



LOXTON

Retirement Village

Community Living

Newsletter

December 2018
Summer Issue

Maintenance and Refurbishment

I would like to thank the residents who I visited this year to conduct Unit Inspections. I truly appreciate you welcoming me into your home and your patience during the refurbishment period.

Some Major refurbishment we have achieved in 2018 include:-

4 x unit change over refurbishments completed

7 x 10 year refurbishments completed including painting and new flooring

4 x Kitchens and wet area refurbishments

22 x air conditioner replacements

20 x units externally painted

2 x units requiring underpinning due to movement caused by underground leaks.

I am very proud of these achievements and hope residents are enjoying these improvements. I am looking forward to continuing with more projects for 2019 and maintaining a high standard of living within the village units.

We are continuing to work with a planned maintenance program throughout the Village.

You can expect me to continue to visit you on numerous occasions next year as I love coming for morning tea and scones! Hehe!

The refurbishment process is a big job and I will again be seeking your patients & support in 2019. Apologies in advance as I will probably ask you the same things over and over!! But I do pride myself on getting things right the first time.

Another aim of this planned maintenance program is to ensure that the Loxton Retirement Village has enough funds available each year to carry out all expected works.



Please help me in welcoming Beryl Law into the Retirement Village. Beryl will be commencing residency in Frank Petch Court in early January 2019.



Administration Officer:

Eve Will

Phone: 8584 8060

Tues: 8.45 - 4:30

Wed: 9:00 - 1:00

Thurs: 8:45 - 4:30



Caretaker: Leave a message if no answer

Trevor Manuel 0429 846 009

Administration Officer 8584 8060

If you cannot reach either number
and the matter is urgent - call 8584 8000

CALL 000 for fire, police or ambulance

**meRry
chRiStmas
and
happy
new year!**

I would like to wish all residents and their families a very happy Christmas and a wonderful New Year.

At this stage I will be on leave from Friday 21st December 2018, returning to my office Monday 7th January 2019. I will divert my office phone to my mobile. Trevor will also have his mobile with him over the Christmas break and has organized backup.

Whilst we will obviously respond to any emergencies, I ask that you please consider that we are having holiday time and will be spending it with our families too. Issues that can wait until the New Year will be dealt with promptly in January.

**Of course, in
any
EMERGENCY,
please dial
000**

Planned Projects for 2019

Rain Water Tank Replacement

Please accept my apology as this project is definitely taking longer than expected.

I have been working with contractors to gain feedback to ensure we do this project right. With so many variations to consider it is important we find the best product to suit the requirements of the Village units. I am excited to say we are at the stage where we are ordering 2 new rain water tanks as a trial and will have them installed soon. If these go to plan the remaining units will be completed as soon as the remainder of the order is received.

I thank you for your ongoing patience and remind you that keeping hydrated is very important, especially with summer nearing.

10 year Refurbishment

6 Units have been inspected in preparation for 10 year refurbishment. Works have been scheduled and will commence as early as January 2019.

Peter Jackson Court - Wet Area Upgrade

This project is on the radar but will not commence until all works in Frank Petch Court have been completed. We aim to complete works in Frank Petch Court by late May or early June 2019.

**'TIS THE
SEASON
TO BE
jolly**



Scammers

You may be more susceptible to door-to-door and home maintenance scams. While many legitimate businesses sell things door-to-door, scammers also use this approach. These types of scams generally involve promoting goods and services that are of poor quality, or not delivered at all. Our Policy is that we do not allow sales people to enter the Loxton Retirement Village. Obviously this can be hard to police so I do ask that if you are approached to please contact Eve or the Council Office for advice before signing up for anything.

Scammers may pretend to conduct a survey so they can get your personal details, or to disguise their sales pitch until they have been talking to you for a while.

Some of the warning signs you may be dealing with a scammer include:

- They visit late at night, or visit you again after you have said 'no'
- They don't show you any identification or give you any contact information, written quotes or receipts
- They might demand that you decide to accept their offer on the spot
- You may be asked for a deposit or full payment and can only pay by cash or credit card
- They fail to tell you about your legal rights, including rights to a cooling-off period.

