

PBC news

HOPE  ISLAND

Newsletter of the Hope Island Principal Body Corporate | Jan 2010 Vol.4

COMMUNITY COMMUNICATIONS

We have revamped the ONLY Official PBC/PTBC Website!

Last year the Principal Body Corporate (PBC) and Primary Thoroughfare Body Corporate (PTBC) introduced the HIR NEWS website as the main communication vehicle to keep owners within Hope Island Resort advised about PBC and PTBC activities and projects

Check it out at www.hirnews.com.



Unsuccessful legal challenges by a small minority of owners, related to the introduction of the new Management Agreement, consumed a great deal of our time and diverted us from building up the website. With those matters resolved in



favour of the PBC, we are able to turn our attention to moving forward in a positive manner.

We are pleased to announce that **HIR NEWS** is being re-launched. As you will see, it has been revamped,

expanded and enhanced to include a broader range of information that we hope will benefit the Hope Island Resort community.

As well as keeping you informed about the activities of the PBC and PTBC, we have included space

and provided help for *Community Groups*, so that Clubs and interest groups within HIR can post information to keep their members informed.

We've added *Business Listings*, to help residents to find out about local shops, restaurants and services, many of which are keen to offer a discount to HIR residents – check these out under the *Special Offers* tab.

Finally, we've provided direct links to other sites that we think will be useful for owners and residents of HIR.

The Business Listings and other forms of advertising bring in revenue and offset the cost of operating the website. We would like to thank the local business people who have given their support. To date, everything you see has been done without additional cost to the PBC or the PTBC and has been accomplished through the voluntary efforts of PBC Executive Committee members and HIR owners.

HIR NEWS

HIR NEWS is the ONLY official website for information about the PBC and PTBC. We are keen to do whatever we can to keep you informed and to ensure that you have the correct information and facts about matters of interest or concern. Rather than be troubled or influenced by rumours or speculation, please contact us at comms@hirnews.com. We'll respond promptly to your questions with the real facts.

Some parts of the site are restricted to owners within HIR, so if you haven't registered, please take a moment and do so by clicking on "Create an account" on the Home Page.

Please note that there are no charges involved in 'Creating an Account'. Registration will simply enable you as an owner to fully access the website. It will also allow us to send you regular e-mail alerts when new articles are published about up-to-date information and what is happening at HIR and around your local community.



Owners Representation

The only representation for owners in Hope Island Resort is through your properly elected Body Corporate Committees who are able to make submissions to the Principal Body Corporate or Primary Thoroughfare Body Corporate on your behalf.

The membership of your Body Corporate Committees comprise

volunteer owners who have been elected by you at properly conducted general meetings, and who are willing to act on your behalf.

The PBC and PTBC are able to make representations to Governments, Councils, Departments and other authorities on behalf of HIR, on any matters that may affect the Resort's

assets, your property values and welfare of owners.

Any other "Action Group", "Association" or "Inc." with self appointed organizers, purporting to be able to represent owners' interests, do not have any standing or authority in respect to the management or otherwise of our Resort.

NEW AGREEMENTS - Legal Actions Defeated!

The application lodged by a few members of the former Committee of Rosebank South Body Corporate against the PBC was dismissed by the Referee from the Office of the Commissioner for Body Corporate and Community Management in July last year.

However, an Appeal was lodged by the same members of Rosebank South Body Corporate against the Referee's decision, but at a hearing in the Magistrates Court in December, the Magistrate ruled in favour of the PBC and confirmed that the actions by the PBC were legitimate and proper under the Integrated Resorts Development Act.

Now that these legal actions have been brought to a satisfactory conclusion the new Management Agreement between the PBC and Cambridge Management Services (CMS) has been validated. In addition, at a PBC EGM in November last year, a new PBC Administration Budget for 2009/10 was approved, which has paved the way for the introduction of the lower fees and better terms and conditions in the new agreement.

