

27 April 2010

Dear Resident

Melbourne Water is committed to improving the way we communicate with you about our services at Patterson Lakes and the information we provide about it. As part of this commitment, please find enclosed information on what is happening and what is coming up in 2010:

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| about Quiet Lakes     | <ul style="list-style-type: none"><li>• Quiet Lakes Maintenance and Water Management</li><li>• Gladesville Boulevard Pump Station</li><li>• Quiet Lakes Precept Rates for 2010/11</li></ul> |
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Also, the new Patterson Lakes Advisory Committee (PLAC) website – [www.plac.com.au](http://www.plac.com.au) – became available at the end of March, as announced in PLAC's Autumn newsletter. I encourage you to visit it. Like PLAC, we hope residents find the website relevant, valuable and up-to-date. We will be providing assistance to the PLAC Committee to make improvements and additions to the website itself. We will continue to make information available in printed form too for those without internet access.

Melbourne Water is very appreciative of the contribution made by voluntary PLAC members. There will be an independent review of PLAC over the next two months which will look at:

- the role, obligations and expectations of committee members
- the number of committee members
- the selection process and criteria for committee members; and
- how meetings are administered and communicated.

At Melbourne Water, we regularly review our consultative committees to ensure that they continue to fulfil the purpose they were established for. We expect to be in a position to call for expressions of interest to join PLAC in July. Once the review is complete, we will distribute information including the selection criteria and process to residents and put it on the PLAC website ([www.plac.com.au](http://www.plac.com.au)) and the Melbourne Water website ([melbournewater.com.au](http://melbournewater.com.au)).

I hope the information with this letter about Patterson Lakes is of value to you. It is all on the News & Events page on the PLAC website. More information and updates will follow in the coming months and we will put that on the website as well.

If you have questions or would like to give us any feedback please call us on 1800 035 245.

Yours sincerely



TIM SEIPOLT  
PROGRAM MANAGER, LAND MANAGEMENT AND PRECEPT AREAS

# Quiet Lakes Maintenance and Water Quality Management

## April 2010

The Quiet Lakes at Patterson Lakes – lakes Legana, Illawong and Carramar – are enjoyed by residents and their visitors alike. Locals value the lakes for the views from homes, the atmosphere they provide, the bird life they attract, the beaches, and of course as a pleasant place for recreational activities. These privately accessed areas are managed by Melbourne Water in cooperation with residents, Kingston City Council and other organisations.

### Our role and responsibility

Melbourne Water manages the lakes, the beaches around them and the water in them. We also provide advice to the local community on water quality in the lakes. We undertake these activities on behalf of Quiet Lakes property owners and residents using funds collected from property owners through the precept rate.

There is no express obligation in the 1973 Agreement for Melbourne Water to maintain water quality to a standard that is safe for primary contact recreation activities, such as swimming. We manage the quality of the water as best we can with the funds available. But as with any open water, we do not guarantee that it is always swimmable.

However, within the constraints of precept funding, Melbourne Water will continue working towards recreational activities, including swimming, to be possible. We will do this in consultation with precept ratepayers and other residents.

### What people think

In November and December 2009, Quiet Lakes households and non-resident property owners took part in a survey about Melbourne Water's management of services and water quality. We sent a summary of the results of the survey to all households in March 2010. We appreciated the time people took and we are putting in place steps to improve our management of and communication about the lakes. The full report can be viewed via the PLAC website – [www.plac.com.au](http://www.plac.com.au) – on the News & Events page.

### Managing water quality in the lakes

The biggest issue with the water quality in the lakes which the community and Melbourne Water are not satisfied about is the level of blue-green algae. Even though independent weekly tests of the water show that the types of blue-green algae in the lakes are not toxic, the amount of algae in the water is generally higher than it should be for activities like swimming in accord

with current analysis techniques. This is still the case in spite of our attempts to reduce the amount of algae using techniques like adding an algal block to the water, using aeration equipment and planting more aquatic plants to add more oxygen into the water, and removing Carp fish which eat the plants.

### Dealing with blue-green algae

We know the Quiet Lakes community is not satisfied with this and we are committed to working with the community and other organisations, including Kingston City Council, to find a sustainable solution to the blue-green algae. Any long term solution will need to be done within the funds collected from property owners through the Quiet Lakes precept rate. Melbourne Water is responsible for testing for and managing blue-green algae and providing advice to the community about it. This includes the information on noticeboards, which complies with the Victorian Government's Department of Environment and Sustainability requirements.

