years.
- The Chair reiterated; the event has led to activities that breach bylaws.

- MN for Molinia reminded MN for Tristania that MNs are obligated to adhere to the by-laws as reflected in the code of conduct.
- MN for Tristania advised there should be a relaxation for once a year at this event.
- MN for Harpullia mentioned the insurance liability if someone is bitten.
- MN for Livingstonia stated that the PBC EC does not have the jurisdiction to approve a relaxation of by-laws.
- MN for Tristania advised Mulpha is helping promote community events.
- MN for Harpullia mentioned the PBC and RBCs have an obligation to enforce the by-laws.
- The PBC EC members will note receipt of the inquiry and request the relevant bylaws be respected.

CFA 6. 7020-7022 Request for repair works to rock wall:

- The Chair requested the owner to submit a development application to the ARC to ensure it complies with the DCBLs.

9. Reports for Information

RFI 3. FSC Minutes & Summary:

- MN for Harpullia noted that the FSC information was somewhat unclear and will circulate a breakdown/summary to the MNs for clarity.
- He also confirmed that auditing has commenced on-site.

RFI 6. Security Services User Agreement PBC/PTBC:

- The Chair mentioned there are 5 contracts/agreements in place for SC Security Services that expire 31/10/2024. A communication was drafted and signed to extend these agreements until they are voted upon at the PBC and PTBC EGMs in November.
- Once approved, the agreements will be uploaded to the SCBCS Contracts Register to ensure future expiration dates are notified well in advance.

10. General Business

5716 complaints for tradesman after hours on site:

- Jodie (JS) raised an issue from the resident of 5714 to Building Approvals. The Resident requested action to ensure that 5716 complies with designated tradesman hours, citing examples of breaches.
- The Chairperson advised the resident of 5714 to contact Security to attend the site, request the tradesmen to cease work, and log the incident.
- The Chairperson also suggested the resident capture evidence, such as photos with timestamps. This evidence will assist Building Approvals in reporting the non-compliance to the responsible company.

FTTH motion:

- The Chair informed the committee a motion written in plain English will be submitted to the November PBC EGM.
- The Chair suggested engaging an independent company to provide advice on how to proceed with the matter moving forward.

Short-Term Letting:

- The Chair mentioned there was nothing further to discuss on the matter, as previous meeting minutes contained resolutions demonstrating that short term letting is prohibited in SC.

The Effect of Subdivision on Voting Entitlements in SC:

- The Chair referred to the document included in the agenda book, which was prepared by MN for Molinia.
- The Chair suggested that Jason Carlson (Lawyer) provide advice to the PBC regarding the matter.

Policy for removing an MN from PBC EGM by Special Resolution:

- The Chair advised a member can only be removed from the EC after being vacant from 3 or more consecutive meetings. This rule doesn't apply to the PBC MNs.
- The Chair suggested a policy on a requirement for regular, personal attendance by an MN should be considered.

Extension of Time re Negotiation Process to Remove Stephen Anderson as an SCCSL Director:

- The Chair mentioned this timeframe is closing and requires additional time., Support from the PBC EGM for an extension until 31/01/2025 is needed for thorough preparation and legal counsel.

11. Next Meeting PBC AGM – Monday 9th December 2024 @ 10:00am

12.– Meeting Closed @ 11:40am

Chairperson: X.....



MINUTES COMMITTEE MEETING, OF THE PRINCIPAL BODY CORPORATE GTP 202

Type of Meeting: Voting Outside Committee Meeting
Date and Time of meeting: Friday 13th December 2024
Meeting Start: 2:05PM
Meeting Finish: 2:10PM

ATTENDANCE:

The following members were represented by voting paper:

Lot: Alpinia GTP 107209 Owner Alpinia GTP 107209 Rep: Mrs Dianne Taylor (DT)
Lot: Banksia Lakes GTP 107278 Owner Banksia Lakes GTP 107278 Rep: Mr Andrew Brown (AB)
Lot: Felicia GTP 107128 Owner Felicia GTP 107128 Rep: Mr Stuart Shakespeare (SS)
Lot: Harpullia GTP 107045 Owner Harpullia GTP 107045 Rep: Mr Paul Kernaghan (PK)
Lot: Molinia GTP 107442 Owner Molinia GTP 107442 Rep: Mrs Cheryl McBride (CM)
Lot: Roystonia GTP 1769 Owner Roystonia GTP 1769 Rep: Mrs Simone Hoyle (SH)

QUORUM

A Quorum was present for this meeting.



Alarm Compliance – DCBLs 2.71 Detection and Communication Systems

Body Corporate is Currently working with Security to issue Final Notices to owners.

- We are in the process of issuing over 70 notices, with the goal of completing all notifications before March 2025. These notices address outstanding security alarm issues dating back to late 2021.
- Each owner has been given a one-month period to rectify any faults with their security alarms. If these matters remain unresolved by January 2025, they will be re-evaluated and may be referred to QCAT for further action.

Residential Zone Activity By-Law (RZABL) Compliance

Sanctuary Cove Body Corporate Services seek instructions on how to proceed with the below ongoing RZABL noncompliance matters.

The below referenced matters forwarded to the PBC indicate instances where no subsequent response has been received, neither action has been taken despite issuing at least three non-compliance notices to the respective lot owners. All notices are sent via email and post to ensure that they are being received.

- **The current cost to file an application for Order of the Referee is \$110.30 ex GST.**
- **The current cost to file an application with Queensland Civil and Administrative Tribunal (QCAT) is \$367 inc GST.**

Current Referee Orders

1. 2489 The Parkway, Lot 25 Woodsia

- 09.10.2024 – Application submitted to the Referee.
- 01.11.2024 – Received an email from the Respondent stating they were in China and had not received any correspondence and requested that the application be withdrawn. We responded, advising that the application is lodged and recommend the immediate rectification of the rendering.
- 07.01.2025 – A site inspection was completed, and the property has been pressure washed. The works are not sufficient, and the application will continue to withstand until the property is repainted.

2. 5200 Marine Drive West, Lot 75 Colvillia

- 23.10.2024 – Application to the Referee was completed and sent to the Chairperson and Secretary for review.
- A final inspection of the property was requested, during which it was confirmed that the overgrown/rear landscaping had been addressed.
- The Respondent also submitted a request for the house to be completely repainted.
- It was agreed that the submission of the order will be put on hold, and we will continue to monitor the property to ensure all work remains in compliance with the RZABL's.
- To be revisited by the PBC in 2025, to discuss weather to submit the application.



- **Matters discussed at PBC EGM 31.10.2024 – For motion to submit referee order**
- 2214 Arnold Palmer Drive, Lot 61 Felicia (Landscaping)
- 8011 Key Waters, Lot 3 Harpullia (Rendering)
- 6257 Broken Hills Drive, Lot 12 Araucaria (Rendering)
- 1080 Edgecliff Drive, Lot 97 Tristania (Landscaping)
- 1061 Edgecliff Drive, Lot 76 Tristania (Rendering)
- 1046 Edgecliff Place, Lot 61 Tristania (Property Maintenance)

1. Lot 25 Ardisia, 8032 Key Waters – RZABLs 3.1 (a) & (c) Repair and Maintenance

Background

The property was initially reported to the compliance team on September 6, 2024, due to concerns regarding overgrown landscaping that extends beyond the front & rear of the property, as well as the stained rendering and cracked side boundary fence.

Distribution: PBC
<p>MOTION That the PBC EC instructs the Body Corporate Manager to lodge an application with the Office of Commissioner and Body Corporate Management seeking an Order that the Owners of Lot 24 Harpullia comply with Residential Zone Activity By-Law 3.1 (a) & (c) Repair and Maintenance.</p> <p>RESOLVED</p>

1st Notice – 06.09.2024

- First Notice was issued requesting for arrangements to be made to attend to the overgrown front and rear landscaping, and the stained/cracked rendering. A period of 30 days were given to rectify the matter.

2nd Notice – 14.10.2024

- Second notice was issued requesting for arrangements to be made to attend to the overgrown front and rear landscaping, and the stained/cracked rendering. A further 30 days were given to rectify the matter.

3rd Notice – 19.12.2024

- Third and final notice was sent advising the matter must be immediately rectified. It was outlined in the notice that the PBC may start proceedings in the Magistrates Court or lodge a dispute, and no correspondence or action was taken from the owners of the property.

Please see the attached images for reference in this matter.



**CORRESPONDENCE
FOR INFORMATION**

Item 1.



15 November 2024

Dear Colvillia Committee,

The PBC acknowledge receipt of your notification regarding the planned Christmas party at Colvillia Park on December 12, 2024. This has been duly noted.

Please ensure that all by-laws, including but not limited to the RZABLS, are observed by all residents on the day of the event.

4.3.3 For the purposes of this By-law 4.3 “General Nuisance” means any activity which:

- a) Is or may become an unreasonable annoyance or nuisance to Residents; or
- b) In any way unreasonably interferes with the quiet enjoyment of Residents; or
- c) In any way increases the insurance premiums of any Resident, Residential Body Corporate or the Principal Body Corporate.

4.5.3 Dogs and similar household pets, when not on the Residential Lot, must be kept on a leash held by a person capable of controlling the animal.

4.5.4 A Resident is liable for any unreasonable noise made, a damage to any person or any property of that person, caused by any animal brought, or kept on the Residential Areas by:

- a) a Resident; or
- b) members of a Resident’s family; or
- c) a Resident’s tenants; or
- d) a Resident’s invitees.

4.5.6 Residents must clean up after any of their animals which have gone onto any portion of the Common Property or any portion of another Resident’s Lot.

4.6 Responsibility for Invitees

4.6.1 Residents must:

- a) take reasonable steps to ensure that their invitees comply with the provisions of these By-laws, and if the Resident cannot for any reason do this, the Resident must ensure that the invitee immediately leaves the site; and
- b) take all reasonable steps to ensure that their invitees do not behave in a manner likely to interfere with the peaceful enjoyment of the owner of another Lot or of any person lawfully using the Common Property; and
- c) if the Lot is subject to lease or right of occupancy, take all reasonable steps, including any action available to the Resident under the lease or right of occupancy, to ensure that the lessee or their invitees comply with the provisions of these By-laws.



Thank you for your understanding.

Kind Regards,
For and on behalf of the PBC Executive Committee

Jodie Syrett, Manager of Body Corporate
Sanctuary Cove Community Services Limited



15 November 2024

Dear Schotia Island Committee,

The PBC acknowledge receipt of your notification regarding the planned Christmas party at Schotia Island on December 1, 2024. This has been duly noted.

Please ensure that all by-laws, including but not limited to the RZABs, are observed by all residents on the day of the event.

4.3.3 For the purposes of this By-law 4.3 “General Nuisance” means any activity which:

- a) Is or may become an unreasonable annoyance or nuisance to Residents; or
- b) In any way unreasonably interferes with the quiet enjoyment of Residents; or
- c) In any way increases the insurance premiums of any Resident, Residential Body Corporate or the Principal Body Corporate.

4.5.3 Dogs and similar household pets, when not on the Residential Lot, must be kept on a leash held by a person capable of controlling the animal.

4.5.4 A Resident is liable for any unreasonable noise made, a damage to any person or any property of that person, caused by any animal brought, or kept on the Residential Areas by:

- a) a Resident; or
- b) members of a Resident’s family; or
- c) a Resident’s tenants; or
- d) a Resident’s invitees.

4.5.6 Residents must clean up after any of their animals which have gone onto any portion of the Common Property or any portion of another Resident’s Lot.

4.6 Responsibility for Invitees

4.6.1 Residents must:

- a) take reasonable steps to ensure that their invitees comply with the provisions of these By-laws, and if the Resident cannot for any reason do this, the Resident must ensure that the invitee immediately leaves the site; and
- b) take all reasonable steps to ensure that their invitees do not behave in a manner likely to interfere with the peaceful enjoyment of the owner of another Lot or of any person lawfully using the Common Property; and
- c) if the Lot is subject to lease or right of occupancy, take all reasonable steps, including any action available to the Resident under the lease or right of occupancy, to ensure that the lessee or their invitees comply with the provisions of these By-laws.



Thank you for your understanding.

Kind Regards,
For and on behalf of the PBC Executive Committee

A handwritten signature in blue ink that reads "J Syrett". The signature is written in a cursive, flowing style.

Jodie Syrett, Manager of Body Corporate
Sanctuary Cove Community Services Limited



15 November 2024

Dear Mark,

Thanks for attending the EC meeting to discuss the proposed Christmas party by the dog owners group you are a part of. The PBC acknowledge receipt of your notification regarding the planned Christmas party at Central Parklands on Schotia Island on December 10, 2024. This has been duly noted.

Please ensure that all by-laws, including but not limited to the RZABs, are observed by all residents on the day of the event.

4.3.3 For the purposes of this By-law 4.3 “General Nuisance” means any activity which:

- a) Is or may become an unreasonable annoyance or nuisance to Residents; or
- b) In any way unreasonably interferes with the quiet enjoyment of Residents; or
- c) In any way increases the insurance premiums of any Resident, Residential Body Corporate or the Principal Body Corporate.

4.5.3 Dogs and similar household pets, when not on the Residential Lot, must be kept on a leash held by a person capable of controlling the animal.

4.5.4 A Resident is liable for any unreasonable noise made, a damage to any person or any property of that person, caused by any animal brought, or kept on the Residential Areas by:

- a) a Resident; or
- b) members of a Resident’s family; or
- c) a Resident’s tenants; or
- d) a Resident’s invitees.

4.5.6 Residents must clean up after any of their animals which have gone onto any portion of the Common Property or any portion of another Resident’s Lot.