The savings to each lot owner will be mainly reflected in the final quarter's levy contribution invoice to be issued in February, **for members of all those Residential Bodies Corporate (RBCs) who voted to terminate the former Management agreement with either the PBC or CMS.**

For those few remaining RBCs which have not yet terminated their old management agreements, there will be a contractual obligation in respect of those agreements separate from the PBC levy as provided by the approval of the new Budget. In these cases owners will be required to pay higher fees as long as their Committees do not arrange an EGM to allow members of the respective Bodies Corporate to vote to terminate the existing agreements.

Changes to Agreements Structure

The following chart shows the major changes that have occurred following the implementation of the new Management Agreement.

lower fees and better terms and conditions

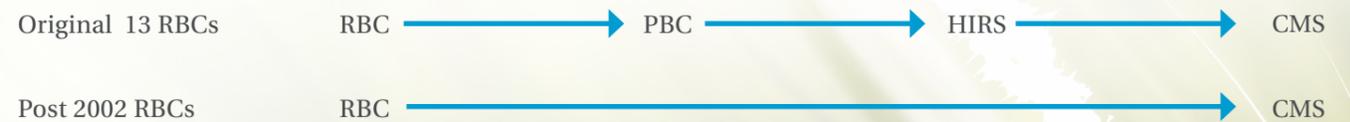
Initially, 13 Residential Bodies Corporate were included in a management arrangement whereby they paid their management fees to the PBC which had an agreement with a company called Hope Island Resort Services Ltd (HIRS) to undertake management duties on behalf of the PBC and the RBCs.

HIRS in turn had an agreement with a Body Corporate Management Co., CMC, which eventually became Cambridge Management Services (CMS) to undertake the management duties. This was a very complex and inefficient arrangement.

However, from 2002 all new RBCs had management agreements direct with CMS.

The above arrangements resulted in some 30 management agreements for Hope Island Resort. Under the new arrangements there is only one management agreement between the PBC (all RBCs) and CMS, which is far more efficient and simple to manage.

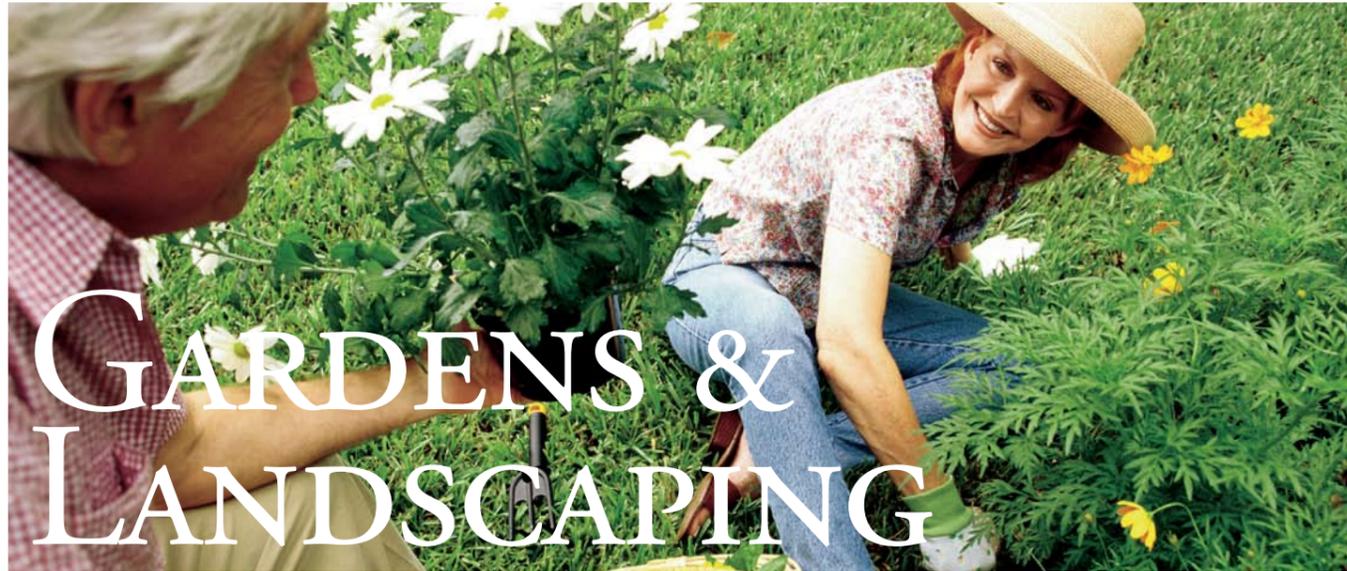
Previous Management Agreement Structure [Multiple Agreements (30)]