### Heavy rainfall

Over the past months you may have noticed some back flow into Lake Legana, caused by heavy rainfall. Melbourne Water has worked with Kingston City Council on removing blockages in the surrounding council drains. A large drainage pump at the pump station is also now operating automatically. Please remember that the Quiet Lakes form an integral part of the local drainage system, and will at times of intense rainfall store local runoff until it can be discharged back into Patterson River.

### What's coming up

In the middle of 2010, we will present Quiet Lakes property owners with some long term options to consider. It is possible that any potential options will be costly and that they will have an effect on the Quiet Lakes precept rate. As we do not know the likely costs yet, the current precept rate is only set to progressively work towards recovering costs for the ongoing maintenance program at current levels of service. In the meantime we are researching the options to present to property owners in mid 2010, our regular maintenance program continues, and work on the upgrade of the Gladesville Road pumps is scheduled for completion in mid 2010.

### More information

Please call us on 1800 035 245 for more information regarding the maintenance and water quality management.

# Gladesville Boulevard Pump Station

## April 2010

We are currently working on a project to improve the Gladesville Boulevard Pump Station.

### What's been achieved

Stage one is almost complete. Works completed include drilling and testing of a new bore hole, installing new drainage pumps, and refurbishing drainage pits including removing an exterior shed and installing concrete covers.

### Next steps

Stage two of the project will take approximately three weeks to complete and will include installing and testing the new bore hole pump. Current timing for this stage is scheduled for August.

However the project team are currently assessing different options for the bore hole pump which may bring this date forward.

We will inform the community once a decision has been made.

### When works are complete

Once the project is complete the majority of the pump station will be located underground.

There will also be a significant decrease in noise, and the appearance of the site will be improved with less above ground structures.

### More information

We thank you for your understanding while these important works are underway.

Please call us on 1800 035 245 for more information regarding these works.

# Quiet Lakes Precept Rates for 2010/11

**April 2010**

Quiet Lakes residents enjoy waterside living and access to the waterways that are maintained by Melbourne Water. This maintenance occurs using funds from a special service charge, the precept rate, paid by Quiet Lakes property owners.

**Q What is a precept rate?**

**A** Melbourne Water manages the Patterson Lakes waterways and flood protection structures. In addition to the normal drainage rate that all Melbourne home owners pay, the Tidal Waterways and the Quiet Lakes property owners pay a special service charge for works and services that are specific to their waterside properties. This is known as the precept rate.

**Q Who does Melbourne Water submit proposed rates to?**

**A** The 2010/11 rate increase of 11% plus CPI has been submitted to the Victorian Government's Essential Services Commission for approval. The role of the Commission is to independently regulate the prices and service standards of businesses supplying water, waterways and related services. The proposed rates have also been supported by the Patterson Lakes Advisory Committee, which consists of local representatives who advise Melbourne Water on a range of matters including expenditure.

**Q What is the additional revenue being used for?**

**A** The additional revenue will be used to cover the existing maintenance program for the Quiet Lakes. The existing rates paid by property owners do not cover the costs to provide the agreed level of service to the Quiet Lakes.

**Q What maintenance services do Quiet Lakes property owners receive?**

**A** The current maintenance program includes:

- Beach raking monthly
- Beach grooming from October to March
- Debris collection (leaves and litter) and removal monthly

- Removal of fish pests such as Carp bi-annually
- Water quality testing weekly
- Beach weed spraying monthly
- Operation of the bore pump that supplies water to the lakes
- Lighting bollards six monthly inspection program
- Lighting system maintenance as required
- Grass maintenance program bi-monthly

**Q Will the beaches be improved?**

**A** The existing service program will be maintained.

**Q How will the 2010/11 precept rate be collected?**

**A** The 2010/11 precept rate will be included in your next water rates bill from South East Water who collect the rate on Melbourne Water's behalf.

**Q What are the next steps?**

There will be further increases in the precept rate over the next few years. The percentage of increases, and over how many years, is yet to be determined. Melbourne Water will be in touch with all Patterson Lakes residents and property owners so that they will have the opportunity to have input over the next twelve months.

**Q How do I get more information?**

**A** You can call 1800 035 245 if you have any further questions about the precept rates or related matters.

# Jetty Replacement

## April 2010

Over the next several years around 260 jetties at Patterson Lakes will need to be replaced as they are old and in poor condition.