4.6 Responsibility for Invitees

4.6.1 Residents must:

- a) take reasonable steps to ensure that their invitees comply with the provisions of these By-laws, and if the Resident cannot for any reason do this, the Resident must ensure that the invitee immediately leaves the site; and
- b) take all reasonable steps to ensure that their invitees do not behave in a manner likely to interfere with the peaceful enjoyment of the owner of another Lot or of any person lawfully using the Common Property; and



- c) if the Lot is subject to lease or right of occupancy, take all reasonable steps, including any action available to the Resident under the lease or right of occupancy, to ensure that the lessee or their invitees comply with the provisions of these By-laws.

Thank you for your understanding.

Kind Regards,
For and on behalf of the PBC Executive Committee

A handwritten signature in black ink, appearing to read 'J Syrett', with a cursive style.

Jodie Syrett, Manager of Body Corporate
Sanctuary Cove Community Services Limited

Item 4.

Residents of Adelia

I have lived in The Address for 6 years and have been the Chairman and Members Nominee representing you all on the PBC for the last 6 years. Prior to my joining, Adelia was not represented on the PBC.

During this time your committee thru myself have achieved the following:

- New gates, garden and fencing thru petitions and many years of pressure on the PBC
- Landscape updates
- Trimming trees in the entrance to The Address
- Line markings on our roads
- Reduced speed limit to 30kph in The Address
- Visitor parking areas
- Bi yearly lake cleaning
- Trimming of trees in the laneway between The Address and Vardon Lane. Which I have done by myself
- Trimming the trees and constant cutting the weeds in the creek bed between Casey Road and The Address
- Representing all 41 lots at all the PBC meetings
- Chairing all Adelia RBC meetings even though attendances were low.

Over the past few months there has been libellous and slanderous remarks about my position as chairman with 3 of your committee members resigning.

I have been accused of "Proxy Farming" which under the BUGTA Act (*The Sanctuary Cove Act*) there is no reference to the number of proxies one owner can hold. Due to the apathy of residents to attend meetings I held proxies so the meetings could go ahead.

I have also been accused of taking photos of residents properties and reporting to the PBC and being an "amateur sleuth". I have not! PBC Compliance department drive around all of Sanctuary Cove and take photos of properties not conforming with our Bylaws, they then send breach notices to owners to make good.

I have also been accused of unjustified criticism, bullying, and sending breach notices to a resident that is abhorrent when most of us have moved here for a quiet enjoyable retirement. I have done none of this!

As it seems I have upset a few residents trying to do the right thing for everyone, I have decided to resign from the Adelia committee as Chairman, Treasurer and Members Nominee representing Adelia on the PBC committee. It is a pity that one owner has been allowed to dismantle Adelia.

I hope that another resident will take up the unenviable position as Chairperson and Members Nominee to represent Adelia on the PBC and accept your fellow residents complaints and criticisms.

Regards

Gary Simmons

Adelia Chairman

PBC Newsletter

December 2024



Dear Residents,

As the end of another year approaches, the PBC and the management team would like to take a moment to extend their warmest wishes to you and your families. It's hoped this festive season brings you moments of joy and that the year ahead is filled with happiness and peace.

A special thanks is extended to all committee members and Members Nominees for their efforts during the year.

IMPORTANT INFORMATION

Body Corporate Office Closure

The body corporate office will close at 4pm Friday, 20th December 2024.

Operations will resume on Monday, 6th January 2025.

Security Services

Security services will continue to operate as usual.

If you have any issues or concerns, please don't hesitate to call 07 5500 3355.





CONTINUED SERVICES

LANDSCAPING

Landscaping services will continue to enhance the community areas throughout the holiday season. However, please note that the schedule will be adjusted to accommodate public holidays, during which no landscaping work will take place.

WASTE & RECYCLING

Waste and Recycling services will continue through the holiday season, however, this work may begin earlier in the day than usual. During the body corporate office closure, if your bin has been missed or there are any other issues, please contact Security directly at (07) 5500 3355 for assistance.

EMERGENCIES

Following last December's extreme weather event the PBC Members Nominees and others met to discuss the impact it had on our community and the possible measures that could be taken to be better prepared for the future.

With the assistance of the management staff, the PBC has put together the attached Emergencies, Disasters and Outages Guidelines to assist residents to be better informed and prepared. The PBC's next step is to create a mobile phone app that will contain similar information plus other worthwhile content relevant to enjoying life Sanctuary Cove.



**From all of us at the
PBC and the
management team, we
wish you a very Merry
Christmas and a
Happy New Year.**

Item 6.



SANCTUARY COVE
GOLF AND COUNTRY CLUB
Pty Limited

Attn.: Sanctuary Cove Resort Residents

Access to Sanctuary Cove Golf and Country Club golf courses

Dear Residents

Sanctuary Cove Golf and Country Club (Club) values the neighbourly relations shared with Sanctuary Cove residents, and appreciates the mutual respect shown to acknowledge and abide by relevant rules.

Regrettably, a significant number of residents have been found to enter onto the Club's golf courses without authorisation. This includes utilising practice facilities, playing golf without a tee time and not having paid applicable green fees, as well as accessing the premises for purposes of taking walks, running, walking dogs, cycling, and any other such intention.

To those residents, the Club kindly reminds you that its golf courses are private property and unauthorised access is unlawful, and entry remains prohibited.

As with any other neighbouring property, trespassing is deemed a violation of the Club's community rules and regulations, and such actions undermine the safety, privacy, and peaceful enjoyment of the facilities for the Club's members. We appreciate your understanding in respecting their rights and privileges.

Should the Club be made aware of any individuals found trespassing, relevant action may be taken, including legal action where required. As it is not the Club's intention to administer such outcomes, the Club courteously asks residents to respect the boundaries and refrain from entering the golf courses without authorisation.

Thank you kindly for your cooperation.

Sincerely

Paul Sanders
Chief Executive Officer

Item 7.



Friday, 20 December 2024

Subject: Australian WPGA Championship – Exclusive Ticket Pre-Sale and Resident Access

As a valued **Sanctuary Cove Resident** and **Sanctuary Cove Golf & Country Club Member**, you are invited to take advantage of an **exclusive pre-sale opportunity** for **Corporate Hospitality tickets** in the **Champions Lounge** located on tournament hole 18 at the Australian WPGA Championship. This premium offering guarantees an exceptional experience with unparalleled views and hospitality. Additionally, you are entitled to a **10% discount** on your ticket purchase during this exclusive pre-sale period.

Key Details:

- **Pre-Sale Period:** Open now, ahead of public release on Monday, 23 December.
- **Discount Code:** Use **SanctuaryCove10** at checkout to redeem your 10% discount.
- **Booking Link:** [Book Tickets Here](#)

We are also pleased to announce that general admission access to the Australian WPGA Championship will be complimentary for all Residents and Golf Club Members. Further details will be communicated in the New Year.

This event is set to be a highlight of the season, and we encourage you to secure your tickets early. For additional information and to book tickets for exclusive events taking place during the **Gold Coast Festival of Golf**, please visit www.festivalofgolf.com.au

Thank you for your continued support. We look forward to seeing you on the golf course and in The Marine Village enjoying the festivities.

Yours sincerely,

Karen Lunn
Chief Executive Officer
WPGA Tour of Australasia

Item 8.



**SANCTUARY COVE
GOLF AND COUNTRY CLUB**
Pty Limited

20 December 2024

Dear Resident

Notice of Annual Renovations on The Pines Golf Course

Sanctuary Cove Golf and Country Club wishes to advise that its annual renovations on The Pines golf course will commence on Monday 6 January 2025. The renovations involve works on all areas of the course, including tees, fairways and greens.

The golf course will be closed for three weeks, with an estimated recovery time of four to six weeks.

During the renovations, we kindly advise that you may experience a slight increase in dust and grass clippings as well as noise from machinery. The Club suggests closing your windows and doors as well as covering your pool where possible.

We appreciate your understanding and apologise for any inconveniences caused.

Kind regards

Paul Sanders
Chief Executive Officer
Sanctuary Cove Golf and Country Club Pty Limited

Item 9.



Mulpha Sanctuary Cove (Developments) Pty Limited

ACN 098 660 318 ABN 20 098 660 318

Jabiru House, Masthead Way

PO Box 199 Sanctuary Cove QLD 4212 Australia

T 61 7 5577 6500 F 61 7 5530 8455

www.sanctuarycove.com www.mulpha.com.au

RE: Village Gates - Temporary Road closure (The Parkway)

Dear Residents,

As we move into the next stage of construction, which involves the partial removal of the Harbour One tower crane, please note that The Parkway, including the Village Gates and Pedestrian Gate, will need to be closed for 24 hours.

To ensure the safety of all users, a traffic flow assessment has been commissioned, and the appropriate diversions will be implemented for both entry and exit routes during this period.

This change will take effect on **Wednesday 15th January 2025** and is expected to last for approximately one (1) day. It is recommended that residents and visitors use alternative entrances (Main Gate or Pines Gate) to access the residential area.

After this period, we anticipate that the work will be completed, allowing traffic to return to two lanes.

Thank you again for your patience and understanding.

Yours sincerely

Greg Boevink

Construction and Quality Manager

Mulpha Sanctuary Cove (Developments) Pty Ltd.

**CORRESPONDENCE
FOR ACTION**

Item 1.

From: [Kate Bourke](#)
To: [Stuart Shakespeare](#)
Cc: [petercohen3](#); [Jodie Syrett](#)
Subject: Re: PTBC expenditure on Golf and Country Club lakes
Date: Monday, 25 November 2024 11:42:19 AM

Dear Stuart,

Thank you for your reply.

My comments are below. To avoid conflating two distinct matters, I will address the animal management plan in a separate email.

1. The powers of the PTBC

The PTBC is a creature of statute. Any powers, duties or functions of the PTBC arise under the SCRA.

Broadly, the PTBC:

- (a) is responsible for the maintenance of roads within the primary thoroughfare and improvements on the primary thoroughfare (s 57); and
- (b) shall do all things reasonably necessary for the control, management and administration of the primary thoroughfare (s 66(4)).

The PTBC does not have any power to undertake work on land that is not primary thoroughfare. Simply put, the PTBC had no authority to spend money on depth assessment and mapping of the Golf and Country Club lakes and this should have been obvious to the members of the PTBC.

2. Sediment in the Golf and Country Club lakes

If the Golf and Country Club believe that an adjoining lot owner is allowing unauthorised stormwater runoff onto their property, then they must demonstrate this on the balance of probability, by evidence. This evidence is to be gathered, in the first instance, at the expense of the Golf and Country Club. The Golf and Country Club would then need to further prove that any unauthorised stormwater runoff had caused sediment to build up in their lakes. If both these evidentiary hurdles could be cleared, then the Golf and Country Club may have a claim for damages.

3. Stormwater runoff vs water harvesting

Having reviewed the Engeny Memorandum provided on 24 May 2024, the following pertinent observations can be made:

1. Fifteen of the 24 lakes are being used for water harvesting and irrigation of Golf and Country Club land. It cannot seriously be suggested that adjoining lot owners are responsible for sediment build up in lakes specifically designed to harvest stormwater for the purpose of irrigating Golf and Country Club land.
2. No particular lot owner was identified as allowing unauthorised stormwater runoff onto Golf and Country Club land. Rather, Engeny accessed topographical levels from the Queensland Government Elvis website and underground drainage network diagrams provided by the Golf and Country Club to determine the contributing catchments to each

lake. A total catchment area of 261 hectares was delineated. Most of this area is Golf and Country Club land, but it also includes land outside of Sanctuary Cove including Santa Barbara, Sanctuary Pines and Palladium Estate.

3. No silt traps have been installed by the Golf and Country Club. The inclusion of silt traps are not required as the catchments of each lake are largely stabilised and they would result in minimal benefit.

4. The issue of erosion at the lake edges relates specifically to the management and maintenance of Golf and Country Club land and has no connection whatsoever to adjoining lot owners. The Energy Memorandum proposed a number of treatments that the Golf and Country Club could implement at the lake edges.

4. Next Steps

The PBC is now in an unfavourable position because:

1. the PBC voted in favour of the Wolpert motion on 31 January 2024;
2. the PBC failed to vote on the SANDMAP motion on 26 April 2024 (assuming the PTBC sent notification); and
3. the motions were passed 10 months and 7 months ago respectively, and the PBC has failed to take any action in that time to challenge them.

Despite this, because the expenditure is so far outside the authority of the PTBC, the PBC should take immediate steps to have the Golf and Country Club reimburse the PTBC for all expenses incurred in relation to this matter. If the Golf and Country Club refuse to reimburse the PTBC then the matter should be progressed as a matter of priority to the Office of the Commissioner for Body Corporate and Community Management.

Kind regards,

Kate Bourke
Corymbia Body Corporate

On 24 Nov 2024, at 6:52 PM, Stuart Shakespears wrote:

Hi Kate

Firstly , by way of some background, and before I investigate and answer your questions, the issue of the build-up of silt and the instability of the golf lakes edges was raised informally by Paul Sanders at the PTBC meetings late 2023, from memory. The relevance of this to the PTBC was discussed. Golf's argument was that the lakes receive a substantial amount of stormwater runoff from the residential areas via stormwater pipes which do not have silt traps to pick up sediment before discharging into the lakes. My personal view is that this needs verification by engineering analysis and indicated the same at the time.

The initial stage of investigating the problem was to have a bathymetric survey of the lakes done and I recall voting in favour of this in order to better understand the issue. This was the Wolpert Study. No mention was made of the existing Engeny Consultant expenditure at the time or that further expenditure was expected after the Wolpert Study was completed. I recall seeing the outcome of this Wolpert survey. It was highly detailed and technical and it was agreed that an executive summary and recommendations were required before considering this any further.

I was away when the Sandmap survey was agreed to by the PTBC. I don't remember it.

The \$24,600 Wolpert Study seemed fair enough to provide further detail, but I certainly would not have agreed to an expenditure of \$82,600.