Structure Under The New Management Structure [One Agreement]



PBC SUB-COMMITTEES



GARDENS & LANDSCAPING

The above Sub-Committee has been busy assisting the Community Managers in CMS to identify and implement projects to address gardening issues and enhancing the landscape of our Resort. Water restrictions caused by the drought has hindered some of the work. However, the use of water trucks to the most drought affected areas throughout the resort has ensured the ongoing longevity of the landscaped gardens.

Nevertheless a program of improvements has been on-going and the following outlines the major activities which have taken place:

- Landscaping of HI Central pathway
 - Replanting and providing new feature plants in Magnolia Gardens and Greens entry – further works to be undertaken in February
 - Refurbishment of The Lakes roundabout
 - Soil rectification works in Gracemere Gardens park – replanting and new gardens to be undertaken in February
 - Various tree pruning to improve visibility and safety in several precincts
 - Replacement of trees and bushes with more drought resistant varieties
- Several other projects are also planned to be introduced when the weather conditions are more conducive to planting:
- Trees and bushes in Lakes East common property area
 - Refurbishment of embankment at northern end of Ellensbrook
 - Drainage works and plant refurbishment in Gracemere Island Park
 - New landscaping works of the roundabout at the corner of Springfield and Peter Senior Drive

Telstra Broadband

Some residents have reported difficulty in getting Telstra's High-speed Broadband, ADSL2+ connected to their home.

The PBC has raised this matter with Telstra's Queensland State Director and he has confirmed that there

are more than 500 ADSL2+ high-speed broadband ports available at the Exchange serving Hope Island Resort. We have set up a fast path to resolve any issues that might arise in getting a Broadband connection. If you experience difficulty, please call Truls Fauske, the ICT Manager at

CMS, on (07) 5530-9915, and he can liaise with Telstra on your behalf.

Details of Telstra's Broadband offerings are at: <http://www.bigpond.com/internet/plans/?ref=Net-Head-BP-Internet>

Security

Improved Security Patrols

Following the installation of the Global Positioning System in all our security vehicles the efficiency of the coverage by security staff has improved. This is primarily due to the elimination of the manual data recording of patrols by the staff allowing them to complete more patrols and enable faster response to requests and incidents. The system tracks all vehicles and enables the control room to divert the closest vehicle to any type of call out.

Intruders Apprehended

The new security surveillance system (DVTel) installed last year has proven to be highly successful and recently assisted security to quickly identify intruders and vandals on two occasions. In the case of the vandals, who smashed lights and mirrors in the underpass leading into Ellensbrook and Azzura Greens, the Police were able to identify and

charge the offenders, thanks to the excellent images produced by DVTel. The offenders paid the full amount of the damage caused which amounted to almost \$5,000, and have been issued with a ban notice from HIR for 2 years.

In another case Security was able to thwart a very serious attack on a local resident by 4 intruders who scaled our security fence and were caught on camera. Police were again called and apprehended the culprits.

