



## 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 13<sup>th</sup> February 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 16<sup>th</sup> January 2025
  2. Approval of PBC EC VOC ARC Minutes 20<sup>th</sup> January 2025
  3. Architectural Review Committee Member
  4. Application to Referee for Harpullia Lot 3 RZABL Breach
  5. Approval for the engagement of Directors Australia in 2025

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

No	Date	From	To	Regarding
1.	31 January 2025	PBC Chair	SC Residents	WPGA Community Update
2.	4 February 2025	MN for Roystonia	All MN	Governance Review Meeting
3.	4 February 2025	BCCM	PBC	Referees Orders Woodsia Lot 25

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

No	Date	From	To	Regarding

**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.	23 January 2025	FSC	PBC EC	FSC Minutes
3.	January 2025	Compliance	PBC EC	Compliance Report
4.	February 2025	SCCSL	PBC EC	Matters In Progress

**10. General Business**

- 10.1 PBC EGM Motions – March 2025
- 10.2 SC Website expenditure
- 10.3 Grace Invoice for QCAC application 4638
- 10.4 Executive Architect Agreement
- 10.5 Harbour One – FTTH Agreement

**11. Next Meeting – Thursday 13<sup>th</sup> March 2025 at 09:00am**

**12. Closure of Meeting**

Reply To PO Box 15, SANCTUARY COVE QLD, 4212
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**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 13<sup>th</sup> February 2025 – 9:00AM**

**MOTIONS**

**1 Approval of PBC EC Minutes 16<sup>th</sup> January 2025 (Agenda Item 6.1) ORDINARY RESOLUTION**

Proposed by: Statutory Motion

**THAT** the Minutes of the PBC Executive Committee Meeting held on 16<sup>th</sup> January 2025 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 20<sup>th</sup> January 2025 (Agenda Item 6.2) ORDINARY RESOLUTION**

Proposed by: Statutory Motion

**THAT** the VOC Minutes of the PBC Executive Committee Meeting held on 20<sup>th</sup> January 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes	
No	
Abstain	

**3 Architectural Review Committee Member (Agenda Item 6.3) ORDINARY RESOLUTION**

Proposed by: The Chairperson

**THAT** the PBC EC, noting the endorsement of the member present at the meeting of the ARC, recommends the appointment of Mr John Venn to the role of ARC Chairperson.

Yes	
No	
Abstain	

**4 Application to Referee for Harpullia Lot 3 RZABL Breach  
(Agenda Item 6.4)**

**ORDINARY RESOLUTION**

Proposed by: The 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 3 Harpullia comply with Residential Zone Activity By-Law 3.1 (a) Repair and Maintenance.

Yes	
No	
Abstain	

Proposed by: Simone Hoyle

**THAT** the Principal Body Corporate EC (PBC) recommends to the PBC the engagement of Directors Australia to provide consulting services in 2025 to support the implementation of the PBC three-year governance improvement plan. The Directors Australia Governance Blueprint and recommendation and the draft PBC three-year Governance Improvement Plan is included in appendices. The cost of Directors Australia governance consulting services to support the key deliverables in the 2025 Governance Improvement Plan is:

Yes	
No	
Abstain	

**2025 Directors Australia Independent Consulting Support Cost**

- Total excluding GST: \$21,200
- GST (10%): \$2,120
- Contingency (10% of total including GST): \$2,332
- Directors Australia 2025 Total (including GST and contingency): \$25,652

**PBC engagement & alignment sessions - preparation, presentation, and travel**

- Two PBC meetings: \$1,980 × 2 = \$3,960 (Including GST)

**2025 Final Total**

- Grand Total (including GST and contingency): \$29,612

**Approval Rationale for Leveraging Independent Governance Expertise and Services:**

1. **Sustainable Three-Year Plan:** The proposed PBC three-year governance improvement plan, based on the Director Australia’s Governance Blueprint and prioritisation of their recommendations, is aimed at strengthening PBC, PBC Exec and sub committees’ governance structures, defining roles and terms of reference, refining processes, and improving decision-making effectiveness.
2. **Governance Expertise:** Directors Australia brings extensive governance experience and expertise, with strong legal acumen and a proven track record in supporting the implementation of governance improvement plans and enhancing committee effectiveness within our sector.
3. **Resource Support:** Engaging Directors Australia will provide the necessary resources to support the development of key initiatives outlined in the governance improvement plan, for governance structures, roles and responsibilities, processes, policy updates, and compliance measures.
4. **Independent Oversight:** The use of independent governance experts enhances transparency, supporting a ‘best fit’ governance model aligned with best-practice governance principles. Leveraging independent governance experts throughout this governance improvement initiative strengthens the PBC’s position, making it more defensible in the event of compliance challenges.

GTP:202

Name of voter: \_\_\_\_\_

Signature of voter: \_\_\_\_\_ Date: \_\_\_\_\_

**MOTION  
INFORMATION**





## **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 16<sup>th</sup> January 2025  
**Meeting time:** 10:20AM – 12:33PM  
**Chairperson:** Stuart Shakespeare

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### **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: 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: 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: Roystonia GTP 1769 Owner Roystonia GTP 1769 Rep: Mrs Simone Hoyle (SH)

**The following members were present by Proxy:**

**The following members were present by Voting Paper:**

**Present by Invitation:**

Mrs Jodie Syrett, Manager Body Corporate (Minute Taker)  
Mrs Brogan Watling, In-House Counsel – arrived at 11:55am

**Apologies:**

Ms Dianne Taylor

A Quorum was present.

Meeting was recorded.

Nil Conflict of Interest

**1. Motions:**

**1 Approval of PBC EC Minutes 14<sup>th</sup> November 2024 (Agenda Item 6.1) ORDINARY RESOLUTION**

Proposed by: Statutory Motion

**CARRIED**

**RESOLVED** that the Minutes of the PBC Executive Committee Meeting held on 14<sup>th</sup> November 2024 be accepted as a true and correct record of the proceedings of the meeting.

Yes	6
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		
Dianne Taylor			

**2 Approval of PBC EC VOC ARC Minutes 13<sup>th</sup> December 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 13<sup>th</sup> December 2024 be accepted as a true and correct record of the proceedings of the meeting.

Yes	6
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		
Dianne Taylor			

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

Proposed by: Chairperson

**CARRIED**

**RESOLVED** 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	6
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		
Dianne Taylor			

**7. Correspondence for Information:**

- Noted

**8. Correspondence for Action:**

**8.1 PTBC Expenditure on Golf & Country Club Lake:**

- The Chair (SS) noted that it appears previous PTBC VOCs have been approved by PTBC EC members for expenditure, which is a process that should only occur at PTBC EGMs. Concern was expressed re the PTBC EC members’ ability to expend funds outside the approved budget. SS will pursue explanation of past and future expenditure that is unrelated to the Primary Thoroughfare.

**8.2 Concerns over MSCD lot appearance:**

- Several sites owned by MSCD remain unsightly
- The Chair (SS) advised that he has written to MSCD requesting the lots be restored and was informed that the work was expected to be completed prior to Christmas 2024. He will follow up.

**8.3 Dog gathering issue at Paul Toose Park:**

- MN for Molina (CM) noted that the RBC has a level of responsibility regarding by-law breaches. They will be requested to assist. Photos of violations, including the buggy plate as evidence, should be taken. Like other issues of noncompliance, evidence is required prior to submitting an application to the Referee Additionally, a sign to remind residents that dogs must remain on leashes will be erected and bollards may also be installed to prevent buggy access.
- MBC (JS) will follow up with Security to confirm whether cameras are currently installed at Paul Toose Park or if there are plans to install them in the future.

## **9. Reports for Information:**

### **9.2 Finance:**

- MN for Harpullia (PK) will compile a report on the financial and Board update to present at the next PBC EGM meeting.

### **9.5 MIPs:**

- **316 Stage 2 DCBLS** – Amend to ‘resolution to be confirmed’
- **399 Amenities across the Resort** – Remove
- **419 Village Gates** – Extended to June 2025, New gates
- **426 Cypress Point** – The buggy path remains unrepaired; follow up with SF for an update. Additionally, request an update from SF regarding the temporary lighting.
- **427 OptiComm Sale** – Change heading to PBC FTTH Network Solution. Shaun Clarke (SC) has agreed to lead this task with working party members, SF (FM) and Mike Telea (SCSSL).
- **429 Purchasing Policy Update** –Mika (MY) and Brogan (BW) to present.
- **431 Emergency Plan** – Delete all points and add Kira (KC) to source app details/costs from t the Golf Club. Their app is effective and user friendly.

## **10. General Business:**

- CM mentioned that MN for Araucaria (CT) will be concluding her role at the end of January 2025. With MN for Adelia (GS) having recently resigned, it was suggested that a letter be sent thanking them for their work and commitment.
- Orientation for new MNs will be held after February 2025, with CM and BE reviewing the PowerPoint beforehand. CM also suggested pairing new MNs with more experienced ones for support.
- In-House Counsel (BW) will investigate PBC responsibility for Alpinia and other common property in SC
- The Chair (SS) noted that staff acting to ensure compliance have been abused while conducting routine checks. There was discussion about the possibility of Security accompanying them during potentially contentious visits. .
- In-House Counsel (BW) presented a copy of the towing policy from Royal Pines and will reach out to obtain a copy of their by-laws as well.
- JS will further investigate an incident where an Uber driver hit and damaged a streetlight on The Point Circuit on 19th November 2024. PBC is seeking reimbursement for the cost of repair.
- The email from the Chairperson at Schotia Island (LU) regarding overnight parking at the boat ramp was discussed. The PBC EC has agreed to deny all requests, as alternative parking and storage is available outside the gates.
- The Chair (SS) discussed a further invoice from Grace for work related to the QCAC application for 4638. As this has not been approved by the PBC EGM, BW will discuss the additional fee with Grace.