More facts are required to support the golf's contention that the responsibility for the silting up of the lakes over the many decades rests solely on the PTBC. During periods of extreme rainfall, parts of the golf course flood. It's possible that over a long period of time with repeated flooding and heavy rain events. the sediment would be deposited from surface runoff into the lakes, and hence the erosion of the edges.

Peter Cohen has also raised this issue in an email to me so I've copied him in on this email. Peter has also raised the following -

On two occasion this year I have succeeded in having a motion removed from the PTBC agenda at EGMs where the golf club was wanting the PTBC to pay the cost for a tractor lease (by the club) to pick of fallen pines cones. The club's rationale for this was that the tractor would reduce the number of corellas because of its ability to get rid of the cones they feed off by mulching the areas under the pines tree on the golf course. In both cases I requested an expert opinion from Bio Diversity that this was factual. Their response was it

may but the tractor would be required to run full-time to have any effect. Golf disagreed. I also raised the point that the Corellas harvest the green cones from the tree tops then feed on them on the ground, so clearing old and broken up cones already fed on would not mitigate the problem. I've since discovered that this tractor has a number of attachments serving several functions unrelated to the mulching of the cones. Golf appear to have backed off on trying to get the PTBC to cover the cost of this machine.

In both these instances, this may be an attempt by golf to avoid covering their own costs. The lakes issue is significant. The cost of rectifying the lakes' capacities and stability will far exceed the cost of these studies.

I'll going to get the office and accounts to verify the processes that led to the expenditures over the Wolpert Study, then I'll take this up with the PTBC by letter requesting their response.

Regards
Stuart Shakespeare

From: Kate Bourke
Sent: Friday, 22 November 2024 11:09 AM
To: stuart
Subject: PTBC expenditure on Golf and Country Club lakes

Dear Stuart,

I have concerns regarding expenditure by the PTBC on depth assessment and mapping of the Golf and Country Club lakes.

Specifically, the PTBC passed the following motions:

PTBC meeting (VOC) - 31 January 2024

Motion passed to engage Wolpert to carry out sediment depth assessment in each waterbody of the Golf and Country Club.

Cost: \$24,600 ex GST

PTBC meeting (VOC) - 26 April 2024

Motion passed for the commissioning of SANDMAP to complete scope of further works associated with mapping the profile and depths of the lakes.

Cost: \$41,000 ex GST

The depth assessment and mapping was managed by Engeny Consultants. Reviewing the PTBC budget, I can see that on 31 January

2024, \$17,000 was paid to Engeny for the "Sanctuary Cove Golf and Country Club Water Management Project".

I understand the depth assessment and mapping work detailed above has been carried out, and the results were sent to Dale and Paul Sanders in July.

In total, it appears the PTBC has spent at least **\$82,600** on Golf and Country Club lakes, this year.

As the Golf and Country Club lakes do not exist on the primary thoroughfare, I can see no basis for PTBC expenditure on these items. Would you please provide some insight as to why you believe this is legitimate PTBC expenditure, noting that the PBC contributes a significant proportion of PTBC funds.

Kind regards,

Kate Bourke
Corymbia Body Corporate

Item 2.

From: stuart@shakespeares.info
To: [petercohen3](#); [Derek Glinka](#)
Cc: [Paul Kernaghan](#); [Brian Earp](#); ["Simone Hoyle"](#); [andrewbrownsydney](#); [dianneontheqc](#); [Jodie Syrett](#)
Subject: RE: Recommendation from Cassia
Date: Wednesday, 11 December 2024 12:29:51 PM

Thanks Peter

As mentioned, I will be writing to Barry Teeling (today) reminding him of his commitment to act and complete by Xmas.

I agree, action is looking unlikely because it appears nothing has been done to date.

Your correspondence is scheduled for inclusion in CFI for the January meetings. The next step in January would be the issue of a breach notice to Mulpha.

Just a reminder that Diane Taylor has replaced Nick on the EC.

Regards

Stuart

From: Peter Cohen
Sent: Wednesday, 11 December 2024 11:40 AM
To: Stuart ; Cheryl McBride **Cc:** Paul Kernaghan ; Earp Brian ; Simone Hoyle ; andrewbrownsydney ; Eisenhut Nick

Subject: Re: Recommendation from Cassia

Hello Stuart,
thanks for copying me in your update on this matter.
It is impossible to envisage that the concerns re the Aveo site in particular would be "attended to by Xmas". Perhaps Mulpha's plan to erect more opaque fencing is what he refers to.
As per my message below, that is not a solution.

I certainly agree that if that Site is not cleaned up, within perhaps 60 days, then they be served a breach Notice.

In order to ensure this important matter receives attention, please include my Dec. 7th message and accompanying photos in Correspondence for Action at the next PBC meeting,

regards,

Peter Cohen

Chairman and Members Nominee, Cassia

On 10 Dec 2024, at 12:50 PM, Stuart wrote: Hi All I received a verbal response from Barry Teeling after I sent the letter published in the November EGM. He undertook to attend to the items mentioned in the letter by Xmas. Ill email him a reminder and have this out on record.

My suggestion is that if this fails to happen that the EC does a VOC instructing the manager to issue a breach notice to Mulpha under the RZABLs. If they fail to act, the manager then normally apply to the referee for orders.

I would include the vacant lot on the corner of Pinehurst and The Parkway where they knocked down the relic. This land is has not been maintained as required.

A check of PTBL's is required to see if there is a breach with the appearance of the Admin Zone's from the Sickie entry road.

Regards
Stuart

Sent from my iPhone
On 7 Dec 2024, at 8:52 am, Peter Cohen wrote:

As you are now aware, following concerns expressed to Mulpha regarding the state of various Lots under their control, apart from agreeing to tidy up the area near the hotel Roundabout, the "solution" they have suggested is that they make the fencing more opaque. They have not agreed to take action to clean up these eyesores and potential homes to vermin, fire ants etc, (Interestingly, it seems they have dragged the broken flag Pole to the other side of the hill, so it can't be seen from the entrance road).

It is Cassia's view that this response is unacceptable and inadequate.

Note:

The Aveo land is a 'Development Parcel', Precinct Type P11 within the General Residential Zone of Stage 1. Surely then, any activity on the land should be subject to the provisions of the RZABL. However, the condition of the land is deplorable. It is covered with building material rubbish and is an absolute eyesore. That material incidentally, should not be classified as fill material awaiting spreading, compaction or pre-loading for buildings because it is not clean fill and would have to be abandoned for that purpose and removed. Thus, Mulpha is using it as a dumping ground to avoid paying disposal fees at a recognised disposal centre. (See attached photos).

As this is an apparent breach of the RZABL's, we recommend that official action be taken, just as in the case of any other apparent breach, and that Mulpha be requested to clean up the Lots, and in the case this is not undertaken, that the matter be referred to the Referee. Clearly, this is a matter that the EC needs to agree to take forward as it is almost certainly the first time such an action would be taken here against the Developer and it would probably not fall within the authority of one RBC to pursue.

Perhaps this communication should be listed under "Correspondence for Action".

We look forward to hearing from you on this matter,
regards,
Peter Cohen
Chairman and Members Nominee, Cassia

Item 3.

From: [Robert Pearson](#)
To: [PBC](#)
Cc: [leeu](#); [Wayne Bastion](#); [RBC - Schotia Island](#)
Subject: FW: Unofficial dog park
Date: Tuesday, 31 December 2024 10:50:36 AM

Hi Jodie,

I would like you to include the following for discussion at the next meeting of the PBC EGM.

To PBC.

I observed the dog gathering in Paul Toose park which occurred on Friday 19th December. Bylaws and GCCC laws were continually breached throughout the event with dogs not being under control at all times and often off leash. Loud music was played at times and an MC was used to make announcements. This deprived immediate neighbours of the quiet and peaceful enjoyment of their properties.

The idea that this was not the use of the park as a dog park is NONSENSE.

The use of any public space in Schotia Island as a dog park is a blatant breach of the bylaws and GCCC laws.

Mark Winfield was given tacit approval by the EC for this event even though it was submitted to the EC that these breaches were almost certain to occur. It would appear to me that MW is on a crusade to create a dog park within Schotia Island regardless of the bylaws and against GCCC laws. To give permission for this event only encourages MW. I believe that he may be about to raise this issue of an off leash dog park at a further meeting.

We live in an harmonious environment and this can only continue when people accept and abide by established rules & bylaws

I would like to see the EC consider taking the following action.

Write to MW to inform him that the gathering at the park breached the bylaws and will NOT be approved next year.
The EC should issue a ruling on what it considers constitutes the unlawful use of a general area as a dog park.
I believe the rule should be that a gathering of three or more dogs should constitute a breach of the bylaw.

This is a matter which I believe will not go away and needs to be faced by and resolved by the PBC/ EC now.

I feel this is a very simple matter. A dog park is against the bylaws and GCCC laws. What occurred on Friday 19th was a blatant breach of these rules. The EC has to take a stand on this now and not put it off until later.

The continuing use of Paul Toose park on an almost daily basis as a dog park should also

be covered by any action taken.

As a side issue, but also very important, can the PBC take any action to allow fines to be applied for the breach of bylaws.

Regards

Robert J Pearson

REPORTS FOR INFORMATION



OPERATIONS REPORT – DECEMBER 2024 (FINANCIAL NOVEMBER 2024)

Key Performance Indicators

	Positive / Actioned		Watch / Ongoing		Negative / Not Started
--	---------------------	--	-----------------	--	------------------------

Net Expenditure Statement	Security	Security	Community & Others	Community & Others	Resort Body Corporate	Resort Body Corporate	Combined Annual Budget	Combined Annual
	YTD	Budget YTD	YTD	Budget YTD	YTD	Budget YTD	YTD	Budget YTD
Income								
Management Fees	1,023,783	1,022,963	853,692	772,489	13,896	13,896	1,796,137	1,722,653
Other services & interest	12,865	7,198	9,604	17,040	0	0	31,920	24,799
Total Income	1,036,648	1,030,161	863,296	789,529	13,896	13,896	1,828,057	1,747,452
Expenditure								
Employee expenses	308,552	315,733	164,195	215,581	0	0	472,747	531,315
Other	128,859	116,834	39,061	42,692	4,620	4,510	86,756	77,900
Total Expenses	437,411	432,567	203,256	258,273	4,620	4,510	559,503	609,215
Net operating Saving / (Cost)	599,237	597,594	660,040	531,256	9,276	9,386	1,268,554	1,138,237
YTD +/- movement compared to budget		1,643		128,785		9,276		130,317

Sanctuary Cove Community Services Limited and its wholly owned subsidiaries
Draft Unaudited position for the year-to-date position ending 30 November 2024

All entities in the Sanctuary Cove Community Services Ltd group of entities are tracking favourably against budget.



Principal Body Corporate

Draft Unaudited Major Expense Variances above \$1k for the year ending 30 November 2024

Principal Body Corporate (Major Expenditure variances above \$1k)	FY2024 Actual	FY2024 Budget	Variance \$	Variance %	Note
Electrical - contract	9,413	7,673	(1,740)	(22.7)%	1
Grounds & Garden - tree management	10,589	7,312	(3,277)	(44.8)%	2
Irrigation - materials/machinery	7,721	2,524	(5,197)	(205.9)%	3
Irrigation - Golf Lakes Maintenance	4,679	-	(4,679)	(467,912.0)%	4
Plumbing - contract	10,562	9,006	(1,557)	(17.3)%	5
Repairs & Maintenance	3,311	2,028	(1,283)	(63.3)%	6
Road sweeping	7,064	5,648	(1,416)	(25.1)%	7
Waste Removal - contract	85,605	76,827	(8,779)	(11.4)%	8
Water Charges	2,765	-	(2,765)	(276,535.0)%	9
Other expenses	1,879,216	1,962,115	82,899	4.2%	
Total Expenditure	2,020,926	2,073,133	52,207	2.5%	

Notes to variances:

1. Electrical Contract – Timing variance due to straight lined budget. This relates to electrician work costs.
2. Grounds & Garden Tree Management: Timing variance due to straight lined budget – Tree removal works, pruning and treatment.
3. Irrigation – materials/machinery: Timing variance due to straight lined budget. Purchases of materials to use in the current and future months.
4. Irrigation – Golf Lakes Maintenance: Budget assumed A Class water usage. A water management plan was introduced which is offset by the savings in A class water usage expenses.
5. Plumbing – Contract: Timing variance due to straight lined budget. This relates to Plumber work costs.
6. Repairs & Maintenance Timing variance due to straight lined budget. Maintenance of buggies, Shade Sail cleaning and other consumables and supplies used.
7. Road Sweeping – Contract effective 1/11/2024 resulted in cost increases higher than what was assumed for the budget resulting in a budget variance. The expected full year variance is projected to be \$17k
8. Waste Removal - Contract effective 1/11/2024 resulted in cost increases higher than what was assumed for the budget resulting in a budget variance. The expected full year variance is projected to be \$275k
9. Water Charges – Water Charges relate to water relief granted in relation to water leaks and any water meter re-reads.



Primary Thoroughfare Body Corporate (Expense Variances)

Draft Unaudited Major Expense Variances above \$10k for the year ending 30 November 2024

Primary Thoroughfare Body Corporate Expenditure variances above \$1k)	FY2024 Actual	FY2024 Budget	Variance \$	Variance %
Admin - software licence costs	3,008	1,026	(1,982)	(193.2)%
Irrigation - Golf Lakes Mtce	1,982	-	(1,982)	
Other expenses	198,648	237,221	38,573	16.3%
Total Expenditure	203,638	238,247	34,609	14.5%

Notes to variances:

1. Admin – Software licence costs – Timing variance due to straight lined budget. Disaster recovery and back up management for Water Billing Database resulted in the current month exceeding budget.
2. Irrigation Golf Lakes Maintenance –Water management plan offset by savings in Irrigation -A class water expense.



