



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 10 April 2025 at 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 13th March 2025
 2. Approval of PBC EC VOC Grace Retainer Minutes 21st March 2025
 3. Referee Application for RZABL compliance for Lot 61

7. Correspondence for Information

No	Date	From	To	Regarding
1.	01/04/2025	Facilities Manager	PBC	Follow up matters regarding SC Greens & Schotia Park
2.	02/04/2025	Mulpha	PBC	Works undertaking on the Parkway
3.	02/04/2025	MN for Molinia	PBC	Email regarding Governance Review
4.	03/04/2025	MN for Roystonia	PBC	Governance Improvement Plan

8. Correspondence for Action

No	Date	From	To	Regarding
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1.	24/03/2025	Uber Driver	PBC	Damaged Street Lamp Cost
2.	02/04/2025	MN For Molinia	PBC	App Proposal

9.Reports for Information

No	Date	From	To	Regarding
1.	March 2025	SCCSL	PBC EC	Ops Report
2.	28 March 2025	FSC	PBC EC	FSC Minutes & Report
3.	March 2025	Compliance	PBC EC	Compliance Report
4.	March 2025	SCCSL	PBC EC	Matters In Progress

10. General Business:

10.1 PBC Motions

10.2 Governance Review Presentation - Simone Hoyle

10.3 MN for Darwinia request for breach notice

10.4 Cheryl McBride - update on Administration & Management Agreement

Closure of Meeting

Reply To PO Box 15, SANCTUARY COVE QLD, 4212

VOTING PAPER

Executive Committee Meeting for the Sanctuary Cove Principal Body Corporate GTP PBC EC 202

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

Date and time of meeting: Thursday 10 April 2025 at 09:00 AM

Instructions

If you want to vote using this voting paper, then *circle or tick* either **YES**, **NO** or **ABSTAIN** opposite each motion you wish to vote on. You may vote for as few or as many motions as you wish. It is not necessary to vote on all motions.

After signing the completed voting paper, forward it promptly to the Secretary at the address shown at the end of the agenda. You may also vote online using the secure link emailed to your email address.

MOTIONS

1	Approval of Previous Minutes 13th March 2025 (Agenda Item 6.1)	Ordinary Resolution
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Statutory Motion Submitted by Committee

THAT the Minutes of the PBC Executive Committee Meeting held on 13th March 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes ☐

No ☐

Abstain ☐

2	Approval of PBC EC VOC Grace Retainer Minutes 21st March 2025 (Agenda Item 6.2)	Ordinary Resolution
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Statutory Motion Submitted by Committee

THAT the VOC minutes of the PBC Executive Committee Meeting held on 21st March 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes ☐

No ☐

Abstain ☐

Submitted by Committee

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 owner of Lot 61 Tristania comply with Residential Zone Activity By-Law 3.1 (c) Repair and Maintenance and 4.8 Unsightly Items.

Yes ☐

No ☐

Abstain ☐

GTP: PBC EC 202

Lot Number: _____

Unit Number: _____

I/We require that this voting paper, completed by me/us be recorded as my/our vote in respect of the motions set out above.

IMPORTANT – If the property is owned in joint names, all Owners must sign the Voting Paper.

Name of voter: _____

Signature of voter: _____

Date: _____

ATTACHMENTS

- 1. MOTION INFORMATION**
- 2. M1. Minutes of the previous meeting**
- 3. M2. 20250320 PBC EC VOC Minutes Termination of Grace**
- 4. CORRO FOR INFORMATION**
- 5. CFI 1. RE_ PBC EGM_Followup Matters**
- 6. CFI 1. 2024 PBC and PTBC Schedule - HORT**
- 7. CFI 2. Parkway Greens Subdivision Works - Thursday 4th - Friday 5th April 2025**
- 8. CFI 3. GOVERNANCE REVIEW PROJECT PLAN MEETING & COMMUNITY APP PROPOSAL**
- 9. CFI 4. PBC EC _ Draft Governance Improvement Plan _ EC Booklet**
- 10. CFI 4. PBC Draft Governance Improvement Plan v8 March 2025**
- 11. CFI 4. PBC Goverance Project Overview for RBCs 1 Febuary 2025 v1 3**
- 12. CORRO FOR ACTION**
- 13. CFA 1. Damage to Street Light Sanctuary Cove – Payment Plan Request**
- 14. CFA 1. Driver Licence**
- 15. CFA 1. Letter of Demand - Mehram Singh Sandu**
- 16. CFA 2. App Proposal**
- 17. REPORTS FOR INFORMATION**
- 18. RFI 1. Ops Report MARCH 2025**
- 19. RFI 2. FSC Minutes**
- 20. RFI 2. EC Feb 2025 Financial Document Pack - PBC_PTBC**
- 21. RFI 2. EC Feb 2025 Financial Document Pack - SCCSL**
- 22. RFI 3. Compliance Report**
- 23. RFI 4. Matters in Progress**
- 24. Proxy form - BC**

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 13th March 2025
Meeting time: 08:53AM –11:30 AM
Chairperson: Stuart Shakespeare

Attendance

The following members were present in person at the meeting:

Lot: Alpinia GTP 107209 Owner Alpinia GTP 107209 Rep: Ms Dianne Taylor (DT)
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: Tristania GTP 107217 Owner Tristania GTP 107217 Rep: Mr Mark Winfield (MW)

The following members were present by Proxy:

Lot: Molinia GTP 1072442 Owner Molinia GTP 107442 Rep: Mrs Cheryl McBride to Stuart Shakespeare

The following members were present by Voting Paper:

Present by Invitation:

Mrs Jodie Syrett, Manager of Body Corporate (Minute Taker)
Mrs Cassie McAuliffe, General Manager – SCCSL

Apologies:

Mr Tony McGinty
Mrs Cheryl McBride

A Quorum was present.

Meeting was recorded.

Nil Conflict of Interest

1. Motions:

1	Approval of PBC EC Minutes 13th February 2025 (Agenda Item 6.1)	ORDINARY RESOLUTION
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Proposed by: Statutory Motion

CARRIED

RESOLVED that the Minutes of the PBC Executive Committee Meeting held on 13th February 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes	4
No	0
Abstain	2

Members Name	Yes	No	Abstain
Stuart Shakespeare	X		
Cheryl McBride	X		
Brian Earp	X		
Paul Kernaghan	X		
Dianne Taylor			X
Mark Winfield			X
Tony McGinty			

2	Approval of PBC EC VOC ARC Minutes 13th February 2025 (Agenda Item 6.2)	ORDINARY RESOLUTION
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Proposed by: Statutory Motion

CARRIED

RESOLVED that the VOC Minutes of the PBC Executive Committee Meeting held on 13th February 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes	4
No	0
Abstain	2

Members Name	Yes	No	Abstain
Stuart Shakespeare	X		
Cheryl McBride	X		
Brian Earp	X		
Paul Kernaghan	X		
Dianne Taylor			X
Mark Winfield			X
Tony McGinty			

3	Approval of Two PBC EC Members VOC Minutes 5th March 2025 (Agenda Item 6.3)	ORDINARY RESOLUTION
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Proposed by: Statutory Motion

CARRIED

RESOLVED that the VOC Minutes of the PBC Executive Committee Meeting held on 5th March 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes	5
No	0
Abstain	1

Members Name	Yes	No	Abstain
Stuart Shakespeare	X		
Cheryl McBride	X		
Brian Earp	X		
Paul Kernaghan	X		
Dianne Taylor	X		
Mark Winfield			X
Tony McGinty			

4	Body Corporate ARC Report – 3rd March 2025 (Agenda Item 6.4)	ORDINARY RESOLUTION
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Proposed by: Statutory Motion

CARRIED

RESOLVED that the PBC EC approves the applications recommended for approval by the ARC at its meeting held 3rd March 2025.

Further **RESOLVED** that the PBC EC approves the applications recommended for approval, subject to conditions, by the ARC at its meeting held 3rd March 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 3rd March 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 Snr Body Corporate Manager, at its meeting held 3rd March 2025.

Yes	6
No	0
Abstain	0

Members Name	Yes	No	Abstain
Stuart Shakespeare	X		
Cheryl McBride	X		
Brian Earp	X		
Paul Kernaghan	X		
Dianne Taylor	X		
Mark Winfield	X		
Tony McGinty			

5	Amendment to Secondary Thoroughfare By-law to control dogs (Agenda Item 6.5)	ORDINARY RESOLUTION
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Proposed by: The Chairperson

CARRIED

RESOLVED that the PBC EC recommends to the PBC the amendment of the Secondary Thoroughfare By-Laws to control dogs and similar pets on the Secondary Thoroughfare, in accordance with the draft dated 10 March 2025.

Yes	6
No	0
Abstain	0

Members Name	Yes	No	Abstain
Stuart Shakespeare	X		
Cheryl McBride	X		
Brian Earp	X		
Paul Kernaghan	X		
Dianne Taylor	X		
Mark Winfield	X		
Tony McGinty			

6	Executive Architect Consultancy Agreement (Agenda Item 6.6)	ORDINARY RESOLUTION
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Proposed by: The Chairperson

CARRIED

RESOLVED that the PBC enters into an agreement with Think Tank Architects for the provision of advisory services with respect to the assessment of Stage 1 development applications, on the terms set out in the agreement circulated with the agenda.

Yes	6
No	0
Abstain	0

Members Name	Yes	No	Abstain
Stuart Shakespeare	X		
Cheryl McBride	X		
Brian Earp	X		
Paul Kernaghan	X		
Dianne Taylor	X		
Mark Winfield	X		
Tony McGinty			

7. Correspondence for Information:

CFI 8 – Geese Location:

- The Chairperson (SS) advised that the PTBC tabled a motion at the last PTBC meeting regarding the relocation of geese from the Aveo lot to the lake near the entrance to the resort. SS recommended withdrawing the motion until he can present it at the next PBC EGM meeting to inform lot owners in advance and seek guidance on voting intention.

CFI 9 – Wildlife Management Expenditure:

- SS mentioned that he abstained on the PTBC motion to approve expenditure on the engagement of the wildlife management consultant (Biodiversity) because he wasn't able to seek direction from the PBC and that there is a question that such expenditure on a 'whole of site' matter is beyond the duties of the PTBC under the SCRA.
- Another issue is whether the money spent on Corella management is effective
- SS mentioned that Stephen Anderson (SA), the PTBC chair believes there was legal advice in the past that supports such expenditures by the PTBC and requested Brogan Watling (BW) to investigate this on behalf of the PBC.
- Paul (PK) advised the PTBC can provide services to the PBC.
- Another concern SS mentioned is that the habitat of the Corellas and possibly the foxes is mainly on the golf course. At the PTBC level Golf contribute approximately 4.7% of the expenditure of any costs of the PTBC level. SS mentioned a possible way around it would be to have an apportioned three-way agreement between the PTBC, PBC and the golf with Biodiversity.
- SS mentioned another similar issue is the silting up of the golf course lakes which is coming up. The PTBC have already spent over \$100,000 in consultancy studies regarding this issue, with the fix on these lakes potentially being one to two million dollars. This meaning the PBC could be up for 47% of the total cost to rectify through the PTBC.

8. Correspondence for Action:

CFA 1 – 8979 Damage to FTTH:

- SS has requested a detailed breakdown of the \$950.04 (ex GST) invoice from TCE. It was determined that the owner is responsible for the work site and contractors; therefore, the amount should be deducted from the bond before, if possible, with the owner responsible for seeking reimbursement from the contractor.

9. Reports for Information:

9.1 Ops Report:

- SS requested cost allocation under the sinking fund projects from Facilities. PK suggested dedicating more time to reviewing the sinking fund allocation and its overall financial status.
- SS emphasised that all sinking fund expenditures should be presented for approval at the PBC EGM before proceeding. While budgets are approved, individual expenditures must also receive approval at the EGM meetings.
- PK noted that the table in the report lacks key details, including completion dates, project statuses, and total expenditures for some projects.
- SS suggested SF to come in monthly at PBC EC meeting to give a brief rundown of current and future Facility projects.
- PK advised a 3–5-year forecast of what is coming up which will need funding, rather than a snapshot of 25 projects in a table.

- SS asked for more details on the Sanctuary Greens Irrigation start date and completion as recorded in the table, in order to report back to the MN, Hugh Martin (HM).

9.2 Finance:

- PK advised Admin fund is travelling well, and ahead of budget. Some due to budgeting for water overruns, which appear to be fixed for now.
- PK proposes the PBC hold a surplus up to \$750,000 as a buffer to avoid raising a potential special levy in the future.
- Brian (BE) requested whether the budget was coming from Asset Finder based on the projection of work needed over the next 40 years.
- SS queried whether a summary can be produced from Asset Finder on what has been completed and is forecast for future works.
- Mark (MW) raised concerns about a line item of \$1,000,000 for the Marine Drive North mainline replacement, requesting further clarification on the expenditure.
- PK noted that this concern was previously raised at the FSC and requested that information be reported back regarding this matter.

9.5 Matters in Progress (MIPs):

- Shanyn (SF) to update MIPs each month with any Facilities changes. Any BCS updates, can be amended by JS.

10. General Business:

10.1 PBC EGM Motions for March 2025:

- Think Tank Agreement
- ST Bylaw Amendment to control dogs
- Governance Review Blueprint

10.2 Think Tank Agreement:

- SS advised that an agreement was required to establish boundaries regarding conditions and conflicts of interest. Last year, the Executive Architect (EA) (Think Tank Architects) requested a fee increase for Stage 1 and Stage 2 to ensure alignment. A meeting was held, during which a fee was agreed upon, consistent with other areas where the EA provides similar services at Hope Island Resort. SS also mentioned that travel time has been taken out of the agreement. Attendance at meetings can be via Teams if desired.
- SS acknowledged there hasn't been an increase in EA fees for a considerable amount of time, however, the increases requested seemed high

10.3 Secondary Thoroughfare (ST) Bylaw Amendment to control dogs:

- SS advised proposing this to the PBC EGM for approval and incorporating it into the recent change awaiting gazettal regarding vehicles being parked on the ST . Additionally, there is a provision within the amendment allowing for the potential designation of an off-leash area within the Secondary Thoroughfare.

10.4 Governance Review Blueprint Report:

- **Status and Next Steps in the GR Process:** A general discussion was held regarding the current status and future steps of the GR process.
- **Proposal to Adopt the GR Blueprint:** It was suggested and generally agreed that the final version of the blueprint be presented as a motion at the next EGM for adoption by the PBC.

- **Leadership of the GR Process:** In light of Simon's resignation, it was generally agreed that Cheryl McBride be invited to lead the GR process. Cheryl's work on the draft administration and management agreements is nearing completion, which may allow her to dedicate more time to the GR project.
- **Status of the Draft Project Plan:** The draft Project Plan that Simone and Cheryl prepared was reviewed. Consideration was given to managing expectations associated with this plan as the chosen process moves forward.
- **EC's Role in the GR Process:** The importance of the next steps in the process was emphasized, and it was agreed that the EC should actively participate in these steps, incorporating discussions into their meetings and conducting follow-up discussions at the EGMs.
- **Development of a Governance Manual:** Upon reviewing the draft Project Plan, it was concluded that a different approach might be more effective. Given the project's significance, the EC should collaborate with Cheryl to define the form and content of a 'rule book' (governance manual), which would be progressively developed as the PBC's reference point for the future.
- **Need for External Consultants:** The necessity and associated costs of engaging an external consultant were discussed. It was generally agreed that much of the work could be accomplished internally by Brogan Watling, working with Cheryl, to develop policies and procedures for inclusion in the manual. Subsequently, the PBC could decide if progressive reviews by an external consultant are required.
- **Upcoming Meeting with Cheryl:** It was noted that the EC needs to discuss these matters with Cheryl upon her return from overseas and before the EGM on the 27th of March. A special EC meeting is being arranged to facilitate this discussion prior to the March EGM.

10.5 Darwinia:

- SS mentioned that he and General Manager, Cassie McAuliffe met with owners in Darwinia to discuss excess water issues and other issues affecting their lots.
- SS explained the PBC need to get an engineer's report on the best way to fix the drainage issue for the owners.
- Cassie (CA) will investigate the engineer who signed off on the land handover.
- SF will provide Cassie with the total expenditure related to trees and drainage for Darwinia.