### **10.2 Administration and Management Agreement:**

- Draft copies will be ready by the end of March 2025.
- Keep the RBCs informed. Consultation and transparency are essential.
- A cost estimate from Jason Carlson has been obtained to draft the Administration and Management Agreement for the PBC. SCCSL has agreed to allow inhouse counsel to complete the task for the PBC & PTBC. The cost will be significantly reduced.

**11. Next Meeting** – Thursday 13<sup>th</sup> February 2025 @ 9:00am

**12.– Meeting Closed @ 12:33PM**

Chairperson: .....



## MINUTES COMMITTEE MEETING, OF THE PRINCIPAL BODY CORPORATE GTP 202

**Type of Meeting:** Voting Outside Committee Meeting  
**Date and Time of meeting:** Monday 20<sup>th</sup> January 2025  
Meeting Start: 4:05PM  
Meeting Finish: 4:10PM

### ATTENDANCE:

**The following members were represented by voting paper:**

Lot: Alpinia GTP 107209 Owner Alpinia GTP 107209 Rep: Ms Dianne Taylor (DT)  
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: Livingstonia GTP 1712 Owner Livingstonia GTP 1712 Rep: Mr Brian Earp (BE)  
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.



**MOTION**

**1 Body Corporate ARC Report 15<sup>th</sup> January 2025 ORDINARY RESOLUTION**

Proposed by: PBC Chairperson **CARRIED**

**RESOLVED** that the PBC EC approves the applications recommended for approval by the ARC at its meeting held 15<sup>th</sup> January 2025.

Yes	6
No	0
Abstain	0

Further **RESOLVED** that the PBC EC approves the applications recommended for approval, subject to conditions, by the ARC at its meeting held 15<sup>th</sup> January 2025.

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 15<sup>th</sup> January 2025.

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 Body Corporate Manager, at its meeting held 15<sup>th</sup> January 2025.

Chairperson.....



18 December 2024

Ms Cheryl McBride and Ms Simone Hoyle  
Sanctuary Cove PBC EC

By email: [shoyle@bigpond.net.au](mailto:shoyle@bigpond.net.au) and [cheryl.mcbride@teamleisure.com.au](mailto:cheryl.mcbride@teamleisure.com.au)

Dear Simone and Cheryl

**Proposal to assist with the development of various Sanctuary Cove PBC governance documents**

Directors Australia would be delighted to assist with developing certain governance policies and related documents for the Sanctuary Cove Principal Body Corporate (PBC) in response to several suggested actions set out in the draft Sanctuary Cove PBC Governance Review Blueprint (December 2024) (the Blueprint).

**Assignment approach**

We have outlined below each of the deliverables which we can assist with preparing and the associated fixed fee for preparation of each deliverable by Directors Australia.

Deliverable	Fixed fee (excl GST)
<p><b>1. Blueprint Suggested Actions 2 and 3: Develop Role Statement outlines</b></p> <p>We would prepare an initial draft outline of the six (6) role statements required for the PBC, PBC EC as well as individual members of the PBC, PBC EC and sub committees. We would include drafting instructions in each statement noting the detail required from the PBC / PBC EC to enable the PBC to populate and finalise each role statement.</p>	\$3,600
<p><b>2. Blueprint Suggested Action 5: Develop PBC Terms of Reference</b></p> <p>We would prepare an initial draft of the terms of reference for the PBC which incorporates the applicable legislative requirements from the SCRA as well as broader good governance principles.</p>	\$1,800
<p><b>3. Blueprint Suggested Action 7: Revise PBC sub-committee Terms of Reference (ToR)</b></p> <p>We would assist with revising each continuing sub committee's terms of reference in line with the suggested action.</p>	\$1,800 per ToR
<p><b>4. Blueprint Suggested Action 10: Develop Principles for Operation for PBC and EC</b></p> <p>We would prepare an initial draft of the principles for operation for each of the PBC and EC. We would incorporate drafting instructions in each document regarding the detail required from the PBC / PBC EC to enable the PBC to populate and finalise each document.</p>	\$2,200



Deliverable	Fixed fee (excl GST)
<p><b>5. Blueprint Suggested Action 12: Develop refreshed Code of Conduct</b></p> <p>We would prepare an initial draft of the revised Code of Conduct which incorporates the applicable legislative requirements as well as good governance principles.</p> <p>We would incorporate drafting instructions in each document regarding the detail required from the PBC / PBC EC to enable the PBC to populate and finalise each document.</p>	\$3,600
<p><b>6. Blueprint Suggested Action 15: Prepare an annual workplan template for each forum (PBC, EC and SCCSL board)</b></p> <p>We would prepare an initial draft of the annual workplan for each forum and include drafting notes to assist PBC and the SCCSL Secretariat to finalise each workplan for submission to the relevant forum for review and approval.</p>	\$1,800
<p><b>7. Blueprint Suggested Action 17: Develop one page matrix outlining the key skills required for the PBC EC and sub-committees</b></p> <p>We would develop a draft matrix based on our review of relevant background documents. We would consult with the PBC EC (virtually) to seek feedback regarding the draft matrix and issue a final draft version of the matrix.</p>	\$3,600

We anticipate we would require 4 to 6 weeks to develop and finalise the deliverables above.

In addition to the development of the deliverables above, the PBC has requested our attendance at its 6 February 2025 meeting to discuss any final feedback regarding the Blueprint. To facilitate this discussion, we would prepare a revised draft of the Blueprint which incorporates the feedback provided by the PBC on 9 December 2024 and attend an in-person meeting of the PBC on 6 February 2025 to respond to any queries from the PBC prior to approval of the final blueprint.

### Fees and expenses

On page 1 above we have outlined the relevant fixed fee for each governance document deliverable.

Our fee for attending the 6 February 2025 PBC meeting and pre meeting preparation (including preparation of the revised draft Blueprint) would be \$2,800 (excluding GST).

We would issue an invoice for 50% of the total fee upon acceptance of this assignment, with the remaining 50% payable upon provision of the final draft deliverables to the PBC. Our fee would be payable within 14 days of receipt of our invoice.

We would meet all incidental expenses such as telephone calls and printing.

### Conclusion

We would be happy to discuss any aspect of this proposal with you.

If you are comfortable with this proposal, please countersign a copy of this letter below and return it to Directors Australia. Alternatively, please confirm your acceptance by email.

Yours sincerely



Kerryn Newton  
Chief Executive Officer

*Please note that:*

- > *Our fee is based on the estimated consulting effort involved given the brief as we currently understand it. If it is apparent in our initial meeting that the scope is different to that on which this proposal is based, then we reserve the right to vary our fee. Further, if during our work the effort required to complete the task exceeds the estimation on which our proposal is based, then we will discuss this with you before proceeding further.*
- > *No aspect of the services provided as part of this assignment should be construed in any way whatsoever as legal advice. It will be the client's responsibility to obtain expert legal advice on any issue which requires a professional legal opinion.*
- > *This proposal is current for one month from its date.*

.....  
Acceptance

I, \_\_\_\_\_ being a duly authorised officer accept the proposal outlined above and on the terms and conditions outlined.

\_\_\_\_\_ [Signature]

\_\_\_\_\_ [Name]

← Outstanding bills 1,980.00 AUD

**TAX INVOICE**

**1,980.00** AUD

36 days overdue



[Log in to save invoice as a bill](#)

**To** Sanctuary Cove Principal Body  
Corporate  
Attention: Simone Hoyle  
1/1 Masterhead Way  
Sanctuary Cove Qld 4212

**From** Directors Australia  
PO Box 3018  
South Brisbane QLD 4101

**ABN** 69 534 972 076

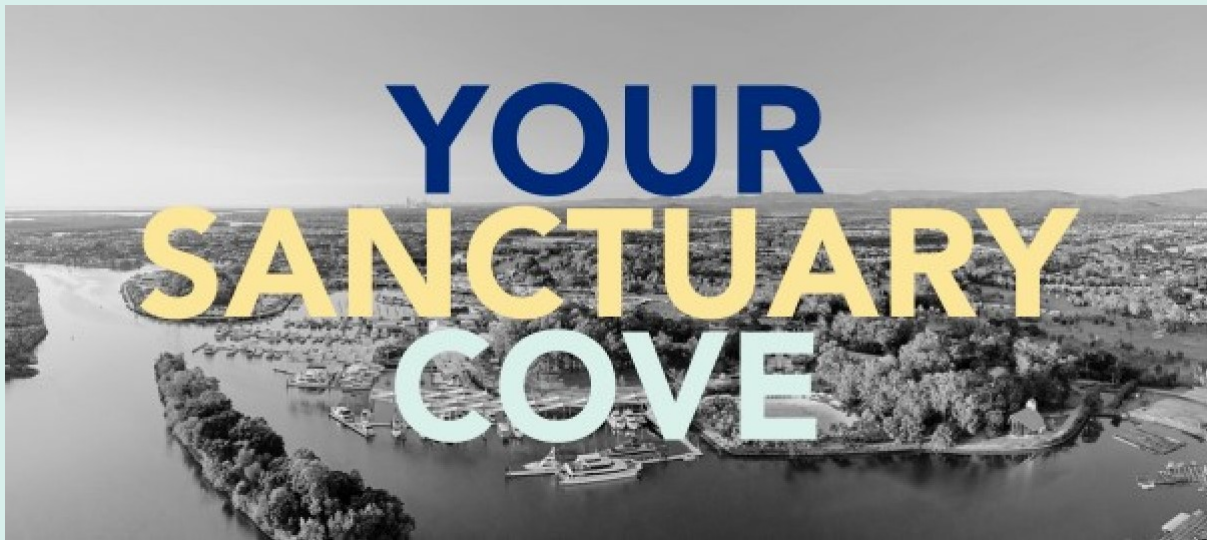
**Invoice number** A24-057(3)

