

## INNER SANCTUM

January 2017

### GREETINGS

It has been a long while between drinks for Inner Sanctum, but at last - here it is.

The school break-up and Christmas period was the quietest in some years in relation to disturbances and security issues. Good news.

The community Christmas BBQ lunch was held on 27<sup>th</sup> November. Thank you to all the residents who shared their good food and good company with each other and the committee. A similar spirit of community for the young at heart was evident on Halloween - 31<sup>st</sup> October- where quite a few residents joined in the spirit (Bool!) of the night for resident and local Westleigh kids. Being a Monday meant the masses of sugar charged ghosts were fewer than the previous year, but still 100's of kids enjoyed themselves.

The Committee trusts that everyone had a good break over the Festive Season.

Leo Murphy (Chairperson)

### 2016 COMMITTEE

Where did 2016 go? Certainly a year of change.

The selection processes for our Maintenance Manager and also our Community Plan Manager were completed, as was the search for a new pool maintenance service contractor. The intricacies of NBN's approaching rollout are firmly on the agenda and a group of interested and knowledgeable residents are now involved under Peter Hitchiner's leadership. The NCAT dispute over parking in breach of by-laws was closed out successfully.

Estate bylaw compliance inspections recommenced with the assistance of Steve Kelly. A whopping 60 properties needed notices to rectify a range of maintenance issues- painting, pavers, weeds, garden, hedge and lawn care and sandstone cleaning.

How fantastic do those houses now look with the cleaned sandstone retaining walls? - a BIG thank

you to those owners for acting so positively. It looks great.

And of course, a major initiative to repair a large number of deteriorated brushwood fences is now in progress - see article.

The 2016-2017 committee consists of:

Leo Murphy (74 Duffy) - Chairperson  
Milan Grzic (44 The Sanctuary) - Treasurer  
Rob Cranna (47 The Sanctuary)- Secretary  
Ting Yu (78 Duffy Avenue)  
Peter Hitchiner (50 Sefton Road)  
Chris Bunton (2 The Sanctuary)

The committee had a special meeting in January in preparation for the new Community Manager, Bright & Duggan. See Minutes.

### WHO IS STEVE KELLY?

Our new Maintenance Manager!



Steve hit the ground running in September assisting with the selection and coordination of contractors for the continuous work in maintaining and upgrading the estate facilities. His primary role focuses on the common property estate. He also directly undertakes work for us. Owners still have the responsibility to maintain their own assets. Some of his duties include checking on all plant and equipment, scheduling common area repairs and maintenance, monitoring contractors, establishing new operations manuals, assisting with creating a new asset register and keeping an eye out for By Law infractions.

Steve will usually be onsite each Monday, Wednesday and Friday for a few hours and would welcome meeting residents and having a chat. Please feel free to call Steve on 0404 076 999 or email on [steve@scfmgroup.com.au](mailto:steve@scfmgroup.com.au) Any maintenance matters should be reported to Steve.

#### **NEW COMMUNITY PLAN MANAGING AGENT**

On 24<sup>th</sup> January Bright & Duggan take over from Premier Strata as the Community Manager for our estate. An introductory letter will be sent to owners and residents as soon as this date arrives with details of the administration changes. We thank Premier Strata for their years of service to us.

- 1) Some Owners may receive an invoice for 1<sup>st</sup> Feb to 30<sup>th</sup> April levies from Premier Strata - DO NOT PAY THIS. It was sent in error. Bright and Duggan will issue this invoice in early February, due for payment by 28<sup>th</sup> February. Note that new Bpay and account details will apply and these will be on the invoice.
- 2) From 24<sup>th</sup> January those communications which in the past were with Premier Strata will now be with Bright and Duggan
- 3) Contractors need to submit their invoices to Bright & Duggan.

Contact details are at end of this newsletter.

#### **BUILDINGLINK Log-In FOR OWNERS**

Included in the process of working with Bright & Duggan will be the use of a web-based service to facilitate communications, record keeping and task tracking.