Access Card Audit

An audit of all access clickers and cards has commenced with a trial of the entrance gates servicing Ellensbrook. The outcome of the audit of access cards through the gates versus the record of Ellensbrook and Azzura Greens lot

new security surveillance system proven to be highly successful and recently

owners has revealed that the system is significantly out of date with current circumstances. The audit will see approximately half of the current cardholders being deleted from the system as they are no longer eligible for access.

If for any reason a card is inadvertently deleted and needs to be reinstated then security can carry this out immediately.

Over the next several months the audit will be carried out for every set of entrance gates and eventually the security of our Resort should be considerably improved through the elimination of access clickers and cards for a range of holders who no longer warrant access to our Resort.

It is important to keep your access clickers and cards securely stored, especially when shopping etc in your buggies.

RISK MANAGEMENT

The RM Sub-Committee has been working in conjunction with CMS to continue the implementation of the recommendations of the Safety Audit reports for the PBC and PTBC areas of responsibility.

Shared Zone Areas

Residents would have noticed recently erected "Shared Zone" signage throughout the Resort to warn people of the presence of different modes of travel. The new



signs apply where pedestrians/golf buggies/bikes and motor vehicles (where applicable) share a thoroughfare.

Improved Visibility

Additional mirrors have been installed at several locations to allow improved visibility of shared zone areas especially where pedestrians and golf buggies are involved.

Unfortunately some mirrors have been damaged by vandals but these will be replaced as quickly as possible.

Hazards

There is an on-going program to address hazards in nature strips and other pedestrian areas to



rectify service pits, etc, which have either sunk into the turf or are unacceptably above the turf level. Several precincts have seen many of these hazards rectified over recent months and the program will continue.

Pedestrian Protection – Gracemere Island Bridge

White painted bollards have been installed for the protection of pedestrians traversing this very busy section of thoroughfare on the pedestrian crossing at the entrance to the Gracemere Island Bridge.

ARCHITECTURAL REVIEW AUTHORITY (ARA)

This Sub-Committee is one of the hardest working and committed Committees. It comprises volunteers with a background in building construction and development of properties. They meet on a fortnightly basis to review new building and redevelopment applications.

During the past year the Committee has considered and made recommendations to the Principal Body Corporate for approximately forty new development applications, over one hundred redevelopment applications, and approximately forty new swimming pool and mooring applications.

Whilst the number of new building applications has steadily increased toward the close of the year, especially within the 7th Fairway, various Gracemere precincts and

Fairway Island, there has been a dramatic increase in the number of redevelopment applications considered. These are diverse and range from simple applications for the installation of an awning, through to extensive redevelopment works within batter zones where the necessity to ensure that the integrity of the revetment walls is paramount and the flood storage of the canal system is not diminished.

dramatic increase in the number of redevelopment applications

This rise in redevelopment applications has led to the Committee having to make considerations and recommendations to the Principal Body Corporate for applications where there are no specific provisions within the current Development Control By-laws pertaining to the proposed works. In such instances the Committee considers the proposal on whether the works will be in keeping with surrounding developments; an adjoining owner's



amenity would be adversely affected; presentation, and where provided, or requested, the feedback of relevant Body Corporate Committees.

In addition, the ARA has also reviewed the findings of sixty final inspection reports and worked with numerous Applicants to achieve full compliance with the conditions of their approval and the Development Control By-laws. This has resulted in the issue of forty Final Certificates of Compliance for both new developments and redevelopment works during the year.

SANCTUARY COVE LINK



A meeting was held on-site with the representatives of the local Police, Queensland Transport, Main Roads, Gold Coast City Council including the local councillor, Sanctuary Cove PBC and HIR PTBC and PBC representatives.

Unfortunately, the Police would not budge from their position of not allowing buggies to cross Santa Barbara Road, nor would they agree to even considering a permit to allow this to happen.

It was decided that Sanctuary Cove and HIR would have to approach at least two Government Ministers and/or their respective Departments to arrange for the intended crossing and path along Santa Barbara road to be designated for buggy use. Then have the Police, directed by the Government, to issue the appropriate permit.