**Issue date** Dec 18, 2024

**Due date** Jan 1, 2025, 36 days overdue

Description	Amount
Our Consultant/s: Kerryn Newton   Katie Simpson   Kathy Fleming	
Governance review, as per our revised proposal dated 4 July 2024	
Agreed fees: \$39,200 (excl GST)	
Stage 3: Completion of this assignment, and provision of deliverables • Final quarter of the fee on completion	9,800.00
In person attendance at the 9 December 2024 PBC meeting	1,800.00
Subtotal	11,600.00
Total GST 10%	1,160.00
<b>Total</b>	<b>AUD 12,760.00</b>
Less amount paid	10,780.00

**CORRESPONDENCE  
FOR INFORMATION**



A promotional graphic for the Australian WPGA Championship &amp; Gold Coast Festival of Golf. The background is a vibrant purple. On the left, the text "AUSTRALIAN WPGA CHAMPIONSHIP GOLD COAST" is displayed next to a gold trophy icon. Below this, the dates "6 – 9 MARCH 2025" and the venue "SANCTUARY COVE GOLF AND COUNTRY CLUB" are listed. At the bottom left are the logos for "AUSTRALIA'S GOLD COAST" and "Queensland AUSTRALIA". On the right, a collage of photos shows two professional golfers, Cassie Porter and Kelsey Bennett, and a group of four women. The names "CASSIE PORTER" and "KELSEY BENNETT" are written in white over their respective photos. A circular logo at the bottom right reads "2025 AUSTRALIAN WPGA CHAMPIONSHIP GOLD COAST FESTIVAL OF GOLF" and "HEADING AT THE GOLD COAST FESTIVAL OF GOLF".

# Australian WPGA Championship & Gold Coast Festival of Golf Community Update

We are pleased to invite you to our next community engagement event where you will have the opportunity to hear directly from the PGA of Australia, WPGA Tour of Australasia and Mulpha Events on the upcoming [Australian WPGA Championship](#) and [Gold Coast Festival of Golf](#), 6–9 March at Sanctuary Cove.

This event will provide an update on planning for the tournament, along with an overview of what will be on offer at the Gold Coast Festival of Golf.

**Date:** Thursday, 6 February 2025

**Time:** 5pm – 6pm

**Venue:** Botanical Room, [Sanctuary Cove Country Club](#)  
The Parkway, Hope Island



We encourage your participation in this informative session, and we look forward to engaging with you in person.

We look forward to seeing you there.

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***Mulpha, PGA of Australia & WPGA Tour of Australasia***

SANCTUARY  COVE.

  
MULPHA

Mulpha Sanctuary Cove, Jabiru House, Masthead Way, Sanctuary Cove, QLD 4215, Australia

[Unsubscribe](#) [Manage preferences](#)

**From:** [shoyle](#)  
**To:** [Stuart Shakespeare](#); [Paul Kernaqhan](#); [Derek Glinka](#); [Brian Earp](#); [dianneontheqc](#); [andrewbrownsydney](#)  
**Cc:** [Jodie Syrett](#)  
**Subject:** Draft message to PBC MNs on Governance Plan Review / Date change to Feb EGM  
**Date:** Tuesday, 4 February 2025 1:02:51 PM

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Dear PBC MNs

Due to a significant number of PBC MNs being unable to attend this week's governance meeting with Directors Australia, we have decided to reschedule the Governance Plan review to the 27<sup>th</sup> February EGM to ensure maximum participation and engagement. This change allows us to:

- Accommodate availability challenges for several PBC MNs.
- Ensure MNs have sufficient time to review the draft plan.
- Provide an opportunity for PBC MNs to engage with their RBCs and capture any questions.
- Maximise participation for this important discussion.
- Maintain the involvement of Directors Australia, who will still be participating in the February EGM.

This is an important meeting as governance is fundamental to the effectiveness and integrity of the PBC. Strong governance ensures clarity of roles, accountability, and sustainable decision-making, enabling the PBC/Exec/sub-committees to operate efficiently and within its legal and strategic framework.

A copy of the draft three-year PBC Governance Plan, developed in response to Directors Australia's Blueprint recommendations, will be shared in advance to allow time for review and feedback.

If you have any questions in the meantime, please feel free to reach out.

Kind regards

Simone Hoyle

# REFEREE'S ORDER

Office of the Commissioner  
for Body Corporate and Community Management

**CITATION:** *Sanctuary Cove Principal Body Corporate* [2025] QBCCMCmr 38

**PARTIES:** Sanctuary Cove Principal Body Corporate (**applicant**)  
Tin Sing Nip (**respondent**)

**PLAN:** -

**JURISDICTION:** Section 77 of the *Building Units and Group Titles Act 1980* (Qld) (**BUGT Act**)  
Section 104A of the *Sanctuary Cove Resort Act 1985* (**SCR Act**)

**APPLICATION NO:** 1007-2024

**DECISION DATE:** 4 February 2025

**DECISION OF:** M. Tsui, Referee

**CATCHWORDS:** BY-LAWS – whether a proprietor in a subsidiary body corporate has breached the residential zone activities by-laws relating to maintenance.  
SRC Act, s96A(6)

## ORDERS MADE:

1. Within 6 weeks of the date of this Order, the proprietor of Lot 25 in the Woodsia GTP 107353, Tin Sing Nip, must pressure wash and repaint in Dulux 'Berkshire White' Fender Finish the existing stained rendering on the front, side and rear upper exterior portions of the principal structure on Lot 25.

I HEREBY CERTIFY this is a true copy of the order and reasons for decision.

Dated this 4<sup>th</sup> day of February 2025.



M. Tsui



# REASONS FOR DECISION

## Overview

- [1] This application is about compliance with a maintenance by-law.
- [2] The respondent, Ms Nip owns Lot 25 in The Proprietors – Woodsia GTP 107353 (**Woodsia**). Woodsia is a subsidiary body corporate of the Sanctuary Cove Principal Body Corporate (**PBC**) within a residential zone of the Sanctuary Cove Resort.
- [3] The PBC has brought this application against Ms Nip for failing to maintain her lot in accordance with by-law 3.1(a) of the Residential Zone Activity By-Laws (**RZABLs**) which requires residents to:
  - (a) Maintain in good condition and repair and where necessary replace or renew the exterior of his Principal Structure including for the purposes of this by-law only, and without limitation, all fences, walls, windows, gates, sidewalls, walkways, driveways and other structures located on the Lot;
- [4] The PBC says that the stained rendering on the principal structure of Lot 25 deviates from the standards maintained within the Sanctuary Cove Resort and does not comply with the by-law. It says that despite 4 written communication attempts notifying Ms Nip of the breach, she has failed to respond, and to date, has not rectified the property.
- [5] The issue for determination is whether Ms Nip is in breach of the by-law as alleged.

## Preliminaries

- [6] The SCR Act is one of several pieces of legislation defined as a 'specified Act' under the *Body Corporate and Community Management Act 1997* (the **BCCM Act**).<sup>1</sup> The BUGT Act continues to apply to plans registered under the BUGT Act for a specified Act.<sup>2</sup> Disputes about the operation of the SCR Act or the rights and obligations of persons under the SCR Act may be dealt with under the BUGT Act.<sup>3</sup>
- [7] The application seeks the following order:
  - The Respondent must pressure wash and repaint in Dulux 'Berkshire White' Fender Finish the existing stained rendering on the front, side and rear upper exterior portions of the principal structure.
- [8] This is an application by the PBC against a proprietor of a lot in a subsidiary body corporate, seeking compliance with an RZABL. It has previously been determined that a referee has jurisdiction to decide such applications.<sup>4</sup>
- [9] Submissions were invited from the respondent, the Woodsia committee and all Woodsia owners. The respondent and one other owner made a submission. The PBC inspected the submissions and made a reply.

## Analysis

- [10] Firstly, pursuant to section 96A of the SRC Act, the RZABLs bind the PBC, members of the PBC as well as the registered proprietor or occupier of a lot within the residential zones. The respondent is the registered proprietor of a lot within a residential zone and is therefore bound by the RZABLs.
- [11] On 17 April 2024, the PBC issued a notice to Ms Nip, alerting her that the stained rendering on her property constituted a breach of RZABL 3.1(a). The notice requested that she arrange for the front and side walls of the property to be cleaned and/or repainted to ensure it is maintained in good condition in compliance with the by-law. Images of the problematic stained areas were

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<sup>1</sup> Section 326 of the BCCM Act

<sup>2</sup> Section 325(2)(a) of the BCCM Act

<sup>3</sup> Section 104A of the SCR Act

<sup>4</sup> *Sanctuary Cove Principal Body Corporate v Nakahara et al* (Unreported, Magistrates Court of Queensland, Magee K, MAG – 0056211/19(5), 12 February 2020)

included with the notice. Ms Nip was given 14 days to address the issue. When no action was taken, the PBC issued a further 3 notices to Ms Nip before then commencing this application.