11. Next Meeting – Thursday 10th April 2025 @ 9:00am

12. Meeting Closed @ 11:30am

Chairperson: X.....



MINUTES COMMITTEE MEETING, OF THE PRINCIPAL BODY CORPORATE GTP 202

Type of Meeting: Voting Outside Committee Meeting
Date and Time of meeting: Thursday 20th March 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: 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: Tristania GTP 107217 Owner Tristania GTP 107217 Rep: Mr Mark Winfield (MW)

QUORUM

A Quorum was present for this meeting.

MOTION

1	Termination of retainer with Grace Lawyers and engagement of Chambers Russell	ORDINARY RESOLUTION
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Proposed by: PBC Chairperson

CARRIED

<p>RESOLVED that, in an effort to preserve the position of the PBC and advance its best interests, the PBC EC resolves to terminate the retainer with Grace Lawyers dated 2 October 2024 with respect to the DCBL QCAT proceeding and engage Chambers Russell to take over conduct of that proceeding on behalf of the PBC.</p> <p>And further, RESOLVED that the PBC EC proposes a motion to be considered by the PBC in general meeting on the following terms: That the PBC retrospectively resolves to terminate the retainer of Grace Lawyers dated 2 October 2024 with respect to the DCBL QCAT proceeding. And further, that the PBC engages Chambers Russell to act on its behalf with respect to the DCBL QCAT proceeding in accordance with the fee proposal circulated with the agenda, which broadly anticipates costs between \$3,000 - \$4,000 plus GST to advise on the prospects of success of the QCAT application, \$2,000 - \$5,000 plus GST to engage in without prejudice discussions, and \$46,000 - \$68,000 plus GST to see the QCAT proceeding through to completion.</p>	Yes	5
	No	0
	Abstain	0

Chairperson.....

**CORRESPONDENCE
FOR INFORMATION**

From: [Sharyn Fox](#)
To: [Stuart Shakespeare](#)
Cc: [Cassie McAuliffe](#); [Jodie Syrett](#); [PBC](#)
Subject: RE: PBC EGM Followup Matters
Date: Tuesday, 1 April 2025 8:32:57 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[2024 PBC and PTBC Schedule - HORT.pdf](#)

Hi Stuart,

Please see my responses below:

1. As previously discussed, the Sanctuary Greens irrigation project is scheduled for this year, unfortunately, my time/focus has been on completing the Class A and other projects. I understand this is a priority for Hugh, so I have taken steps to commence the project by sending all current drawings, supporting information, and scope to an irrigation consultant to begin obtaining quotations for plans and required project documentation.
2. Regarding Schotia Park, all garden and turf areas within the resort are irrigated every third night for 10–15 minutes, and the horticultural maintenance program operates on a six-week cycle. I have included details for both (irrigation details are for areas closest to Wayne's property). Please note that while the landscapers do their best to follow the turf and garden schedules, weather conditions and storm events cause slight adjustments. I will forward Wayne a copy of the details as requested and cc you in.

Additionally, the landscaping upgrade works included a maintenance and watering-in period, during which watering was carried out daily for an extended time, with supplementary night watering managed by the irrigation technician outside normal working hours.

Over the past couple of months, we have also experienced significantly high rainfall. When rainfall exceeds the system's set threshold, the rain delay function automatically activates, suspending irrigation across the site during wet conditions.

I have been closely monitoring the park, given the concerns raised at the time of approval. My main concern has been the impact of hares eating the red Rubra Cordylines, which I have discussed with the landscapers. However, I have been assured that these are hardy plants and should recover without issue.

Hopefully, I have been able to provide you with all required information, let me know if you need anything further.

Unit 003- [Paul Toose, Schotia, Boccee, Rside/Schotia, Rside] - Program 7 [Bocee-Gardens]

Receive Send Save Refresh Checkup Description Erase Help Print Close

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

Start Times
☒ 23:00

Program 7 [Bocee-Gardens]

Percent Adjust 100
Cycle Delay 0
Repeats 0
☐ Continuous Run
☒ Auto Schedule Start
☐ ET Based Runtimes

Water Window
From ☒ 23:00
To ☒ 02:00

program ok
water window duration 3 hours
start duration 3 hours
water usage per run day = 31070 (liters)

Water Days
Schedule 7 Description
Every third day 1

	S	M	T	W	T	F	S
wk 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
wk 2	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
wk 3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
wk 4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
wk 5	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
wk 6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Click to Apply Pattern

☐ Volumetric Shutdown
☒ Irrigation Program
Sensor 1 Active: Stop
☐ Moisture Control
☐ Omit Dates
Sensor 2 Active: Stop
☐ Activate Auxiliary Pump
Run Time Units Minutes(Legacy)

Slots - Station order and run times for one cycle.

Station Search Clear Slots Compact Slot Editor Start Now Stop Now

47	10	49	10	50	10	51	10	52	10	55	10	56	10	57	10	58	10	61	10	63	10	64	10
66	10	67	10	68	10	69	10	70	10	71	10	0		0		0		0		0		0	
0		0		0		0		0		0		0		0		0		0		0		0	
0		0		0		0		0		0		0		0		0		0		0		0	

Unit 003- [Paul Toose, Schotia, Boccee, Rside/Schotia, Rside] - Program 8 [Bocee-Turf]

Receive Send Save Refresh Checkup Description Erase Help Print Close

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

Start Times
☒ 23:00

Program 8 [Bocee-Turf]

Percent Adjust 100
Cycle Delay 0
Repeats 0
☐ Continuous Run
☒ Auto Schedule Start
☐ ET Based Runtimes

Water Window
From ☒ 23:00
To ☒ 02:00

program ok
water window duration 3 hours
start duration 3 hours
water usage per run day = 23040 (liters)

Water Days
Schedule 8 Description
Every third day 3

	S	M	T	W	T	F	S
wk 1	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
wk 2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
wk 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
wk 4	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
wk 5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
wk 6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Click to Apply Pattern

☐ Volumetric Shutdown
☒ Irrigation Program
Sensor 1 Active: Stop
☐ Moisture Control
☐ Omit Dates
Sensor 2 Active: Stop
☐ Activate Auxiliary Pump
Run Time Units Minutes(Legacy)

Slots - Station order and run times for one cycle.

Station Search Clear Slots Compact Slot Editor Start Now Stop Now

72	10	73	10	75	10	76	10	78	10	80	10	81	10	82	10	85	10	97	10	103	10	104	10
105	10	106	10	107	10	108	10	109	10	98	10	0		0		0		0		0		0	
0		0		0		0		0		0		0		0		0		0		0		0	
0		0		0		0		0		0		0		0		0		0		0		0	

Kind Regards,

SHANYN FOX

Facilities Services Manager

Direct 07 5500 3302 | Shanyn.fox@scove.com.au
Main 07 5500 3333 | enquiries@scove.com.au
Mobile 0431 094 524
Address PO Box 15 | Shop 1A, Building 1, Masthead Way Sanctuary Cove Q 4212
Web oursanctuarycove.com.au



SANCTUARY COVE COMMUNITY SERVICES LIMITED | SANCTUARY COVE BODY CORPORATE PTY LTD

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From: stuart@shakespeares.info <stuart@shakespeares.info>
Sent: Friday, 28 March 2025 1:09 PM
To: Shanyn Fox <Shanyn.Fox@scove.com.au>
Cc: Cassie McAuliffe <Cassie.McAuliffe@scove.com.au>; Jodie Syrett <Jodie.Syrett@scove.com.au>
Subject: PBC EGM_Followup Matters

Hi Shanyn

I was questioned on two things at yesterday's EGM that need a prompt response.

Hugh Martin again asked when the irrigation project in his RBC was scheduled to commence and complete. I have advised him that I had followed up on this up when he asked previously. It's in the Ops Report as a project but it still sitting there with no dates. It has been promised for completion this year. Can you please put the dates in the report and email Hugh the dates cc to me.

Wayne Bastian mentioned that the considerable landscape improvements to Schotia Park are beginning to suffer due to lack of water and garden maintenance. The PBC did raise the issue when it approved the expenditure on the park, that the asset must not be left deteriorate as it did before. The upgrade of the asset needs ongoing attendance to preserve the investment. Can you please provide Wayne with a copy of the maintenance and watering programme for the park cc'd to me.

Thanks
Stuart



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: THE PARKWAY – WATERMAIN VERGE & LIVE CONNECTION WORKS NOTIFICATION

Dear Residents,

Mulpha wishes to advise that our civil contractor, Golding Contractors, will be undertaking works in the footpath and verge area of The Parkway approximately 100m west of the Village Gates as part of the water main live connection for the Parkway Greens subdivision.

SCHEDULE

Water Main Works

- To commence on **Thursday, 4th April 2025** (weather permitting) and continue through to **Friday, 5th April 2025**.
- Please be advised a water service isolation will occur on **Thursday, 4th April 2025**, from approximately **9:00am to 3:00pm** and will affect the following properties;
 - 4602 to 4614 The Parkway (Bauhinia Body Corporate)
 - 4605 The Parkway (Cassia Body corporate)

Footpath and Verge Reinstatement

- Scheduled for **Friday, 5th April 2025**.

These works will be carried out in accordance with City of Gold Coast and traffic management approvals between the hours of 6:30am and 5:00pm.

A single lane road closure will be in place, impacting both pedestrian and traffic movement. Pedestrian access will be managed with signage or traffic controllers. Vehicle access will remain open.

Golding Contractors anticipate completing the water main works in one day and the footpath reinstatement the following day. There will be no water disruption during the reinstatement phase. The verge will be reopened to pedestrians at the end of each working day, and traffic will continue as normal outside of working hours.

We appreciate your cooperation during this time. If you have any questions or experience any issues, please contact Golding's Yatala Office at 07 5557 6100.

Thank you for your understanding.

Thank you again for your patience and understanding.

Yours sincerely,

Jeff Ray

Civil Project Manager

Mulpha Sanctuary Cove (Developments) Pty Ltd.

From: Cheryl McBride
To: [longesm](#); [Stephen Anderson](#); [dianneonthegec](#); [neill@usaautos.com.au](#); [Maxine Monroe](#); [andrea@luyckx.com](#); [phawley@optusnet.com.au](#); [tmcginty52](#); [petercohen3](#); [robert nolan](#); [shawlene](#); [G and J Burke](#); [Stuart Shakespeare](#); [nabilola](#); [Paul Kernaghan](#); [Brian Earp](#); [Mickmcdonald22](#); [Nick Eisenhut](#); [Simone Hoyle](#); [Wayne Bastion](#); [mark winfield](#); [fionaanddavid](#); [pedrohay](#); [HUGH MARTIN](#)
Cc: [Jodie Syrett](#)
Subject: GOVERNANCE REVIEW PROJECT PLAN MEETING & COMMUNITY APP PROPOSAL
Date: Wednesday, 2 April 2025 3:01:28 PM
Attachments: [App Proposal.docx](#)

Good afternoon, fellow member nominees,

I hope you are well.

Two of many items discussed at last week's EGM require follow up and communication:

1. The consensus was to hold a separate meeting devoted to discussing implementation of the recommendations emanating from the Governance Review. The selected date is Monday, 14/04 at 10am, in Meeting Room 1. It is anticipated the discussion, led by Simone Hoyle, will continue for approximately 1 hour. Pre reading material will be distributed on 10/04.

Following the meeting, it is anticipated MNs will consult with their RBC members in the 6 weeks prior to 29/05 when motions will be proposed at the EGM.

2. Pls find attached a draft framework outlining some suggestions for inclusion in a community app. If you have some feedback, questions, or suggestions pls direct them to petercohen3@me.com

At the April EGM, Peter will be calling for volunteers to join a small working party to begin the process of researching, sourcing providers and costs.

Kind Regards

Cheryl McBride OAM

M.ED., B.Leg.S, B.Ed., Gr.Dip.-Rem.Ed, Dip. Teach.
Secretary Sanctuary Cove Principal Body Corporate
0439 936 955

From: shoyle@bigpond.net.au
To: [Jodie Syrett](#)
Cc: [Stuart Shakespeare](#); [Derek Glinka](#)
Subject: PBC EC / Draft Governance Improvement Plan / EC Booklet
Date: Thursday, 3 April 2025 2:00:35 PM
Attachments: [PBC Draft Governance Improvement Plan v8 March 2025.docx](#)
[PBC Governance Project Overview for RBCs 1 February 2025 v1.3.docx](#)

Hi Jodie

Would you please include the attached documents and the following content in the PBC EC meeting booklet:

Draft Governance Improvement Plan – PBC EC Review Discussion

Purpose:

- Provide an update on PBC EC feedback, suggestions, and the changes incorporated to strengthen the draft governance improvement plan.
- Outline the upcoming PBC MNs governance session scheduled for 14th April 2025.
- Discuss communication for PBC MNs – specifically, a one-page Governance Plan overview and key messages that PBC MNs can use when engaging with their RBCs.
- Clarify and align expectations regarding the Governance Project Leadership Role.

Timings:

- **10th April** – PBC EC Meeting - Alignment session with the PBC EC.
- **14th April** – Informal PBC MN Meeting - Governance session with PBC MNs to present the draft Governance Improvement Plan and draft governance project one-page overview PBC MNs to use with their RBCs. The meeting objective is to capture initial feedback, suggestions, and input. PBC MNs will then have six weeks to consult with their RBC members and gather additional feedback, suggestions, and follow-up questions.
- **24th April** – EGM PBC - Draft Governance Improvement Plan and draft RBC one-page governance communication overview will be included in the PBC meeting booklet, along with a brief update on the 14th April governance session.
- **15th May** – PBC EC Meeting - Draft Governance plan update and discussion with the PBC EC, including review of draft governance motions.
- **29th May** – EGM PBC - Draft Governance Improvement Plan, RBC Governance project communication one-page overview, and Governance motion(s) to be presented for formal approval by PBC MNs.

Regards
Simone

DRAFT

**PRINCIPAL BODY CORPORATE
GOVERNANCE PROJECT PLAN**

Mid 2025-2027

PBC Governance Project: 3-Year High Level Strategic Direction

PBC Governance Ambition:

A 'best fit' governance framework that ensures PBC efficiency, transparency, and excellence for Sanctuary Cove homeowners

Desired Values:

Community minded Excellence Transparency Integrity Accountability Collaboration

Strategic Priorities:

Phase One : 2025

- Clarity roles, responsibilities, ToR, authorities – PBC, Sub Committees, PBC Exec
- Conflict of interest policy & Code of Conduct
- Authorities & decision-making matrix
- Communications plan & change management plan
- SC homeowners mobile App test trial
- Improved annual budget approval pathway
- Succession planning for pivotal PBC roles

Phase Two : 2026

- First year project performance review
- Deploy SC homeowners manual on SC App
- Governance policy & procedural manual
- Governance education program
- Legal compliance review
- Financial management & oversight framework
- Risk Management Framework

Phase Three: 2027

- Annual internal project performance review
- Independent PBC governance follow up review
- Implementation plan - audit recommendations

Key Outcomes:

Best Fit Governance Model

Defined Roles & Accountability

Increased Trust & Transparency

Effective Communication & Engagement

Improved Risk Management Legal / Regulatory Compliance

Project KPIs:

Deliver project deadlines and budget, 100% Legal Compliance, Annual Governance Project Review

Continued Improvement:

Engagement & Communication, PBC Decision Making Efficiency, Risk Management

Stakeholder Engagement:

Sanctuary Cove homeowners, RBCs, PBC Subcommittees, PTBC, SCCSL (&subsidiaries) , Directors Australia

A. PBC GOVERNANCE PROJECT DESCRIPTION

The strategic intent is to enhance governance efficiency, accountability, and resilience through a sustainable, well-structured ‘best fit’ framework that supports the long-term success of the PBC. The key deliverable is a simpler, more effective and compliant governance model, supported by internal resources and targeted input from Directors Australia to provide independent advice and strengthen transparency. **One of the key deliverables will be the development of a Governance Manual—a single, accessible reference consolidating all key policies, procedures, decision-making structures, and role descriptions, available in both digital and printed formats. Effective communication and change management will be integral to its implementation.**

Following an independent governance review by Directors Australia in late 2024, the next phase focuses on implementing their recommendations via a staged, three-year action plan. This plan will include structured engagement and consultation, with progress enabled through PBC motions.

