

WELCOME TO PACIFIC LAKES ESTATE

New Resident Welcome & Information.

ESTATE MANAGEMENT, INTRODUCTION & CONTACT DETAILS

Dear Residents,

Welcome to our community.

Body Corporate Services (BCS) is the overall managing agent of Pacific Lakes and are responsible for matters relating to the everyday running of the estate working in conjunction with the Community Association Committee.

Cambridge Management Services has been appointed as the Estate Facilities Manager and conduct regular inspections of the estate and monitor community facilities, cleaning and general maintenance of community property.

For Neighbourhood-related matters such as levy payments and enquiries please contact your Neighbourhood's appointed Strata Manager. (see page 7 for details)

Please find below the Estate and Strata Managers contact details along with other useful information that will assist you when living in Pacific Lakes Estate.

ESTATE CONTACT DETAILS	
Estate Management	Jasmin Harding (BFMS)
	Ph 02 8365 8512
Email:	pacific.lakes@bfms.com.au
Community Management	— Body Corporate Services (BCS)
Ph:	02 4927 4600
Email:	Julia.Peetz@bcsm.com.au

PACIFIC LAKES ESTATE WEBSITE www.pacificlakesestate.com.au

The website has copies of the Community Management Statement and the enforceable By-laws. It also has the monthly newsletter to view. The website is updated on a regular basis.

STEPS WHEN MOVING-IN

- New residents are asked to contact **BFMS** to provide their contact details - see above phone and email address.
- **BFMS** will also at this time request your preferred phone number to program into the front gates pin pad system for visitors to access entry after the gates are closed each evening.
- We ask new residents to become familiar with the community by-laws.

COMMUNITY AND NEIGHBOURHOOD MANAGEMENT STATEMENTS

All Neighbourhoods within the estate form the 'Community Association', often referred to as 'DP 270244' or 'Pacific Lakes Estate'. The enforceable Community Association by-laws, are found in the Community Management Statement or 'CMS' for short.

(see www.pacificlakesestate.com.au)

Each neighbourhood also has its own set of by-laws which residents/tenant's must comply with.

A SUMMARY OF YOUR REQUIREMENTS AS A RESIDENT OF PACIFIC LAKES ESTATE

- Only park vehicles within garages or on driveways of your property (caravans, campers, trailers, jet skis or boats must be stored behind fences or off site)
- No parking on the street or the community grass areas.
- Please do not park resident cars within the visitor parking areas, these are for visitors to the estate only. Some neighbourhoods have both resident and visitor parking available.
- Please ensure that when walking dogs that they are on a lead and droppings are picked up
- Ensure that community BBQ areas are cleaned thoroughly after use.
- Please ensure that no items are stored on the kerbside of your property, or within your driveway. Follow council regulations for household waste collections.

ESTATE GATES

The gates are on a seasonal timer system and are open from sunrise to sunset.

After hours access for guests - residents can allow access to their guests via the pin pad phone system located just outside the main gates. This system allows one mobile number per home to be assigned to the pin pad. Guests can then follow the instructions at the gate pin pad to phone the assigned phone number. The resident is able to speak with the person at the gate and allow them access by pressing 1111#.

ADDITIONAL KEYS & ACCESS REMOTES

There are two items which residents of Pacific Lakes will require:

1. Common area gate key. This will open the pool and walkways/pond gates within the estate.
2. Front gate remote. This will allow you to enter/ exit the estate out of hours.

If additional keys/ remotes are required, the order should be placed with the estate facilities manager on the above email address.

Remotes:

The Community Association has a supply of remotes and will supply to residents after receiving confirmation from the estate facilities manager. For repairs to remotes please contact

SSM Services on 4968 9304 or admin@ssmservices.com.au

Keys:

Common area keys can be obtained following an order being placed with your Neighbourhood Manager.

Northlakes Locksmiths will be in contact with the person who has placed the order within 48 hours to confirm that the key is ready for collection at 225A Main Rd, Toukley.

Northlakes Locksmiths can be contacted on 4397 2466 or email to info@northlakeslocksmiths.com.au

Cost:

Gate Remote - \$68.00 (payable by cash to the Community Association)

Common Area Key - \$18.00 (payable directly to Northlakes Locksmiths)

BUILDING MAINTENANCE, CLEANING & EMERGENCIES

The Facilities Estate management are responsible for the maintenance of common areas. Please report any non-urgent matters to the facilities management via email to your Neighbourhood Manager, who will determine the required process in order for resolution

For estate emergencies such as sewer overflow or major safety concerns the facilities management can be contacted 24/7 on 02 8365 8512

WASTE DISPOSAL & RECYCLING

Community area bins within the estate are checked and emptied as required. Resident bins are to be stored behind residents/tenants fence line.