- [12] The application includes photographs showing the stained exterior areas of the building. Photographs of a neighbouring lot have also been included as a comparison of the expected standard.
- [13] A submission was received from the owner of Lot 61 in support of the PBC's application, asserting that the respondent's property is "an eyesore" and that it should be brought into line with the neighbouring properties and the expected standards of the community.
- [14] The respondent, Ms Nip submitted that she had not received the PBC's notices as she had moved to China where she is unable to access that email account. However, Ms Nip said that her tenant who occupies the property had now hired a cleaning company to clean the exterior walls.
- [15] In reply, the PBC submitted photographs showing that as of 27 November 2024, no work had been undertaken to the property.
- [16] As stated, by-law 3.1(a) provides:  
Every Resident must:
  - (a) Maintain in good condition and repair and where necessary replace or renew the exterior of his Principal Structure including for the purposes of this by-law only, and without limitation, all fences, walls, windows, gates, sidewalls, walkways, driveways and other structures located on the Lot;
- [17] The photographs supplied show that portions of the building's exterior are heavily stained in black. I am satisfied that Ms Nip is not maintaining her property in good condition as required by by-law 3.1(a). The obligation to maintain includes, where necessary renewing the exterior walls of the property.
- [18] Ms Nip does not dispute that work is required. She states that her tenant will attend to the issue but to date, the submitted photographs indicate no such work has been undertaken.
- [19] It is worth mentioning that while Ms Nip does not reside in the property, as the lot owner she is still bound by the by-law. The by-law applies to every "Resident". Pursuant to the Sanctuary Cove Principal Body Corporate Development Control By-laws, "Resident" means the registered proprietor, mortgagee in possession, or lawful occupier, of a lot. Clause 1.1 of the RZABL provides that its terms have the same meaning given to them in the SRC Act, the Primary Thoroughfare Body Corporate By-laws and the Principal Body Corporate's Development Control By-laws. As such, the same meaning of "Resident" applies here.
- [20] Ms Nip, as the registered proprietor of Lot 25, is a "Resident" and bound by by-law 3.1.

## **Conclusion**

- [21] In the circumstances, it is evident that Ms Nip has contravened by-law 3.1(a) and has not remedied that contravention despite now being on notice of it. I am therefore satisfied that the order sought should be granted. I have allowed 6 weeks for the order to be complied with.

**REPORTS FOR  
INFORMATION**



**OPERATIONS REPORT – JANUARY 2025**

**SECURITY SERVICES**

Security Statistics (from the 1<sup>st</sup> Nov 2024)

Period	Alarm Activations				Medical	Incidents	Keys Issued	Infringe Notices	Accesses
	Fire	General	Panic	Total					
YTD 2025	194	560	165	859	38	77	275	670	59
YTD 2024	184	614	169	661	48	74	352	415	101

Valet Services (January 2025 – YTD 2025)

	January 2025		January 2024		Year to Date 2025	
	Number	\$ Charge	Number	\$ Charge	Number	\$ Charge
Key Pick-Up	14	\$112.00	12	\$96.00	35	\$280.00
Long Term Rental	3	\$300.00	12	\$1,750.00	20	\$2,200.00
Short Term Rental	0	\$0.00	0	\$0.00	0	\$0.00
Access Rearm	4	\$173.00	7	\$266.00	15	\$591.00
Other	0	\$0.00	4	\$152.00	5	\$190.00
Rental Breaches	1	\$250.00	0	\$0.00	1	\$250.00
Commercial Call Outs	13	\$4,004.00	0	\$0.00	17	\$5,104.00
<b>Total</b>	<b>35</b>	<b>\$4,839.00</b>	<b>35</b>	<b>\$2,264.00</b>	<b>93</b>	<b>\$8,615.00</b>



### Specific Monthly KPO's:

- Review CCTV cameras approved for Stage 2 Security Technology.

### Ongoing Monthly KPOs:

- 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 phone or camera activated security/emergency incidents at an average of 26 per month; and when safe to do so respond within 4 minutes.
- 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.

Stage 3 CCTV – receive report from C-Cure Systems, review costings with Finance TBD.

Items Actioned – refer to statistics.



- 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 January there were 185 Parking Infringement "Reminder Notices" issued, compared to 134 during the same period the previous year. The table below provides a breakdown of these notices by Body Corporate location.

RBC	No of Breaches	<i>Previous Year</i>	RBC	No of Breaches	<i>Previous Year</i>
Ardisia	45	30	Roystonia	4	5
Zieria	21	12	Adelia	3	0
Plumeria	12	12	Alyxia	3	0
Schotia Island	12	7	Cassia	3	9
Alpinia	11	8	Corymbia	3	2
Harpullia	11	6	Fuschia	2	1
Tristania	8	3	Alphitonia	1	0
Admin	7	0	Banksia Lakes	1	0
Molinia	7	6	Colvillia	1	9
Caladenia	6	6	Felicia	1	2
Washingtonia	6	3	Livingstonia	1	0
Acacia	5	2	Security	1	0
Darwinia	5	1	Woodsia	1	0
Bauhinia	4	3	Araucaria	0	7
	160	99		25	35



## Speed Sign/Camera

Speed camera breaches for January have been limited due to delays in sourcing an 8MB SD card specific to the camera. A replacement card has now been obtained. A new charging connector has also been added. As a result, there was just one speeding vehicle identified for the month of January.

## 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
<b>YTD 2025</b>	<b>139,699</b>	<b>30,659</b>	<b>5,653</b>	<b>1062</b>	<b>179</b>	<b>46</b>	<b>86,755</b>
Total	819,170	197,382	35,599	6,458	1,115	229	1,059,953
<b>% Current YTD</b>	<b>78.79%</b>	<b>17.29%</b>	<b>3.19%</b>	<b>0.60%</b>	<b>0.10%</b>	<b>0.03%</b>	<b>100.0%</b>
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
<b>Jan 2024</b>	<b>31,790</b>	<b>7171</b>	<b>1317</b>	<b>222</b>	<b>31</b>	<b>12</b>	<b>40,543</b>
<b>% Current MM</b>	<b>78.41%</b>	<b>17.69%</b>	<b>3.25%</b>	<b>0.55%</b>	<b>0.08%</b>	<b>0.02%</b>	<b>100.0%</b>

## Highest Speed.

Location	Speed km/h	Date	Time
1019 Edgecliff	66	01.01.25	0830 hrs
2204 The Parkway	87	26.01.25	2000 hrs

## Operational

Security attended to 31 incidents for the month - 23 General and 8 Medical.

Twenty-three (23) General Incidents:

- a) Nine (9) were Person related including:
  1. A large group of guests that were dispersed at the Hotel
  2. Male teens who refused to leave the Hotel grounds
  3. 2 for tailgating on foot
  4. 2 x breach notices served to rental properties
  5. An authorised letter box drops by a resident
  6. Contractor working after hours
  7. A minor crush injury to a Security Supervisor, when a garage door came on their hand
- b) Eight (8) were Vehicle related including:
  1. 2 vehicles that tailgated
  2. A concrete truck blocking the road
  3. A buggy that got stuck in a garden bed on The Pines.



4. A palm frond that damaged a resident's vehicle
5. A visitor vehicle that tailgated and hit the boom
6. A vehicle that was hit by a kangaroo that was later euthanized
7. A vehicle in the Village carpark, found unlocked with keys inside

c) Six (6) were Property related including:

1. 3 x alarms in the Village for Fire/PIR activation
2. The theft of a jet ski from a Marine Drive North property
3. A gas leak at Bld Jabiru House when contractors hit a gas main.
4. A resident who left an old safe outside their home
5. A resident's jet ski that drifted loose into the Coomera River

Eight (8) Medical incidents:

7 residents involved and the other person was a visitor. These included:

- A female who suffered a choking episode
- A male golfer who was hit in the head by the back swing of a golf club
- A male with suspected heart attack
- A female who received a cut to their arm after a fall at home
- A female with Covid found dazed and confused
- A male with tightness in the chest
- A female with heart palpitations x 2

4 patients were transported to hospital.

40 Complaints were received:

	January 2025	December 2024	November 2024	October 2024
Residents	23	31	34	27
Subject not located	4	15	5	13
Rentals	7	10	10	5
PBC/Village/Hotel	6	4	7	2
<b>TOTAL</b>	<b>40</b>	<b>60</b>	<b>56</b>	<b>47</b>

### Marine Patrols

There were 562 patrols of Marine Zones 1-5 by Haven and Eden (including transit between zones).

- a) Haven was deployed on 12 dayshifts and 8 nightshifts.
- b) Eden was deployed on 15 dayshifts and 11 nightshifts.





December 2024	Haven	Eden	Totals
Zone1/Harbour 1	89	112	201
Zone 2/Harbour 2	50	62	112
Zone 3/Harbour 3	45	51	96
Zone 4/Harbour 4	33	39	72
Zone 5/Roystonia	33	48	81
<b>Total Patrols</b>	<b>250</b>	<b>312</b>	<b>562</b>
Day Patrols	12	15	27
Night Patrols	8	11	19

Reduced patrols have been due to maintenance on the motors.

There were 24 incidents of unauthorised access reported in Private Harbours, Lakes, and Marina Piers:

- a) 22 of the incidents were related to fishing activities:
  - 10 from a Private Harbour
  - 4 from Boulevard Bridge and Memorial Lake
  - 1 from 22 Ton Bridge
  - 7 from Marina Pier
- b) 2 were in a private harbour and at the Point pontoon
- c) All groups were moved on without incident

#### Visitor Management System and License Plate Recognition

	7.01.25	05.02.25
Residents registered with LPR	1,135	1,121
Total not registered with LPR	291	277
<b>Total Lots</b>	<b>1,426</b>	<b>1,398</b>
Resident vehicles/buggies LPR	5,582	5,606
Permanent visitor vehicles LPR	4,912	4,970
<b>Total Vehicles</b>	<b>10,494</b>	<b>10,576</b>
Residents registered VMS Portal	447	449
Res/Builder/multiuser same house	132	131
Number of VMS entries	2,581	2,585



**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:** Decreased by 1 to 131 residents and builders actively using the portal.