B. PBC GOVERNANCE PROJECT OBJECTIVES

- 1 Define clear roles and responsibilities for the PBC, PBC EC, and sub-committees.
- 2 Improve decision-making processes, ensuring alignment with best fit governance and regulatory requirements.
- 3 Strengthen risk management, compliance oversight, and financial governance mechanisms.
- 4 Enhance stakeholder engagement and transparency to build trust.
- 5 Implement structured governance training and induction.

C. PBC GOVERNANCE PROJECT SCOPE

Includes	Excludes
<ul style="list-style-type: none">• PBC governance frameworks, key policies, decision-making structures, roles, responsibilities, and reporting structures of the PBC, PBC EC, and sub-committees.• Approval of the outcomes via PBC motions.• Governance training program for PBC and RBC members.• Stakeholder communication framework & leverage digital Applications• Risk management, compliance monitoring, and financial governance practices.	<ul style="list-style-type: none">• Internal Governance of SCCSL• Review of current Administration & Management Agreement

D. GOVERNANCE PROJECT RESOURCES

Who	Role	Initials
GPL	Project Leader	Simone Hoyle
Independent Governance Expert (IGE)	Independent Governance Expertise and advisors	
Govern. Consult Committee - PBC MNS	Initial input, consultation & shared experiences	Nominate 4-5 PBC MNS
Cynthia Gillespie	Governance expert & advisor	CG
SCBCS	PBC administration & management support, In-house Legal	Cassie McAuliffe (CMcA), JS, BW
PBC Communications Support Role(CSR)	PBC communication plan & execution, Community Mobile App	JS, CSR
PBC Contracts & Finance Sub Com.	Input and advice	CSC & FSC
PBC Executive Committee	Input, feedback and consultation	EC & PBC Secretary

Action Plan for PBC Governance Improvements

Phase 1: Immediate Priorities (Jan-Dec 2025): These actions lay the foundation for improved governance and legal compliance.

Key Deliverables for Phase 1:

- Implement approved role statements & Terms of Reference for PBC, Exec and subcommittees roles based on merit, skills, and availability.
- Principles for the Operation of PBC & PBC Exec. Decision-making authority matrix and motion-raising process.
- Refresh & implement the code of conduct and conflict of interest policy.
- Small trial test and learn digital app for 24/7 homeowner access to key information, 2026 budget.
- Implement structured communication protocol & change management plan. Regular structured updates shared with stakeholders
- Improve budget approval pathway.
- Revise meeting structures & agenda processes.
- Succession planning approach for pivotal roles.

Action Area	Action	Responsibility	Advisory & Support (where applicable)	Target Start Date	Target PBC Date
Governance Structure & Roles	Develop clear role statements for PBC, EC, and sub-committees. Skills required for key roles.	GPL & IGE	IGE, Governance Consult Committee, Sub Committee Leads, EC, BW	Q2	Aug 2025
	Develop principles for operation of PBC/PBC Exec				
	Update Terms of Reference (ToR) for PBC, PBC Exec & PBC sub committees	GPL & IGE	IGE, Governance Consult Committee, PBC Exec, Sub committees, BW	Q2	Aug 2025
Decision-Making & Processes	Refresh Code of Conduct and conflict of interest policy	GPL & IGE	IGE, Governance Consult Committee, Sub Committee Leads,	Q3	Sept 2025
	Develop a single decision-making authority matrix	GPL & IGE	IGE, Governance Consult Committee	Q2	Oct 2025
PBC Performance	Establish clear processes for raising motions and consulting RBCs	PBC Sec	Exec, JS	Q3	Sept 2025
	Review/improve meeting schedules, agenda, timings	IGE & PBC Sec	IGE, JS, EC, Sub Committees	Q3	Oct 025
Finance Oversight	Revise financial budget approval pathway	PBC Treasurer	Finance Sub Committee, Governance Consult Committee	Q3	Nov 2025
Stakeholder Engagement/Coms	Research, evaluate, RFP test/trial a digital community App across several SC homeowners	GPL & JS	Consult SCGC, external vendors, Contracts Sub Committee	Q1	Dec 2025
	Develop a formal comms & engagement Plan	GPL	PBC Sec, JS, CMcA	Q2	July 2026
	Develop change management plan	GPL	CG		
	Structured updates after PBC and EC meeting	JS	JS, PBC Sec	Q2	Ongoing
PBC Development	Document approach to succession planning for pivotal roles within PBC & PBC Exec & Sub Committees	EC	PBC MNs	Q3	Sept 2025

Action Plan for PBC Governance Improvements

Phase 2: Priorities (Jan – Dec 2026) These actions build on the governance framework establish in Phase 1.

Key Deliverables for Phase 2:

- 12-month project performance review.
- ~~Governance policy and procedural manual.~~ **Governance Manual**
- Digital education program published
- Digital Sanctuary Cove homeowner's manual launched.
- Risk management framework with defined responsibilities.
- Structured induction program delivered.
- Financial management framework to enhance oversight and governance

Action Area	Action	Responsibility	Advisory & Support (where applicable)	Target Start Date	Target PBC Date
Annual Project Performance Review	Conduct annual performance review of governance project progress & deliverables	GPL & PBC	IGE, BW, PBC MN, Governance Consult Committee, JS	Q4	Jan 2026
Governance Structure & Roles	Develop a digital governance manual for committee members	IGE & GPL	IGE, JR, CMcA, PBC Sec	Q1	March 2026
	Assess workload of key roles within PBC Exec & PBC	Exec	PBC MNs	Q2	Sept 2026
Risk & Compliance	Clarify risk management roles between PBC and SCCSL	PBC & SCCSL	BW, IGE	Q1	June 2026
	Seek legal advice on compliance responsibilities	PBC Exec	BW	Q2	Ongoing
	Develop & deploy a risk management framework	PBC Exec & SCCSL	IGE, JS, CSR	Q1	Sept 2026
Financial Oversight	Define financial management strategy and oversight framework	PBC Treasurer	Finance Sub Committee	Q3	Sept 2026
Stakeholder Engagement/ Comms	Review learnings from trial, action any adjustments and deploy SC App across the community	GPL & JS	Consult SCGC, external vendors, Contracts Sub Committee	Q2	March 2026
	Develop a homeowner's manual Make accessible on digital application (App)	JS	BW, CRS, PBC Sec	Q1	May 2026
Training & Development	Develop structured induction & training for committee members	JS & CRS	IGE, PBC Sec	Q1	March 2026

Action Plan for PBC Governance Improvements

Phase 3: Priorities (Jan – July 2027): These actions ensure continuous improvement and sustainability of governance enhancements.

Key Deliverables for Phase 3:

- Comprehensive risk management framework in place.
- Independent assessment and review of PBC governance project progress and effectiveness

Action Area	Action	Responsibility	Advisory & Support (where applicable)	Target Start Date	Target PBC Date
Annual Project Performance Review	Conduct annual performance review of governance project progress & deliverables	GPL & PBC	IGE, BW, Exec Governance Consult committee, JS, CSR	Q1	Jan 2027
Training & Development	Deliver ongoing governance education sessions for PBC and RBC members	PBC & JS	CSR, PBC Sec	Q1	Ongoing
PBC Governance independent follow up review	Complete a follow up governance review with Directors Australia	GPL & IGE	IGE, JS, CMcA, PBC MNs, Exec, Sub Committees	Q2	July 2027

FUNDING REQUIREMENTS (other than internal or volunteer resources)

What/Who	Why	\$	By When
Governance Advisory	Developing draft documents and independent governance advisory role	\$29,000 (including GST)	June 2025
Governance Advisory	Developing draft document & independent governance advisory role	\$25,000 (including GST)	2026 Budget
Governance Advisory	Post governance plan implementation- follow up governance independent review audit	\$20,000 (including GST)	2027 Budget

Stakeholder Group	Engagement Purpose	Communication Method	Frequency
PBC MNs	Policy input, consultation, alignment, decision making and motion approval, staged implementation planning, governance oversight	PBC EGM update, project key performance measures / one page dashboard/scorecard report	Monthly
		Action area feedback sessions and facilitated discussions for PBC MN	As required/scheduled
Homeowners & Residents	Ensure awareness and gather feedback on changes from RBCs & PBC NMs	RBC summary updates, digital app updates - 2026	Quarterly
PBC Exec	Provide feedback, capture input/alignment	Monthly in-meeting Update & progress scorecard	Monthly
PBC Sub-Committees	Policy input, consultation, implementation planning	Copied PBC update	Monthly
		Involvement in PBC MN feedback sessions	As scheduled
Sanctuary Cove Community Services Ltd (SCCSL)	Risk, compliance, and operational alignment	Project update	Monthly
		Policy reviews	As needed
SCBCS	Provide feedback and input, alignment, and staged implementation planning, governance oversight	Same PBC EGM update and project performance dashboard report	Monthly
		Consult on planning	As required/scheduled
External Governance Advisors (Directors Australia)	Independent governance advice and audits	Consultations, feedback workshops	As identified

POTENTIAL RISKS	IMPACT	LIKELYHOOD	MITIGATION ACTIONS
Compliance failures	High	Low	Expert guidance and access to legal and governance experts Compliance monitoring through regular assessment against project KPIs to ensure 100% legal compliance. Annual performance review of project execution, outcomes, and deliverables.
Resistance to governance changes	High	Medium	Proactive communication and engagement. Appointment of a dedicated support role for PBC communications. Change management & communication plan.
Unclear governance roles	High	Medium	Define and document roles and responsibilities.
Delays in implementation	Medium	Medium	Structured timelines and accountability measures.
Limited execution resources	High	High	Leverage external expertise, range of internal resources and planned workload spread across 3 years and leveraging external governance expertise
Lack of participation in governance training	Medium	High	Governance training mandatory for pivotal roles

POTENTIAL CHALLENGES	PROJECT TEAM ACTIONS
Aligning stakeholders on governance changes	Addressed through consultation and communication.
Addressing gaps in governance policies	Managed through systematic annual reviews and policy updates.
Improving transparency in decision-making	Reinforced through governance procedures.
Enhancing effectiveness of governance training	Focus on practical training approaches and leveraging technology.

PBC Governance Improvement Plan Cross Referenced PBC Governance Blueprint

Governance Improvement Plan Actions	Blueprint Focus Area	Blueprint Action(s)	Recommended Blueprint Prioritisation	Governance Plan Year (Delivery)
Develop clear role statements for PBC, EC, and sub-committees.	1 – Governance structure, roles and relationships	2, 3, 10	1	2025
Update Terms of Reference (ToR) for PBC, Exec & sub-committees.	1 – Governance structure, roles and relationships	5, 7	1	2025
Refresh Code of Conduct and conflict of interest policy.	2 – PBC processes and decision-making	13, 14, 12	1 (CoC), 2 (Conflict)	2025
Develop a single decision-making authority matrix.	2 – PBC processes and decision-making	11, 9	2	2025
Establish clear processes for raising motions and consulting RBCs.	1 – Governance structure, roles and relationships	4	2	2025
Review and improve meeting schedules and agenda processes.	2 – PBC processes and decision-making	15, 16, 21	1	2025
Revise financial budget approval pathway.	4 – Monitoring performance, risk and compliance	28, 29	2 (approval pathway), 3 (strategy)	2025
Trial and deploy a digital community app.	5 – Stakeholder engagement	33	3	2025
Develop structured communication and change management plan.	5 – Stakeholder engagement	31, 32	2	2025
Document succession planning for key roles.	3 – PBC composition, dynamics, performance and development	20, 19	3	2025
Develop a digital governance manual for committee members.	2 – PBC processes and decision-making	17, 23, 27	2	2026
Clarify risk management roles between PBC and SCCSL.	4 – Monitoring performance, risk and compliance	30, 31	1	2026
Develop and deploy risk management framework.	4 – Monitoring performance, risk and compliance	32	2	2026
Develop homeowner's manual and publish via app.	1 – Governance structure, roles and relationships	1	2	2026
Develop structured induction & training for committee members.	3 – PBC composition, dynamics, performance and development	26	3	2026
Conduct annual performance review of governance project.	3 – PBC composition, dynamics, performance and development	18, 24	2	2026
Evaluate role workloads and consider optional recognition or support mechanisms	3-3 – PBC composition, dynamics, performance and development	22	2	2026
Deliver ongoing governance education sessions for PBC and RBCs.	3 – PBC composition, dynamics, performance and development	25	3	2027
Complete follow-up governance review with Directors Australia.	4 – Monitoring performance, risk and compliance	34	2	2027

Non-Negotiables for the PBC Governance Review

Governance Area	Key Requirements
Adherence to Legislative Frameworks (SCRA, BUGTA, By-laws)	<ul style="list-style-type: none"> • All governance changes must comply with existing legislation and by-laws. • Roles, responsibilities, and decision-making processes must remain within the legal bounds of what the PBC is authorised to do under the law.
Separation of Governance and Management	<ul style="list-style-type: none"> • Clear distinction between the oversight role of the PBC versus the operational role of SCCSL. • Governance structures must not impinge on daily operations unless formally documented and authorised.
Decision-Making Transparency and Authority Matrix	<ul style="list-style-type: none"> • A single, centralised authority matrix that defines who can make what decisions across the PBC, EC, sub-committees, and SCCSL must be developed and maintained. • Any delegation of authority must include appropriate checks, reporting lines, and internal control protocols.
Defined and Documented Roles and Responsibilities	<ul style="list-style-type: none"> • Role statements for PBC, PBC EC, and all sub-committees are essential and non-negotiable for clarity, accountability, and performance. • Role clarity between PBC Member Nominees and RBC Chairs is particularly important where dual roles exist.
Governance Manual	<ul style="list-style-type: none"> • All policies, ToRs, and procedures must be centralised in a single source of truth (the Governance Manual). • Any new policies to be integrated with this system and not create duplication or contradiction.
Risk and Compliance Oversight	<ul style="list-style-type: none"> • The PBC must develop risk and compliance frameworks, even where execution is supported by SCCSL or external parties. • Legal advice on liabilities and responsibilities is non-negotiable to ensure informed governance.
Conflict of Interest Management and Code of Conduct	<ul style="list-style-type: none"> • A robust, refreshed Code of Conduct and conflict of interest policy must apply to all forums.
Approval Pathways for Financial and Strategic Decisions	<ul style="list-style-type: none"> • Budget approvals, contractual decisions, and project commitments must follow agreed and transparent pathways. • Changes to financial oversight must ensure continuity of controls and reporting.
PBC as Final Approver	<ul style="list-style-type: none"> • The PBC retains final authority and approves any governance changes, structural reforms, or external engagement (governance consultants).
Change Management and Member Engagement	<ul style="list-style-type: none"> • Changes must be supported by a structured communication and change management plan. • Member Nominees (MNs) to be engaged meaningfully throughout the process to maintain trust and ensure adoption.