### About the project

Melbourne Water is preparing for a three-year Jetty Replacement program at Patterson Lakes. Many of the jetties in the Tidal Canals area have deteriorated over time and therefore are in poor condition. The project will replace the existing structures with jetties that are as functional as the current infrastructure.

### About the works

The Jetty Replacement program is an important project which will result in safer and improved facilities for boat owners and users, as well as a refreshed amenity for all.

The project will be divided into stages of jetty replacement (starting with jetties in very poor condition). Throughout all the stages, we will be seeking agreements from all designated owners and occupier users of each jetty and nearby residents on jetty designs. We will communicate to residents our preferred jetty option, also taking into consideration the owners preferred choice of jetty. We will highlight all other options that were considered and our commitment to balance between safety, access, sustainability and efficiency. We strive for a balance between the design, visual amenity and navigability of the final product.

As part of this project, a new access and maintenance site is required to ensure the Jetty Replacement and other construction activities such as Tidal Gates works are carried out safely and efficiently.

### More information

We will soon provide residents with more information about the project including an information pack before the middle of the year.

Please call us on 1800 035 245 for more information about the program.

# Tidal Gates Replacement

## April 2010

We will soon be starting works to replace tidal gates at Whalers Cove, Runaway Bay and Town Centre at Patterson Lakes.

### About the project

We will be replacing the existing Patterson River tidal gates as they are reaching the end of their safe service life. This project aims to provide better flood protection in the area and accommodate for a one-in-one hundred year flood event.

### About the works

Following the necessary approvals and finalising our program, we plan to begin works at Whalers Cove from July 2010 and will remain active for a period of six months.

To minimise our impacts as much as possible, works will be staggered. We will work at Whalers Cove this year; and undertake works at Runaway Bay and Town Centre from 2011.

### Minimising impact to you

Unfortunately construction impacts such as noise, dust, vibration and traffic and pedestrian disruptions are unavoidable occurrences at work sites.

We are committed to assure the safety of all and deliver the upgrade in the most efficient manner.

### More information

In the coming weeks, we will provide you with more information about the project. We will also continue to keep you informed about these works through regular bulletins.

Please call us on 1800 035 245 for more information regarding these works.

# Tidal Waterways Precept Rates for 2010/11

## April 2010

Tidal Waterways residents enjoy waterside living and access to the waterways that are maintained by Melbourne Water. This maintenance occurs using funds from a special service charge, the precept rate, paid by Tidal Waterways property owners.

### **Q What is a precept rate?**

**A** Melbourne Water manages the Patterson Lakes waterways and flood protection structures. In addition to the normal drainage rate that all Melbourne home owners pay, the Tidal Waterways and the Quiet Lakes property owners pay a special service charge for works and services that are specific to their waterside properties. This is known as the precept rate.

### **Q Who does Melbourne Water submit proposed rates to?**

**A** The 2010/11 rate increase of 18% plus CPI has been submitted to the Victorian Government's Essential Services Commission for approval. The role of the Commission is to independently regulate the prices and service standards of businesses supplying water, waterways and related services. The proposed rates have also been supported by the Patterson Lakes Advisory Committee, which consists of local representatives who advise Melbourne Water on a range of matters including expenditure.

### **Q What is the additional revenue being used for?**

**A** It will be used to help fund the total replacement of the tidal flood gates, to improve flood protection, to replace or repair the jetties and for beach rehabilitation. The ongoing maintenance program will continue.

### **Q Will the condition of the jetties be improved?**

**A** Yes, the jetties will be progressively repaired or replaced. Please see information on the Jetties Program for 2010/11 provided in this information pack.

**Q Will there be foreshore works?**

**A** There will be some works done to rehabilitate the beaches and retaining walls to improve amenity and flood protection.

**Q What will be done to the tidal gates?**

**A** The tidal gates will be completely replaced as they are at the end of their useful life. Please see information on the Tidal Gates Replacement Program for 2010/11 provided in this information pack.

**Q How will the 2010/11 precept rate be collected?**

**A** The 2010/11 precept rate will be included in your next water rates bill from South East Water who collect the rate on Melbourne Water's behalf.

**Q What are the next steps?**

**A** There will be further increases in the precept rate over the next few years. The percentage of increases, and over how many years, is yet to be determined. Melbourne Water will be in touch with all Patterson Lakes residents and property owners so that they will have the opportunity to have input over the next 12 months.

**Q How do I get more information?**

**A** You can call 1800 035 245 if you have any further questions about the precept rates or related matters.