General household collections are coordinated & collected by '1coast' (Central Coast Council).

Red bins – collected **weekly** on a Tuesday

Yellow and Green bins – collected on alternate **fortnights** on a Tuesday

Kerbside collections are available from 1coast and must be booked.
(request online www.1coast.com.au or via phone 1300 126 278)

GARDENING WITHIN ESTATE GROUNDS

The Estate contracts Elegant Landscapes for the maintenance of the lawns/gardens/ponds. They are contracted to be on site weekly, usually on a Tuesday.

Mowing and weed spraying is completed dependent on the amount of rain/growth/drought conditions experienced. Tree, shrub, walkway, roundabout and general garden maintenance is completed as scheduled by Elegant Landscapes. A program to remove and replace garden edging is on a continuous basis with re-mulching of garden beds performed at the same time.

Other duties they perform are cleaning and general tasks within the estate including path cleaning, stick removal, BBQ area cleaning, hall, change rooms & toilet cleaning.

For any gardening enquiry contact:

Cecilia McKay – paclakecec@gmail.com

ESTATE TREES

There're a number of 'estate trees' which the community is responsible for their maintenance. An annual tree inspection is conducted by a qualified arborist who identifies any trees of concern. If you have a query about an estate tree please write to your Neighbourhood Manager who will contact BFMS for follow-up and remedial action if required.

SWIMMING POOLS

The estate contracts a local pool company for the maintenance of the pools. Both pool areas are under CCTV surveillance. The contract involves the cleaning and treatment of the pools 3 days a week when opened & weekly when closed.

Both pools are closed during winter. The closing dates are set yearly based on conditions at the time and notice will be given in the newsletter in advance.

Please observe & abide by all pool signage when using the pool areas. All children under 16 years must be actively supervised and should not be given gate keys if unaccompanied. As there are not always adults present, please don't rely on other residents to supervise your children.

KEEPING AN ANIMAL

The estates management statement allows 1 domestic cat or 1 small or medium dog per household. For more information please view by-laws 17 & 18 (on the pacific lakes website - see above)

I want to book the hall — NB Currently the hall is closed. Please email or phone the Estate Facilities Manager. (BFMS) 02 8365 8512

WHO IS YOUR NEIGHBOURHOOD MANAGER?

Deposited Plan No	Community Lot No	Street/s	Manager
DP 285662	Lot 2	All homes in Radford Pl	BCS
DP 285726	Lot 3	1-6 & 27-36 Woodbridge Cres	CSTM
DP 285727	Lot 4	All homes in Princeton Ct 7-26 Woodbridge Cres	CSTM
DP 285757	Lot 5	All homes in Blacksburg Ct 1-7 & 20-22 Winchester Dr	BCS
DP 285773	Lot 6	All homes in Sohrabi Pl 1-5 Delavia Dr	CSTM
DP 285907	Lot 7	All homes in Staunton Ct 6-21 Delavia Dr	BCS
DP 285798	Lot 8	All homes in Covington Ct 1-6 Lawver Cres	BCS
DP 286394	Lot 9	1-3 Rosedale Grove 7-10 & 12-19 Lawver Cres	CSTM
DP 285797	Lot 10	All homes in Berkley Ct 1-4 Franklin	CSTM
DP 285788	Lot 11	8-13 & 15-19 Winchester Dr 2-4 Roanoke Dr	BCS
DP 286400	Lot 14	All homes in Conradi Close All homes in Rico Close 11-17 Roanoke Dr	Lake Group
DP 285818	Lot 17	All homes in Pulaski Ct 7-9 Roanoke Dr	CSTM
DP 285819	Lot 18	5-24 Franklin Dr 10 Roanoke Dr	BCS

BCS Strata

Appointed Manager: Julia Peetz

Email: Julia.Peetz@bcssm.com.au

Phone: (02) 4927 4600

CSTM Strata Group

Appointed Manager: Kristina Burrows

Email: kristina@cstm.com.au

Phone: (02) 4355 7100

Lake Group Strata

Appointed Manager: Kerrilyn Jeffery

Email: kerrilyn@lakegroupstrata.com

Phone: (02) 4942 3305