For more information about your rights and protections when approached by a door-to-door salesperson see: [Telemarketing & door-to-door sales](#)

Protect yourself

- Don't be pressured into making a decision. Scammers often try to create a sense of urgency through short deadlines, fake emergencies or threats of legal action.
- Be suspicious of requests for money – even if they sound or look official. Government departments will never contact you asking for money upfront in order to claim a rebate.
- Scammers will often ask you to use an unusual payment method, including preloaded debit cards, gift cards, iTunes cards or virtual currency such as Bitcoin.
- Verify the identity of the contact by calling the relevant organisation directly – find them through an independent source such as a phone book or online search. Do **not** use the contact details provided in the message sent to you.
- Don't respond to phone calls or emails offering financial advice or opportunities – just hang up or delete the email.

Be suspicious of unexpected emails or letters advising you how to claim an inheritance or competition prize. Never give out your personal details and seek advice from an independent professional.



Insurance Update

Insurance cover - contents

The insurance that Council has arranged to cover residents contents is for a minimum sum of \$33,500.00: if additional cover is required the difference is charged to the resident but it is easily arranged.

If you experience damage or loss, in or outside of your home, you are welcome to contact me to ask if it could be considered as an insurance claim, if I am not able to answer your query I am always happy to check with our insurer on your behalf. It is important to remember that the cover now includes damage or loss outside of your home for a number of items, these include, jewelry, gold, silver, watches, collections, mobile telephones and hearing aids (up to the value of \$5000.00 per item, to a total of \$20,000).

If you prefer you are able to contact Local Government Risk Services and Manage the insurance claim yourself but I able to work with Eve to gain quotes for repairs, lodge and manage the claim for you. There is an excess payable for claims for contents of \$500.00 that is payable by you. Given that the excess payable has increased significantly Council will test the market at the time that the cover is renewed, July 2019, to see if we can locate a product that has a lesser excess.

If you accidentally damage something within your home this may be able to be lodged as a claim under the building insurance that Council holds for all the units within the Village.

Please do not hesitate to contact me with any queries that you may have regarding insurance over your contents, public liability or your home – if I am not able to answer them I have great support from our insurer.

Regards – Karen

Telephone: 8584 8027

Email: kwetherall@loxtonwaikerie.sa.gov.au

by Karen Wetherall, Governance Officer



District Council of Loxton Waikerie
CHRISTMAS / YEAR TRADING

Loxton and Waikerie Council Offices will be closed from 5pm Friday 21 December 2018 and will re-open on Wednesday 2 January 2019 at 8.30am.

Libraries

Loxton and Waikerie libraries will be closed from 12noon Saturday 22 December 2018 and will re-open on Wednesday 2 January 2019 at 9:30am.

Visitor Information Centres

Loxton and Waikerie Visitor Information Centres will be closed Christmas Day only.

The Loxton Historical Village

The Loxton Historical Village will be closed Christmas Day only.

Council Swimming Pools

Loxton and Waikerie swimming pools will be closed Christmas Day. All other opening times remain unchanged.

Transfer Stations (Loxton, Waikerie, Moorook)

Loxton, Waikerie and Moorook Transfer Stations will be closed on public holidays. All other opening times remain unchanged.

**Please note that all waste transfer stations
close at 12noon on days forecast 40
degrees and above.**

Kerbside Waste Collection

Bins scheduled for collection on Christmas Day will be collected on Boxing Day. Kerbside collection on 26, 27, 28 and 29 December 2018 will occur the day after usual collection days.

Bins scheduled for collection on New Years Day will be collected on 2 January 2019. Kerbside collection on 2, 3, 4 and 5 January 2019 will occur the day after usual collection days. 2019 kerbside waste collection details are available via Councils website at www.loxtonwaikerie.sa.gov.au Calendars will be available for collection in the New Year from the Loxton and Waikerie Council office.

**In an emergency, please contact
Council on 8584 8000 and Council's
after hours service will assist you.**





CHRISTMAS WORD SEARCH



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BELLS
CANDLES
CANDYCANE
CARDS
CELEBRATE
CHIMNEY
CHRISTMAS

RUDOLPH
SANTA
SEASON
SLEIGH
STOCKING
TREE
WREATH

ELVES
FROSTY
GIFT
GIVING
GREETINGS
HOLIDAY
JOLLY

JOY
MERRY
MISTLETOE
NOEL
NORTHPOLE
REINDEER

HAPPINESS IS HOMEMADE.COM

WORD SEARCH
CREATED AT
ATOZTEACHERSTUFF.COM