

As you will know, two of the most important features for those people living at Sandhurst Club are the telecommunications and private security services. The purpose of this letter is to bring to your attention some of the difficulties that are being encountered in relation to these services and reiterate the Club's strong recommendation which is intended to ensure new Lot Owners avoid any problems.

You won't see any overhead power lines here at Sandhurst Club because the Developer has installed a fibre-to-the-home infrastructure underground. The fibre-to-the-home infrastructure is managed by a licensed telecommunications supplier, so our Residents can enjoy a suite of fantastic services:

1. Ultra-High speed broadband internet (in the region of 20 megabits per second);
2. High quality telephony;
3. Free-To-Air TV; and
4. Foxtel (for subscribers).

A licensed private security firm patrols the Sandhurst Club estate 24/7 and every house at Sandhurst can receive remote security alarm monitoring free of charge.

As the Lot Owner at Sandhurst, it is **your** responsibility of each to ensure that your new home is constructed in accordance with the Club's Rules. The two Rules that are relevant to this letter are set out at the below links

1. Telecommunication services

[http://www.clublinks.com.au/CLSecurity/SandhurstClub/PDFs/IS-8\\_Communication\\_Network.PDF](http://www.clublinks.com.au/CLSecurity/SandhurstClub/PDFs/IS-8_Communication_Network.PDF)

2. Private Security services

[http://www.clublinks.com.au/CLSecurity/SandhurstClub/PDFs/0804\\_IS-9-SecuritySystem.pdf](http://www.clublinks.com.au/CLSecurity/SandhurstClub/PDFs/0804_IS-9-SecuritySystem.pdf)

**If your house is not constructed properly, it will not be able to provide the telecommunications services and its alarm system will not be monitored.**

In other words, you will be denying yourself some of the best features that Sandhurst Club has to offer and will almost certainly diminish the extent to which your capital investment at Sandhurst Club will appreciate over time – **no-one** will want to buy a house at Sandhurst that does not offer the state-of-the-art telecommunications services and security alarm monitoring for which Sandhurst Club is becoming increasingly well known!

The good news is that the majority of new homes **are** built in accordance with the Rules and new occupants are thrilled to receive these services. On the other hand, however, we continue to see an alarming number of dreadful examples where rogue Builders and apathetic Lot Owners give rise to dysfunctional new homes. The end results of these are:

1. Dysfunctional homes that cannot supply telecommunications services and security alarm monitoring;
2. Very expensive re-works;
3. Finger pointing between Builders and tradesmen; and
4. Extremely frustrated and disappointed home owners.

With this background in mind, the Club's preferred supplier (ClubCom) has been working for 5 years at Sandhurst Club to educate Lot Owners and their Builders about the need for proper wiring. All too often, however, a change in personnel within a Builder's team results in another raft of dysfunctional new homes.

All of us here at Sandhurst Club are frustrated when we see the same construction errors repeated time and again and then we try to manage the fall out with new home owners. (It's hard enough building a new home, let alone managing dysfunctional telecommunications services and security alarm monitoring!)

Therefore, I conclude this letter urging you to **consider ClubCom** to install telecommunications and security wiring in your new home. ClubCom has been providing this service at Sandhurst Club for 5 years and I am not aware of **any** instance of faulty wiring by them ... consequently, we happily endorse ClubCom as Sandhurst Club's preferred supplier.

In my view, you would do well to learn from the mistakes that previous Lot Owners at Sandhurst Club have made, by (firmly) instructing your Builder that you want ClubCom to install telecommunications and security wiring in your new home. To this end, please don't hesitate to contact Brian Mollet (ClubCom's Infrastructure Manager) on 1300 880 809 to ask for assistance. Brian is based here at Sandhurst Club and no-one on earth knows more than Brian about the Sandhurst fibre-to-the-home infrastructure and how it needs to connect to your new home!

Kind regards.

Yours sincerely



Bill Laird  
Sandhurst Club General Manager  
**PGA LINKS MANAGEMENT PTY LTD**

PS: Lot Owners that engage ClubCom to install telecommunications and security wiring are guaranteed full functionality, plus other benefits such as a \$50 discount on the alarm commissioning, a 3 year warranty and a free first alarm service (normal fee is \$82.50) 12 months after alarm is installed.