

March 2017

TWIN CREEKS ESTATE

Community Update

Please find below an overview of current matters under review of the Executive Committee for the Twin Creeks Estate.

Unauthorised access to the swimming pool

Each year during the summer period the community experiences issues with unauthorised users accessing the swimming pool. Therefore in an effort to control swimming pool access a finger print scanning system was implemented however unauthorised persons are continuing to access pool. Whilst some of the unauthorised users are entering the pool area by jumping over the gate/fence we have also been made aware of occasions where residents have allowed non-residents to access the pool without accompanying these persons. We wish to remind all residents that whilst you are able to bring guests along to use the swimming pool facilities they must be accompanied at all times. We would also like to remind residents the swimming pool access times during day light savings is from 6am to 8:30pm.

To further address the issue of unauthorised users particularly after hours, the community association have elected to employ a roving security patrol for the remainder of the summer/early autumn period. Further measures that are being evaluated include raising the pool fence and gate heights and an alarm system that will sound when the pool gates are propped open for an extended period of time. Propping open the pool gates is a serious safety concern and can endanger user's particularly young children.

Security Patrols

As a result of ongoing issues and community feedback, roving security patrols have begun within the Twin Creeks Estate. Evening roving patrols are being conducted on a trial period for the next 8 weeks, to be reviewed at the end of this period.

Security will be onsite with roving patrols to commence after 6:00pm. The first patrol of the swimming pool area will coincide with the pool closing time and will include a check of the pool area and locking of the facility carpark gate. In addition, each area of the Twin Creeks estate will be patrolled at least once throughout the evening so as to create a security presence on-site.

The final patrol will occur in the early morning at which time the guard will open the community centre carpark gate, prior to the facility opening time.

Through collaboration with the golf club, the community association has been able to secure a significant price reduction by using the golf club's existing security company. The fee for roving security patrols of the community facility and estate streets is \$47.00 per day during the trial period.

In view of creating efficient communication, for emergency situations Residents should contact 000. For non-emergency security matters it is requested that all matters and concerns be referred to the Caretaker, Grant Martin, who can be contacted on 0427 263 336. Grant will take action and communicate any issues directly to the security company and on site guards.

Sewer Treatment Plant

The STP is one of the major assets of the Community Association and continues to be an area of much discussion within the community. The Executive Committee is focusing on ensuring improvements to the operational performance and maintenance costs of its operations are achieved.

Communications with the Developers regarding the upgrades have progressed. The Developer as a Council requirement is in the final stages of a development application submission to Penrith Council for the upgrades. This month the Executive Committee has given 'Owner Consent' to accompany the DA submission and will continue to work with the Developer and Council to expedite the upgrades.

The costs of these upgrades are being funded by the Developer and it is anticipated that the \$800,000+ improvements will result in a more efficient performance from the STP along with reducing the ongoing operational costs to the community. The upgrades to the STP will be to cater for the entire residential estate requirements that also include the final stages under construction.

Through discussions with the Golf Club it has also been reconfirmed that the additional upgrade requirements of the STP by the proposed Resort will be funded by the Twin Creeks Resort Development. The Golf Club have also communicated that the development of the Resort requires the upgrades to the STP, they have also indicated that it is expected to be a condition of approval from Council for the DA.

The upgrades to the STP will be most welcomed by the Community Association, but further to this fellow residents should be reassured that these upgrade costs will not be borne by the Community.

Despite the improvements expected by the upgrades the stormwater infiltration remains a major concern to the Committee. The Executive Committee are working with the Caretaker to form and implement a progressive plan on researching the causes of the infiltration with the goal of reducing the surcharges into the STP. By reducing these surcharges further operational and maintenance savings will be achieved in the future.

Irrigation

As a result of the recent summer and record breaking hot weather irrigation of the common areas has been a talking point. The Executive Committee has been in discussion with the Golf Club and is working through a number of initiatives with the Caretaker to address the situation both in the short and long term.

An audit of the irrigation system is being completed by Skyline Maintenance services to ensure the irrigation system in the common areas is fully operational.

Through meetings with the Golf Club it has been confirmed that water supply to the golf course has been critically low and has restricted the option of being able to water the front entry to Twin Creeks. The Golf Club is in the process of obtaining a significant water supply from a neighbouring property that will enable the golf course to irrigate the front entry/common area in the future.

The Executive Committee has established an agreement with the Golf Club for future irrigation of the front entry. During irrigation periods the golf club have agreed as a minimum to water the front entry with 2x 30minute cycles per week. This irrigation program will be reviewed seasonally but it is expected that a substantial improvement will be accomplished to the front entry statement even during major hot weather periods. This program will commence when the additional water source for the golf course is online. The Golf Club have indicated that this should be in place by the end of March.

As an interim solution the Executive Committee has engaged a water cart service contractor to irrigate the front entry turf and garden areas whilst the irrigation system repairs are completed and the new water supply to the golf course becomes available. This is a cost effective option in the short term and hopefully will appease some of the feedback circulating through the community. The water cart service is on an as required basis and watering will not take place during wet weather.

There has been some questioning relating to the use and access to the effluent water generated from the STP for irrigation purposes. The Community Management Statement contains the detail of the Waste Water Management System for the Twin Creeks estate. The Golf Club is obligated under the CMS to take the water from the STP. The CMS also states that the Golf Course is obligated to *“provide irrigation water to the Community Association to the extent water is available after irrigating the golf course and in the manner determined by the golf course”*.

On behalf of the Executive Committee we hope that this information update can help keep the Residential Community informed about our wonderful estate and the work being undertaken by the Executive Committee on your behalf. We welcome any feedback on these matters or any other matters from the community as we aspire to make Twin Creek all that we hope it can be.

Prepared by: The Twin Creeks Executive Committee 3 March 2017