Cash Positions

Account	Bank	Actual Holding	Interest Rate %	Interest Received YTD
PBC – Administration Fund	BOQ	19,398		-
ARC - Administration Fund	MBL	429,500		-
PBC – Sinking Fund (at call)	Macquarie	2,914,178	2.90%	56,711
PBC – Sinking Fund (at call)	BOQ	966	0.00%	-
PBC – Sinking Fund Term Deposit	Macquarie	-	4.70%	14,223
PBC – Sinking Fund Term Deposit	Macquarie	-	4.70%	45,075
PBC – Sinking Fund Term Deposit	Macquarie	-	2.90%	9,236
PBC – Sinking Fund Term Deposit	Macquarie	-	4.70%	20,017
PBC – Sinking Fund Term Deposit	Macquarie	500,000	4.70%	17,514
PBC – Sinking Fund Term Deposit	Macquarie	-	2.90%	11,613
PBC – Sinking Fund Term Deposit	BOQ	1,000,000	5.00%	6,438
PBC – Sinking Fund Term Deposit	BOQ	1,000,000	5.00%	3,058
PBC – Sinking Fund Term Deposit	BOQ	1,000,000	4.80%	2,630
PBC – Sinking Fund Term Deposit	BOQ	3,500,000	4.80%	156,947
PTBC – Administration Fund	BOQ	149,437		-
PTBC – Sinking Fund (at call)	Macquarie	1,663,891	2.90%	46,306
PTBC – Sinking Fund (at call)	BOQ	1,007	0.00%	-
PTBC – Sinking Fund Term Deposit	BOQ	200,000	4.75%	1,223
PTBC – Sinking Fund Term Deposit	Macquarie	500,000	4.70%	27,262
SCCSL	Macquarie	167,068	2.90%	15,811
SCCSL	Macquarie	9,896	NA	
SCCSL	Macquarie	449,500	NA	
SCCSL	CBA	5	NA	
Security	Macquarie	492,681	2.90%	16,059
Security	Macquarie	200,000	4.70%	16,490
Security	CBA	10		
Security	CBA	3,730		

Term deposit rates available from BOQ StrataCash and Macquarie Bank are reviewed with consideration given to cashflow, term of investment to maximise returns on cash balances with combined use of at call accounts providing current interest returns of 2.9%.



SECURITY SERVICES

Security Statistics (from the 1st Nov 2024)

Period	Alarm Activations				Medical	Incidents	Keys Issued	Infringe Notices	Accesses
	Fire	General	Panic	Total					
YTD 2024	134	384	113	631	29	56	179	472	42
YTD 2023	106	441	114	661	34	57	244	281	88

Valet Services (December 2024 – YTD 2025)

	December 2024		December 2023		Year to Date 2025	
	Number	\$ Charge	Number	\$ Charge	Number	\$ Charge
Key Pick-Up	9	\$72.00	8	\$64.00	21	\$168.00
Long Term Rental	11	\$1,300.00	5	\$850.00	17	\$1,900.00
Short Term Rental	0	\$0.00	0	\$0.00	0	\$0.00
Access Re arm	5	\$190.00	4	\$173.00	11	\$418.00
Other	3	\$114.00	8	\$346.00	5	\$190.00
Rental Breaches	0	\$0.00	0	\$0.00	0	\$0.00
Commercial Call Outs	0	\$0.00	10	\$2,750.00	4	\$1,100.00
Total	28	\$1,676.00	35	\$4,183.00	58	\$3,776.00

<p>Specific Monthly KPO's:</p> <ul style="list-style-type: none"> ➤ Review CCTV cameras approved for Stage 2 Security Technology. <p>Ongoing Monthly KPOs:</p> <ul style="list-style-type: none"> ➤ Provide 24hr Emergency Medical support through First Aid, Defibrillation and Medical Oxygen for an estimated 174 Medical Incidents per annum at an average of 14 Medicals per month. ➤ Provide 24hr Mobile, Marine and Golf Course (night) patrolling subject to Incident Response. Complete building/gate checks and patrols of relevant stakeholder areas. Marine Patrols, subject to boat maintenance and staffing levels. ➤ Attend to estimate 2,899 alarms per annum at an average of 241 per month; attend to estimate 314 	<p>Stage 3 CCTV – receive report from C-Cure Systems, review costings with Finance TBD.</p> <p>Items Actioned – refer to statistics.</p>
--	--



<p>phone or camera activated security/emergency incidents at an average of 26 per month; and when safe to do so respond within 4 minutes.</p> <ul style="list-style-type: none"> ➤ Provide Gate access at a monthly average of 27,359 based on yearly access of 328,315. ➤ Follow up on Late to Test (LTT) alarm panels not reporting within 24hrs. Forward FTTH matters to the Network Manager, troubleshoot alarm panel faults and liaise with owners to rectify, forward non-compliance to Body Corporate ➤ By-Law enforcement – maintain or reduce the current Reminder Notice average of 175 per month, report underage drivers and serious nuisance activity by way of Incident Report. Provide a monthly statistic in Security Report. ➤ Complete a daily Watercraft Register check of residential jetty and pontoon; file completed form at Roundhouse for inspection. ➤ Speed Camera deployment on the secondary thoroughfare and location rotated twice monthly. Provide photo evidence as basis to issue/enforce Speed Offence Notice. Provide monthly statistic in Security Report. ➤ Short- and Long-Term Rental checks. ➤ Parks and open space checks. ➤ Review of Operational procedures. ➤ Measure LPR and Visitor Management uptake and access, provide monthly statistics in the Security Report. ➤ Measure Valet Services and provide monthly statistic in Security Report. ➤ Risk and Compliance – Conduct risk assessments as required operationally, review Security Risk Register, monitor and review Compliance Calendar to ensure Licence and qualifications are compliant. ➤ Attend and contribute to senior management meetings and planning. 	
--	--

Residential Zone Activity By-Laws – Issue of Vehicle Parking Reminder Notices

In December there were 240 Parking Infringement "Reminder Notices" issued, compared to 124 during the same period the previous year. The table below provides a breakdown of these notices by Body Corporate location.

RBC	No of Breaches	Previous Year	RBC	No of Breaches	Previous Year
Ardisia	63	23	Cassia	4	2
Plumeria	24	5	Darwinia	4	6
Harpullia	18	5	Felicia	4	3



Roystonia	15	2	Banksia Lakes	3	1
Schotia Island	14	4	Woodsia	3	0
Caladenia	12	3	Admin	2	0
Zieria	11	20	Bauhinia	2	4
Alpinia	10	9	Colvillia	2	3
Acacia	8	3	Fuchsia	2	1
Alyxia	8	0	Justicia	2	0
Molinia	8	7	Adelia	1	4
Tristania	8	12	Security	1	0
Araucaria	6	2	Washingtonia	1	4
Alphitonia	4	0	Livingstonia	0	1
	209	95		31	29

Speed Sign/Camera

Speed camera breaches for December have been limited due to poor video quality and issues with the SD card. A replacement card has been ordered and we're also investigating a replacement camera. As result there was just the one speeding vehicle identified for the month.

Fixed Speed Radar Reading

Speed	<40 km/h	41-45 km/h	46- 49 km/h	50-59 Km/h	60- 69 km/h	70 + km/h	Total Stats
YTD 2023	367,576	83,587	15,758	2,788	495	95	470,299
YTD 2024	393,685	90,307	15,505	2,830	472	100	502,899
YTD 2025	57,909	23,488	4,336	840	148	34	86,755
Total	819,170	197,382	35,599	6,458	1115	229	1,059,953
% Current YTD	66.75%	27.07%	4.99%	0.96%	0.17%	0.06%	100.0%
Oct 2024	43,293	9,186	1,646	245	80	18	54,468
Nov 2024	33,596	7,311	1,325	271	49	5	42,557
Dec 2024	24,313	16,157	3,011	569	99	29	44,178
% Current MM	55.04%	36.57%	6.82%	1.28%	0.23%	0.06%	100.0%

Highest Speed.

Location	Speed km/h	Date	Time
1019 Edgecliff	61	27.12.24	0500 hrs
2204 The Parkway	86	24.12.24	0530 hrs



Operational

Security attended to 44 incidents for the month - 27 General and 17 Medical.

Twenty-seven (27) General Incidents:

- a) Eight (8) were Person related including:
 - 1. A minor road rage where a driver temporarily blocked in another vehicle in a Village carpark
 - 2. 2 separate incidents for contractors working after hours
 - 3. A sheep that wandered into a resident's property
 - 4. A resident that verbally abused Body Corporate staff
 - 5. 2 domestic incidents, one involving a resident at their home and a second that occurred in a vehicle exiting the Boulevard
- b) Eleven (11) were Vehicle related including:
 - 1. 4 vehicles that tailgated
 - 2. A vehicle that was stuck on a nature strip
 - 3. 6 for damage to a gate including 3 that tailgated, 1 that drove into a boom before lifting, 1 that reversed into an LPR camera and a 1 that lost control at a roundabout and hit a fence
- c) Six (6) were Property related including:
 - 1. 5 x alarms in the Village for Fire/PIR activation
 - 2. The theft of a jet ski from a Marine Drive North property
- d) Two (2) were Marine related including:
 - 1. A pontoon found floating in the Coomera River
 - 2. A fishing line in Harbour 4 that got tangled in the motor of the Security boat

Seventeen (17) Medical incidents:

15 involved residents and the other 2 were a visitor and hotel guest. These included:

- A male who was accidentally run over by a buggy
- The near drowning of a 3yo child at the Hotel Lagoon pool
- Loss of balance and convulsions
- Severe stomach, hip and back pain
- Symptoms of a stroke
- Cuts to their arm, head and leg
- Exposure to hydrochloric acid fumes.

12 patients were transported to hospital.



60 Complaints were received:

	December 2024	November 2024	October 2024	September 2024
Residents	31	34	27	27
Subject not located	15	5	13	10
Rentals	10	10	5	6
PBC/Village/Hotel	4	7	2	5
TOTAL	60	56	47	48

Marine Patrols

There were 730 patrols of Marine Zones 1-5 by Haven and Eden (including transit between zones).

- a) Haven was deployed on 16 dayshifts and 10 nightshifts.
- b) Eden was deployed on 15 dayshifts and 17 nightshifts.

December 2024	Haven	Eden	Totals
Zone1/Harbour 1	106	145	251
Zone 2/Harbour 2	75	74	149
Zone 3/Harbour 3	74	57	131
Zone 4/Harbour 4	64	35	99
Zone 5/Roystonia	44	56	100
Total Patrols	363	367	730
Day Patrols	16	15	31
Night Patrols	10	17	27

There were 25 incidents of unauthorised access reported in Private Harbours, Lakes, and Marina Piers:

- a) All of the incidents were related to fishing activities:
 - 11 from a Private Harbour
 - 6 were from Boulevard Bridge and Memorial Lake
 - 4 from the 22 Ton Bridge
 - 2 from a Marina Pier
 - 2 from lakes on The Pines course
 - All groups involved were moved on without incident.



Visitor Management System and License Plate Recognition

	5.12.24	7.01.25
Residents registered with LPR	1,119	1,135
Total not registered with LPR	307	291
Total Lots	1,426	1,426
Resident vehicles/buggies LPR	5,512	5,582
Permanent visitor vehicles LPR	4,858	4,912
Total Vehicles	10,370	10,494
Residents registered VMS Portal	449	447
Res/Builder/multiuser same house	131	132
Number of VMS entries	2,401	2,581

Total Number of Body Corporate Owners: 1426 (as at 8.04.24).

LPR (License Plate Recognition) Registration by Residents: Increased by 16 to 1135 or 79% of resident homes.

VMS (Visitor Management System) Portal Registration: Decreased by 2 to 447.

Active Users on VMS Portal: Increased by 1 to 132 residents and builders actively using the portal.

Number of VMS Entries for Current Residents and Builders: Increased by 180 to 2581.

LPR Technology Update

Under the current LPR fault criteria, a vehicle is considered to have a fault if it is registered in the LPR database, stops correctly at the designated read point, but the license plate is not read. These faults are reviewed and, if possible, corrected in the software by Security, and if necessary, they are reported to the service provider for further review.

Thirteen LPR issues were identified across all gates. At Village Gate, the fault is intermittent and stems from a switch issue, which will be resolved when the gate is upgraded later this year. The remaining issues were addressed by modifying the LPR registration within the software.



Workplace Health and Safety

A meeting was held on 26 November 2024.

Company-wide October-November, there were 37 hazard reports in total and 34 closed.

Security Workplace Inspections due for completion in November.

Facilities employee on restricted duties, to obtain full medical clearance to return to normal duties.

Sun safe next bi-monthly topic.

Security and Facilities managers to complete their online training for Return-to-Work management on 10.12.24

The next meeting is scheduled in January 2025.

Scheduled Works

The recently installed tailgate camera at Main Gate has reduced the number of false readings caused by vehicles in adjacent lanes. Similar cameras have been ordered for North Gate and Pines Gate and are scheduled for installation within the next 1–2 weeks.

Staff

We are currently at full staffing levels with no vacancies.

Negotiations to renew the Enterprise Agreement are ongoing.



