



1 September 2023

Attention: Mel Horton
MEHG Committee
BCCG Coordinator

By Email: admin@bouvardcoastcare.org

Dear Mel,

Re: Croft Aged Care Facility – Melros

We refer to your email to Charles Pambou (Project Manager) of 16 August 2023.

Thank you for communicating the concerns of local residents regarding environmental matters.

Whilst we are unable to present to the residents at a meeting either at a local station or onsite at the present time, we would appreciate you relaying the following information, which may help to alleviate their concerns:

- Croft Developments (builder) together with Signature Care (operator) has 20+ years' experience in designing, developing, constructing and operating residential aged care homes;
- Croft Developments is building in compliance with the Development Approval and Building Permit issued by the City of Mandurah Council.
- This is Croft Developments' second aged care development in WA, the first being the construction of the Singleton Community Aged Care home at 190 Foreshore Drive, Singleton WA 6175, which was completed and opened for resident admissions in April this year.
- We have attached our updated Landscape Masterplan for reference (which is also available via City of Mandurah Council), which our residents will be able to enjoy on day trips with family and friends.
- Throughout the construction phase of this development, it is important to note the direct benefit to the local community in the short term (i.e. over the next 2 years) in the form of engagement of local contractors and trades and the many job opportunities created.
- As you may be aware, we are developing a 144-bed aged care facility for our local elderly residents, to ensure they remain in the community close to family and friends. We are also providing a residential subdivision with two public open space regions.

- We have been through a long process with the Council and authorities to ensure any environmental concerns have been reviewed by suitably qualified specialists. The consultants have presented “best practice” conditions for this development, creating a Flora, Vegetation & Fauna Management Plan.
- We have two regions allocated for native retention. These regions will be preserved and were selected for their environmental values.
- As we are new in the Mandurah region, we would like to invite you to our aged care facility Opening Day, which is expected late 2024. Also, as an aged care operator, we would like to join your community group, so as many as possible of our residents can participate in the local community events. We typically have interactions with local schools, community groups which our residents provide them with so much joy.
- We will have a local contact in mid-2024 to start the communication with your group. Please get in touch with our office again so we can build a fruitful relationship.
- We also typically have 5 or more historical plaques installed at the main entrance of our aged care facilities. Please provide us with 5 historic stories or events so our historic consultant can create the historical plaques for our future residents.

We trust the above will address and alleviate the concerns of local residents.

Should residents have further queries or require information, we invite them to:

- Make an inquiry via the Signature Care website (www.signaturecare.com.au) or email info@signaturecare.com.au;
- Book in for a tour of the home via the website. Residents will be contacted when tours are available; and/or
- Visit the City of Mandurah Council or contact their planning department directly.

Yours sincerely,



Amal Witnish
Director
Croft Developments Pty Ltd
Signature Care Pty Ltd