**Number of VMS Entries for Current Residents and Builders:** Increased by 4 to 2,585.

#### 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.

Seventeen LPR issues were recorded. Mostly at The Pines and Main Gate. Eleven of these issues were resolved through the software, while the others were driver error. These included travelling too close to the vehicle in front and stopping past the read point or entering the read point whilst the car in front had not cleared the gate and misinterpreting the green light as their signal to advance towards the gate.

#### Workplace Health and Safety

The next meeting is scheduled in February 2025.

#### Scheduled Works

Additional cameras to detect vehicles tailgating have been installed at North Gate and Pines Gate; and previously at Main Gate.

#### Staff

We are currently interviewing to fill 2 Security Officer vacancies received in late January.

Negotiations at the recent Enterprise Agreement meeting 22.01.25 were positive and we hope to have feedback from the Bargaining Reps by mid-February.



## 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 weekly by BCS and daily by the Security Services Team.
2. **Compliance** – Weekly inspections are completed, with reports submitted to the PBC EC for further action on cases involving three or more breaches. In January 2025, a total of nineteen (19) breach letters were issued for RZABL compliance, and four (4) breach letters were issued for parking compliance.
3. **Website Access** – Please refer to the website for all current information instead of SharePoint. If you are having trouble logging in, please reach out to enquiries@scove.com.au.
4. **Policy and Procedure review** – The review process is ongoing.
5. **StrataVote** – Committees are encouraged to utilise this tool to enhance the efficiency and effectiveness of meetings.
6. **RBC AGMs** – Annual General Meetings for February 2025 have commenced.
7. **Referee Applications** – The referee application outcome for Woodsia was decided in favour of the PBC.
8. **Staff Updates** – Caitlin Coombridge has returned from maternity leave and resumed her role as Building Approvals Manager.
9. **Role Adjustment** – Kira Cook has transitioned back to the Compliance Officer position.
10. **New Appointment** – Nicole Joynson will commence as the new Body Corporate Manager on 13th February 2025. With extensive experience in Body Corporate management, she will be a valuable addition to the team.



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
<b>Total</b>		<b>65,145.97</b>	<b>10,844.27</b>	<b>75,990.24</b>
Budget			63,660.00	
Balance Uncommitted			52,815.73	



## FACILITIES SERVICES

### OPERATIONS REPORT – JAN 2025

After Hours call outs

<b>Date</b>	<b>PBC Emergency Repair</b>
09/1/2025	PBC Hydraulics

<b>Date</b>	<b>PTBC Emergency Repair</b>

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

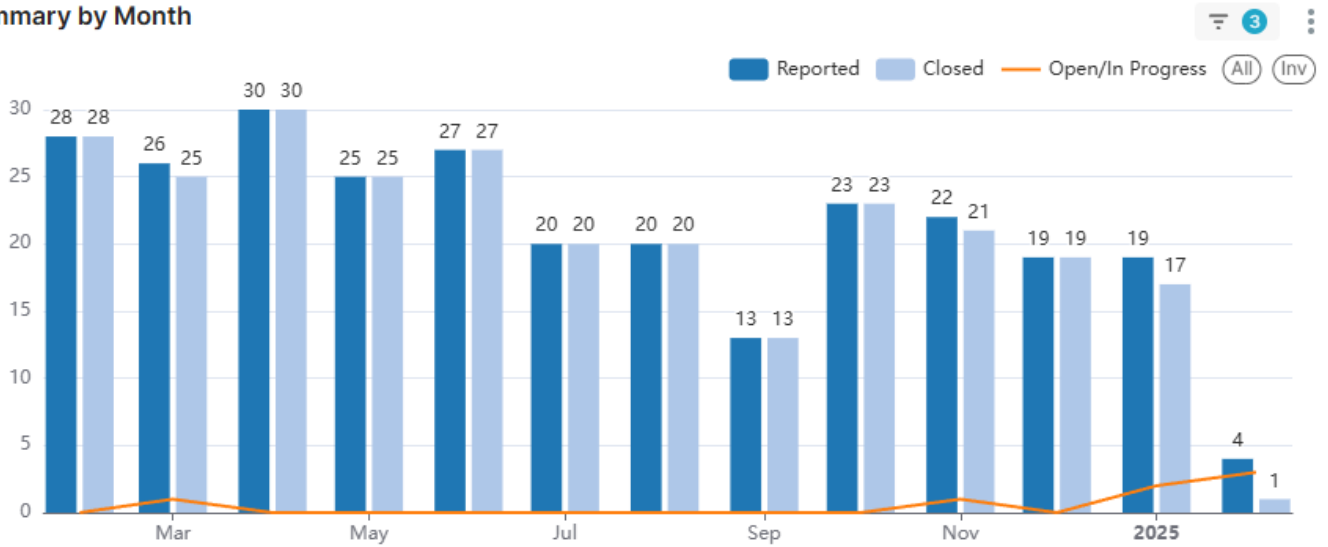
Landscape Solutions	Jan-25
1. Quality of Standard - 11/11	9
2. Complaint/Compliment - Maximum of 5 compliants per month	5
3. Response and Repair timeframes (Work Requests)	
P1	100%
P2	100%
P3	53%
4 Document Compliance	100%
5 Reporting	0%
SPS	Jan-25
1. Complaint/Compliment - Maximum of 1 compliants per month	0%
2. Schedule of Works	100%
3. Document Compliance	100%
4. Reporting	100%
Cleanaway	Jan-25
1. Quality of Standard of works - Missed bins (not services within required timeframe)	8
2. Complaint/Compliment - Maximum of 3 compliants per month	0
3. Schedule	100%
4. Document Compliance	100%
5. Reporting	0%



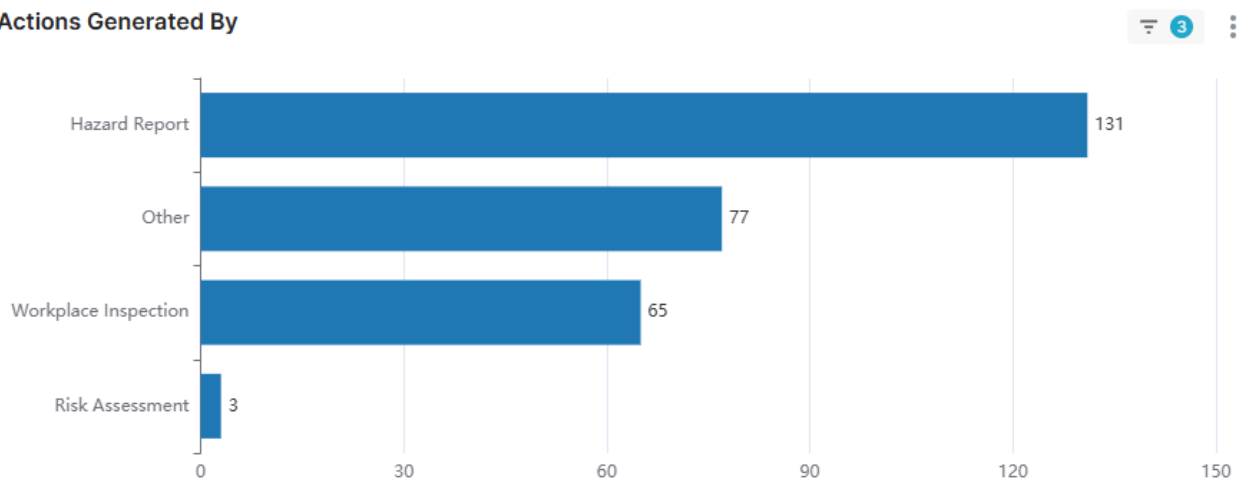
## Hazard Identification/Reporting

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.