Possible Permissible Changes – PBC Governance Reform

Reform Area	Potential Changes
Sub-Committee Structure and Function	<ul style="list-style-type: none"> • Reshaping and defining sub-committees' roles to streamline decision-making. • Clarification of sub-committee reporting lines to ensure they serve the PBC
Role Adjustments and Delegations	<ul style="list-style-type: none"> • Reallocation of responsibilities across EC members to balance workloads. • Clarifying delegation protocols where appropriate, without overstepping the PBC's authority under legislation.
Meeting Frequency and Format	<ul style="list-style-type: none"> • Adjusting meeting schedules to better reflect operational needs and volunteer availability. • Hybrid or digital participation options to support accessibility and efficiency.
Governance Documentation	<ul style="list-style-type: none"> • Consolidation of governance documents into a single Governance Manual (removing duplication and outdated documents). • Simplification of language and presentation to improve accessibility for all stakeholders.
Stakeholder Engagement and Communication	<ul style="list-style-type: none"> • Introducing new communication tools, like a SC community app, to improve transparency and engagement. • Refining protocols for how updates and outcomes are shared with RBCs, homeowners, and SCCSL.
Induction and Training	<ul style="list-style-type: none"> • Mandatory induction sessions for all new PBC MNs, EC, and sub-committee members. • Updated and ongoing governance education tailored to Sanctuary Cove's complexity and structure.
Succession and Capability Planning	<ul style="list-style-type: none"> • Formal succession plans for key leadership roles (e.g. PBC Chair, PBC Treasurer, PBC Secretary). • Use of a skills and attributes matrix to guide EC and sub-committees.
Financial Governance Adjustments	<ul style="list-style-type: none"> • Refining budget approval pathways for clarity, efficiency and timeliness. • Documenting a financial framework and strategy to support longer-term planning and decision-making consistency.
Risk Management	<ul style="list-style-type: none"> • Defining risk responsibilities between PBC and SCCSL in a formal framework. • Appointing or allocating resources to support compliance monitoring and mitigation.
Culture and Conduct	<ul style="list-style-type: none"> • Refreshing the Code of Conduct to include participation expectations, behaviour standards, and meeting etiquette. • Strengthening accountability mechanisms for conflict of interest and performance.

Sanctuary Cove Principal Body Corporate (PBC) Governance Improvement Project

What is Governance?

Simply put – **governance is how we lead, decide, and engage.**

It's how we organise ourselves to work together, make decisions, and deliver on our responsibilities. Good governance combines clear roles, sound processes, strong culture, and legal compliance to help the PBC serve the community fairly, effectively, and transparently.

Why Good Governance Matters

Good governance helps the PBC, Executive Committee, Sub-Committees, and RBCs work together more effectively by ensuring:

- ✓ **Clarity** – Everyone understands their roles and how decisions are made
- ✓ **Transparency** – Information is shared in a timely way so people know what's going on
- ✓ **Accountability** – The right people take responsibility for decisions and actions
- ✓ **Efficiency** – Decisions are timely, structured, and avoid unnecessary delays

Why This Project is Important for Sanctuary Cove?

Some current processes are unclear or outdated, which can slow down decisions and create confusion. The **PBC Governance Project** is about modernising how we work—so we're clearer, more consistent, and better connected as a community. We have been working with independent governance experts who have identified a 'best fit' governance model for our unique community.

What Will This Project Deliver?

- ✓ Clearly defined roles and responsibilities for all committees
- ✓ Improved decision-making processes and governance structures
- ✓ Stronger financial oversight and risk management
- ✓ Timely and consistent communication with stakeholders
- ✓ 24/7 access to key information through a SC community mobile app
- ✓ Training for PBC, Executive, Sub-Committees, and RBC members to support effective participation

From	To
Lack of clarity in PBC, PBC Executive and sub-committee roles and responsibilities	Everyone knows their role and responsibilities.
Inconsistent communication with homeowners	Regular updates and better engagement. Leveraging local mobile Application
Basic financial and risk oversight	Stronger controls and checks in place
No governance training for committee members.	Training provided to help them do their job well
Outdated or inconsistent PBC rules and policies.	Simple, updated PBC policies and rules that make sense in today's operating environment
Slow and confusing decision-making.	More efficient and transparent processes

Phase 1 & 2 (2025 & 2026)

- Define roles, update rules and policies, improve decision making and community engagement, access to local mobile application (SC Community App), strengthen financial processes & risk management.

Phase 3 (2027)

- Independent Governance Experts to review progress and plan for continuous improvement.

CORRESPONDENCE FOR ACTION

From: [Mehram Sandhu](#)
To: [PBC](#)
Subject: Damage to Street Light Sanctuary Cove – Payment Plan Request
Date: Monday, 24 March 2025 10:14:27 AM
Attachments: [Driver Licence.pdf](#)

Dear Jodie Syrett,

I, Mehram Singh Sandhu, acknowledge that all the provided details are correct, and I will also provide my driver's license as required.

Regarding the payment for the damages, I am currently facing financial difficulties, but I am fully committed to making the payments. I can afford a maximum of \$250 per week (\$1000 Month) and kindly request that you consider this as my payment plan. I want to assure you that I am not avoiding my responsibility, but this is the most I can manage at this time.

I appreciate your understanding and consideration of my situation. Please let me know if you require any further information.

Best regards,

Mehram Singh Sandhu

Sent from my iPhone

Driver Licence

LICENCE NO. / CRN

~~XXXXXXXXXXXX~~

SANDHU
MEHRAM SINGH

DOB **07 Feb 2004**

Class	Type	Effective	Expiry
CA	O	04.01.25	03.01.30



Conditions

~~XXXXXXXXXXXX~~

Queensland, Australia



Queensland
Government

[REDACTED]
[REDACTED]
[REDACTED] A 4209

Update your information at:
tmr.qld.gov.au/address



Drive Safely

Card number

[REDACTED]



42399361223



21 March 2025

Mr Mehram Singh Sandu
[REDACTED]
[REDACTED] QLD 4209

By Email: [REDACTED]

By Post

Dear Mr Sandu,

LETTER OF DEMAND – DAMAGE TO STREET LIGHT, SANCTUARY COVE RESORT

We refer to our letter of 16 December 2024 where we outlined the costs that the Sanctuary Cove Principal Body Corporate (SCPBC) had incurred with respect to the damage sustained to its streetlight when your vehicle collided with it on 19 November 2024.

We understand that:

- At the time of the incident, you were driving for Uber and delivering food to 8807 The Point Circuit, Hope Island;
- The vehicle you were driving was a 2013 Toyota Camry, registration 935VUP;
- You were unable to provide a copy of your insurance details at the time of the incident and, since then, you have confirmed that your insurance had expired at the time of the incident;
- You were unable to provide a copy of your Australian driver licence and, since then, you have not provided a copy of your Australia driver licence;
- After receiving our letter of 16 December 2024, you contacted our office to request a payment plan of between \$50 - \$200 per month.

Please let us know if any of the above is incorrect.

We previously provided to you a copy of our invoice for the costs that were incurred in having the streetlight repaired. A copy of our invoice has been **enclosed** again for your attention. We have also **enclosed** a copy of the invoice from the third-party contractor who attended to the repairs of the streetlight that verifies the costs that were incurred.

SCPBC demands payment of the full outstanding amount of \$12,980 within 14 days of the date of this correspondence. The payment options are listed on our invoice dated 16 December 2024.

If you are unable to pay that amount in full within 14 days, SCPBC requires that you email:

1. a copy of your Australian driver licence;
2. a copy of your insurance details including proof that you did not hold any third party property insurance at the time; and
3. your proposal of a payment plan in writing for SCPBC to consider.

That information should be sent to PBC@scove.com.au within seven (7) days of the date of this correspondence.



SCPBC reserves its right to commence proceedings against you without further notice to recover the repair costs to the streetlight, in addition to any applicable interest and its reasonable legal fees it incurs.

SCPBC also reserves its right to notify Uber of this incident, including your failure to hold adequate insurance and be able to present an Australian driver licence.

We look forward to your prompt payment.

Yours faithfully

For and on behalf of
Sanctuary Cove Principal Body Corporate

Jodie Syrett
Manager of Body Corporate
Sanctuary Cove Community Services Limited

TAX INVOICE
ABN 19 796 870 713

INVOICE SUMMARY

Mehram Singh Sandu
2 Crystal Court
Upper Coomera QLD 4209

Date of Issue	16 December 2024		
Due Date	15 January 2025		
A/c Number	03100545		
Lot Number		Unit No	
Page Number	1		

Sanctuary Cove Principal G.T.P. 202

Date	Type	Details	Reference	Amount	GST	Total Amount
30/11/24	Other	Damaged Streetlight The Point Circuit Street Light Replacement	M0004058	11,800.00	1,180.00	12,980.00
TOTALS				11,800.00	1,180.00	\$12,980.00












Amounts on this invoice include GST where indicated

AMOUNT DUE AND PAYABLE: \$12,980.00

Please make your cheque payable to Body Corporate for SANCTUARY COVE PRINCIPAL

Teller stamp and initials		Amount Paid
		\$
		Date Paid
		/ /

Payment Options

	Tel: 1300 552 311 Ref: 9726 9056 9	Telephone: Call this number to pay by credit card. International: +613 8648 0158 (charges apply).	   
	www.stratamax.com.au Ref: 9726 9056 9	Internet: Make credit card payments online (charges apply). Visit www.stratamax.com.au	
	www.stratapay.com/ddr Ref: 9726 9056 9	Direct Debit: Make auto payments from your credit card* or bank account. Visit stratapay.com/ddr to register *Credit card charges apply.	
	Billcode: 74625 Ref: 9726 9056 9	BPay: Contact your participating financial institution to make a payment from your cheque or savings account using BPay.	
	Billpay Code: 3599 Ref: 9726 9056 9	In Person: Present this bill in store at Australia Post to make cheque or EFTPOS payments.	
	Make cheque payable to: StrataPay 9726 9056 9	Mail: Send cheque with this slip by mail to: StrataPay, Locked Bag 9 GCMC, Bundall Qld 9726 Australia	
	BSB: 067-970 Acct No: 9726 9056 9 (Applies to this bill only)	Internet Banking - EFT: Use this BSB and Account Number to pay directly from your bank account in Australian Dollars (AUD). Account Name: StrataPay Bank: CBA, Sydney, Australia.	



StrataPay Reference

9726 9056 9

Amount	Due Date
\$12,980.00	15 Jan 25

Sanctuary Cove
202/03100545 Lot /

Mehram Singh Sandu
2 Crystal Court
Upper Coomera QLD 4209



*3599 972690569

QUOTE

Sanctuary Cove Body Principle G.T.P 202

Date
22 Nov 2024

Expiry
6 Dec 2024

Quote Number
QU-0266

Reference
Point Circuit

ABN
59 664 570 908

JREC Trust
JR Electrical &
Communication

Point Circuit Street Light Replacement

Remove existing streetlight decommission existing light fixture and arm.
Dispose of damaged pole and footing. Supply 2mt skip bin to dispose of all rubbish from site.
Install new footing and in same location, use of Vac Truck and excavation as required.
Supply new foundations and lift new pole into position by Crane.
Turf around area and clean up area where the new footing was installed

Description	Quantity	Unit Price	GST	Amount AUD
Carry all works out as per Summary above	1.00	11,800.00	10%	11,800.00
Subtotal				11,800.00
TOTAL GST 10%				1,180.00
TOTAL AUD				12,980.00

Terms

Quote will be valid for 14 days from original date.
The following terms and conditions apply to our quotation:
Validity
Our quotation is valid as indicated on the proposal. Should the acceptance extend beyond this date, any material and or labour costs may be subject to variation.
Terms of Payment
Payment terms vary and may be negotiated throughout the quotation process. A "Stage payment - Payment of agreed amounts at stage" such as a deposit may be requested.
Proposal
Our proposal, if of interest to you, is based on establishing mutually acceptable contract/subcontract conditions. We

reserve the
right to negotiate the contract/subcontract conditions.

Consequential Damages

Consequential damages claim, of any form, will not be accepted.

Liability

Notwithstanding any provision to the contrary contained elsewhere in the contract or subcontract, the maximum aggregate liability

of JR Electrical under the contract or subcontract, in tort and / or otherwise at law, shall in no case exceed the sum of 5% of the originally accepted contract / subcontract sum (limitation of liability). The limit of liability includes but is not limited to

liquidated damages and does not apply to any event of amount that is covered and recoverable under the policies of insurance

taken out under the terms of the contract / subcontract.

Site Access

Our Tender is based on clear and reasonable access being provided for the duration of the project.

Equipment Warranty

All equipment and materials are covered by a 12-month repair or replace warranty. Any manufacturer extended warranties will be

honoured with the exception of labour costs. Warranty exclusions: acts of God, theft, malicious damage, vermin damage, misuse,

operator error, power spikes or loss.

All warranties are null and void if equipment is opened, tampered with, or moved from its current location.

Quotation Exclusions

- Unless otherwise specified, we have allowed to carry out the works, and our price has been calculated based on normal working hours (standard 38-hour working week) and work required outside these hours will be additional.
- Any pre-existing components that may require upgrading at the time of installation.
- Any items not specifically listed in our proposal.
- Builder's work including penetrations, chasing, concrete sawing & or drilling.
- Sealing with fire &/or acoustic rating.
- Location of underground services unless specified in quote

Sanctuary Cove Resort Residential Zone App Proposal **DRAFT**

Objective:

To develop a user-friendly mobile application that enhances communication and coordination between security, facilities management, body corporate services, and residents within the Sanctuary Cove Resort. The app will streamline essential services, communicate security response times, and foster a stronger sense of community.

Key Features:

1. Resident Portal:

- Secure login for residents
- Personalised dashboard with notifications and updates
- Community news and events calendar
- List of SCCSL staff members, their roles and contact details
- Lists of RBC and PBC members and their contact details
- Map of the SC resort with RBCs identified

2. Security Communication:

- Fast access to security services communications
- Residents Emergency, Disasters and Outages Plan
- Direct messaging with security contact
- Incident reporting with image and location upload

3. Facilities Management:

- Maintenance request submission and tracking
- Scheduled maintenance notifications
- Booking system for use of Meeting Rooms
- Hyperlink to the Landscape Masterplan

4. Body Corporate Services:

- Access to strata reports and important documents
- Voting on community matters
- Copies of the various bylaws
- Hyperlink to SCRA & BUGTA

5. Community Engagement:

- Discussion forums and resident groups
- Lost and found board

- Facility to ask questions and receive responses

6. Notifications & Alerts:

- Customisable push notifications for updates, emergencies, and events
- Weather alerts and service disruptions
- Reminders for meetings and community activities

7. Integration & Compatibility:

- Cross-platform availability (iOS, Android, Web)
- Compatibility with smart home devices for future expansions

Implementation Plan:

1. Consultation Phase:

- Gather input from key stakeholders (residents, security, body corporate, facilities management)
- Define core needs and requirements
- Seek approval from the Members Nominees (Principal Body Corporate)

2. Development Phase:

- After research and comparison, and following approval from the PBC, engage a professional app development team
- Create a user-friendly interface with a focus on security and ease of use

3. Testing & Feedback:

- Beta testing with a select group of residents and management
- Gather feedback and refine app functionality

4. Launch & Ongoing Support:

- Full-scale rollout with onboarding assistance
- Provide training and support for users
- Regular updates based on user feedback

Conclusion:

A Sanctuary Cove Resort residential zone app will provide a modern and efficient solution for managing community interactions, enhancing security, and improving convenience for all residents. This initiative will contribute to a well-connected, safe, and smoothly functioning residential environment.

REPORTS FOR INFORMATION



OPERATIONS REPORT – MARCH 2025

SECURITY SERVICES

Security Statistics (from the 1st Nov 2024)

Period	Alarm Activations				Medical	Incidents	Keys Issued	Infringe Notices	Accesses
	Fire	General	Panic	Total					
YTD 2025	336	932	256	1464	66	114	480	992	91
YTD 2024	308	921	268	1497	73	112	528	717	142

Valet Services (March 2025 – YTD 2025)

	March 2025		March 2024		Year to Date 2025	
	Number	\$ Charge	Number	\$ Charge	Number	\$ Charge
Key Pick-Up	10	\$80.00	11	\$88.00	59	\$472.00
Long Term Rental	8	\$950.00	4	\$350.00	33	\$3,650.00
Short Term Rental	0	\$0.00	0	\$0.00	0	\$0.00
Access Rearm	8	\$304.00	6	\$228.00	29	\$1,123.00
Other	8	\$304.00	2	\$76.00	13	\$494.00
Rental Breaches	0	\$0.00	0	\$0.00	1	\$250.00
Commercial Call Outs	5	\$1,375.00	5	\$1,375.00	25	\$7,304.00
Total	39	\$3,013.00	28	\$2,117.00	160	\$13,293.00

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.

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

Items Actioned – refer to statistics.



- 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 statistic 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 March there were 154 Parking Infringement "Reminder Notices" issued, compared to 185 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	34	70	Molinia	4	3
Harpullia	13	6	Acacia	2	2



Tristania	12	5	Adelia	2	0
Zieria	11	28	Banksia Lakes	2	2
Alpinia	10	7	Bauhinia	2	2
Schotia Island	10	3	Cassia	2	2
Darwinia	7	1	Livingstonia	2	0
Caladenia	6	3	Alyxia	1	0
Felicia	6	4	Corymbia	1	0
Araucaria	5	5	Fuschia	1	0
Plumeria	5	11	Justica	1	0
Roystonia	5	6	Woodsia	1	0
Washingtonia	5	3	Colvillia	0	2
Admin	4	19	Fuschia	0	1
	133	171		21	14

Speed Sign/Camera

The speed camera continues to have a charging fault causing it to lose power after only 3-4 hours. Option for another camera solution is being investigated.

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	196,936	43,374	7,381	1,508	282	74	249,555
Total	958,197	217,268	38,644	7,126	1249	269	1,222,753
% Current YTD	78.92%	17.38%	2.96%	0.60%	0.11%	0.03%	100.0%
Jan 2024	31,790	7171	1317	222	31	12	40543
Feb 2024	29,295	6,571	1,238	208	64	15	37,391
Mar 2024	27,942	6,144	490	238	39	13	34,866
% Current MM	78.35%	17.57%	3.31%	0.56%	0.17%	0.04%	100.0%

Highest Speed.

Location	Speed km/h	Date	Time
1019 Edgecliff	77	29.03.25	2359 hrs
2204 The Parkway	83	11.03.25	1700 hrs



Operational

Security attended to 38 incidents for the month – 26 General and 12 Medical.

Twenty-six (26) General Incidents:

- a) Twelve (12) were Person related including:
 - 1. 2 of verbal abuse - to a B/Corp Manager and a resident
 - 2. A resident headbutted by a neighbour
 - 3. 2 of Disorderly behaviour – a fight between a group of girls in the Village and 2 Gym members at the Country Club
 - 4. 2 of Domestic disputes – between 2 sisters at a wedding and a resident and her partner
 - 5. 2 of Intoxication – a hotel guest and a resident on The Palms course
 - 6. A disoriented person at North Gate who left prior to Police arriving
 - 7. A missing wedding guest found intoxicated at a hotel pool
 - 8. Unauthorised access through a fence line on MDN
- b) Four (4) were Vehicle related including:
 - 1. 2 vehicles that tailgated and damaged a boom
 - 2. A boom that lowered early onto a contractor vehicle
 - 3. A vehicle driven erratically in the Village with the driver arrested by Police
- c) Ten (10) were Property related including:
 - 1. 5 x alarms in the Village for Fire/PIR activation
 - 2. Damage to the roof of a Security vehicle during TC Alfred
 - 3. A switchboard that caught fire in a home
 - 4. A smoke detector with scorch marks to the ceiling
 - 5. External check for a restaurant in the Village

Twelve (12) Medical incidents:

10 residents and 2 visitors. These included:

- 4 people that suffered a fall at their home
- A suspected self-harm incident
- Elevated blood pressure
- Two disoriented people - one at reception and the other found in the street
- Stroke symptoms
- A person who fell from their buggy
- A minor cut to a finger
- A person with heart related symptoms

8 patients were transported to hospital.



44 Complaints were received:

	March 2025	February 2025	January 2025	December 2024
Residents	37	30	23	31
Subject not located	6	9	4	15
Rentals	0	11	7	10
Marina	1	1	6	4
TOTAL	44	51	40	60

Marine Patrols

There were 313 patrols of Marine Zones 1-5 by Haven and Eden (including transit between zones).

- Haven was deployed on 0 dayshifts and 0 nightshifts.
- Eden was deployed on 14 dayshifts and 15 nightshifts.

March 2025	Haven	Eden	Totals
Zone1/Harbour 1	0	116	116
Zone 2/Harbour 2	0	65	65
Zone 3/Harbour 3	0	55	55
Zone 4/Harbour 4	0	31	31
Zone 5/Roystonia	0	46	46
Total Patrols	0	313	313
Day Patrols	0	14	14
Night Patrols	0	15	15

Reduced patrols have resulted from maintenance on the Haven motors, the impact of Tropical Cyclone Alfred, extreme weather conditions, and ongoing staff shortages.

There were 6 incidents of unauthorised access reported in Private Harbours, Lakes, and Marina Piers:

- All 6 incidents were related to fishing activities and were moved on without incident:
 - 2 from the Boulevard Bridge and Memorial Park
 - 1 from 22 Ton Bridge
 - 1 from Cypress Point
 - 1 from Marina Pier
 - 1 from The Pines course



Visitor Management System and License Plate Recognition

	03.03.25	01.04.25
Residents registered with LPR	1,145	1,143
Total not registered with LPR	281	283
Total Lots	1,426	1,426
Resident vehicles/buggies LPR	5,016	5,047
Permanent visitor vehicles LPR	5,632	5,658
Total Vehicles	10,648	10,705
Residents registered VMS Portal	443	438
Res/Builder/multiuser same house	122	122
Number of VMS entries	2,475	2,508

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

LPR (License Plate Recognition) Registration by Residents: Decreased by 2 to 1143 or 80% of resident homes.

VMS (Visitor Management System) Portal Registration: Decreased by 5 to 438.

Active Users on VMS Portal: Unchanged at 122 residents and builders actively using the portal.

Number of VMS Entries for Current Residents and Builders: Increased by 33 to 2,508.

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.

There are no reported issues this month.



Workplace Health and Safety

The next meeting has been re-scheduled to 10 April 2025.

Scheduled Works

Nil to report

Staff

2 Security Officer vacancies has been filled, and they have commenced their Induction Training. Interviews are ongoing for a third vacancy after a Security Officer resigned for family reasons.

Negotiations have begun with external provider Employer Protect to progress the Enterprise Agreement on behalf of the Company

Mike Telea
3 April 2025



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 – Minutes & Agendas	Complete
	➤ Minimum 1 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 quarterly.	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 March 2025, a total of Twelve (12) breach letters were issued for RZABL compliance, and five (5) breach letters were issued for parking compliance, and a total of twenty (20) breach letters were issued for Security/Alarm related matters.
3. **Website Access** – Please refer to the website www.oursanctuarycove.com.au 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** – Increase in voting papers since we implemented this tool. We encourage everyone to continue using this tool.
6. **AGMs Completed**- With AGMs now finalised and committee roles filled, please take the time to familiarise yourself with your committee members.
7. **RBC/PBC Induction Sessions** – Induction sessions have been scheduled for Friday, 4 April at 10:00 AM and Friday, 11 April at 2:00 PM. We encourage new committee members and member nominees to attend.
8. **Staff Updates** – The role of Compliance Officer/Building Approval Officer, previously held by Kira Cook, has been advertised. We aim to fill this position as soon as possible.
9. **Easter Long Weekend** – Please note that the office will be closed from Good Friday, 18 April 2025, and will reopen on Tuesday, 22 April 2025.
10. **Anzac Day** – The office will be closed on Friday, 25 April 2025, in observance of Anzac Day.



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

OPERATIONS REPORT – MARCH 2025

After Hours call outs

Date	PBC Emergency Repair
09/03/2025	Cyclone Alfred- Sewer Pump fault (Electrical & Hydraulic)
21/03/2025	Sewer Pump station- Blocked impeller
22/03/2025	Sewer Pump station- Debris causing floats to not operate

Date	PTBC Emergency Repair
	N/A

Contracts Subcommittee

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

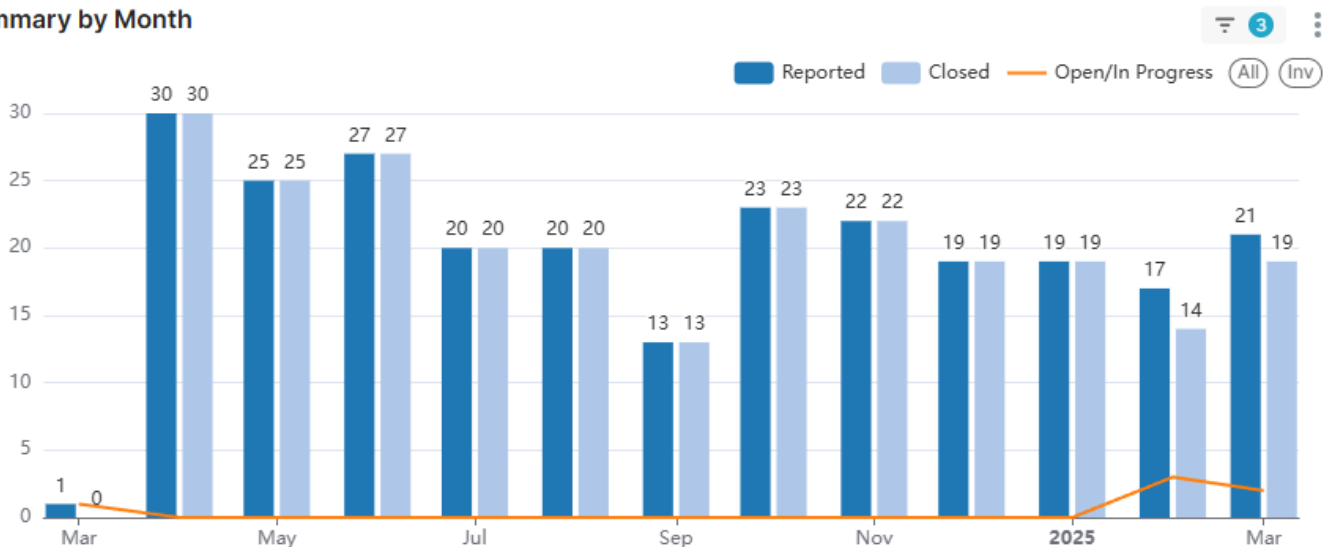


Landscape Solutions	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
1. Quality of Standard - 11/11	8	7	9	9	7
2. Complaint/Compliment - Maximum of 5 compliants per month	3	9	5	0	0
3. Response and Repair timeframes (Work Requests)					
P1	100%	100%	100%	100%	100%
P2	100%	100%	100%	100%	100%
P3	33%	56%	53%	48%	0%
4 Document Compliance	100%	100%	100%	100%	100%
5 Reporting	100%	0%	0%	100%	100%
SPS	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
1. Complaint/Compliment - Maximum of 1 compliants per month	0%	0%	0%	0%	0%
2. Schedule of Works	100%	100%	100%	100%	100%
3. Document Compliance	100%	100%	100%	100%	100%
4. Reporting	100%	100%	100%	100%	100%
Cleanaway	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
1. Quality of Standard of works - Missed bins (not services within required timeframe)	4	5	8	6	6
2. Complaint/Compliment - Maximum of 3 compliants per month	0	6	0	0	0
3. Schedule	100%	100%	100%	100%	100%
4. Document Compliance	100%	100%	100%	100%	100%
5. Reporting	100%	0%	0%	100%	100%

Hazard Identification/Reporting

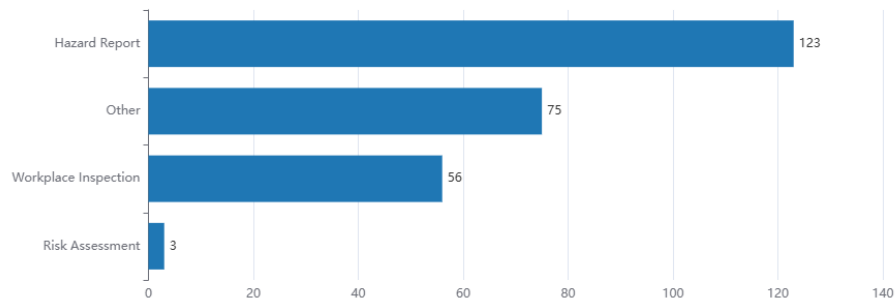
During the month, a total of 21 hazards were reported, 19 of which were closed within the required timeframe. Of these, 16 hazards were identified by Facilities Services, with the highest level of controls implemented being Elimination.

Summary by Month

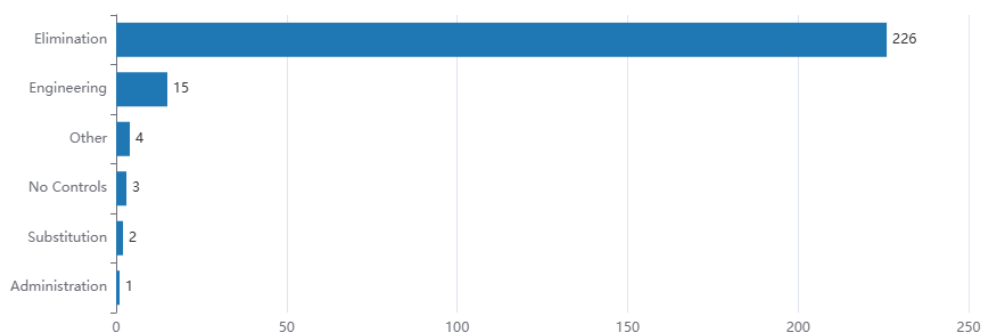




Actions Generated By

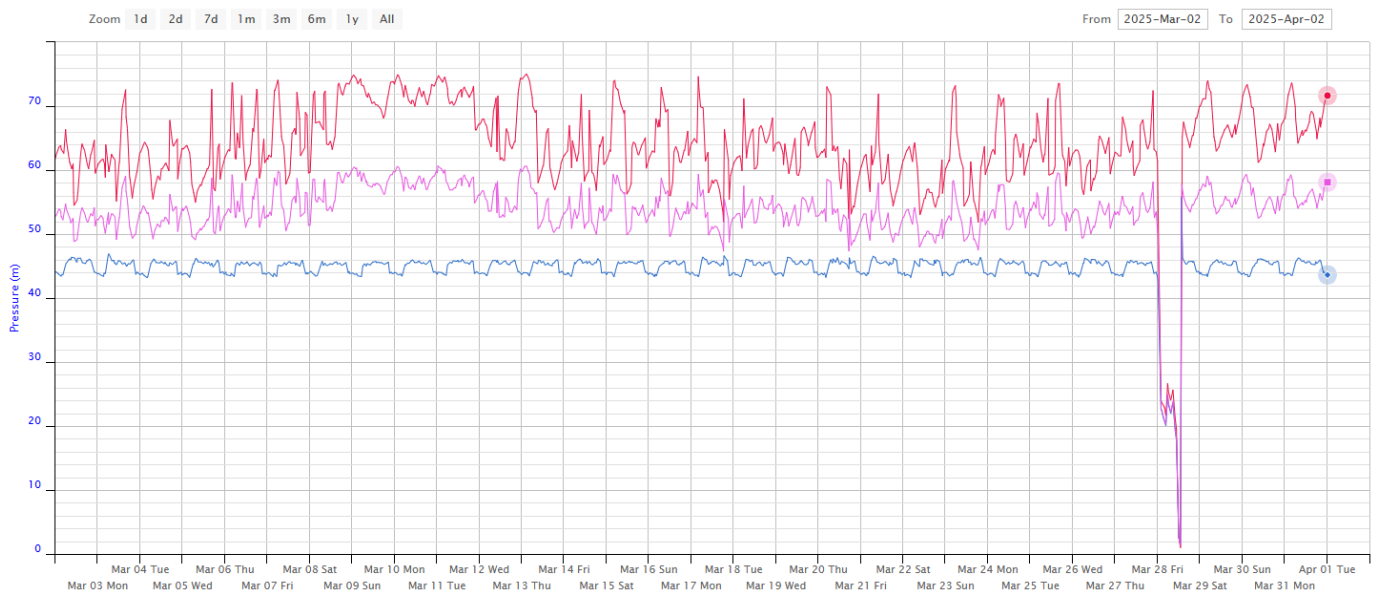


Highest Level of Controls Implemented

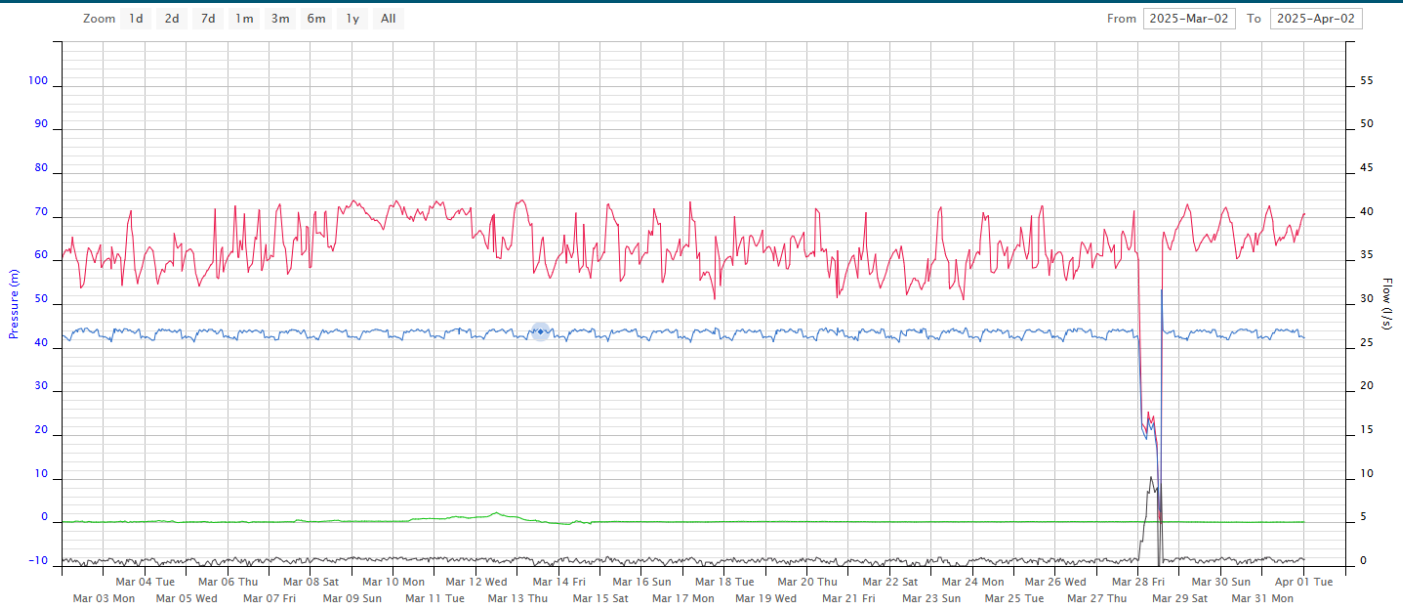


Water Management

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.

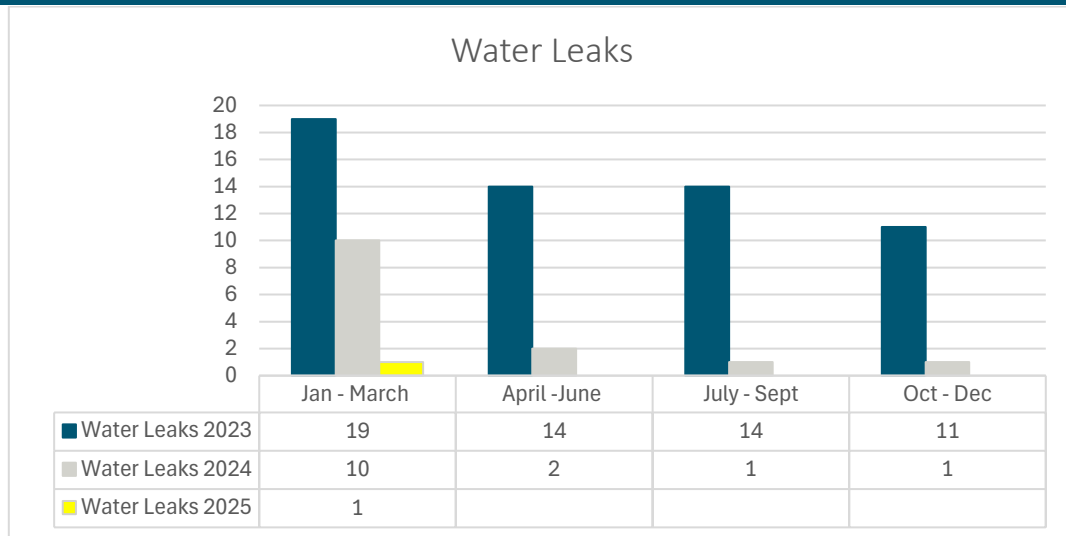
Water Loss/Leaks

The implementation and commissioning of the Pressure Management System have led to a significant reduction in water leaks across the site. Consequently, the variance between the charges from GCCC and the amounts we charge out has decreased substantially.

Aquaanalytics provided an Unavoidable Annual Real Loss (UARL) of 131,640 kL/m³/year (approximately 33,000 kL per 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

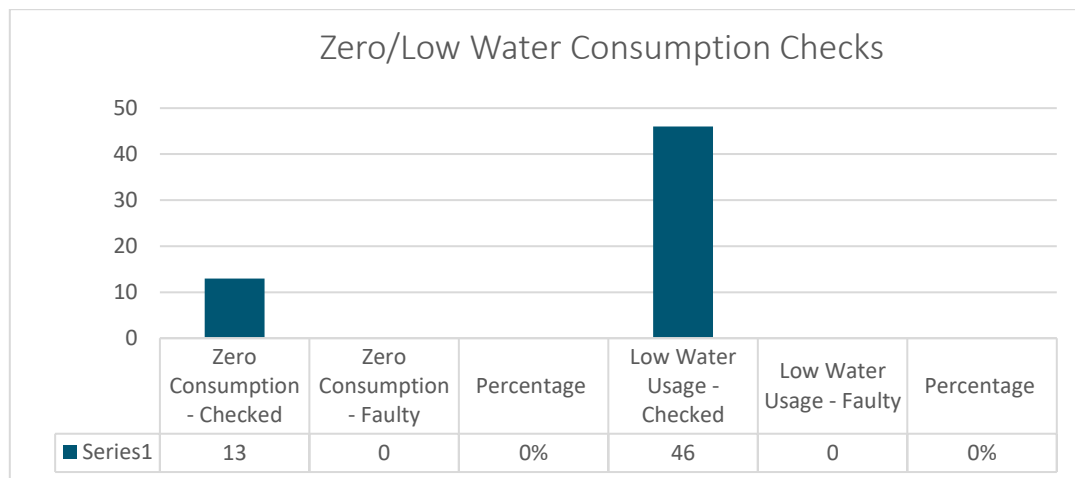
Both are well below the acceptable UARL level.



Water Billing

Zero and low water usage checks were conducted to identify any anomalies in water consumption, allowing for the timely detection of potential issues such as leaks or malfunctions and supporting efficient, sustainable water management practices. Please see the data below.

Jan-March 2025 - Please note: This data is provided quarterly in line with the water billing cycle





Sinking Fund Projects FY2025

PBC	Projects	Budgeted FY 2024/2025	Estimate Spend	Actual Spend - To date	Status/Comment	Estimate - Start
Bridges_PBC						
Electrical_Lights_PBC	Yr3 Tulip light replacement (approved)	\$ 185,000.00	\$ 245,000.00	\$ 240,052.42	In progress	
Facilities_Equip	Replacement as per AF	\$ 706.00	\$ 1,000.00	\$ -	NYS	
FTTH_PBC	Spare parts – may not be required.	\$ 40,000.00	\$ 40,000.00	\$ -	NYS	
	ONU & Security/PABX system upgrade		TBA	\$ -	EOI	
Harbour_PBC	(including revetment walls)	\$ 45,000.00	\$ 45,000.00	\$ -	NYS	August
Hydraulic & Electrical Supplies						
Irrigation_Control_PBC (inc A Class water)	Sanctuary Greens - Verge Irrigation	\$ 200,000.00	\$ 200,000.00	\$ -	Scope of Works	July/August
Irrigation_Mains_PBC						
Irrigation_Valves_PBC						
Kerb_PBC	Village Gates (not yet complete - Yr 1)	\$ -	\$ 30,000.00	\$ -	Awaiting Mulpha	
Landscape_PBC	LMP Phase 2/3		\$ 181,131.39	\$ -	Ongoing	
(including parks and playgrounds)	Silky Oaks replacement - The Parkway	\$ 350,000.00	\$ 130,000.00	\$ -	Seeking Quotations	June
	Darwinia Park upgrade		\$ 33,876.61	\$ 38,868.61	In progress	
Pumps_PBC	Pump Station access lid upgrades		\$ 55,395.00	\$ -	Approved	April
	Check and Isolation Valves replacements	\$ 270,000.00	\$ 15,000.00	\$ -	NYS	September
	Building Management System		\$ 130,000.00	\$ -	Seeking Quotations	June
Reports		\$ 50,000.00	\$ 50,000.00	\$ -	NYS	
Roads_PBC (including parking)	Schotia Island Intersection upgrade	\$ 300,000.00	\$ 285,000.00	\$ -	Scope of Works	August
	Remaining Paving - Stage 4 Village Gate	\$ -	\$ 50,000.00	\$ -	Awaiting Mulpha	
Security_System_PBC	CCTV servers upgrade - Stage 3	\$ 150,000.00	\$ 170,000.00	\$ -	Seeking Quotations	June
(including alarm monitoring)	Jacques Gate Intercom upgrade		\$ 65,000.00	\$ -	Seeking Quotations	June
Stormwater_Line_PBC	Revetment wall - Rectification works	\$ -	\$ 120,000.00	\$ -	Seeking Quotations	May
Stormwater_Point_PBC						
Switchboard_Meter_PBC						
Wall_Fences_PBC	PRV Fence	\$ -	\$ 13,630.00	\$ -	Approved	April
(including gates)	Roystonia Boom		\$ 24,132.85	\$ 10,699.95	In progress	
Wastewater_Line_PBC						
Wastewater_MH_PBC						
Wastewater_RM_PBC						
Water_Lines_PBC	Marine Drive North Mainline replacement	\$ 1,000,000.00	\$ -	\$ -	No Longer Required	
Water_Point_PBC	Sluice Valve Replacements	\$ 250,000.00	\$ 50,000.00	\$ -	NYS	August
(includes sluice valves, fire hydrants, water meters)	Fire Hydrant Replacements		\$ 50,000.00	\$ -	NYS	August
	83 Residential Water meter replacements		\$ 80,000.00	\$ -	NYS	August
WW_H_Connection_PBC						
Total		\$ 2,840,706.00	\$ 2,064,165.85	\$ 289,620.98		



PTBC	Projects	Total Spend - Budgeted	Total Spend - NYC	Actual Spend - To date	Status/Comment	Estimate Start
Bridges_PTBC						
Buildings_PTBC	Security Roundhouse - A/C Replacement	\$ 6,625.00	\$ 6,625.00	\$ -		
Electrical_Lights_PTBC	Replacement end of life assest	\$ 20,990.00	\$ 50,000.00	\$ 10,500.00	In progress	
Facilities Equipment_PTBC						
FTTH_PBC						
Harbour_PTBC (including revetment walls)						
Hydraulic & Electrical Supplies						
Irrigation_Control_PTBC (inc A Class water)						
Irrigation_Mains_PTBC						
Irrigation_Valves_PTBC						
Kerb_PTBC	MDN entry Repairs	\$ -	\$ 20,000.00	\$ -	NYS	May
Landscape_PTBC (including parks and playgrounds)	LMP Upgrades	\$ 75,000.00	\$ 50,000.00	\$ -	NYS	Ongoing
Path_PTBC						
Pumps_PTBC	Contingency Pump Station 18	\$ 10,000.00	\$ 10,000.00	\$ -	NYS	
Reports		\$ 20,000.00	\$ 20,000.00	\$ -	NYS	
Roads_PTBC (including parking)						
Security_System_PTBC	Camera Replacements CCTV Stage 3	\$ 38,522.00	\$ -	\$ -	Postponed	
Stormwater_Line_PTBC						
Stormwater_Point_PTBC						
Switchboard_Meter_PTBC	Switchboard Upgrades	\$ 18,150.00	\$ 18,150.00	\$ -	NYS	
Wall_Fences_PTBC (including gates)						
Wastewater_Line_PTBC						
Wastewater_MH_PTBC						
Wastewater_RM_PTBC						
Water_Lines_PTBC						
Water_Point_PTBC (includes sluice valves, fire hydrants, water meters)	Sluice Valve Replacements	\$ 38,701.20	\$ 19,350.50	\$ -	NYS	August
	Fire Hydrant Replacements		\$ 19,350.70	\$ -	NYS	August
WW_H_Connection_PTBC						
New Asset - Facilities Compound						
New Asset - Rotary Memorial						
Total		\$ 227,988.20	\$ 213,476.20	\$ 10,500.00		



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, 28 March 2025		
Meeting Chaired by:	Mr Stephen Anderson		
Meeting start time:	2:00pm	Meeting finish time:	2:43pm

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

RESOLVED That the Minutes of the Finance Sub-Committee Meeting for the PBC/PTBC held on 20 February 2025 be accepted as a true and correct record of the proceedings of the meeting.

Yes	5
No	0
Abstain	0

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

RESOLVED That the FSC notes and accepts the Action Items for February 2025 as tabled.

Notes:

MY – FM updating 40yr plan – currently conducting assessments to determine allocation years are holding relevant. Noted project considerations and submissions for FY2026 were originally scheduled for June, but has been brought forward due to budget preparation requirements and timing changes.

Yes	5
No	0
Abstain	0

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

RESOLVED That the FSC notes and recommends to the PBC the approval of the PBC Financial Statements as at 28 February 2025 as tabled.

Notes: Format changed based on feedback from last meeting. Highlighted current system only allows for full year budget values, as such the comparison of YTD will be against Full Year Budget and Full Year results of the prior year.

Yes	5
No	0
Abstain	0

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

RESOLVED That the FSC notes and recommends to the PBC the approval of the PBC Actual v Budget Analysis as at 28 February 2025 as tabled.

Yes	5
No	0
Abstain	0

Notes:

MY provided explanation for water variance position

Aged debtor discussion – SCCSL In-House Counsel currently drawing up a 2nd debtor payment plan re. Light pole damage

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

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

Yes	5
No	0
Abstain	0

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

6	PTBC Financial Statements	CARRIED
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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 28 February 2025 as tabled.

Notes:

SA advised MY to review allocation and propose reallocations of SF allocations.

SA requested confirmation of Boulevard trees maintenance schedule is before boat show.

SA suggested Security Services ban entry of visitors who have outstanding payments.

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
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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 28 February 2025 as tabled.

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

8	PTBC Legal/Consultant Costs Summary	CARRIED
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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 28 February 2025 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
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Proposed by: The Chairperson

RESOLVED That the date of the next FSC Meeting will be Thursday, 17 April 2025 at 14:30.

Yes	5
No	0
Abstain	0

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 ADMINISTRATION FUND BUDGET VARIANCE DRAFT UNAUDITED - FOR MANAGEMENT PURPOSES ONLY 1 NOV 2024 - 28 FEB 2025								
Details	Actual YTD FEB 25	Budget YTD FEB 25	Variance \$	Variance %	FYF FY2025	Budget FY 2025	Variance \$	Variance %
Income								
Admin Fund Levy	5,752,924	5,752,924	-		11,505,866	11,505,866	-	
Non Mutual Revenue - Interest	-	-	-			-	-	
Expenses			-					
Accounting - Audit & Tax	-	-	-		4,584	4,584	-	0.0%
Administrative Expenses	30,627	38,269	7,643	20.0%	113,810	113,810	-	0.0%
PTBC Levy - Administration Fund	374,836	374,836	-	0.0%	749,685	749,685	-	0.0%
PTBC Levy - Sinking Fund	247,600	247,600	-	0.0%	495,200	495,200	-	0.0%
Management Fees	772,030	772,030	-	0.0%	1,550,413	1,550,413	-	0.0%
Security services	1,913,307	1,913,307	-	0.0%	3,823,545	3,823,545	-	0.0%
Network Manager Service Fees	126,444	137,302	10,858	7.9%	411,907	411,907	-	0.0%
Consultants	9,600	15,532	5,932	38.2%	46,595	46,595	-	0.0%
Legal Services	1,088	21,220	20,132	94.9%	63,660	63,660	-	0.0%
Electrical	49,274	52,847	3,573	6.8%	137,773	137,773	-	0.0%
Fire and Safety	1,333	2,238	905	40.4%	21,210	21,210	-	0.0%
Grounds & Garden - contract	449,194	500,000	50,806	10.2%	1,347,582	1,500,000	152,418	10.2%
Grounds & Garden - other	31,163	82,704	51,541	62.3%	248,112	248,112	-	0.0%
Hire/Rental	23,333	33,726	10,392	30.8%	101,177	101,177	-	0.0%
Insurance	69,093	65,706	(3,387)	(5.2)%	209,719	197,119	(12,600)	(6.4)%
Irrigation	79,496	102,839	23,343	22.7%	308,517	308,517	-	0.0%
Plumbing	63,320	90,105	26,785	29.7%	255,942	255,942	-	0.0%
Repairs & Maintenance	36,089	75,175	39,086	52.0%	173,214	173,214	-	0.0%
Road sweeping	28,255	22,593	(5,662)	(25.1)%	84,767	67,779	(16,988)	(25.1)%
Waste Removal - contract	370,702	307,306	(63,396)	(20.6)%	1,196,962	921,918	(275,044)	(29.8)%
Land Holding - rates and taxes	23,436	24,722	1,286	5.2%	74,167	74,167	-	0.0%
Utilities - electricity/gas	53,518	63,815	10,297	16.1%	191,445	191,445	-	
Utilities - Water	106,392	120,385	13,992	11.6%	477,443	477,443	-	0.0%
Total Expenses	4,860,131	5,064,257	204,126	4.0%	12,087,428	11,935,215	(152,213)	(1.3)%
Recoveries: Income / (Expense)								
ARC net recovery	14,697	-	14,697	-	14,697	-	14,697	
Lot mow recovery	4,400	7,271	(2,871)	(39.5)%	21,813	21,813	-	0.0%
Water - Potable recovered	427,365	406,298	21,067	5.2%	1,625,192	1,625,192	-	0.0%
Water - Waste recovered	323,815	306,506	17,309	5.6%	1,226,022	1,226,022	-	0.0%
Water - oncharged	(751,179)	(712,804)	(38,376)	5.4%	(2,851,214)	(2,851,214)	-	0.0%
Electricity - recovered	1,788	10,294	(8,506)	(82.6)%	30,882	30,882	-	0.0%
Debt collection fee recovery	847	-	847	-	847	-	847	
Certificate net income	1,622	-	1,622	-	1,622	-	1,622	
FTTH installation fees and rebates	34,141	-	34,141	-	34,141	-	34,141	
Total Recoveries: overs / (unders)	57,494	17,565	73,667	419.4%	104,001	52,695	36,609	69.5%
TOTAL Surplus /(Deficit)	950,287	706,232	244,055	(34.6)%	(477,561)	(376,654)	(100,907)	26.8%
C/fwd Operating Surplus	618,371	62,776	555,595	885.0%	618,371	376,654	241,717	64.2%
Administrative Fund Balance	1,568,658	769,008	799,650	(104.0)%	140,810	-	140,810	

Principal Body Corporate (PBC)
ADMINISTRATION FUND – Draft – subject to audit
For the year period 1 November 2023 to 28 February 2025

The Admin Fund YTD has resulted in a net surplus position of \$950k, \$244k favourable to the year to date budget.
Total expenses incurred YTD \$4.8m, \$0.2m (4%) favourable to budget.

Principal Body Corporate	FY 2025 YTD Actual	FY 2025 YTD Budget	Variance \$	Variance %	Note
Major Variances					
Grounds & Garden - contract	449,194	500,000	50,806	10.2%	1
Grounds & Garden - other	31,163	82,704	51,541	62.3%	2
Hire/Rental	23,333	33,726	10,392	30.8%	3
Insurance	69,093	65,706	(3,387)	(5.2)%	4
Irrigation	79,496	102,839	23,343	22.7%	5
Legal Services	1,088	21,220	20,132	94.9%	6
Network Manager Service Fees	126,444	137,302	10,858	7.9%	7
Plumbing	63,320	90,105	26,785	29.7%	8
Repairs & Maintenance	36,089	75,175	39,086	52.0%	9
Road Sweeping	28,255	22,593	(5,662)	(25.1)%	10
Utilities - Electricity/gas	53,518	63,815	10,297	16.1%	11
Utilities - Water	106,392	120,385	13,992	11.6%	12
Waste Removal - contract	370,702	307,306	(63,396)	(20.6)%	13

Notes:

1. Grounds & Garden – contract: Contract price effective from November 2024 came under projected budgeted expense, which will result in a favourable variance against budget for the full year.
2. Grounds & Garden – other: Tree management, general maintenance and mulching fall under this category. Timing variance
3. Hire / Rental: Compound Rental and Buggy Path costs are reflected in this category. Timing variance
4. Insurance: Variance reflects the difference between the budgeted increase in insurance premiums and the actual renewal costs, which were higher than the budgeted assumptions.

Principal Body Corporate (PBC)
ADMINISTRATION FUND – Draft – subject to audit
For the year period 1 November 2023 to 28 February 2025

5. Irrigation: Irrigation trade and materials, Golf Lakes Maintenance and A Class Water are covered under this category. Expected savings to continue due to A Class water expenses budgeted but not incurred YTD.
6. Legal Services: Timing variance, as legal expenses are expected to be incurred in future months.
7. Network Manager Service Fees: Costs under this category relate to FTTH maintenance and repair costs. Expect to hold to budget.
8. Plumbing: Savings driven by materials/maintenance incurred expenses are coming in lower than the straight-lined budget.
9. Repairs & Maintenance: Timing variance, with savings driven predominantly by R&M for Roads, Harbour, and Gross Pollutant Trap maintenance works which have not yet been incurred.
10. Road Sweeping: Contract price effective from November 2024 was higher than the projected budgeted expense, which will result in an unfavourable variance against budget for the full year.
11. Utilities – Electricity/Gas: Timing variance due to straight-lined budget.
12. Utilities – Water: Water charges were budgeted at \$450k for the year to account for projected costs related to water variances.
13. Waste Removal Contract: The November 2024 contract resulted in a significantly higher price increase than budgeted, which will result in an unfavourable variance against budget for the full year.

Aged Balance List:

- Mutual revenue receivables balance is \$376k, \$375k is current, with \$0.8k at 30+ days all expected to clear in March.
- Second Debtors receivables balance is \$37.6k. \$2.8k which is current, with \$19k at 30+ days expected to clear in March, \$15.6k at 120+ days relating to gate damages by visitors and potentially unrecoverable.
- Creditors balance is \$2.2m, \$1.7m is current with \$70k in 30days, \$298k in 60 days delayed payment of insurance (cleared in Feb) \$138k held at 90+ days relating to the retention for Hydro Vision(net \$121k)

Summary of Legal costs - Year Ending 31 January 2025

Sanctuary Cove Principal Body Corporate

		Budget	Admin fund
			\$ 63,660
Supplier	Description		
Grace Lawyers	PBC v Buttner		1,088
			1,088
		Budget Balance	62,725.00

Summary of Consultant costs - Year Ending 31 January 2025

Sanctuary Cove Principal Body Corporate

		Budget	Admin fund
			\$ 46,595
Supplier	Description		
Directors Australia	Governance Review - Stage 3	\$	9,150
Urban Play	Jabiru Park Safety Inspection	\$	450
			9,600
		Budget Balance	46,595.00

SANCTUARY COVE PRINCIPAL BODY CORPORATE
Unaudited: Sinking Fund expenditure
YTD 01/11/24 - 28/02/2025

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		1,207,489			
Interest received - excluding YTD Tax		80,322		99,476			
Total Including Interest		2,495,332		1,306,965			
Levy per 1823 lots		1,286					
% Change		3%					
Spend per Asset Finda							
Sinking Fund Accumulation Contributions	-					-	240052
Bridges_PBC	452,261	50,000		-		502,261	
Electrical_Lights_PBC	422,801	50,000	(185,000)	(135,753)	(49,247)	287,801	Year 3 - Tulip Light Upgrade
Facilities_Equip		6,000	(706)	(165)	(835)	5,000	Replacement of end of life assets
FTTH_PBC	266,491	-	(40,000)	-	(40,000)	226,491	Replacement of assets
Harbour_PBC (including revetment walls)	853,243	3,435	(45,000)	-	(45,000)	811,678	Replacement of end of life assets/parts
Hydraulic & Electrical Supplies (inc vehicles for electrical/plumbing)	30,227	50,000	-	-	-	80,227	Rectification of timeber walkways/jettys
Irrigation_Control_PBC (inc A Class water)	(284,418)	491,117	(200,000)	(137,156)	(62,844)	6,699	Sanctuary Greens verge irrigation \$200k Scope of Works
Irrigation_Mains_PBC	315	-	-	-	-	315	Spend to date - Legal re. Hydrovision \$5.3k, TEW electrical infrastructure \$132k
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)	(149,364)	(200,636)	(188,432)	Year 3 - 4 Landscape Management Plan
Path_PBC	756,603	(200,000)	-	-	-	556,603	Spend to date: Darwinia, Schotia Park, Sunningdale Crt, Marine Dr, Butcherbir, Adelia
Pumps_PBC	124,703	-	(270,000)	(6,626)	(263,375)	(145,297)	Pump Station access lid upgrades \$270k
Reports	157,625	20,000	(50,000)	5,670	(55,670)	127,625	Pump replacements due to breakages \$6.6k
Roads_PBC (including parking)	339,933	50,000	(300,000)	(7,305)	(292,695)	89,933	Release of prior year accrual, actual invoice was lower in FY2024
Security_System_PBC (including alarm monitoring)	805,751	630,000	(150,000)	-	(150,000)	1,285,751	Schotia Island Intersection upgrade, Remaining Paving - Stage 4 Village Gates;
Stormwater_Line_PBC	362,710	79,917	-	(3,280)		439,347	Spend to date: Riverview Cr, Broken Hill Paver works \$7.3k
Stormwater_Point_PBC	232,606	62,000	-	-		294,606	CCTV upgrade - Stage 3, Intercom upgrade
Switchboard_Meter_PBC	212,142	30,000	-			242,142	Marine Drive North - storm water line rectification referred by ARC
Wall_Fences_PBC (including gates)	100,769	126,328	-	(9,727)	(28,036)	189,334	
Wastewater_Line_PBC	500,000	-	-	-	-	500,000	PRV Fence \$13.6k , Roystonia Boom \$24.1k
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)	-		814,467	Originally planned replacement for water variance improvement - no longer required
Water_Point_PBC (includes sluice valves, fire hydrants, water meters)	360,368	140,000	(250,000)	(106,454)	(143,546)	250,368	Sluice Valve Replacements \$50k
WW_H_Connection_PBC	118,539	23,083	-	-		141,622	Fire Hydrant Replacements \$50k
New Asset - Facilities Compound	-	-	-	-	-	-	Residential Water Meter Replacement \$80k
Vehicles	(5,149)	-	-	-	-	(5,149)	Approved FY2024 works completed in FY2025 \$106k
Total Spend	6,750,313	2,489,256	(2,840,706)	(550,159)	(1,331,883)	7,357,527	

SANCTUARY COVE PRIMARY THOROUGHFARE BODY CORPORATE
ADMINISTRATION FUND BUDGET VARIANCE
DRAFT UNAUDITED - FOR MANAGEMENT PURPOSES ONLY
1 NOV 2024 - 28 FEB 2025

Details	Actual YTD FEB 25	Budget YTD FEB 25	Variance \$	Variance %	FYF FY2025	FYB FY2025	Variance \$	Variance %
Income								
Admin Fund Levy	796,527	796,540	(13)	(0.0)%	1,593,082	1,593,082	-	0.0%
Non Mutual Revenue - Certificates	65	-	65		65	-	65	
Expenses								
Accounting - Audit & Tax	659	-	(659)		3,731	3,731	-	0.0%
Administrative Expenses	7,101	8,575	1,474	17.2%	26,066	26,066	-	0.0%
Management Fees	247,158	247,158	-	0.0%	496,350	496,350	-	0.0%
Security services	42,964	42,964	-	0.0%	85,929	85,929	-	0.0%
Consultants	-	3,266	3,266	100.0%	9,797	9,797	-	0.0%
Legal Services	-	7,088	7,088	100.0%	5,000	21,263	16,263	76.5%
Bad Debt Expense	-	-	-		-	-	-	
Electrical	10,392	13,212	2,820	21.3%	37,211	37,211	-	0.0%
Fire and Safety	520	1,193	673	56.4%	5,144	5,144	-	0.0%
Grounds & Garden	67,044	83,333	16,290	19.5%	201,132	250,000	48,868	19.5%
Grounds & Garden - other	40,760	38,333	(2,427)	(6.3)%	115,000	115,000	-	0.0%
Insurance	24,583	32,540	7,957	24.5%	97,621	97,621	-	0.0%
Irrigation	22,493	35,807	13,315	37.2%	107,422	107,422	-	0.0%
Plumbing	7,165	9,138	1,973	21.6%	24,624	24,624	-	0.0%
Animal Management	6,785	33,700	26,915	79.9%	102,200	102,200	-	0.0%
Repairs & Maintenance	45,105	41,717	(3,387)	(8.1)%	154,644	154,644	-	0.0%
Road sweeping	9,418	8,945	(474)	(5.3)%	28,256	26,834	(1,422)	(5.3)%
Land Holding - rates and taxes	9,685	9,505	-	0%	28,514	28,514	-	0.0%
Utilities	56,639	42,262	-	0.0%	126,787	126,787	-	0.0%
Total Expenses	598,471	658,737	60,266	9.1%	1,655,427	1,719,137	63,710	3.7%
Surplus /(Deficit)	198,122	137,803	60,319	43.8%	(62,280)	(126,056)	63,776	50.6%
C/fwd Operating Surplus	64,909	42,019	22,890	54.5%	64,909	126,056	(61,147)	(48.5)%
Administrative Fund Balance	263,030	179,822	83,209	46.3%	2,629	-	2,629	

Primary Thoroughfare Body Corporate (PTBC)
ADMINISTRATION FUND – Draft – Subject to Audit
For the year period 1 November 2023 to 28 February 2025

The Admin Fund has resulted in a surplus position of \$198k, \$60k (44%) favourable to budget.

Total expenses incurred YTD \$598k, \$60k (9%) favourable to budget.

Primary Thoroughfare Body Corporate Major Variances	FY 2025 YTD Actual	FY 2025 YTD Budget	Variance \$	Variance %	Note
Accounting - Audit & Tax	659	-	(659)		1
Animal Management	6,785	33,700	26,915	79.9%	2
Grounds & Garden	67,044	83,333	16,290	19.5%	3
Grounds & Garden - other	40,760	38,333	(2,427)	(6.3)%	4
Irrigation	22,493	35,807	13,315	37.2%	5
Repairs & Maintenance	45,105	41,717	(3,387)	(8.1)%	6
Road sweeping	9,418	8,945	(474)	(5.3)%	7

Notes:

1. Accounting – Audit & Tax – timing variance
2. Animal Management: Animal Management plan currently under review with limited expenditure YTD.
3. Grounds & Garden: Contract price effective from November 2024 came under projected budgeted expense.
4. Grounds & Garden – Other: Tree management, general maintenance and mulching fall under this category. Timing variance
5. Irrigation: Irrigation trade and materials, Golf Lakes Maintenance and A Class Water are covered under this category. Expected savings to continue due to A Class water expenses budgeted but not incurred YTD.
6. Repairs & Maintenance: Gate repairs of \$15.6k are the main driver of the variance in this category, which are offset predominantly from savings against other R&M classes of expenses such as Roads \$10k, CCTV \$1.6k and fences \$1.3k. Timing variance
7. Road Sweeping: Contract price effective from November 2024 was higher than the projected budgeted expense.

