



18 March 2020

CIRCULAR TO ALL RESIDENTS COVID-19 and Hope Island Resort Security

Dear Resident,

We act on behalf of the Hope Island Resort Principal Body Corporate (PBC) as Strata and Facilities Managers and write to you in that capacity.

We write to you to provide an update on what Hope Island Resort is doing to manage challenges relating to the Novel Coronavirus (COVID-19) in relation to Hope Island Resort Security. Our priority is to reduce the risk of spreading COVID-19 and to prioritise the health and safety of Residents.

Hope Island Resort Security

Hope Island Resort Security (HIRS) have implemented numerous measures to improve hygiene and reduce the risk of catching and spreading COVID-19. Most of these measures you will not be impacted by. However, HIRS no longer accept walk-ins (locked door policy). Residents can contact Security via the details listed below and via the intercom to the Security Control Room.

Phone: (07) 5629 8999

Email: HIRSEC@HIRS.com.au

Internal Phone: 59999

These steps are being taken to not only protect security staff but to ensure that all residents are protected from possible transmission from security staff who may not know they are infectious. As you will be aware many people will not show any symptom's but may be contagious. Security staff requested for home visits will take precautions where necessary to minimise any close contact and will maintain social distancing protocol. Importantly, for the Resort to remain protected by security it is essential that we maintain a full complement of staff and with everyone remaining vigilant and understanding of these steps it will be helpful for all.

General Precautions Recommended

- Wash your hands frequently;
- Maintain social distancing - maintain at least 1.5 metres between yourself and anyone else;
- Avoid touching eyes, nose and mouth;
- Practice respiratory hygiene – cover your mouth and nose with your bent elbow or tissue when coughing or sneezing;
- Stay at home if you have a fever, cough or difficulty breathing and seek medical care early;
- Notify Hope Island Resort Security if you are required to self-quarantine.

We will continually review the situation and make changes where necessary. Any changes will be communicated. We encourage you to visit and to follow the advice available from the World Health Organisation for further information relating to COVID-19: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

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 at customercare@cambridgems.com.au.

Yours faithfully,

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

Mr Hugh Beutel
Strata Manager

www.cambridgems.com.au

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