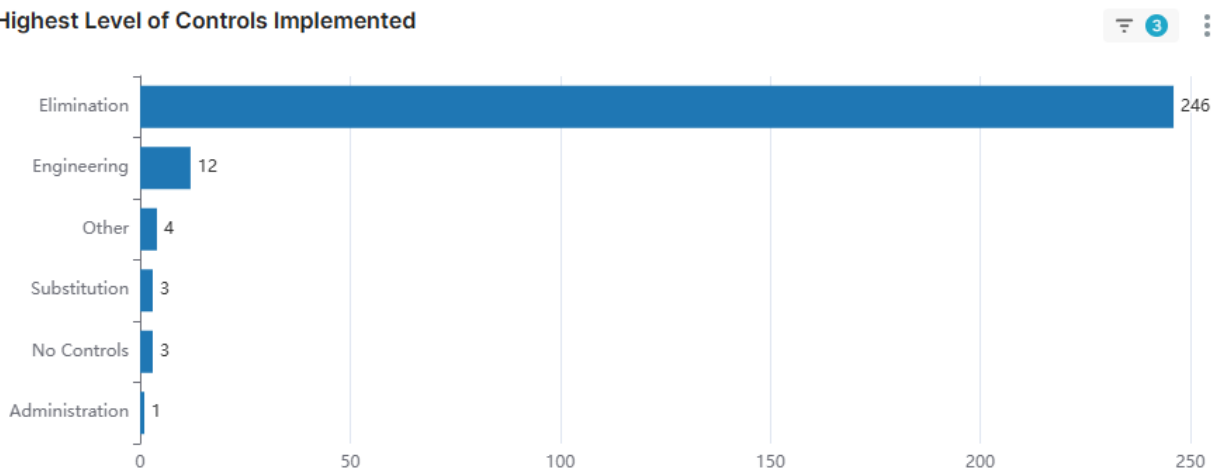
### Summary by Month



### Actions Generated By



### Highest Level of Controls Implemented



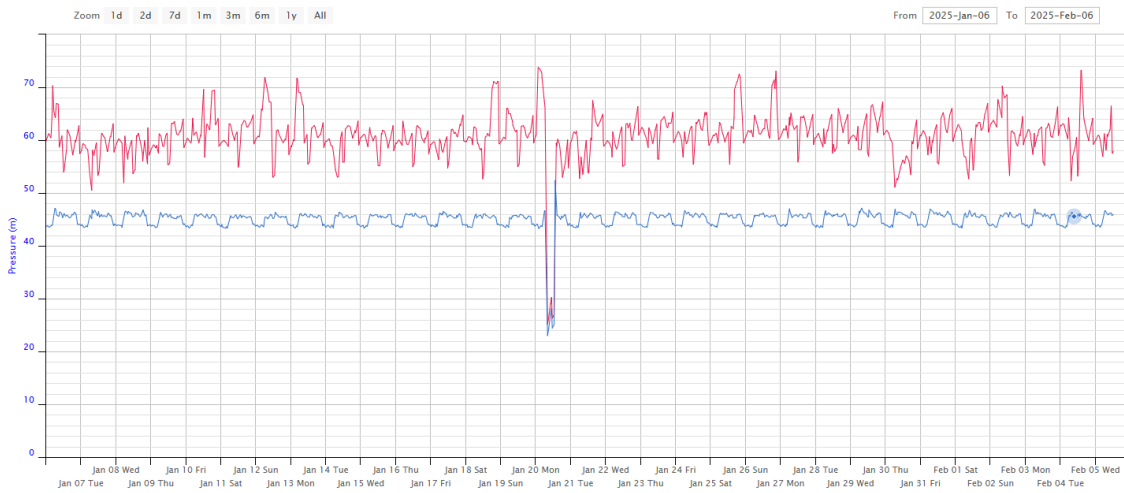


## Water Management

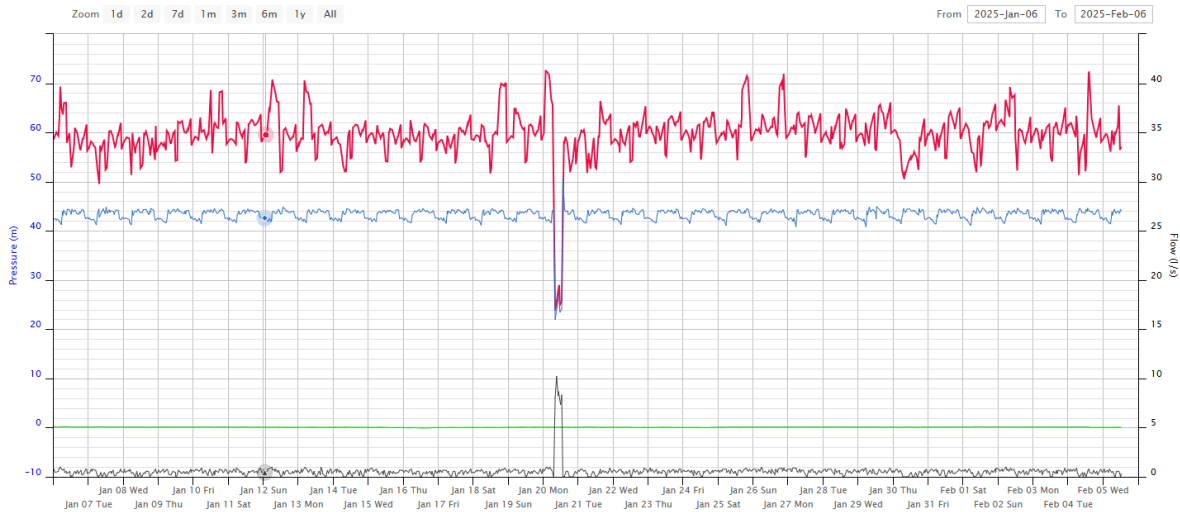
The PRV system is comprised of two pressure reducing valves and ten smart controllers. Commissioning of the system commenced 15 January 2024. Immediate reductions in pressure levels and fluctuations in the internal water network supply to Sanctuary Cove have been observed.

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.*



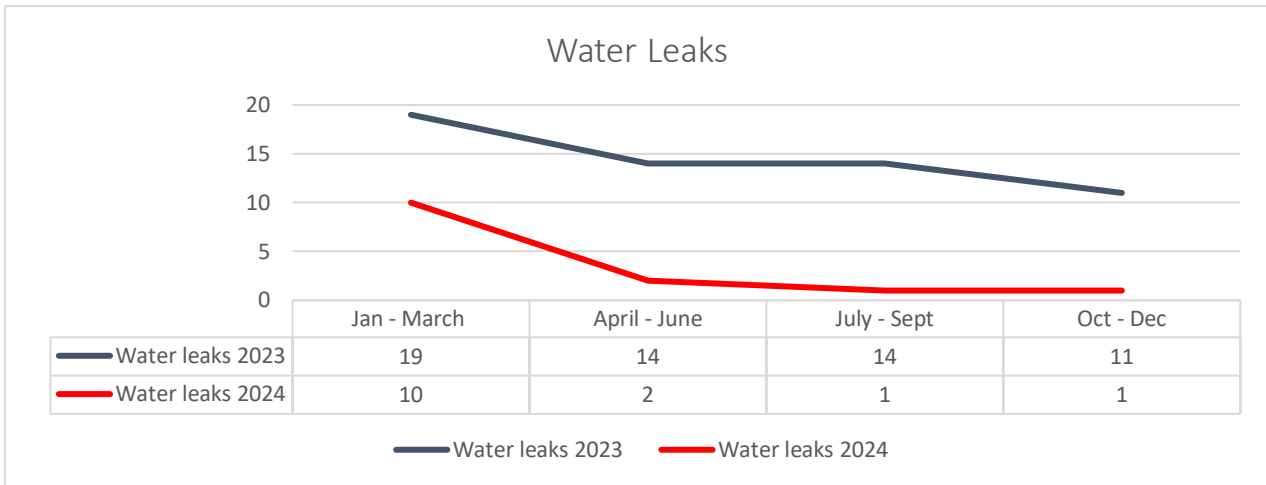
Water Loss/Leaks

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/m<sup>3</sup>/year (approximately 33,000 kl/quarter) for Sanctuary Cove, calculated using International Water Association (IWA) formulas.

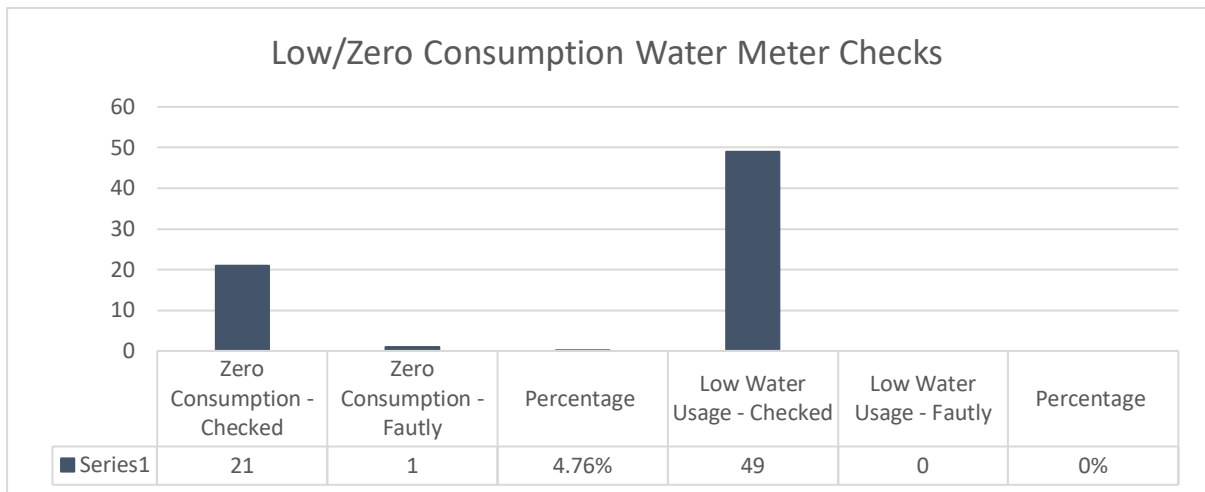
- (April – July 2024)- Calculations show a variance/loss of 6,747 kl/quarter = 78 kl/day
- (July – October 2024) Calculations show a variance/loss of 7,688 kl/quarter = 93 kl/day

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	Seeking Quotations	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	Awaiting Approval	Pump Station access lid upgrades
	Peter	Seeking Quotations	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	Approved	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	Jan-25	Achieved
<b>LEADERSHIP/CUSTOMER SERVICE (WORK REQUESTS/PREVENTATIVE MAINTENANCE)</b>				
PM - (MO) Percentage closed for month - Target 80%	100%	90%	84%	100%
Total % (Open vs Closed) Target 85%	78%	81%	72%	100%
Greater > 60 Days (Target <20)	15	17	5	100%
Total Outstanding <85	40	39	37	100%
Plumber jobs remaining > 30 days 2 average	1	1	0	100%
Electrician jobs remaining > 30 days 6 average	2	7	2	100%
Irrigation Jobs remaining > 30 days 4 average	1	1	0	100%
Priority 1 - Target >100 %	100%	100%	100%	100%
Priority 2 - Target >80 %	100%	100%	100%	100%
Priority 3 - Target >75 %	78%	87%	67%	100%
<b>GOVERNANCE / COMPLIANCE</b>				
FM - Monthly Site Inspection	✓	✓	✓	100%
Facilities Services WHS Training - Manual Handling, Ladder	100%	100%	100%	100%
Contractor Induction - Annual target 75%	76%	76%	76%	100%
Hazard identification - Target 2 each / 16 per month	22	19	18	100%
Risk Management - Task completion inline with due date - 75% (Safety Champion)	91%	92%	89%	100%
<b>FINANCIAL PERFORMANCE</b>				
Administration Fund – Spend vs Budget (including variance/forcast)	✓	✓	✓	100%
Sinking Fund Projects - Project Tracker	✓	✓	✓	100%