There are also other issues such as removal of trees, the width of the path to ensure the safety of pedestrians and so on.

In conjunction with Sanctuary Cove PTBC we are investigating the possible construction of an underpass under Santa Barbara road. Previously thought to be too costly, the proposal would virtually eliminate all the objections raised by the Police, Council and the Transport and Main Roads Authorities.

Cost estimates are being obtained for consideration.

Gold Coast City Council Parks Linkage Project

A Sub-Committee of residents in the immediate area of Saltwater Creek and the golf club was formed to consider the GCCC proposal to take PTBC land to create a park linkage project along Saltwater Creek.

As a result of feedback from residents in the area objecting to the proposal on a number of significant grounds, the PBC and PTBC decided to send a letter to the Council advising that PTBC land was not for sale or available for the purpose of a path linkage track under any circumstances.

ACCESS TO COMMERCIAL PRECINCTS - HI Central

The construction of the new buggy path to the HI Central shopping centre was completed and opened for business in November. Lighting of the path and landscaping works have provided an excellent facility for all HIR residents to safely and conveniently access the many shops and restaurants in the area.



Changes Impacting On Our Development Control By-Laws and the Role of the ARA

The Building and Other Legislation Amendment Bill 2009 was introduced into Parliament at the end of October 2009 with a commencement date of 1 January 2010.

The introduction of "Ban the Banners" provisions invalidates

those Development Control By-Laws which prohibit or restrict proprietors from implementing sustainable building practices and features.

The changes have significant implications for the role and practices of our ARA and so arrangements have been made for

all members of the ARA and the PBC Executive Committees to be given a briefing on what the impact of the Amendment Bill is on their deliberations on new building or redevelopment applications

Energy Audit

Significant Savings To Be Made!

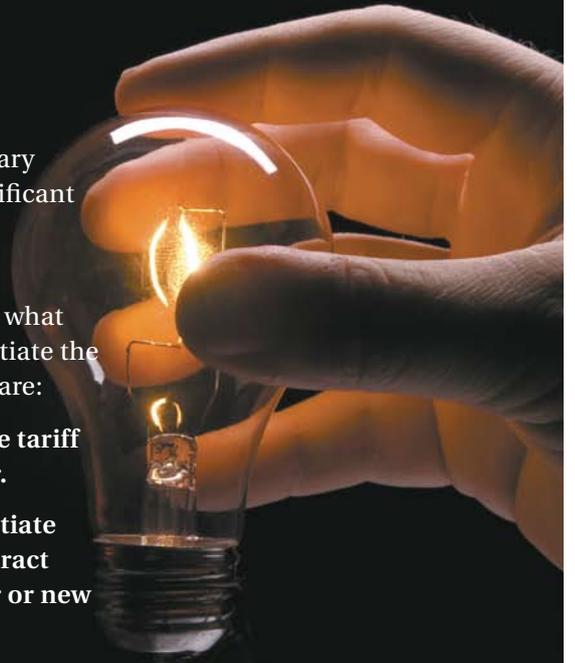
Energy Options Australia (EOA) have been engaged to undertake an Audit and Review of current Electricity Agreements within the Resort to identify potential savings to the PBC/PTBC and some of the residential developments such as Stillwater, by negotiating different tariff bases for energy charges.

EOA is currently reviewing 12 months accounts.

The findings of the preliminary check are that there are significant savings available.

EOA will undertake further investigations and advise us what the best approach is to negotiate the changes necessary. Options are:

- Change to a more suitable tariff with the existing supplier.
- For larger accounts, negotiate an electricity supply contract with the existing supplier or new supplier.



Other Projects Under Investigation

Other projects being investigated are -

- Children's playground equipment in Gracemere Island Park.
- Filling in the drain area adjacent to the 16th hole of the golf course and Palladian, to provide additional usable park area.
- Resident's bowling green adjacent to Magnolia Gardens Park.