



KIAMA MUNICIPAL COUNCIL
your council, your community

Phone enquiries:
(02) 4232 0444

Reference:

26 July 2022

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

By email: [REDACTED]

Dear Van Owner

HOLIDAY PARKS IMPROVEMENT PROGRAM

This letter follows the email you were sent late May from Mike Dowd, Kiama Council's Director Engineering & Works, to advise of a program of compliance works across Council's five Holiday Parks.

I am writing to introduce myself, Gillian Moore, as a dedicated liaison resource, appointed by Kiama Council to support communication with van owners.

The survey identified that your holiday van is not compliant with some of these regulations, and you may need to make some modifications to your structure as detailed below, but we are still working on the road design in the vicinity of your van site, so you do not have to do anything at the moment. As soon as the design has been approved, we will be back in touch with you.

Thank you for your patience and attention in this matter. We have heard loud and clear your feedback, that you would like to hear from us more often in relation to the Holiday Parks improvement program, which is why I have been engaged in this role.

Please feel free to contact me via phone or email to talk through any of the issues outlined here or about your holiday van in general. My contact details are:

Gillian Moore
Four Seasons Operations Pty Ltd
Gill@fourseasonsops.com.au
Mob: 0421 963 730

WHAT IS COUNCIL DOING

As you may be aware, on 17 May 2022, Kiama Council endorsed a program of improvement works across its five Holiday Parks at a cost of around \$3.8 million. The improvement works will be undertaken over the next two years and involve remediation of various issues including installing a new amenity block, road widening, visitor and disabled parking areas, the installation of screening and fire safety improvements. These works are required to

enable our operating licences to be renewed and are also part of Council's efforts to continually improve the quality of service available to park users such as yourself.

Council also resolved to put on hold the Werri Beach Holiday Park redevelopment to enable consideration of financial implications, the assessment of funding options, and to consider impacts of the improvement program and advice from recent flood studies.

As part of the improvement program a survey of Werri Beach Holiday Park was completed for compliance against the *Local Government (Manufactured Home Estates, Caravan Parks, Camping Grounds and Moveable Dwellings) Regulation 2021* on existing Holiday vans, which is also required for the operating licence to be renewed.

The survey identified that your holiday van is not compliant with some of these regulations, and you may be required to rectify the following issue/s.

ISSUE 1:

Clause 86 Site Identification

- (1) *A dwelling site must be numbered or identified with its site boundaries clearly outlined.*
- (2) *The Site identification must be easily recognised*

What you need to do: Please ensure your Holiday Van number is clearly visible from the road.

ISSUE 2:

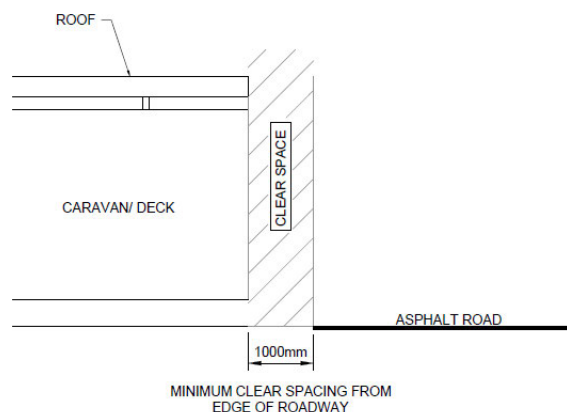
Clause 160 – Setbacks for tents, caravans and associated structures and annexes

A tent or caravan, including an associated structure or annexe, must not be located

- (a) *Within 1 metre of an access road, or*
- (b) *Within 2 meters of a boundary of the camping ground or caravan park*

There can be no structures (garden beds, steps etc) located in the 1.0m zone as shown in the below diagram. This is required for access around service trucks that are parked on the road e.g. Fire Services, SES and Waste Services. We recommend that if rectification works are to be completed that 1.1m be the minimum separation distance if possible.

Measurements are to be taken from the edge of the asphalt road, not grass to the furthest part of the holiday van (roof/deck/step/tow rail). Please see the diagram below for an example.



What you need to do: Once the road works are completed, advise of rectifications as required.

OTHER ISSUES

Another compliance issue has been identified in relation to your Holiday Van site, which Council will rectify, as follows:

94 Width of roads

(1) *The width of an access road must be—*

(a) for a two-way access road—at least 6 metres, and

(b) for a one-way access road—at least 4 metres.

(2) *The direction of travel for a one-way access road must be indicated by means of conspicuous signs.*

What needs to be done: To rectify this issue, Council will install road.

BALLOT WINNERS

Unfortunately, the spot you secured in the 2019 ballot has major non-conformances that are unable to be rectified, and you are therefore unable to relocate to that spot. You can now however, continue to occupy your current site.

The [REDACTED] bank guarantee (inc GST) you paid as a ballot deposit will be credited to your holiday van fees account.

SELLING YOUR VAN

The no sale policy has been lifted on vans on the northern side of Bridges Road that are compliant or can meet compliance.

Van owners who wish to sell must ensure that the compliance works identified as the van owner's responsibility, are undertaken either prior to the sale, or by the new owner, post-sale. If this is your situation, please contact your Park Manager to discuss the process and to obtain the associated documents.

For any other issues around the sale or removal of your van and annexe, please get in contact with me. Park Management will manage access and egress within the park, including any approved contractors who will need to register with the Park Manager. This measure is necessary to ensure the safety of all visitors to the park during remediation works.

THANK YOU AND NEXT STEPS

This is a major project across Kiama Council's five Holiday Parks. We thank you in advance for your patience as we work through all the moving parts.

We will update you regularly throughout the process.

Please direct all questions and communication in relation to this project to me.

We have also included a Q&A document in this correspondence and on Council's website:
<https://www.kiama.nsw.gov.au/Council/Projects/Holiday-Parks-improvement-program>

Kind regards

A handwritten signature in black ink, appearing to read 'Gillian Moore', written in a cursive style.

Gillian Moore