BODY CORPORATE SERVICES

Monthly Action Key Performance Indicators

Month	Description	Actioned
Monthly	➤ General Meeting agenda issue min 7 days prior to each meeting with minutes drafted and issued to Chairperson within 14 business days	Complete
	➤ Committee meeting agenda issue min 7 days prior to each committee meeting with minutes drafted and issued to Chairperson within 14 business days post meeting.	Complete
	➤ Extranet / portal content management	Complete
	➤ Monthly communications to residents – newsletter / email / Facebook	Complete
	➤ Minimum 2 site compliance inspections each week to inc real estate and building compliance	Complete
	➤ Bi – Monthly Body Corporate Manager site inspection with Compliance Officer.	Complete
	➤ Body Corporate Manager site BUP inspection with member of Facilities team	Complete
	➤ Change of Ownership, Address and Appt of Nominee forms processed within 48hrs of receipt and ack of same issued to resident	Complete

Additional BCS Operations

1. Building Works – Inspections are conducted once weekly by BCS and daily by the Security Services Team.
2. Compliance – Weekly inspections are carried out, with reports sent to the PBC EC for further action on matters involving three or more breaches. In December 2024, fourteen (14) breach letters were issued for RZABL compliance and eight (8) breach letters issued for parking compliance.
3. Website Formulation – Please refer to the website rather than SharePoint for all current information.
4. Policy and Procedure review: Continues to be reviewed.
5. StrataVote Implementation: Please encourage committees to utilise this tool, as it helps meetings run more smoothly and efficiently, especially with the upcoming RBC AGMs in February 2025.
6. RBC Nominations closed at 4pm on 31 December 2024.
7. Referee Applications- Currently one referee application submitted for Woodsia.
8. Due to Tamara in our office away on maternity leave, an on-site Commissioner for Declarations will no longer be available to witness and sign documents. You may locate a Commissioner for Declarations or Justice of the Peace using the "Locate Your Nearest JP" service.
9. Julie Lawson, the Body Corporate Manager, resigned in December 2024, and we are actively working to recruit a replacement. In the meantime, please ensure all communication is directed to your designated RBC email address so that a staff member can respond promptly.



Legal Expenses

Legal Subject	Reason for Legal	2023-24 Previous	2024-25 Committed	Cumulative
Leslie v Buttner	DCBL Compliance	18,617.25	10,844.27	29,461.52
PBC S56	Section 56	24,898.60		24,898.60
PBC v Lot 41 Schotia Is	RZABL Compliance	10,004.50		10,004.50
PBC v Lot 37 Adelia	RZABL Compliance	11,625.62		11,625.62
Total		65,145.97	10,844.27	75,990.24
Budget			63,660.00	
Balance Uncommitted			52,815.73	



FACILITIES SERVICES

After Hours call outs

Date	PBC Emergency Repair
06/12/2024	Pump Station 11 – Fault (electrical)

Date	PTBC Emergency Repair

Contracts Subcommittee

N/A

Contractor Six (6) Monthly Review

Contract Review	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
FTTH												
Street Sweeping												
Landscaping												
Waste and Recycling												

Contractor Key Performance Indicators

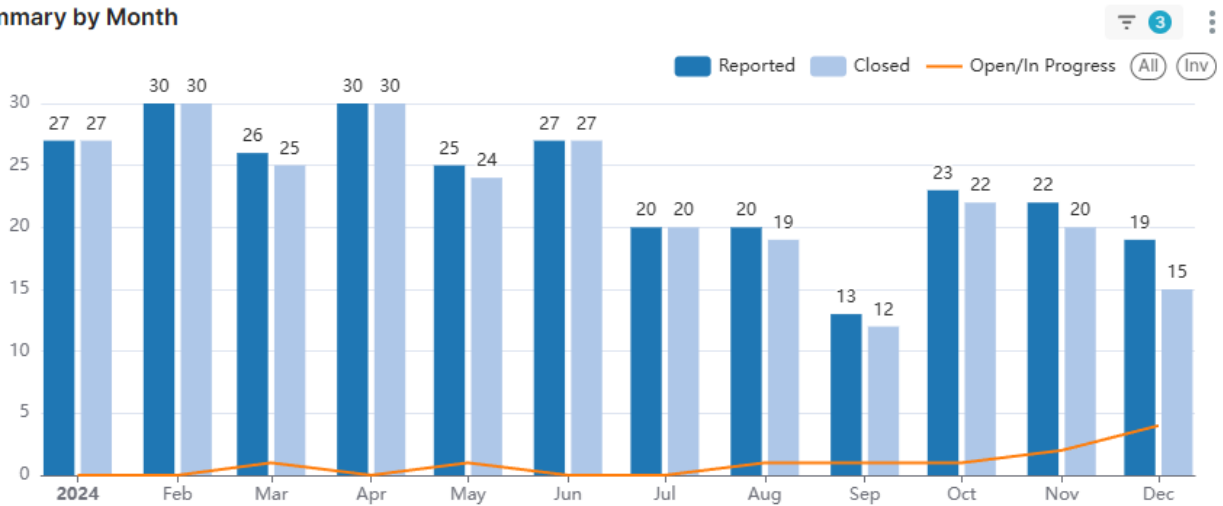
Landscape Solutions	Dec-24
1. Quality of Standard - 11/11	7
2. Complaint/Compliment - Maximum of 5 complaints per month	5
3. Response and Repair timeframes (Work Requests)	
P1	100%
P2	100%
P3	56%
4 Document Compliance	100%
5 Reporting	0%
SPS	Dec-24
1. Complaint/Compliment - Maximum of 1 compliants per month	0%
2. Schedule of Works	100%
3. Document Compliance	100%
4. Reporting	100%
Cleanaway	Dec-24
1. Quality of Standard of works - Missed bins (not services within required timeframe)	5
2. Complaint/Compliment - Maximum of 3 complaints per month	6
3. Schedule	100%
4. Document Compliance	100%
5. Reporting	0%



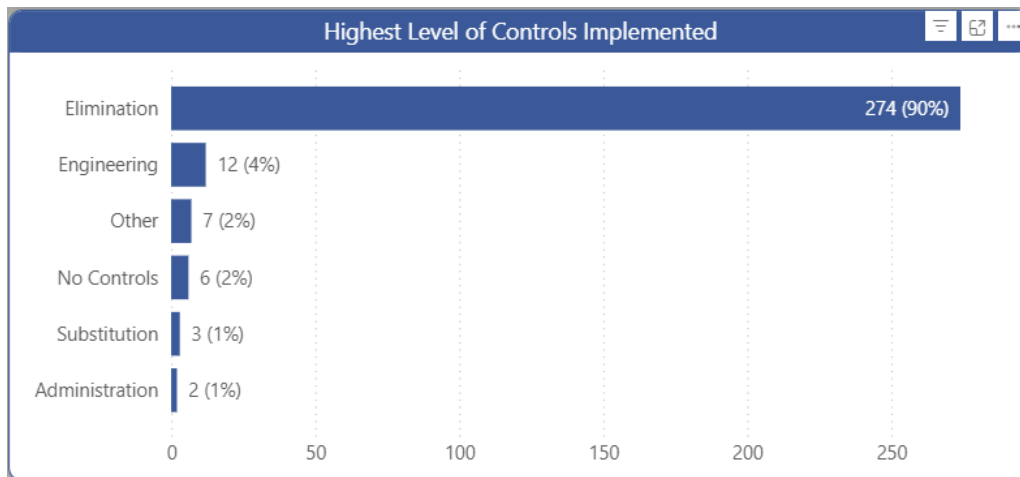
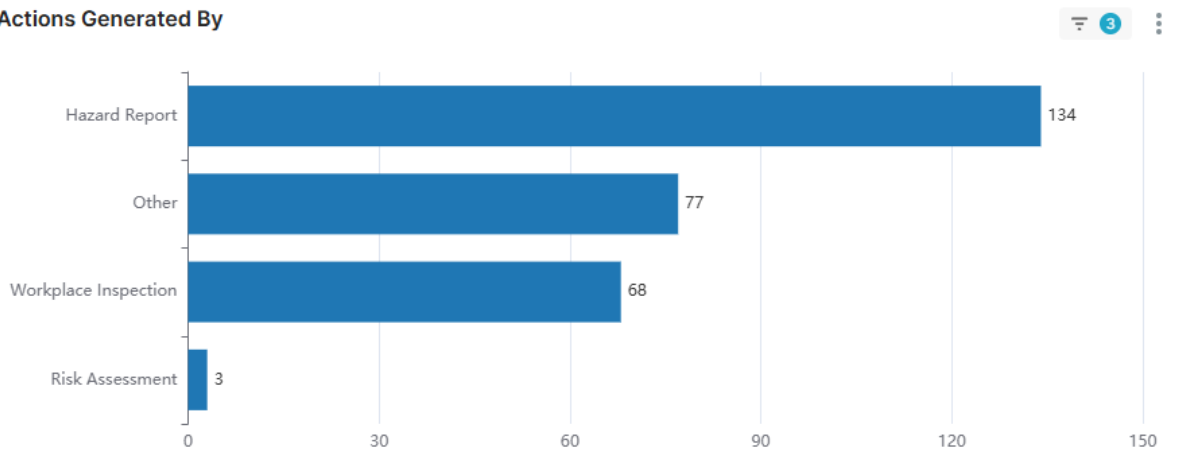
Hazard Identification/Reporting

In the month under review, a total of 20 hazards were reported, with 17 of these being identified by Facilities Services. The highest level of controls implemented was 100% - Elimination.

Summary by Month



Actions Generated By



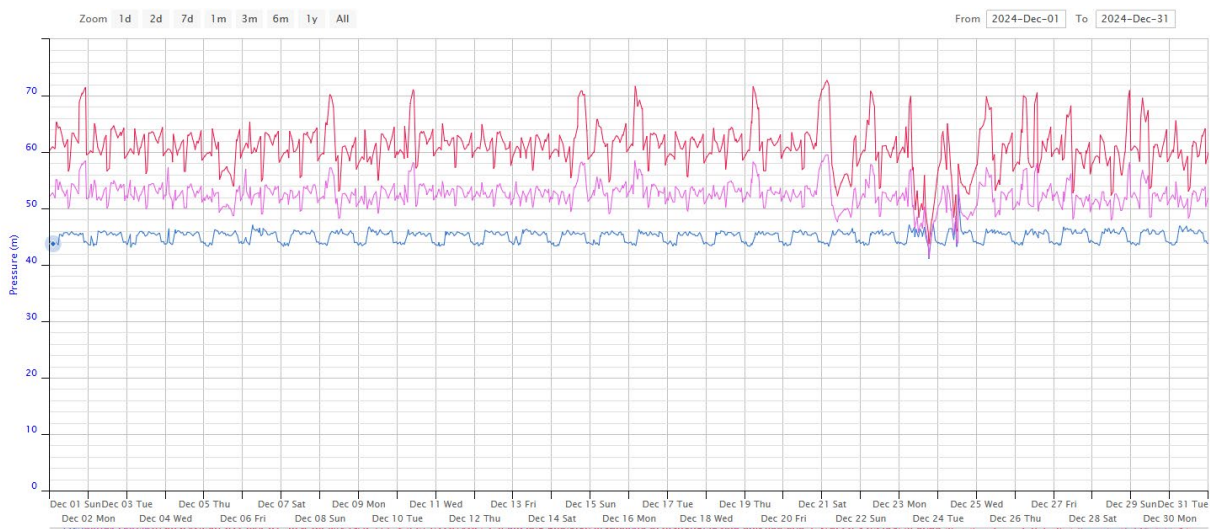


Water Management

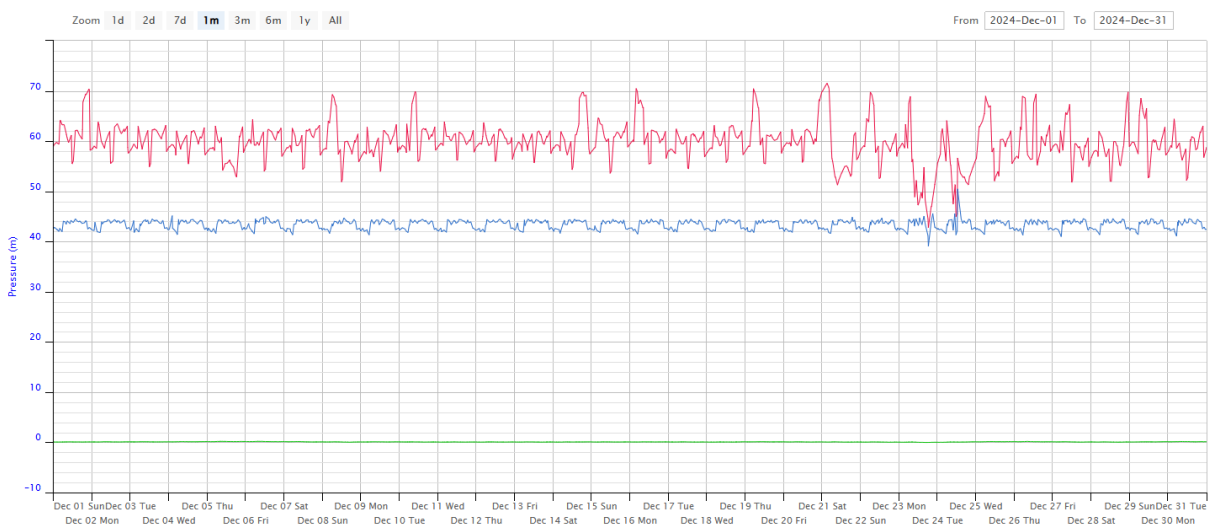
The PRV system is comprised of two pressure reducing valves and ten smart controllers. Commissioning of the system commenced 15 January 2024. Immediate reductions in pressure levels and fluctuations in the internal water network supply to Sanctuary Cove have been observed.

Prior to the installation and commissioning of the pressure management system, pressure readings at a typical point in Sanctuary Cove (from GCCC) fluctuated between 600 kPa and 840 kPa, depending on the time of day. *Data logging of pressures was undertaken 24/7 for a period from 14/7/20 – 7/08/20.* Currently, the pressures delivered from the PRV to Sanctuary Cove residents have been stabilised to a range of 400 kPa to 450 kPa.

PRV 1



PRV 2



The Red/Pink axis represents the GCCC supply pressure. The Blue axis represents the supply pressure to the Sanctuary Cove site from the PRVs. Please refer to below graphs/data illustrating significant fluctuations in the incoming supply pressure from GCCC compared to the current supply pressures at Sanctuary Cove.



