

To our Valued Clients

RE: TROPICAL CYCLONE ALFRED

As you may be aware, Tropical Cyclone Alfred is expected to make landfall between Southeast Queensland and Northern New South Wales between Friday 7th March and Saturday 8th March 2025. The system, currently a Category 2 is bringing strong winds, powerful swells and heavy rainfall to these regions. Intense rainfall is forecast and flood watches and warnings have issued for affected area.

While the exact impact of Cyclone Alfred remains uncertain, preparation is key to ensuring your scheme is as resilient as possible. Even relatively mild cyclones can cause significant damage, particularly through water ingress and windborne debris. We encourage you to take practical steps now to safeguard your building, residents, and common property.

Strata Management Support

As your strata managers, we are monitoring the situation closely. We issued a circular to our valued clients earlier this week, and will continue to assist by:

- ✓ Liaising with trades and insurers regarding urgent repairs, if required.
- ✓ Providing timely updates as the situation evolves.
- ✓ Communicating with residents and helping coordinate any necessary responses.

We encourage committee members to review their storm season protocols and ensure key contacts are readily available should urgent decisions be required.

Please refer to the links and contact details for relevant authorities and emergency services within this circular. We urge you to remain up to date on the current weather warnings and take steps now to prepare your property for these potential weather impacts.

Cyclone Updates & Warnings

For current warnings, visit The Bureau of Meteorology: <http://www.bom.gov.au/qld/warnings/>
Cyclone Forecast Track Map: [Tropical Cyclone Forecast Track Map for NSW](#)

Cyclone Categories

The severity of a tropical cyclone is ranked in categories from 1 (weakest) to 5 (strongest). The category given to a cyclone is based on its maximum mean wind speed. It doesn't indicate the severity of other hazards the cyclone may bring. For example, a Category 1 cyclone can have significant impact through heavy rain and flooding. Refer to the guide below.

Category	Maximum Mean Wind (km/h)	Typical Strongest Gusts (km/h)	Typical Effects
1	63 - 88	< 125	Damaging winds. Negligible house damage. Damage to some crops, trees and caravans. Boats may drag moorings.
2	89 - 117	125 - 164	Destructive winds. Minor house damage. Significant damage to signs, trees and caravans. