



15 April 2020

## **CIRCULAR TO ALL RESIDENTS COMVERGE SERVICES DURING COVID-19**

Dear Residential Bodies Corporate (RBC) Committee's,

Please note that Comverge Networks have provided an update to the Hope Island Resort (HIR) Principal Body Corporate (PBC) of the initial steps that they are taking within HIR to address the issues surrounding the outbreak of coronavirus (COVID-19). As these measure impact on all RBC it is important that the PBC communicates same to you all.

### **Measures advised and Reasoning provided**

Comverge is actively monitoring the status of COVID-19 using all up-to-date advice from Australia governmental and health authorities. Their priority is to safeguard the health and wellbeing of their staff and customers whilst attempting to minimise disruption of services to ensure they maintain the highest level of customer care possible in the circumstances. Where any of their staff identify as 'at risk' under the conditions put forth by the relevant authorities, they are required to self-quarantine for the recommended period. Staff experiencing symptoms of COVID-19 as guided by the relevant authorities are required to stay at home and seek medical advice.

In relation to site visits within Hope Island Resort, please note the following:

#### 1. Essential and non-essential Residential Service Requests (SR's)

Before booking an SR, Comverge admin staff must ask the customer the following questions and record their responses on the prepared checklist:

- Has the customer/resident travelled overseas in the last 14 days?
- Has the customer/resident come in contact with anyone who has travelled overseas in the last 14 days?
- Is the customer/resident experiencing any flu like symptoms, dry cough...etc?

If the answer to any of those questions is "Yes", Comverge will schedule the appointment for a time no earlier than fourteen (14) days hence.

If the answer to all of those questions is "No", Comverge staff will attend to the SR as normal under the guidelines of the "On-Site Procedures" below.

#### 2. Residential Annual Maintenance

All scheduled residential annual maintenance is suspended until further notice and will be re-scheduled to a later date. No new residential maintenance appointments will be made until further notice. Comverge will notify all residents that had already been notified by CMS that their annual maintenance was due (i.e. the balance all of April 2020) of this update via letter drop. Once Comverge are in a position to resume normal services, Comverge will supply the additional manpower to carry out these works.

Comverge have provided a full list detailing all Lots who have had Annual Maintenance undertaken and those whose maintenance has been put on hold. They have also provided a written confirmation/undertaking that they will undertake all deferred works within a 6 – 12 month period pending all up-to-date advice from Australia governmental and health authorities.

3. Essential Network Faults

All essential network faults will be attended to where it is safe to do so (i.e. no direct interaction with customers) under the guidelines of the "On-Site Procedures" below.

4. Non-Essential Network Maintenance

Non-essential maintenance work can proceed where it is safe to do so (i.e. no direct interaction with customers) under the guidelines of the "On-Site Procedures" below.

5. Essential Capital Works

All capital works can proceed where it is safe to do so (i.e. no direct interaction with customers) under the guidelines of the "On-Site Procedures" below.

6. Non-Essential Capital Works

All capital works can proceed where it is safe to do so (i.e. no direct interaction with customers) under the guidelines of the "On-Site Procedures" below.

Please note that the PBC has and continues to review all non-essential works with a majority being placed on hold to minimise expenditure undertaken by the PBC.

7. CATV Packages

All CATV package works can proceed where it is safe to do so (i.e. no direct interaction with customers or other trades) under the guidelines of the "On-Site Procedures" below.

On-Site Procedures (When a Site Visit is Approved As Above)

- Practice social distancing
- Do not shake hands
- Cover your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue cough or sneeze into your upper sleeve or elbow.
- Wash your hands often with soap and running water for at least 20 seconds. Dry with paper towel or hand dryer. If no soap, then use an alcohol-based hand sanitiser with over 60% alcohol.

All of their scheduled face to face meetings with customers and suppliers have been replaced with teleconferences.

The Comverge staff are regularly updated with news about COVID-19 as it continues to develop.

Thank you in advance for your cooperation. Should you have any queries please do not hesitate to contact the offices of Cambridge Management Services on (07) 5530 9900 or email [customercare@cambridgems.com.au](mailto:customercare@cambridgems.com.au).

Yours faithfully,

For and on behalf of the Hope Island Resort  
Principal Body Corporate



Mr Hugh Beutel  
Strata Manager

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