Each owner will have a log-in ID, to be sent soon after the changeover. An information evening is likely to be scheduled for those needing additional guidance. It should be a very useful tool for lodging requests, sourcing documents and tracking actions.

#### **INTRODUCING OUR NEW COMMUNITY PLAN MANAGER - MARK LAUNT**

Mark is a Strata and Community Manager for properties located in Sydney, the Central Coast and Newcastle and has worked for the Bright and Duggan Group since 2014. He previously was the Estate Manager at Magenta Shores.

Mark and his family live in Kincumber. Prior to joining Bright and Duggan Mark was employed in specialist law firms operating in the areas of strata and building and construction.

Mark is a keen follower of the Cronulla-Sutherland Sharks, currently plays fourth Grade cricket for the Kincumber-Avoca Griffins and is a long serving patrol captain at Copacabana Surf Life Saving Club and possesses the Aust-Swim instruction and coaching certificate.



#### **2017 COMMITTEE**

The Community Association's financial year ends on the last day of February and time has to be allowed for the books to be audited, and 14 days' notice given to owners of the meeting.

Owners are asked to pay the upcoming levy invoice promptly to assist the accounts reconciliation. (Note delayed issue of this invoice)

Energetic owners committed to ensuring both our compliance with bylaws and also the progress and improvement of Sanctuary Gardens are encouraged to start thinking now about joining or re-joining the committee.

The provisional date for the 2017 AGM has been set as follows:

#### **ANNUAL GENERAL MEETING**

In March property owners will receive their package of AGM papers. Final timing will depend upon the availability of financial reports and audit. However, the provisional date is:

**Wednesday 5<sup>th</sup> April 2017**  
**Registration from 7pm**  
**Start 7.30pm**  
**Clubhouse**

**There will be a number of significant items on the agenda, so please BE THERE. If you cannot attend please, send a completed proxy form to Bright & Duggan or ask an attending neighbour to take it to the meeting.**

## EXECUTIVE COMMITTEE MEETINGS

The Executive Committee (EC) meets on the **second Wednesday** of each month (except January). Any resident wishing to meet with the EC is invited to **attend at 8.30pm** in the Clubhouse to share their concerns or ideas with the Committee members.

## THE BRUSHWOOD FENCE BLITZ OF 2017.

Over 80 properties on the estate have brushwood fences in need of repair.

In December, the owners of most of these properties received notices directing them to repair their fences.

In 2016-17 the sinking fund budget has provided funds to repair 12 fences bordering community property.

There are 4 categories of fence responsibilities in our estate:

- a) 50/50 community association / lot owner responsibility
- b) 50/50 neighbour to neighbour responsibility
- c) 100% lot owner responsibility
- d) 100% Community Association responsibility

We have identified two quality contractors who can undertake this work and owners have been informed.

In the past, some owners have had difficulty getting a fencing contractor out for their small repair job. Right now, January through to the 1<sup>st</sup> week of February, owners have the opportunity to join the fencing blitz program to get their job done while these contractors are on site with the larger jobs the community is engaging them for. It is an opportunity not to be missed. If you fence is in category (b) or (c),

-ring one of the contractors & get a quote. (or get your own quote - but quality must meet estate standards)

- confirm what is to be done;  
- let Steve Kelly know of your decision, as he will be helping with coordination of all this work. Owners are reminded that, under our bylaws, it is an obligation of ownership to maintain properties, including fences, to the standards required. Hence action is required in a timely manner.

Work around the Estate and on individual lots will be scheduled in blocks - likely to be March and even early April.

Contact Steve if you need further assistance.

## NBN in SANCTUARY GARDENS

It is coming.

According to NBN sources it is scheduled for April-June 2017. Allegedly.