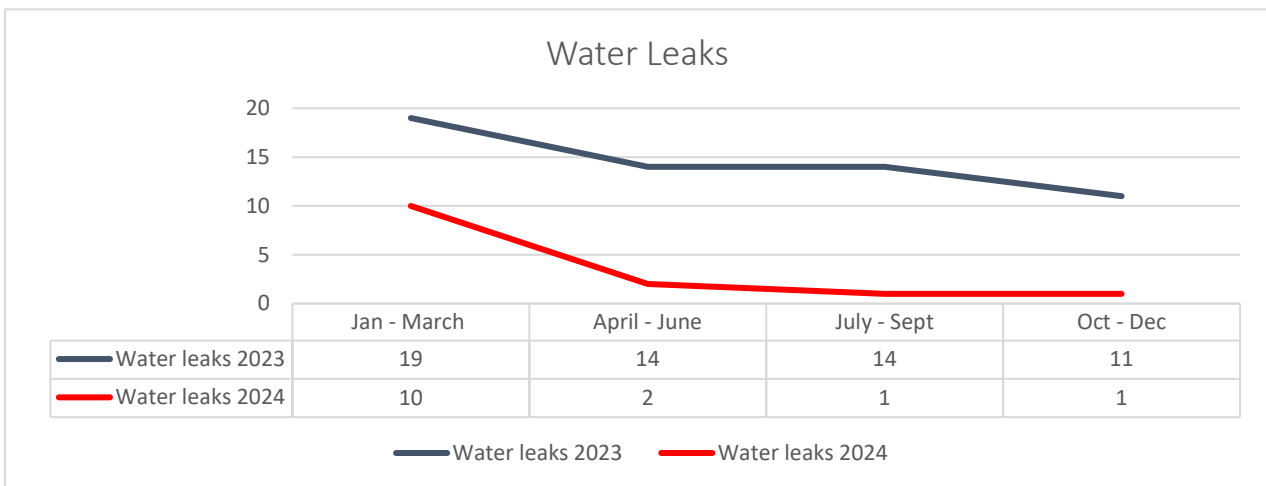
Water Loss/Leaks

The implementation and commissioning of the Pressure Management System has resulted in a significant reduction in water leaks across the site. As a result, the variance between the charges we receive from the GCCC and the amounts we charge out has notably decreased.

December 2023 - Aquaanalytics provided an Unavoidable Annual Real Loss (UARL) of 131,640 kl/m³/year (approximately 33,000 kL/quarter) for Sanctuary Cove, calculated using International Water Association (IWA) formulas.

- (April – July 2024)- Calculations show a variance/loss of 6,747 kL/quarter = 78 kL/day
- (July – October 2024) Calculations show a variance/loss of 7,688 kL/quarter = 93 kL/day

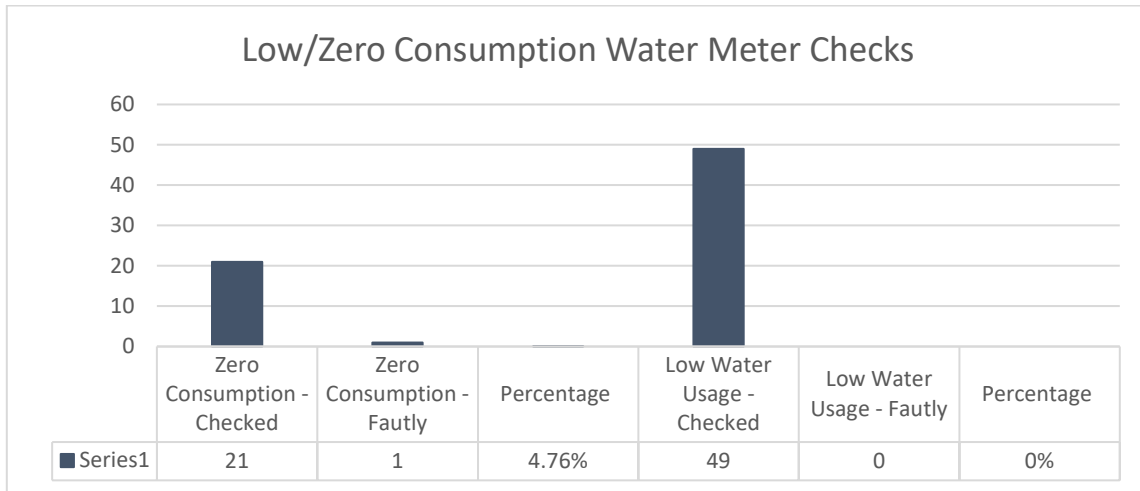
Both are well below the acceptable UARL level.



Each water billing period, the Facilities Services Team conducts zero and low water usage checks to identify anomalies in water consumption, enabling timely detection of potential issues such as leaks or malfunctions, and supporting efficient and sustainable water management practices.



October 2024



Sinking Fund Projects FY2025

PBC	RESPONSIBLE	STATUS	PROJECTS
Electrical Lights PBC	Shanyn	In Progress	Yr3 Tulip light replacement (approved)
Facilities Equip	Shanyn		Replacement as per AF
FTTH PBC	Shanyn/Mike		ONU & Security/PABX system upgrade
Harbour PBC (including revetment walls)	Peter		Rectification of timber walkways/jetty's
Irrigation Control PBC (inc A Class water)	Shanyn		Sanctuary Greens Verge Irrigation
Kerb PBC	Shanyn		Village Gates (Yr 1 - not yet complete)
Landscape PBC (including parks and playgrounds)	Shanyn	In Progress	LMP Phase 2/3
	Shanyn		Silky Oaks Replacement
	Shanyn	Complete	Darwinia Park Upgrade
Pumps PBC	Peter		Pump Station access lid upgrades
	Peter		Check and Isolation Valves replacements
Roads PBC (including parking)	Peter		Schotia Island Intersection upgrade,
	Shanyn		Remaining Paving - Stage 4 (Village)
Reports	Shanyn /Peter		Revetment Wall
Security System PBC (including alarm monitoring)	Mike		Camera Replacement - CCTV Stage 3
Stormwater Line PBC	Peter	Seeking Quotations	Revetment Wall - Rectification works
Wall Fences PBC (including gates)	Shanyn		PRV Fence
	Shanyn	In Progress	Roystonia Boom
Water Point PBC (includes sluice valves, fire hydrants, water meters)	Peter		Sluice Valve Replacements
	Peter		Fire Hydrant Replacements
	Peter		Residential Water meter replacements



PTBC	RESPONSIBLE	STATUS	PROJECTS
Buildings PTBC	Peter		SRH - A/C Replacement
Electrical Lights PTBC	Shanyn		Entry Boulevard Lighting
Kerb PTBC	Shanyn		MDN Entry Repairs
Landscape PTBC (including parks and playgrounds)	Shanyn		LMP Phase 2/3
Pumps PTBC	Peter		Pump Station 18
Reports	Shanyn/Peter		As Required
Security System PTBC	Mike		Camera Replacements CCTV Stage 3
Switchboard Meter PTBC	Peter		End of life/replacements
Water Point PTBC (includes sluice valves, fire hydrants, water meters)	Peter		Sluice Valve Replacements
	Peter		Fire Hydrant Replacements

Facilities Key Performance Indicators

FACILITIES SERVICES	Nov-24	Dec-24
LEADERSHIP/CUSTOMER SERVICE (WORK REQUESTS/PREVENTATIVE MAINTENANCE)		
PM - (MO) Percentage closed for month - Target 80%	100%	90%
Total % (Open vs Closed) Target 85%	78%	81%
Greater > 60 Days (Target <20)	15	17
Total Outstanding <85	40	39
Plumber jobs remaining > 30 days 2 average	1	1
Electrician jobs remaining > 30 days 6 average	2	7
Irrigation Jobs remaining > 30 days 4 average	1	1
Priority 1 - Target >100 %	100%	100%
Priority 2 - Target >80 %	100%	100%
Priority 3 - Target >75 %	78%	87%
GOVERNANCE / COMPLIANCE	Nov-24	Dec-24
FM - Monthly Site Inspection	✓	✓
Facilities Services WHS Training - Manual Handling, Ladder	100%	100%
Contractor Induction - Annual target 75%	76%	76%
Hazard identification - Target 2 each / 16 per month	22	19
Risk Management - Task completion inline with due date - 75% (Safety Champion)	-	78.90%
FINANCIAL PERFORMANCE		
Administration Fund – Spend vs Budget (including variance/forecast)	✓	✓
Sinking Fund Projects - Project Tracker	✓	✓
Asset Management System - Sinking Fund Update	✓	✓
Asset Management Report - Quarterly		
Water Billing - Review zero/low reads - Inspection (Quarterly)	✓	N/A
Water Billing - Review zero/low reads - Report (Quarterly)	✓	N/A



MINUTES OF THE
FINANCE SUB COMMITTEE MEETING
OF THE PBC & PTBC

Body Corporate Committee Sanctuary Cove Principal & Primary Bodies Corporate
Finance Sub-Committee
Location of Meeting: Meeting Room 1 - Sanctuary Cove Body Corporate Services
Date and Time of meeting Friday, 18 October 2024
Meeting Chaired by: Mr Stephen Anderson
Meeting start time: 9.52am **Meeting finish time:** 10.18am

ATTENDANCE

The following Committee members attended the meeting In Person:

Chairperson Mr Stephen Anderson (SA)
Ordinary Mr Mick McDonald (MM)

PRESENT BY PROXY

Mr Paul Kernaghan to Mr Stephen Anderson
Mr Tony McGinty to Mr Stephen Anderson
Mr Robert Hare to Mr Stephen Anderson

APOLOGIES

Ordinary Mr Paul Kernaghan (PK)
Ordinary Mr Tony McGinty (TM)
Ordinary Mr Robert Hare (RH)

BY INVITATION

Finance Manager Ms Mika Yanaka (MY)
EA to CEO Mrs Tamara Jones (minute taker)

QUORUM

The Chairperson declared that a Quorum was present.

MOTIONS

1 Approval of Previous Minutes CARRIED

Proposed by: The Chairperson

Yes	5
No	0
Abstain	0

RESOLVED That the Minutes of the Finance Sub-Committee Meeting for the PBC/PTBC held on 20 September 2024 be accepted as a true and correct record of the proceedings of the meeting.

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Tony McGinty	✓		
Mr Robert Hare	✓		

2 Action Items CARRIED

Proposed by: The Chairperson

Yes	5
No	0
Abstain	0

RESOLVED That the FSC notes and accepts the Action Items for October 2024 as tabled.

Note:

- *No progress on the FTTH contract, aside from its extension. The PBC is currently sourcing a consultant. SA enquired as to whether we have any 3G equipment still in use, as the network will be phased out by the end of the month. MY will check with Security and SCCSL’s IT Company.*
- *MY contacted Cheryl McBride regarding the Governance Review and was informed that it is unlikely there will be any recommendations concerning the Purchasing Policy. MY suggested creating a Delegated Authority document to provide clarity for both SCCSL staff and the PBC.*
- *The budget approval action item has been completed and can be removed.*

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Tony McGinty	✓		
Mr Robert Hare	✓		

3 PBC Financial Statements CARRIED

Proposed by: The Chairperson

Yes	5
No	0
Abstain	0

RESOLVED That the FSC notes and recommends to the PBC the approval of the PBC Financial Statements as at 30 September 2024 as tabled.

Note:

- Current \$660k YTD surplus is not expected to cover the projected costs of water and SCCSL cost recovery fees in October 2024.
- Full year forecast has improved by from a projected full year forecast deficit of \$192k in August, to \$65k projected deficit.

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Tony McGinty	✓		
Mr Robert Hare	✓		

4 PTBC Financial Statements CARRIED

Proposed by: The Chairperson

Yes	5
No	0
Abstain	0

RESOLVED That the FSC notes and recommends to the PTBC the approval of the PTBC Financial Statements as at 30 September 2024 as tabled.

Note:

- Animal Management fees increases are attributed to the corella program.
- Electrical costs have increased significantly in the current year, due to the expiry of a fixed price 3-year contract.
- Water and management fee cost recoveries are additionally contributing to the higher overall costs.

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Tony McGinty	✓		
Mr Robert Hare	✓		

5 PBC Actual v Budget Analysis CARRIED

Proposed by: The Chairperson

Yes	5
No	0
Abstain	0

RESOLVED That the FSC notes and recommends to the PBC the approval of the PBC Actual v Budget Analysis as at 30 September 2024 as tabled.

Note:

- *Water variance expenses were underbudgeted in the FY2024 year on the assumption of projected significant improvements with the introduction of the Pressure Reduction Valve system implementation. Whilst improvements have been confirmed with the July 2024 water billing, the budget did not allow for reasonable water loss values which is the key driver overruns in this expense category. The 2024-25 budget has allowed for reasonable water loss/variance expenses based on historical costs.*
- *SA requested that Shanyn Fox (Facilities Services Manager) briefly attend the next meeting to provide an update on the water audit and PRV.*
- *The land tax expense variance due to a timing issue and will resolve in October.*

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Tony McGinty	✓		
Mr Robert Hare	✓		

6 PTBC Actual v Budget Analysis CARRIED

Proposed by: The Chairperson

Yes	5
No	0
Abstain	0

RESOLVED That the FSC notes and recommends to the PTBC the approval of the PTBC Actual v Budget Analysis as at 30 September 2024 as tabled.

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Tony McGinty	✓		
Mr Robert Hare	✓		

7 PBC Cash Flow CARRIED

Proposed by: The Chairperson

Yes	5
No	0
Abstain	0

RESOLVED That the FSC notes and recommends to the PBC the approval of the PBC Cash Flow as at 30 September 2024 as tabled.

Note:

- Cash outflows for a few sinking fund related projects expected in October.

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Tony McGinty	✓		
Mr Robert Hare	✓		

8 PTBC Cash Flow CARRIED

Proposed by: The Chairperson

Yes	5
No	0
Abstain	0

RESOLVED That the FSC notes and recommends to the PTBC the approval of the PTBC Cash Flow as at 30 September 2024 as tabled.