Primary Thoroughfare Body Corporate (PTBC)
ADMINISTRATION FUND – Draft – Subject to Audit
For the year period 1 November 2023 to 28 February 2025

Aged Receivables and Payables Balance List:

- Mutual revenue receivables balance \$1.2m, all of which is current and clearing in March 2025.
- Second Debtors receivables balance is \$7.5k, \$2.8k which is current and clearing in March 2025. \$4.7k relates to gate damage recovery invoices all at 120+ days and project that the costs will be unrecoverable. Recommendation to deem as unrecoverable.
- Creditors balance is \$1.1m, all of which is current.

Sanctuary Cove Primary Thoroughfare Body Corporate
Sinking Fund expenditure
YTD 01/11/24 - 28/02/2025

Project	Balance 31.10.24	Levy	Total Approved Spend	YTD Actual	Balance Projected Expenditure	Projected Balance 31.10.25	Comments
Annual Contribution - as per AssetFinda		1,052,300		526,150			
Facilities Compound rental		72,240		23,333	48,907		Facilities compound rental
Livingstonia Path access		25,800			25,000		Right of use to cover costs of installation
Interest received		28,609		26,196			Interest earned before tax accrued
Total Including Interest	1,059,782	1,178,949		575,679	73,907		
Levy per 4250 lots		248					
Levy % Change		10.63%					
Spend per Asset Finda							
Bridges_PTBC	119,970	38,442		-	-	158,412	
Buildings_PTBC	9,412	50,000	(6,625)	(570)	(6,055)	52,787	Air Conditioner Replacement - Roundhouse
Electrical_Lights_PTBC	218,166	36,048	(20,990)	(10,500)	(10,490)	233,224	Replacement of end of life assets
Facilities Equipment_PTBC	1,000	166		-	-	1,166	
FTTH_PTBC	725,200	99,452		-	-	824,652	
Hydraulic & Electrical Supplies	(7,888)	700		-	-	(7,188)	
Irrigation_Control_PTBC (inc A Class water)	2,003	-		(58,733)		(56,730)	A Class Water Project, 30% share of Energex works (TEW)
Irrigation_Mains_PTBC	0	-		(18,320)	-	(18,320)	Irrigation Relocation costs re mainline pipe Golf course/easement
Irrigation_Valves_PTBC	88,015	-		-	-	88,015	
Kerb_PTBC	(149,733)	375,000		-	-	225,268	Repairs for roads - Marine drive nth
Landscape_PTBC (including parks and playgrounds)	470,593	-	(75,000)	(2,722)	(72,278)	395,593	LMP Upgrades
Path_PTBC	348,765	110,000		-	-	458,765	Spend to date: Adelia Entry, Memorial Island
Pumps_PTBC	(11,776)	30,000	(10,000)	-	(10,000)	8,224	Pump St 18
Reports	(30,492)	10,000	(20,000)	(0)	(20,000)	(40,492)	
Roads_PTBC (including parking)	(53,165)			-	-	(53,165)	
Security_System_PTBC	(79,353)	50,000	(38,522)	(20,648)	(17,874)	(67,875)	CCTV Stage 3 - Camera Replacements
Stormwater_Line_PTBC	50,000	(45,000)		-	-	5,000	Spend to date: Gate switch replacements required
Stormwater_Point_PTBC	37,100	72,400		(4,843)		104,657	Stormwater grates - Boulevard
Switchboard_Meter_PTBC	73,025	-	(18,150)	-	(18,150)	54,875	Contingency
Wall_Fences_PTBC (including gates)	(148,255)	103,269		(21,565)		(66,551)	Gate/Fence replacement works - The Point, Entry Blvd, Santa Barbara Road
Wastewater_Line_PTBC	413,712	-		-	-	413,712	
Water_Lines_PTBC	141,040	33,341		-	-	174,381	
Water_Point_PTBC (includes sluice valves, fire hydrants, water meters)	(93,110)	-	(38,701)	-	(38,701)	(131,811)	Sluice Valve Replacement
WW_H_Connection_PTBC	71,120	-		-	-	71,120	Fire Hydrant Replacement
Building-Contractors Compound	(288,989)	208,170		-	-	(80,819)	
Vehicles	(23,464)	-	-	-	-	(23,464)	
	-			-	-	-	
Total Spend	1,882,895	1,171,988	(227,988)	(137,901)	(193,548)	2,723,434	

Sanctuary Cove Community Services Limited & Controlled Entities
Profit & Loss
For the period ending to 28 February 2025
Draft Unaudited Management Accounts

	YTD February 2025			FYF 2025		
	Actual	Budget	Variance	Actual	Budget	Variance
Battery Replacements	4,073	4,200	127	12,600	12,600	-
Boat Show Security	-	-	-	2,500	2,500	-
Body Corporate Service Fees	42,714	38,612	4,102	88,045	88,045	-
Community Services Management Fees	1,360,670	1,360,672	(2)	2,735,409	2,735,632	(223)
Community Shared Services	-	-	-	-	-	-
Resort BC Management Fees	-	-	-	-	-	-
Proxy Cards / I-tracks / Bluetooth	7,988	7,800	188	23,400	23,400	-
Security Rental Properties	-	-	-	-	-	-
Security Services Management Fees	2,047,245	2,045,925	1,320	4,091,851	4,091,851	-
Security Valet Services	10,270	12,400	(2,130)	39,060	39,060	-
Interest and other income	13,448	7,387	6,061	21,461	21,461	-
TOTAL REVENUE	3,486,409	3,476,996	9,412	7,014,326	7,014,549	(223)
COGS	1,820	1,919	100	5,765	5,765	-
Audit & Accounting Cost	1,015	-	(1,015)	12,480	11,480	(1,000)
Bank Charges	465	800	335	2,400	2,400	-
Boat Expense	7,756	3,572	(4,184)	10,725	10,725	-
Computer Expense	27,092	36,941	9,849	112,964	112,964	-
Consulting & Legal expense	18,661	24,567	5,906	96,998	73,998	(23,000)
Depreciation & Amortisation	41,917	38,471	(3,447)	115,412	115,412	-
Employee Expenses	1,685,135	2,063,217	378,082	6,129,885	6,129,885	-
Fire & Safety	2,284	3,418	1,134	10,527	10,527	-
General & Admin Expense	19,584	11,175	(8,409)	37,258	37,258	-
Insurance	29,246	33,879	4,633	104,610	104,610	-
Motor Vehicle expense	14,037	29,145	15,108	90,593	90,593	-
Occupancy costs	79,791	82,142	2,351	249,997	249,997	-
Printing & Postage costs	7,263	7,879	616	23,636	23,636	-
Radio Equipment & Systems	8,249	5,738	(2,511)	8,404	8,404	-
Telephone	7,114	8,891	1,777	26,672	26,672	-
TOTAL EXPENSES	1,951,429	2,351,752	400,323	7,038,326	7,014,326	(24,000)
	-					
NET INCOME / (LOSS)	1,534,980	1,125,245	409,735	(24,000)	223	(24,223)

Sanctuary Cove Community Services Ltd and Controlled entities

For the year period 1 November 2024 to 28 February 2025

Budget variance analysis

February 2025 YTD

YTD net position of \$1.5m, \$0.4m favourable to budget.

REVENUE \$9.4K UNFAVOURABLE TO BUDGET

Body Corporate Service Fees - \$4k favourable to budget, revenue is based on demand and relates predominantly to Stage 2 building approvals.

Interest income - \$6k favourable to budget through treasury fund management maximising interest bearing accounts and term deposits.

Security Services Management Fees - \$1.3k favourable driven by security commissioning fees.

Security Valet Services - \$2.1k unfavourable to budget noting revenue is dependent on resident demand.

EXPENSES \$400K FAVOURABLE TO BUDGET

Audit and Accounting costs: \$1k unfavourable to budget due to under accrual for FY2024 audit fee disbursement expenses.

Boat expenses: \$4.2k Unfavourable to budget – timing variance. Signage, antifouling works performed.

Depreciation & Amortisation: \$3.5k unfavourable to budget due to the replacement vehicles for the security patrol fleet purchased in October 2024. Costs were higher than budgeted however offset by savings on running costs of the motor vehicles. IT equipment replacement costs have also had a minor impact.

Employee expenses: \$335k favourable to budget, \$283k from SCCSL and \$46k from SCSS. Unfilled positions including the general manager and 2 positions in finance are contributing to the current position.

Motor Vehicle Expenses: \$15k favourable to budget, projecting savings on running costs of hybrid vehicles to offset the depreciation overrun.

Occupancy costs: Minor timing variance

Printing and postage: Minor timing variance

Radio Equipment & Systems: \$2.5k unfavourable due to radio equipment repair work and renewal of equipment licenses.

Sanctuary Cove Community Services Ltd and Controlled entities
For the year period 1 November 2024 to 28 February 2025
Budget variance analysis

FYF 2025 (4 ACT + 8 FCST)

FYF \$24,000k net deficit position.

Notes:

The full year forecast position as at 28 February 2025, does not include any assumptions relating to cost recoveries at this point in time.

Employee expenses YTD is currently running at a surplus position of \$378k, however the impact of the EBA, whilst the initial projection is at \$260k plus additional projected impact of Skills Recognition Scheme of \$30k, the forecast is holding at the budgeted value and will be reviewed monthly.

Consulting and Legal Expense is expected to have an overrun of \$23k for the EBA consultant fees not budgeted for FY2025.

Head Count Summary

Feb-25

Legend	Within Budget
	Over Budget

Business Unit	Actual	2024/25 Budget Positions	2023/24 Actual - YTD Feb 24	Budgeted Positions
Sanctuary Cove Community Services Ltd				
Corporate office	2	2	2	GM (1x FTE) EA to CEO (1FTE)
Finance	2.9	4.9	3.9	Finance Manager (1 FTE) Financial Accountant (1 FTE)* Accounts Officer (2.9 FTE)
Body Corporate	5.6	6	6	Manager Body Corporate (1 FTE) Body Corporate Manager (2 FTE) Receptionist/Compliance (2 FTE) Building Approvals Manager (1 FTE)
Facilities Management	8.4	8.4	8.4	Facilities Manager (1 FTE) Facilities Services Supervisor (1 FTE) Facilities Services Officer (1 FTE) Maintenance Leading Hand (1 FTE) Trades Maintenance Officer (0.4 FTE) Trades & Maintenance technicians (4 FTE)**
In House Counsel	0.8	0.6	0.6	In House Counsel (0.6 FTE)*
	19.7	21.9	20.9	
Sanctuary Cove Security Services Pty Ltd				
Security Management & Admin	3.6	4.6	3.6	Security Operations Manager (1 FTE) Security Operations Supervisor (1 FTE) Security Admin Supervisor (1 FTE) Security Admin Assistant (0.6 FTE) Security Admin/WHs (1 FTE)
Security Supervisors	4	4	4	Security Supervisors (4 FTE)
Security 2IC	4	4	4	Security 2IC (4 FTE)
Security Officers	18	17	15	Security Officers (17 FTE)
Control Room	4	4	4	CRA (2 FTE) DCRA (2 FTE)
Security	33.6	33.6	30.6	
TOTAL	53.3	55.5	51.5	

* New/Changed Positions

** Oncharged to PBC / PTBC in accordance with work allocation

Employee Turnover

2024/25 Year to Date			2023/24 Year to Date		
Company	Actual Turnover	Turnover %	Company	Actual Turnover	Turnover %
SCCSL	2 / 21.9	9.13%	SCCSL	1 / 19.5	5.13%
Security	1 / 33.6	2.98%	Security	5 / 32.4	15.43%
Consolidated	3/ 55.5	5.41%	Consolidated	6/51.9	11.56%



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.
- 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.
- April 2025 – Property is currently listed for sale. Matter has since been closed.

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.
- The property has been consistently monitored throughout the year, with observations confirming that the works have been maintained and remain compliant with the By-Laws. Compliance will continue to monitor monthly.

3. 8032 Key Waters, Lot 24 Harpullia

13.02.2025 – Ongoing

- The application to the Referee has been completed and submitted to the Chairperson/Secretary for review.
- 21.02.2025 A final property inspection confirmed that breaches of the RZABLs remain unresolved.
- The application is currently on hold. Cheryl has been actively attempting to engage with the property owners to address the breaches.
- Property has been un-occupied for several months, no correspondence received, or action taken to rectify. Awaiting further instructions from PBC EC to submit application.

1. Lot 61 Tristania, 1046 Edgecliff Place – RZABLs 3.1 (c) Repair & Maintenance and 4.8 Unsightly Items

Background

This property was initially reported to the compliance team in 2022, due to concerns of a hazardous unkept site.

Distribution: 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 Owner of Lot 61 Tristania comply with Residential Zone Activity By-Law 3.1 (c) Repair and Maintenance & 4.8 Unsightly Items.

RESOLVED

- 10.06.2024 – An email was sent to the property agent requesting that the overgrown and unsightly site be addressed. The 1st breach notice was issued for contraventions of RZABLs 3.1(c) & 4.8. On 14.06.2024, the agent responded, stating that the owner had returned overseas and requested an extension. The matter was placed on hold.



- 16.07.2024 – A site inspection was conducted, revealing no progress. A follow-up email was sent to the agent requesting an update on when the site would be attended to. The agent replied, stating difficulties in securing contractors due to challenges within the construction industry.
- 31.10.2024 – Another site inspection confirmed that the property had deteriorated further. An email was sent to the owner and agent, highlighting the significant hazard posed by dangerous building materials and overgrown vegetation, emphasising the urgency of the situation. No response was received.
- 29.11.2024 – A further inspection found that the site continued to remain untouched, with no work undertaken. As a result, the 2nd breach notice was issued for ongoing contraventions of RZABls 3.1(c) & 4.8.
- 02.12.2024 – An email was received from a newly appointed managing agent, stating that the owners were working to resolve the contraventions. The matter was placed on hold for review in the new year.
- 24.02.2025 – A follow-up site inspection confirmed that no works had been carried out despite the time given. A 3rd and final breach notice was issued, warning that failure to rectify the contraventions immediately could result in a referee's application being lodged by the PBC.
- 26.02.2025 – The agent replied, requesting clarification on the required works. The previously outlined requirements from all three prior breach notices were reiterated.
- 25.03.2025 - A site inspection was conducted, confirming no works had taken place. The property remains in contravention of By-Laws 3.1(c) Repair & Maintenance and By-Law 4.8 Unsightly Items.







#	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"> Stage 2 commence working group February 2024. RBC resolution to be confirmed 	Ongoing
419	08/22	Village Gate	PBC	<ul style="list-style-type: none"> Gates structure and design, the mirror image of the Pines. 22/07/24 Early: Current Parkway lanes will be blocked off; traffic diversion will be activated with sign covers removed. Road reopened. Extended to June 2025, New Gated to be installed. 	Commenced mid July 24
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. Buggy Path still needing urgent repair. SF to follow up with MSCD/Boat show/WPGA if works are planned. 	SF to look at in 2024/2025 budget
427	05/23	PBC FTTH Network Solution	PBC	<ul style="list-style-type: none"> PBC EGM approved extension of one year contract OptiComm. Shaun Clarke is tasked this with SF & MT. SC gave an update at EGM March 2025 	Ongoing
429	03/24	Purchasing Policy updated	PBC	<ul style="list-style-type: none"> Purchasing policy to be updated – Finance Manager and In-House Counsel. 	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"> o Visitor's Parking Signage o Email sent 4/9/24 for gazettal. o JS Followed up before office closure, will have update early 2025 o On hold, waiting for 2 new amendments to be passed at March EGM to resubmit 	Passed at PBC EGM July 24
431	07/24	Emergency Management Plan	PBC	<ul style="list-style-type: none"> o Kira (KC) to source app details from Golf Club and reach out to company. o Sent out again to residents on 4th March 25 ahead of Cyclone Alfred o Possible App to be sourced 	Ongoing

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

Ongoing

Working Progress

Mulpha

On hold

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: Shop 1A, Building 1, Masthead Way, Sanctuary Cove, QLD, 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:

PBC EC

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:**