A small working group of Sanctuary Gardens residents has been established to facilitate the best outcome we can from the NBN rollout: if you are interested in joining the group please email Peter Hitchiner at

[peterhitchiner@gmail.com](mailto:peterhitchiner@gmail.com)

Additional information will be posted on the Sanctuary Gardens website

[www.sanctuarygardenswestleigh.com.au](http://www.sanctuarygardenswestleigh.com.au)

Peter and the group are seeking the best value for money solution for the estate, in a way that avoids damage to existing assets and perhaps provides a superior service that enhances the overall value of the estate and our properties. You can register your interest and for your house to receive NBN updates from <http://www.nbnco.com.au/learn-about-the-nbn/rollout-map.html>

## SPEEDING AND PARKING

The developers of Sanctuary Gardens have left an architectural legacy which owners/residents really appreciate.

The absence of kerbing and footpaths offers little protection to pedestrians. The lack of kerbs also reduces the demarcation between vehicle and pedestrian zones, and our street trees reduce access to what might be a pedestrian refuge. Sanctuary Gardens has a 20kph shared zone speed limit and parking restrictions (many of which are plainly common sense and are in line with the NSW Road Rules, like not parking within 10m of a bend).



It is incumbent on all residents to observe the traffic by-laws if they wish to maintain the amazing character of the estate.

Once again, we appeal to residents' sense of community responsibility. Although most residents comply, the message needs repeating due to the arrival of new residents, as well as some people who seem to feel they are more entitled than their neighbours.



Please comply with the parking by-laws (including don't park on street bends and corners). Residents need to park in their garages, driveways, or outside the estate. As my cadet platoon Sgt used to scream during route marches "Get off the bitumen".

Additionally within Sanctuary Gardens resident vehicles must not park on grass nature strips or yards.

Through 2016 there has been a noticeable reduction in residents speeding through the Estate. 40 kph or 30 kph IS NOT 20 kph.

If you see someone speeding, please note the time, rego, vehicle type, driver description if possible and email to Steve Kelly or the Managing Agent for follow-up. The Committee is committed to following up resident speeders and those repeatedly ignoring parking bylaws.

Thank you to the vast majority who drive slowly and responsibly.

### **MORNING TRAFFIC CONGESTION AT DUFFY AVENUE/CHILVERS/The ESPLANADE.**

It may be coincidental, but since the changes to The Esplanade installed bike lanes and traffic islands, the morning trip out of Westleigh has slowed markedly.

Residents are encouraged to voice any concerns by writing to:

- 1) Hornsby Council. [hsc@hornsby.nsw.gov.au](mailto:hsc@hornsby.nsw.gov.au)
- 2) Hornsby Police. Kuring Gai Local Area Command. 292 Pacific Highway  
HORNSBY 2077
- 3) Local State MP. Matt Kean. Mr Matt Kean MP. Suite 5, The Madison,  
25-29 Hunter Street,  
Hornsby NSW 2077 or email via  
<http://mattkean.com.au/contact-matt-kean-mp>

It is still a long wait for the M1/M2 tunnel to be in operation. If action is not taken, then the likelihood of 'rat-run' shortcutters through the estate may increase. Not to mention the slower trip to work.

### **SWIMMING POOL NEWS 1**

From 24<sup>th</sup> January, a new company will be servicing and maintaining our pools. PoolServe has been selected to take over the role previously carried out by Image Pools.

The committee welcomes all feedback from users. Please report any pool faults to Steve Kelly who will liaise with PoolServe.

Say G'day to James Waterhouse and his guys if you see them on site. Note that people may need to vacate the pool area while work is being done. This short interruption will ensure your safety and assist the efficiency of their time on site.