Note:

- October cash outflows include Class A water related outgoings (inc. Energex).

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Tony McGinty	✓		
Mr Robert Hare	✓		

9 PBC Legal/Consultant Costs Summary CARRIED

Proposed by: The Chairperson

Yes	5
No	0
Abstain	0

RESOLVED That the FSC notes and recommends to the PBC the approval of the PBC Legal/Consultant Costs Summary as tabled.

Note:

- MM requested an update on the Buttner v Leslie matter for the next meeting.

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Tony McGinty	✓		
Mr Robert Hare	✓		

10 PTBC Legal/Consultant Costs Summary CARRIED

Proposed by: The Chairperson

Yes	5
No	0
Abstain	0

RESOLVED That the FSC notes and recommends to the PTBC the approval of the PTBC Legal/Consultant Costs Summary as tabled.

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Tony McGinty	✓		
Mr Robert Hare	✓		

11 Date of Next Meeting CARRIED

Proposed by: The Chairperson

Yes	5
No	0
Abstain	0

RESOLVED That the date of the next FSC Meeting will be Friday, 22 November 2024 at 10:00am.

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Tony McGinty	✓		
Mr Robert Hare	✓		

GENERAL BUSINESS

N/A

Chairperson:



**MINUTES OF THE
FINANCE SUB COMMITTEE MEETING
OF THE PBC & PTBC**

Body Corporate Committee Sanctuary Cove Principal & Primary Bodies Corporate
Finance Sub-Committee
Location of Meeting: Meeting Room 1 - Sanctuary Cove Body Corporate Services
Date and Time of meeting Friday, 22 November 2024
Meeting Chaired by: Mr Stephen Anderson
Meeting start time: 8.02 am **Meeting finish time:** 8.42 am

ATTENDANCE

The following Committee members attended the meeting In Person:

Chairperson Mr Stephen Anderson (SA)
Ordinary Mr Mick McDonald (MM)
Ordinary Mr Paul Kernaghan (PK)
Ordinary Mr Robert Hare (RH)

PRESENT BY PROXY

N/A

APOLOGIES

Ordinary Mr Tony McGinty (TM)

BY INVITATION

Finance Manager Ms Mika Yanaka (MY)

QUORUM

The Chairperson declared that a Quorum was present.

MOTIONS

1 Approval of Previous Minutes CARRIED

Proposed by: The Chairperson

Yes	3
No	0
Abstain	1

RESOLVED That the Minutes of the Finance Sub-Committee Meeting for the PBC/PTBC held on 18 October 2024 be accepted as a true and correct record of the proceedings of the meeting.

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan			✓
Mr Robert Hare	✓		

2 Action Items CARRIED

Proposed by: The Chairperson

Yes	4
No	0
Abstain	0

RESOLVED That the FSC notes and accepts the Action Items for October 2024 as tabled.

Note:

- No progress on the FTTH contract, aside from its extension. The PBC is currently sourcing a consultant. SA enquired as to whether we have any 3G equipment still in use, as the network will be phased out by the end of the month. MY will check with Security and SCCSL's IT Company.
- MY contacted Cheryl McBride regarding the Governance Review and was informed that it is unlikely there will be any recommendations concerning the Purchasing Policy. MY suggested creating a Delegated Authority document to provide clarity for both SCCSL staff and the PBC.
- The budget approval action item has been completed and can be removed.

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		

3 PBC Financial Statements CARRIED

Proposed by: The Chairperson

Yes	4
No	0
Abstain	0

RESOLVED That the FSC notes and recommends to the PBC the approval of the PBC Financial Statements as at 31 October 2024 as tabled.

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		

Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		

4 PTBC Financial Statements CARRIED

Proposed by: The Chairperson

RESOLVED That the FSC notes and recommends to the PTBC the approval of the PTBC Financial Statements as at 31 October 2024 as tabled.

Yes	4
No	0
Abstain	0

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		

5 PBC Actual v Budget Analysis CARRIED

Proposed by: The Chairperson

RESOLVED That the FSC notes and recommends to the PBC the approval of the PBC Actual v Budget Analysis as at 31 October 2024 as tabled.

Yes	4
No	0
Abstain	0

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		

6 PTBC Actual v Budget Analysis CARRIED

Proposed by: The Chairperson

RESOLVED That the FSC notes and recommends to the PTBC the approval of the PTBC Actual v Budget Analysis as at 31 October 2024 as tabled.

Yes	4
No	0
Abstain	0

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		

7 PBC Cash Flow CARRIED

Proposed by: The Chairperson

Yes	4
No	0
Abstain	0

RESOLVED That the FSC notes and recommends to the PBC the approval of the PBC Cash Flow as at 31 October 2024 as tabled.

Note:

- Cash outflows for a few sinking fund related projects expected in October.
- Cashflow forecast format will be updated for FY2025

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		

8 PTBC Cash Flow CARRIED

Proposed by: The Chairperson

Yes	4
No	0
Abstain	0

RESOLVED That the FSC notes and recommends to the PTBC the approval of the PTBC Cash Flow as at 31 October 2024 as tabled.

Note:

- October cash outflows include Class A water related outgoings (inc. Energex).
- Cashflow forecast format will be updated for FY2025

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		

9 PBC Legal/Consultant Costs Summary CARRIED

Proposed by: The Chairperson

Yes	4
No	0
Abstain	0

RESOLVED That the FSC notes and recommends to the PBC the approval of the PBC Legal/Consultant Costs Summary as tabled.

Note:

- MM requested an update on the Buttner v Leslie matter for the next meeting.

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		

10 PTBC Legal/Consultant Costs Summary CARRIED

Proposed by: The Chairperson

Yes	4
No	0
Abstain	0

RESOLVED That the FSC notes and recommends to the PTBC the approval of the PTBC Legal/Consultant Costs Summary as tabled.

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		

11 Date of Next Meeting CARRIED

Proposed by: The Chairperson

Yes	4
No	0
Abstain	0

RESOLVED That the date of the next FSC Meeting will be 16 January 2025 at 10:00am.

MEMBER	Yes	No	Abstain
Mr Stephen Anderson	✓		
Mr Mick McDonald	✓		
Mr Paul Kernaghan	✓		
Mr Robert Hare	✓		

12. Reports for Information

- PBC Admin Fund Forecast Summary
- FM Report – November 2024

GENERAL BUSINESS

n/a

Chairperson:

SANCTUARY COVE PBC GOVERNANCE REVIEW BLUEPRINT

Context and scope of the review

The governance, effectiveness, and efficiency of the current operating model for the Sanctuary Cove resort has not undergone a thorough review for 10 years. Similarly, several existing governance documents have not undergone timely periodic review and re-approval as required.

For these reasons, Directors Australia has been engaged to conduct a governance review of the Sanctuary Cove PBC. The objective of the review is to ensure that the governance is fit-for-purpose given contemporary governance requirements.

The review is focussed exclusively on the operation of the PBC, PBC Executive Committee (EC), Sub-Committees, their interface with PTBC, and the interaction with SCCSL as service provider to the PBC (and RBCs) and PTBC under the current Administration and Management Agreement.

This review scope does not include the internal governance of SCCSL, which will be covered by a separate review. The review is also separate from a review of the current Administration and Management Agreement.

Phase 1 of the review involved Directors Australia reviewing the existing governance artefacts in place, preparing a draft governance blueprint and facilitating a PBC EC roundtable to discuss Directors Australia's preliminary observations and suggested actions.

During Phase 2 of the review Directors Australia further consulted with a number of key stakeholders to receive feedback regarding the proposed governance blueprint prior to its submission to the PBC for its consideration.

The governance blueprint is structured around 5 focus areas. For each area, the blueprint outlines the desired attributes, our key observations and suggested actions. We have further provided our view regarding how to prioritise implementation of our suggested actions over time.

In the PBC's 9 December 2024 meeting, the final draft blueprint will be presented for discussion and to support the PBC to determine next steps.

Focus Area 1 - Governance structure, roles and relationships

Desired attributes	Key observations	Suggested actions	Priority ¹
<ul style="list-style-type: none"> <i>The PBC's governance framework is appropriate to its purpose and nature</i> <i>An appropriate suite of governance policies is in place</i> <i>The PBC is clear as to its role and functions</i> <i>PBC members understand their roles and responsibilities</i> <i>There is clarity regarding the respective roles of the governing entity and management</i> <i>PBC members set and nurture an appropriate culture</i> <i>The PBC committee structure and operations assists the PBC in the performance of its functions</i> 	<ul style="list-style-type: none"> The SC governance and operating structure is relatively complex There is an opportunity for clear communication for all home owners, including new home owners, regarding this structure and specific resident obligations regarding seeking PBC approval for matters such as parking and dwelling painting All new home owners should receive timely information regarding their RBC Chair contact and role of RBC following a change in home ownership A home owner's manual was previously provided to the first residents of each property and a varied approach has been taken to the presentation of the manual to future home owners 	1. Develop an owners' manual for all SC home owners	2
	<ul style="list-style-type: none"> There is a need to clarify roles, responsibilities and authorities as they relate to the PBC, PBC EC and each sub-committee 	2. Develop a simple role statement regarding the SC structure, including the role of the PBC and PBC EC	1

¹ Priority One: to be implemented within the next three months; Priority Two: to be implemented within the next three to six months; and Priority Three: to be implemented within six to twelve months Priority Four: to be implements within 1 and 2 years

Desired attributes	Key observations	Suggested actions	Priority ¹
	<ul style="list-style-type: none"> • There are some misconceptions regarding the role of the company. • Some view the PBC EC as ‘the workhorse’ of the PBC • There is a lack of clarity regarding the role of the RBC Chair (especially where an individual holds dual role of RBC Chair and PBC Member Nominee) • The PBC could provide clearer guidance regarding: <ul style="list-style-type: none"> • how motions can be developed and submitted to the PBC, and • the required process by which PBC Member Nominees consult with their RBC committees prior to PBC meetings 	<ol style="list-style-type: none"> 3. Develop role statements clearly defining expectations of individual PBC, PBC EC and sub-committee members 4. Prepare a short form PBC governance manual for new members of the PBC, PBC EC, PBC sub-committees and RBC which outlines the governance related matters specific to each forum 	<p style="text-align: center;">1</p> <p style="text-align: center;">2</p>
	<ul style="list-style-type: none"> • PBC EC Terms of Reference (ToR) includes a wide description of its role and responsibilities • There is an opportunity to develop a PBC ToR which includes more detail regarding the PBC’s role, responsibilities and interface with PBC EC and sub-committees 	<ol style="list-style-type: none"> 5. Develop a new ToR for the PBC 	<p style="text-align: center;">1</p>

Desired attributes	Key observations	Suggested actions	Priority ¹
	<ul style="list-style-type: none"> • The role and extent of decision-making at sub-committee level requires greater clarity • SCRA only permits the PBC to appoint a sub-committee to advise it, yet the: <ul style="list-style-type: none"> ○ Finance Sub-committee (FSC) encompasses PBC, PTBC and SCCSL financial matters, and ○ Contracts Sub-committee (CSC) encompasses PBC, PTBC and SCCSL contractual matters • Perceptions include that: <ul style="list-style-type: none"> ○ the sub-committees are driven by company objectives rather than primarily PBC matters ○ the FSC and CSC by-pass the EC and report directly to the PBC ○ the sub-committees approve matters rather than making recommendations to the PBC • A number of stakeholders suggested in consultation that in order to gain efficiencies in process 	<ol style="list-style-type: none"> 6. PBC to further discuss the opportunity to disband certain sub-committees (eg: FSC) and redistribute responsibilities to the PBC EC and/or PBC 7. Clarify and document via a revised ToR the role of the continuing sub-committees and who they serve (including whether they serve the PBC only going forward) 8. Clarify and document the reporting lines for the sub-committees to the PBC through the PBC EC 9. Review and, if necessary, change the delegated specific approval authorities provided by the PBC to relevant sub-committees 	<p style="text-align: center;">1</p> <p style="text-align: center;">2</p> <p style="text-align: center;">2</p> <p style="text-align: center;">2</p> <p style="text-align: center;">(consider completion Action 9 in parallel with Action 11 below)</p>

Desired attributes	Key observations	Suggested actions	Priority ¹
	<p>and to support the PBC's oversight of key matters such as financial management, there is an opportunity to disband the current FSC and transfer the oversight role back to the PBC (and potentially PBC EC), supported by SCCSL</p> <ul style="list-style-type: none"> It can be difficult to attract and retain suitably skills and diligent committee members 		
	<ul style="list-style-type: none"> There is scope to set desired culture and nurture culture through activities which allow PBC and EC members to build respectful and constructive relationships 	10. Agree and document the principles for operation for each of the PBC and EC	1 (consider completing in parallel with Actions 5, 7 and 8 above)

Focus Area 2 - PBC processes and decision-making

Desired attributes	Key observations	Suggested actions	Priority ²
<ul style="list-style-type: none"> <i>The PBC meets with an appropriate frequency</i> 	<ul style="list-style-type: none"> Matters reserved for the PBC (restricted matters) are outlined in the SCRA, with PBC EC authorities set out in PBC EC ToR 	11. Develop a single authorities/decision making matrix outlining all authorities provided to PBC, PBC EC, PBC sub-committees (if applicable) and SCCSL	2

² Priority One: to be implemented within the next three months; Priority Two: to be implemented within the next three to six months; and Priority Three: to be implemented within six to twelve months Priority Four: to be implements within 1 – 2 years