*Note\* Indicates a lower-than-usual score due to 18 streetlights identified on 20/01/2025 requiring repairs. These repairs are currently pending the availability of a boom truck. Without this delay, the KPI would have been at 80%.*



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** Thursday, 23 January 2025  
**Meeting Chaired by:** Mr Stephen Anderson  
**Meeting start time:** 2:30 pm **Meeting finish time:** 3:15 pm

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)
Ordinary	Mr Tony McGinty (TM)

PRESENT BY PROXY

N/A

APOLOGIES

N/A

BY INVITATION

Finance Manager	Ms Mika Yanaka (MY)
Accounts Officer	Carolyn Byham (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 22 November 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	✓		
Mr Tony McGinty	✓		

**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 December 2024 as tabled.

*Note: Action items to be updated with the agreed expected completion dates*

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

**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 31 December 2024 as tabled.

*Notes: PK suggested grouping similar categories to condense reporting, only balance sheet to be printed.*

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

**4 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 31 December 2024 as tabled.

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

**5 PBC Legal/Consultant Costs Summary CARRIED**

Proposed by: The Chairperson

Yes	5
No	0
Abstain	0

**RESOLVED** That the FSC notes there was no expenditure incurred during the year to date period to 31 December 2024 at the end of month accounts closure.

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

**6 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 31 December 2024 as tabled.

*SA suggested a valuation be obtained due to the increase in land tax, SA to forward recommendations to MY*

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

**7 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 31 December 2024 as tabled.

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

**8 PBC Legal/Consultant Costs Summary CARRIED**

Proposed by: The Chairperson

Yes	5
No	0
Abstain	0

**RESOLVED** That the FSC notes there was no expenditure incurred during the year to date period to 31 December 2024 at the end of month accounts closure.

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

**9 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 Thursday, 20 February 2025 at 14:30.

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

GENERAL BUSINESS

n/a

Chairperson: .....

**SANCTUARY COVE PRINCIPAL BODY CORPORATE**  
**Unaudited: Sinking Fund expenditure**  
**YTD 01/11/24 - 31/12/24**

Project	Balance 31.10.24	Levy	Total Approved Spend	YTD Actual	Balance Projected Expenditure	Projected Balance 31.10.25	Projected Spend summary
Annual Contribution - as per AssetFinda		2,415,010		603,744			
Interest received - excluding YTD Tax		80,322		65,712			
Total Including Interest		2,495,332		669,456			
Levy per 1823 lots		1,286					
% Change		3%					
<b>Spend per Asset Finda</b>							
Sinking Fund Accumulation Contributions	-					-	
Bridges_PBC	452,261	50,000		-		502,261	
Electrical_Lights_PBC	422,801	50,000	(185,000)	(38,011)	(146,989)	287,801	Year 3 - Tulip Light Upgrade Replacement of end of life assets
Facilities_Equip		6,000	(706)	(6,065)		(65)	
FTTH_PBC	266,491	-	(40,000)	-	(40,000)	226,491	Spare parts
Harbour_PBC (including revetment walls)	853,243	3,435	(45,000)	-	(45,000)	811,678	Rectification of timeber walkways/jettys
Hydraulic & Electrical Supplies (inc vehicles for electrical/plumbing)	30,227	50,000	-	-	-	80,227	
Irrigation_Control_PBC (inc A Class water)	(284,418)	491,117	(200,000)	(83,210)	(116,790)	6,699	Sanctuary Greens verge irrigation
Irrigation_Mains_PBC	315	-	-	-	-	315	
Irrigation_Valves_PBC	101,058	(31,506)	-	-	-	69,553	
Kerb_PBC	(411,552)	690,000	-	-	-	278,448	Yr 4 - Kerbing, Yr 1 - Village Gates
Landscape_PBC (including parks and playgrounds)	161,568	-	(350,000)	(126,130)	(223,870)	(188,432)	Year 3 - 4 Landscape Management Plan Dog recreational area
Path_PBC	756,603	(200,000)	-	-	-	556,603	
Pumps_PBC	124,703	-	(270,000)	(4,895)	(265,105)	(145,297)	Pump Station access lid upgrades Check and Isolation Valve Replacement
Reports	157,625	20,000	(50,000)	5,670	(55,670)	127,625	
Roads_PBC (including parking)	339,933	50,000	(300,000)	(7,305)	(292,695)	89,933	Schotia Island Intersection upgrade
Security_System_PBC (including alarm monitoring)	805,751	630,000	(150,000)	-	(150,000)	1,285,751	Camera replacements - CCTV Stage 3
Stormwater_Line_PBC	362,710	79,917	-	-	-	442,627	
Stormwater_Point_PBC	232,606	62,000	-	-	-	294,606	
Switchboard_Meter_PBC	212,142	30,000	-	(3,058)	3,058	242,142	Switchboard upgrades
Wall_Fences_PBC (including gates)	100,769	126,328	-	(9,727)	9,727	227,097	Xmas Storm claim settled. \$4400.00 settled \$9679 claimed.
Wastewater_Line_PBC	500,000	-	-	-	-	500,000	
Wastewater_MH_PBC	466,133	(150,000)	-	-	-	316,133	
Wastewater_RM_PBC	380,000	(200,000)	-	-	-	180,000	
Water_Lines_PBC	245,585	568,882	(1,000,000)	-	(1,000,000)	(185,533)	Marine Drive North Mainline replacement
Water_Point_PBC (includes sluice valves, fire hydrants, water meters )	360,368	140,000	(250,000)	(172,988)	(77,012)	250,368	Sluice Valve Replacements Fire Hydrant Replacements Residential Water Meter Replacement
WW_H_Connection_PBC	118,539	23,083	-	-	-	141,622	
New Asset - Facilities Compound	-	-	-	-	-	-	
Vehicles	(5,149)	-	-	-	-	(5,149)	
<b>Total Spend</b>	<b>6,750,313</b>	<b>2,489,256</b>	<b>(2,840,706)</b>	<b>(445,719)</b>	<b>(2,400,345)</b>	<b>6,393,505</b>	



**SANCTUARY COVE PRINCIPAL BODY CORPORATE**  
**BUDGET VARIANCE**  
**Administration Fund Budget Variance - Period Ending 31 December 2024**  
**DRAFT UNAUDITED - FOR MANAGEMENT PURPOSES ONLY**

<b>Details</b>	<b>Actual YTD DEC 24</b>	<b>Budget YTD DEC 24</b>	<b>Variance \$</b>	<b>Variance %</b>
<b>Income</b>				
Admin Fund Levy	2,876,462	2,876,462	-	
<b>Expenses</b>				
Accounting - Audit & Tax	(650)	-	650	
Administrative Expenses	12,870	19,433	6,562	33.8%
PTBC Levy - Administration Fund	187,418	187,418	-	0.0%
PTBC Levy - Sinking Fund	123,800	123,800	-	0.0%
Management Fees	388,990	388,990	-	0.0%
Security services	956,653	956,653	-	0.0%
Network Manager Service Fees	63,068	68,651	5,583	8.1%
Consultants	-	7,766	7,766	100.0%
Legal Services	-	10,610	10,610	100.0%
Electrical	-	-	-	
Fire and Safety	440	1,119	679	60.7%
Grounds & Garden - contract	226,597	250,000	23,403	9.4%
Grounds & Garden - other	12,052	41,352	29,300	70.9%
Hire/Rental	11,667	16,863	5,196	30.8%
Insurance	-	-	-	-
Irrigation	46,567	51,590	5,023	9.7%
Plumbing	38,152	48,646	10,494	21.6%
Repairs & Maintenance	9,808	39,880	30,071	75.4%
Road sweeping	14,128	11,297	(2,831)	(25.1)%
Waste Removal - contract	185,724	153,653	(32,071)	(20.9)%
Land Holding - rates and taxes	11,335	12,361	1,026	8.3%
Utilities	36,420	33,955	(2,465)	(7.3)%
<b>Total Expenses</b>	<b>2,325,040</b>	<b>2,424,037</b>	<b>98,997</b>	<b>4.1%</b>
<b>Total Recoveries: overs / (unders)</b>	<b>27,761</b>	<b>8,783</b>	<b>18,979</b>	<b>216.1%</b>
<b>TOTAL Surplus /(Deficit)</b>	<b>579,183</b>	<b>461,208</b>	<b>117,975</b>	<b>25.6%</b>
C/fwd Operating Surplus	618,371	62,776	555,595	
Administrative Fund Balance	1,197,554	523,983	673,571	

**Principal Body Corporate (PBC)  
ADMINISTRATION FUND – variances subject to audit  
For the year to date period 1 November 2023 to 31 December 2024**

<b>Principal Body Corporate</b>	<b>FY 2025 YTD Actual</b>	<b>FY 2025 YTD Budget</b>	<b>Variance \$</b>	<b>Variance %</b>	<b>Note</b>
<b>Category Variances YTD 31 December 2024</b>					
Road sweeping	14,128	11,297	(2,831)	(25.1)%	1
Waste Removal - contract	185,724	153,653	(32,071)	(20.9)%	1
Utilities	36,420	33,955	(2,465)	(7.3)%	2

Notes:

1. Road Sweeping and Waste Removal: Both the road sweeping and waste removal contracts were retendered in 2024, and the new contracts awarded, effective from November 2024, resulted in a higher-than-budgeted cost due to rising industry costs and inflation.
2. Utilities: The variance in utilities relates to adjustments recognised for water relief and water meter read variances provided for.