### **SWIMMING POOL NEWS 2**

It is great to see our wonderful pools in very active use this summer. A few reminders:

- 1) **BE OBSERVANT AND VIGILANT OF THE SAFETY OF LITTLES - A FEW SECONDS OF INATTENTION IS ALL IT TAKES FOR A TRAGEDY;**
- 2) Always check as you leave for lost property;
- 3) SECURITY - Only residents and their guests should be using the pool. Do not let non-residents tailgate in with you.
- 4) You need your card to exit as well as enter. If someone asks to be let out, there is a good chance they may not be a resident. Use judgement to decide whether to query their presence.
- 5) YOU WILL NOT GET OUT after the designated closing time of the pool - the gate will stay locked and your card will not work until morning.
- 6) Report any damage or faults to our Maintenance Manager as soon as recognised; and FINALLY
- 7) THE SPA - **FOLLOW THE DIRECTIONS AS WRITTEN. DO NOT TURN THE BLOWER/JETS OFF WITH THE RED BUTTON UNLESS IT IS AN EMERGENCY - LET THE TIMER DO ITS WORK, OTHERWISE THE UNIT BURNS OUT. SUPERVISE YOUNGER CHILDREN IN THE SPA.**

### **ACCESS CARD ARRANGEMENTS**

A new platform has been commissioned to support our access card system. This makes it much easier for the committee and Community Manager to manage new residents, suspend cards or reissue cards and to query the system for inappropriate use of the facilities.

Please report any missing cards or observed mis-use of cards to Steve Kelly.

### **DOG POO - what to do.....**

It's more than antisocial. It's illegal. And for the few dog walkers that don't pick up after their pooch, it smears the reputation of all those responsible dog owners who do the right

thing. At least one regular walker through the estate has the habit of throwing their collected bag of droppings into resident or estate gardens and bins (only on Tuesdays).

Several owners have raised these issues with the committee.

We have spoken with the Hornsby Council dog compliance officer who has been very helpful and willing to assist and intervene where firm evidence of this illegal activity is identified. (Yes -world's worst pun)

Our advice is

- a) Taking direct action with a dog owner requires clear identification of the person and the dog. Not that easy, but if you have this (e.g. photo). contact Hornsby Council;
- b) Discourage dogs from selecting your property by use of a range of repellents. Bunnings has most things;
- c) For dog owners, please prevent you dog from scratching up the mulch around trees, and of course pick it up and take it home.
- d) It is shocking to have to write this one - but **NO DOGS IN THE SWIMMING POOLS.** (yes, it happens!).

## **ESTATE SECURITY & ANTI-SOCIAL BEHAVIOUR**

Through 2016 we contracted Southern Cross Protection (SXP), a larger and better resourced company than previously.

The contract includes over 20 **mobile patrols** a week, with each patrol incorporating a full circuit of all roads within the estate, and inspections of each of the facilities. They are directed to call the police for trespassers and anti-social behaviour.

Additionally, **static patrols** of 4 hours each per week, focussing on the anticipated high anti-social behaviour times like public and school holidays are arranged by the committee. A static patrol means that the guard is based in the estate monitoring activities.

In the event of any 'incident' observed by a resident please contact Hornsby Police in the first instance (02 9476 9799), and thereafter you can lodge a call-out request with SXP on 1300 135 102, remembering that this will incur charges for you or for the community.

Other nuisance behaviour can be reported via email to the Managing Agent. The clearer the details of time, place, activity, and description of persons are, the more likely successful action can be taken.

In 2016 cases of dangerous behaviour at the lap pool, littering and after hours unauthorised use of pool and basketball court have been investigated. The changes with SXP have been very effective.

Parents are reminded to supervise their children.

Residents should **not** place themselves in a vulnerable position by confronting an anti-social situation themselves. The police are in the best position to do that in conjunction with our site security arrangements.



## **BOOKINGS - CLUBHOUSE AND OTHER FACILITIES**

The 'notification' slips beneath the noticeboard are simply that: a notification to other residents that someone is using an area of the clubhouse at a certain time on a certain day.

**They are not exclusive bookings!**

Most residents will respect this and give you your space, but certainly they have the right to use another part of the facility that you are not using - and don't forget the barbecues are shared.

Each dwelling is only allowed to invite up to 6 'non-residents' for any one event. The facilities are primarily for the pleasure of residents so they get priority.

## **BARBECUES**

It is important that you leave the BBQs as you found them.