Desired attributes	Key observations	Suggested actions	Priority ²
<ul style="list-style-type: none"> • <i>The PBC maintains an effective annual calendar and work plan</i> • <i>The standard PBC meeting agenda effectively focuses the governing entity's discussion and decision-making</i> • <i>The PBC's decision-making processes are sound</i> • <i>The PBC effectively manages conflicts of interest</i> • <i>PBC meeting minutes provide an accurate record of proceedings, decision-making processes and decisions</i> • <i>The PBC's administrative practices and record-keeping are effective and properly maintained by the SCCSL</i> • <i>The PBC receives effective governance and administrative support and advice from SCCSL</i> 	<ul style="list-style-type: none"> • There is an opportunity to enhance clarity of decision-making authority through consolidation of all current authorities in a single 'source of truth' document for the PBC, PBC EC, sub-committees and SCCSL (as secretariat) • Where authorities are provided by the PBC to an individual or role within SCCSL, ensure sufficient protocols (including segregation of duties) are in place within SCCSL to support the individual / role to exercise authority in the best interests of the PBC 		
	<ul style="list-style-type: none"> • Further guidance regarding conflict of interest management is desirable • Code of conduct needs to specify minimum meeting attendance expectations for individual members 	<p>12. Develop a refreshed code of conduct for individual members of the PBC, RBCs, PBC EC and sub-committees to attest to upon appointment</p> <p>13. Develop a conflict of interest management policy outlining principles and examples of standard conflict scenarios to guide all decision-making forums, forum Chairs and SCCSL as secretariat</p>	<p>1 (consider completing in parallel with Action 3 above)</p> <p>2</p>

Desired attributes	Key observations	Suggested actions	Priority ²
	<ul style="list-style-type: none"> Tenders to award material supplier contracts undertaken in line with PBC Purchasing Policy and Tender Process Principles and Procedures 	14. Ensure new delegation matrix developed as part of Action 11 above includes details of specific authorities provided to individuals and specific forums to review and approve the various aspects of tenders	2
	<ul style="list-style-type: none"> PBC, PBC EC meetings are held for 1-3 hours monthly, with sub-committees also meeting frequently Query whether the PBC and EC need to meet with the current level of frequency Greater clarity regarding role of PBC members, office bearers and PBC EC would support PBC and PBC EC meeting effectiveness (see above) 	15. Prepare annual workplan for each meeting forum (PBC, EC and SCCSL) forum to: <ul style="list-style-type: none"> review frequency of meetings, and ensure key responsibilities of each forum met throughout the year 	1
	<ul style="list-style-type: none"> PBC EC meeting papers are provided three days before EC meetings due to timing of sub-committee meetings 	16. Review timing of meetings to enable papers to be issued earlier (based on annual work plan developed in Action 15 above)	1

Focus Area 3 - PBC composition, dynamics, performance and development

Desired attributes	Key observations	Suggested actions	Priority ³
<ul style="list-style-type: none"> <i>The PBC's size and composition enables it to</i> 	<ul style="list-style-type: none"> It is important to ensure the PBC, PBC EC and sub-committees have the 	17. Develop a one page matrix outlining the key skills and other key attributes required collectively for the PBC EC and sub-committees	2

³ Priority One: to be implemented within the next three months; Priority Two: to be implemented within the next three to six months; and Priority Three: to be implemented within six to twelve months Priority Four: to be implements within 1 – 2 years

Desired attributes	Key observations	Suggested actions	Priority ³
<p><i>perform its role effectively</i></p> <ul style="list-style-type: none"> • <i>There is appropriate consideration given by the PBC to its renewal and succession planning</i> • <i>The PBC uses open and objective processes for recruitment</i> • <i>There is an effective and comprehensive process of induction for new PBC member nominees</i> • <i>The PBC has a constructive dynamic</i> • <i>There are clearly stated and enforced expectations of PBC member nominees behaviour and performance</i> • <i>The remuneration structure as it relates to PBC members is appropriate</i> • <i>The performance of the PBC as-a-whole is regularly and appropriately reviewed</i> • <i>The performance of individual PBC member nominees is regularly and appropriately</i> 	<p>collective skills, experience and personal attributes to perform their respective roles</p>	<p>18. Require that each sub-committee comprise a minimum of 3, and maximum of 5 members (at least one member being a PBC EC member who holds the role of sub-committee chair), with final composition to be determined having regard to the time commitment and scope of responsibilities</p>	<p>2</p>
	<ul style="list-style-type: none"> • There is a limited pool of candidates available due to the governance structure. Time availability and appropriate skills / experience further limits the pool • The tenure of PBC and EC office holders is dependent on the annual election of the Chair and intermediate resignations 	<p>19. Document the ongoing approach to succession planning for key leadership roles (PBC and PBC EC chairpersons, Treasurers and Secretaries and sub-committee chairpersons) including interim arrangements for key roles and handover support for key roles following annual election</p>	<p>3</p>
	<ul style="list-style-type: none"> • There is a level of turnover of key leadership roles across PBC, PBC EC and PBC sub-committees • Recognising the complex structure, it can take time for new members to understand structure and governance requirements to then effectively contribute 	<p>20. Consider whether there is an opportunity to deliver regular body corporate governance sessions to PBC and RBCs</p>	<p>3</p>

Desired attributes	Key observations	Suggested actions	Priority ³
<p><i>reviewed</i></p> <ul style="list-style-type: none"> <i>There is a demonstrated commitment by individual governing entity members and the governing entity as-a-whole to ongoing professional development</i> 	<ul style="list-style-type: none"> There is a linkage between the sub-committees and the EC through a crossover of membership. This is highly desirable for effective communication. 	<p>21. Ensure that there is at least one PBC EC member appointed to each sub-committee</p>	<p>This action can be completed in parallel with Actions 17 and 18 above</p>
	<ul style="list-style-type: none"> The workload of the PBC EC Chair is high (especially for a volunteer) and involves being: <ul style="list-style-type: none"> MN PBC chair PBC EC chair Representative of the PBC on the PTBC PBC nominee director on the SCCSL board Proxy holder of the PBC shareholding of SCCSL 	<p>22. Consider ways to reduce workload of the PBC EC Chair including splitting the functions associated with the role and formally assigning to other individuals eg:</p> <ul style="list-style-type: none"> Chair of the PBC and EC (annual election) Director and proxy holder to SCCSL (2 year tenure appointed by PBC) Representative on the PTBC (annual appointment of the PBC) <p>23. Ensure the individual(s) assigned the functions of SCCSL director and/or PTBC in Action 22 above formally report to and take instructions from the PBC.</p>	<p>1</p>
	<ul style="list-style-type: none"> It is important to ensure members of PBC, PBC EC and sub-committees and RBCs receive induction training when joining one of these forums 	<p>24. Develop refreshed induction session(s) for all new members to RBCs, PBC EC and PBC</p>	<p>3</p>

Desired attributes	Key observations	Suggested actions	Priority ³
	<ul style="list-style-type: none"> Attendance at current induction sessions delivered in March / April each year is varied. There is no mandatory requirement to attend induction session prior to commencing as a member of the PBC, PBC EC or as a RBC Chair or RBC member It is imperative that new members undertake induction training prior to attendance at first forum meeting (or shortly thereafter) 		

Focus Area 4 - Monitoring performance, risk and compliance

Desired attributes	Key observations	Suggested actions	Priority ⁴
<ul style="list-style-type: none"> <i>The PBC is provided with appropriate information to perform its role</i> <i>The PBC effectively monitors the SCCSL's operational performance</i> 	<ul style="list-style-type: none"> The PBC and PBC EC monitor performance of SCCSL as key service provider via monthly operational and financial reports 	25. Add the operational planning timelines to the PBC EC annual work plan (see Action 15 above)	1 – noting this action can be completed in parallel with action 15 above.

⁴ Priority One: to be implemented within the next three months; Priority Two: to be implemented within the next three to six months; and Priority Three: to be implemented within six to twelve months Priority Four: to be implements within 1 – 2 years

Desired attributes	Key observations	Suggested actions	Priority ⁴
<ul style="list-style-type: none"> The PBC effectively monitors financial performance The PBC constructively challenges SCCSL on its performance 	<ul style="list-style-type: none"> An annual operational plan is developed by SCCSL outlining operational priorities and prior year performance 		
	<ul style="list-style-type: none"> The approval pathway for the annual financial budget is unclear 	26. Document the approval pathway for the annual financial budget and add timelines to the PBC EC annual work plan (see above)	2
	<ul style="list-style-type: none"> There is a lack of clarity regarding the underlying financial management principles to be applied by the PBC to guide medium to long term financial management decisions by the PBC (eg: namely capex) 	27. Develop a Financial Management Strategy to guide longer term decision making with respect to PBC financial matters	3
	<ul style="list-style-type: none"> The current PBC EC ToR requires the PBC EC to: <ul style="list-style-type: none"> guide policy and governance matters across the resort ensure PBC compliance with all licences and statutory regulations, Local and State OHS, water quality, biodiversity environmental requirements and legislative laws 	28. PBC EC seek confirmation from SCCL regarding the extent of the risk and compliance activities currently undertaken within the scope of the Administration and Management Agreement	1
		29. The PBC EC seek legal advice regarding the role of the PBC and PBC EC in terms of overseeing risk management and compliance related matters within Sanctuary Cove	1
		30. Upon receipt of legal advice, PBC EC to oversee development of a plan to implement a risk management framework, supported by SCCSL or another service provider, as required	2

Desired attributes	Key observations	Suggested actions	Priority ⁴
	<ul style="list-style-type: none"> It is unclear where responsibility for administration of compliance and risk management matters lie – not referenced as a ‘service’ in the Administration and Management Agreement (AMA) nor does SCCSL organisational structure include dedicated roles For example, if a workplace health and safety issue or public liability arose, which entity is liable? 		

Focus Area 5 - Stakeholder engagement

Desired attributes	Key observations	Suggested actions	Priority ⁵
<ul style="list-style-type: none"> <i>The PBC has a shared agreement as to who are its key stakeholders</i> <i>The PBC effectively engages with its key stakeholders</i> 	<ul style="list-style-type: none"> It is important to ensure outcomes and decisions taken in all meeting forums are advised to relevant stakeholders It is particularly important for PBC EC to share outcomes to maintain transparency (where appropriate) 	31. Consider how forums could agree a communicate to relevant stakeholders at the end of each forum meeting (ie: home owners and other residents, other meeting forums, SCCSL) in regard to the key matters discussed in each forum	2

⁵ Priority One: to be implemented within the next three months; Priority Two: to be implemented within the next three to six months; and Priority Three: to be implemented within six to twelve months Priority Four: to be implements within 1 – 2 years

Desired attributes	Key observations	Suggested actions	Priority ⁵
	<ul style="list-style-type: none"> Further consider the communication protocols between PBC and RBC Chairs (noting not all RBC Chairs are PBC Member Nominees) 		
	<ul style="list-style-type: none"> There is an opportunity to consider how PBC could use broadscale forums to support communication with home owners and other key stakeholders such as service providers There are currently no resources allocated to communications 	32. Consider developing an App to share information with funding shared across all residents - this could be used not only for information sharing but also sharing of key resources such as a suggested owner's manual and role statements	3



#	MEETING DATE	RESOLUTION	RESPONSIBILITY	COMMENTS	EXPECTED COMPLETION DATE
316	11/24	Stage 2 DCBL’s RESOLVED that the PBC authorise the ARC and Developer to meet and finalise the DCBL documentation: FURTHER RESOLVED that the PBC is required to review the revised final documentation and the PBC will then approve if it is satisfactory.	ARC/ BCM	<ul style="list-style-type: none"> o Stage 2 commence working group February 2024. o Teams meeting held 22/4/24 with SS, CT, AL, EAR, JS to discuss changes o 2025 RBC resolution 	Early 2025
399	05/22	Amenities across the Resort	PBC	<ul style="list-style-type: none"> o Sept 21 raised by previous Chair, low priority – parking bays being installed. o Parking bays have been installed 	On hold
419	08/22	Village Gate	PBC	<ul style="list-style-type: none"> o Mulpha will commence works on the infrastructure for the gates and the townhouse development opposite. o Works expected to take three months. o Gates structure and design, the mirror image of the Pines. o 16/07/24 Traffic diversion signage installed (Temp covered). o 17/07/24 Contractor to install site fencing o 18/07/24 Pedestrian barrier fence to be installed. o 22/07/24 Early: Current Parkway lanes will be blocked off; traffic diversion will be activated with sign covers removed. o 30/09/24 Temp Road closure for approx. 1 month. o Jeff Ray (Mulpha) advised once stone had been installed on walls, that the road would be reopened for use. 	Commenced mid July 24



#	MEETING DATE	RESOLUTION	RESPONSIBILITY	COMMENTS	EXPECTED COMPLETION DATE
426	04/23	Cypress Point licence agreement and buggy path repairs	PBC	<ul style="list-style-type: none"> SF advised lighting hasn't been budgeted for, however may be able to utilise Solar ones at Village gates once completed. 	SF to look at in 2024/2025 budget
427	05/23	OptiComm Sale	PBC	<ul style="list-style-type: none"> Received proposal, will be presented to PBC EC in early 2024. DSTG to complete a report for June 24 PBC EGM approved extension of one year contract OptiComm. CSC informal meeting scheduled – 11/10/2024 	Ongoing
429	03/24	Purchasing Policy updated	PBC	<ul style="list-style-type: none"> Purchasing policy to be updated – Finance Manager and CEO. 	Aug 24 Governance Review
430	07/24	Secondary Thoroughfare By-Law	PBC	<ul style="list-style-type: none"> Visitor's Parking Signage Email sent 4/9/24 for gazettal. JS Followed up before office closure, will have update early 2025 	Passed at PBC EGM July 24
431	07/24	Emergency Management Plan	PBC	<ul style="list-style-type: none"> Tailored for Residents. Completed by Shanyn (SF), awaiting approval of PBC EC. EDOG distributed Nov EGM Agenda EDOG – Distributed to residents Dec 2024 	Completed

Note: Green = Complete, Yellow = In Progress, Red = Not yet in Progress.

Ongoing
Working Progress
Mulpha
On hold