**Sanctuary Cove Community Services Limited & Controlled Entities**  
**Profit & Loss**  
**For the period to 31 December 2024**  
**Draft Unaudited Management Accounts**

	YTD December 2024		
	Actual	Budget	Variance
Battery Replacements	1,222	2,100	878
Boat Show Security	-	-	-
Body Corporate Service Fees	19,144	19,306	(162)
Community Services Management Fees	686,354	686,355	(2)
Community Shared Services	-	-	-
Resort BC Management Fees	-	-	-
Proxy Cards / I-tracks / Bluetooth	4,023	3,900	123
Security Rental Properties	-	-	-
Security Services Management Fees	1,023,783	1,022,963	820
Security Valet Services	3,693	6,200	(2,507)
Interest and other income	8,738	3,854	4,884
<b>TOTAL REVENUE</b>	<b>1,746,955</b>	<b>1,744,678</b>	<b>2,277</b>
COGS	773	958	185
Audit & Accounting Cost	1,015	-	(1,015)
Bank Charges	207	400	193
Boat Expense	6,266	1,784	(4,483)
Computer Expense	14,700	18,447	3,747
Consulting & Legal expense	3,586	12,221	8,635
Depreciation & Amortisation	20,845	19,235	(1,610)
Employee Expenses	808,753	1,069,560	260,806
Fire & Safety	1,777	1,709	(68)
General & Admin Expense	3,048	(1,557)	(4,605)
Insurance	16,156	16,738	582
Motor Vehicle expense	7,224	14,657	7,432
Occupancy costs	39,975	41,071	1,096
Printing & Postage costs	4,163	3,914	(249)
Radio Equipment & Systems	1,278	667	(611)
Telephone	3,740	4,445	705
<b>TOTAL EXPENSES</b>	<b>933,507</b>	<b>1,204,248</b>	<b>270,740</b>
	-		
<b>NET INCOME / (LOSS)</b>	<b>813,448</b>	<b>540,430</b>	<b>273,017</b>

**Private and confidential. For internal purposes only. Not for distribution.**

**Human Resources**

Dec-24

Business Unit	Actual	2024/25 Budget Positions	2023/24 Actual - Dec 2023	Positions
Corporate office	0	1	1	CEO (1x FTE)
Finance	4	5	4	Finance Manager (1 FTE) Accounts officers (3 FTE)
Body Corporate	6	7	6	Manager Body Corporate (1 FTE) Body Corporate Manager (2 FTE) Administration assistant/compliance (1 FTE) Receptionist/Administration officer (1 FTE) Building approvals manager/administrator (1 FTE)
Facilities Management	4.5	4.5	4.5	Facilities Contract Administrator & Supervisor (2 FTE) Facilities Services officer (1 FTE) Maintenance Officer (1 FTE)
In House Counsel	0.6	0.6	0.6	Maintenance Officer (casual, .5 actual) In House Counsel 0.6 FTE
Village	15.1	18.1	16.1	
Security	34.4	33.6	31.8	Security Operations Manager (1 FTE) Security operations Supervisor (1FTE) Security Supervisors (4 FTE) Security 2ICs (4 FTE) Security officers (16 FTE) Admin/DCRA/CRA (5.2 FTE) WHS Admin (1FTE)
Security	34.4	33.6	31.8	
Subtotal	49.5	51.7	47.3	
Body Corporate Plumber / Electrician	2	3	2	Fully oncharged to PBC / PTBC
Irrigation technicians	2	2	2	Fully oncharged to PBC / PTBC
<b>TOTAL</b>	<b>53.5</b>	<b>56.7</b>	<b>51.3</b>	

**Employee Turnover**

2024/25 Year to Date			2023/24 Year to Date		
Company	Actual Turnover	Turnover %	Company	Actual Turnover	Turnover %
SCCSL	1 / 18.1	5.52%	SCCSL	0 / 16.1	0.00%
Security	0 / 33.26	0.00%	Security	4 / 29.2	13.70%
BC Contractors	0 / 4	0.00%	BC Contractors	0 / 4	0.00%
Consolidated	1 / 52.8	1.89%	Consolidated	4 / 49.3	8.11%

# Sanctuary Cove Community Services Ltd and Controlled entities

## For the year period 1 November 2024 to 31 December 2024

### Budget variance analysis

#### December 2024 YTD

YTD net position of \$813k, \$273k - 50.5% favourable to budget

#### REVENUE \$2K FAVOURABLE TO BUDGET

Interest income - \$5k favourable to budget through treasury fund management maximising interest bearing accounts and term deposits.

Security Valet Services - \$3k unfavourable to budget noting revenue is dependent on resident demand

#### EXPENSES \$271K FAVOURABLE TO BUDGET

Audit and Accounting costs: \$1k unfavourable to budget due to additional disbursements charged by the auditor for FY2024 which were not accrued in Oct 2024.

Boat expenses: \$4.5k Unfavourable to budget – timing variance. Signage, antifouling works performed.

Depreciation & Amortisation: \$1.6k unfavourable to budget due to the replacement vehicles for the security patrol fleet purchased in October 2024.

Costs were higher than budgeted however expect savings on running costs of the motor vehicles. IT equipment replacement costs have also had a minor impact.

Employee expenses: \$261k favourable to budget, \$181k from SCCSL and \$80k from SCSS. Unfilled positions including the general manager and finance officer are contributing to the current position.

Motor Vehicle Expenses: \$7.4k favourable to budget, projecting savings on running costs to offset the depreciation overrun.

Occupancy costs: Minor timing variance

Printing and postage: Minor timing variance

Radio Equipment & Systems: \$0.6k unfavourable due to radio equipment repair work.

Telephone: Minor timing variance



### **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, 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.
- 04.02.2024 – Received correspondence from Referee stating in favour of the PBC decision for the rendering to be cleaned and repainted. A period of 6 weeks was given to attend to the matter, however during this period the lot owner has rectified.

#### **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.



**3. 8032 Key Waters, Lot 25 Ardisia**

- RZABLs 3.1 (a) & (c) Repair & Maintenance
- 04.02.2025 – Application is in the process of being put together. Will be submitted to Chairperson for approval and review on 14.05.2025

**1. Lot 3 Harpullia, 8011 Key Waters – RZABLs 3.1 (a) Repair & Maintenance**

**Background**

The property was initially reported to the compliance team on September 23, 2024, due to concerns regarding overgrown landscaping that extends beyond the front of the property, as well as unsightly building materials left on the lot.

<b>Distribution:</b> PBC
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 3 Harpullia comply with Residential Zone Activity By-Law 3.1 (a) Repair and Maintenance.
RESOLVED

**1<sup>st</sup> Notice – 10.07.2024**

- First Notice was issued requesting for arrangements to be made to clean and/or repaint the stained rendering of the upper exterior portions of the principal structure. A period of 30 days were given to rectify the matter.

**2<sup>nd</sup> Notice – 20.08.2024**

- Second notice was issued requesting for arrangements to be made to clean and/or repaint the affected areas of the principal structure. A further 30 days were given to rectify the matter.

**3<sup>rd</sup> Notice – 11.09.2024**

- 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.







#	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"> <li>o Stage 2 commence working group February 2024.</li> <li>o RBC resolution to be confirmed</li> </ul>	Early 2025
419	08/22	Village Gate	PBC	<ul style="list-style-type: none"> <li>o Gates structure and design, the mirror image of the Pines.</li> <li>o 22/07/24 Early: Current Parkway lanes will be blocked off; traffic diversion will be activated with sign covers removed.</li> <li>o 30/09/24 Temp Road closure for approx. 1 month.</li> <li>o Extended to June 2025, New Gated to be installed.</li> </ul>	Commenced mid July 24
426	04/23	Cypress Point licence agreement and buggy path repairs	PBC	<ul style="list-style-type: none"> <li>o SF advised lighting hasn’t been budgeted for, however may be able to utilise Solar ones at Village gates once completed.</li> <li>o Buggy Path still needing urgent repair.</li> <li>o SF to follow up with MSCD/Boat show/WPGA if works are planned.</li> </ul>	SF to look at in 2024/2025 budget
427	05/23	PBC FTTH Network Solution	PBC	<ul style="list-style-type: none"> <li>o PBC EGM approved extension of one year contract OptiComm.</li> <li>o Shaun Clarke is tasked this with SF &amp; MT.</li> </ul>	Ongoing
429	03/24	Purchasing Policy updated	PBC	<ul style="list-style-type: none"> <li>o Purchasing policy to be updated – Finance Manager and In-House Counsel.</li> </ul>	Aug 24 Governance Review



#	MEETING DATE	RESOLUTION	RESPONSIBILITY	COMMENTS	EXPECTED COMPLETION DATE
430	07/24	Secondary Thoroughfare By-Law	PBC	<ul style="list-style-type: none"> <li>o Visitor’s Parking Signage</li> <li>o Email sent 4/9/24 for gazettal.</li> <li>o JS Followed up before office closure, will have update early 2025</li> </ul>	Passed at PBC EGM July 24
431	07/24	Emergency Management Plan	PBC	<ul style="list-style-type: none"> <li>o Kira (KC) to source app details from Golf Club and reach out to company.</li> </ul>	Ongoing

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

Ongoing
Working Progress
Mulpha
On hold