Be sure to take cleaning equipment with you, such as wire brush, scraper and paper towels. -Just as essential as the sauce and onions!

Please do the right thing.

- heat up the plates, scrape off the excess food into a container to take home, pour water onto the hot plate, scrape again, and wipe.

## **BYLAW COMPLIANCE - HOUSE PAINTING**

As I looked in the mirror this morning it was clear "My façade ain't what it used to be", Age, time and weather have had their effects. So too all our houses.

Many owners are to be congratulated on the wonderful condition of their properties.

Equally, as the complex ages, a number of houses need to be painted externally. The Community Management Statement and bylaws

make this an obligation of ownership, not a discretionary option.

The developer's architects designed an estate colour palette so that all of the 189 dwellings and the community facilities, each with their own palette, fitted together and supported the overall look-and-feel of the complex. Use of this palette is required, not optional.

The Executive Committee and maintenance manager from time to time will conduct inspections and issue notices for action to owners. Please act on such notices in a timely way. It adds overall value to the estate, to your property and to that of your neighbours. If houses in peak condition sell at a premium, you as a neighbour directly benefit from such a rising market.

Conversely, no one wants to buy a dump or move next door to a neglected property.

If you do not know what your colour scheme should be, it should be in your contract of sale documents. Otherwise, contact the Community's Managing Agent at Bright & Duggan and request an exterior colour chart for your lot.

#### **GARBAGE BIN REMINDER**

We are seeing a lot of bins put out far too long before collection and left out far too long after collection. **Garbage is collected about midday on Tuesdays.** There is no need to place bins out before Monday night, or after the evening of collection. Yes, sometimes the green waste collection is a day late, but we have never seen any garbage collection come early.

When garbage bins are not out for collection they must be out of sight. That nearly always means behind your side gate. Leaving bins visible anywhere from the Community property is unacceptable.

#### **FREE STUFF!!**

Hornsby Council have the upcoming free offers:

##### **1) Chipping for Mulch**

Sunday 19<sup>th</sup> March. 7.30-12.30 at 8 Warrigal Drive, Westleigh ( near RFS station).

Take your garden prunings and branches as swap for free mulch. Certainly hedges and garden beds in the front and back of most properties appreciate good mulch.

##### **2) Native Plant Giveaway**

Saturday 25<sup>th</sup> March, Thornleigh Community centre. Time TBA. Take your rate notice. (Note that plantings in front of houses must be

consistent with the landscape by-laws. If uncertain as Haywards.)

#### **INNER SANCTUM**

Inner Sanctum is our community newsletter for owners and residents that covers background to some of the matters addressed, decisions made, and actions taken by the EC of the Community Association. Please contact the committee with new topics or items of interest.

#### **IMPORTANT CONTACT DETAILS**

##### **ALL ESTATE MATTERS (from 24<sup>th</sup> January)**

All Estate Issues, enquiries, questions, requests for works approvals etc to:

Mark Luant

Bright and Duggan on:

Phone: 0458 025 561

Email: [mllaunt@bright-duggan.com.au](mailto:mllaunt@bright-duggan.com.au)

Or via your BuildingLink requests module.

(more information in the use of Buildinglink to come)

##### **SITE MAINTENANCE MANAGER**

Steve Kelly

SCFM Group

Mobile 0404 076 999

Email: [steve@scfmgroup.com.au](mailto:steve@scfmgroup.com.au)

##### **CABLE TV and FREE TO AIR TV**

All Foxtel issues to Foxtel on 131 999

All other TV reception issues to:

Matchmaster on 1800 237 425 or 9153 6666

(for information tracking you can log these on your buildinglink profile)

##### **SES**

State Emergency Services 132 500

##### **HORNSBY POLICE STATION**

9476 9799 (or 000 for emergencies)

##### **SECURITY SERVICE - Southern Cross Protection**

1300 135 102

##### **HORNSBY COUNCIL**

9847 6666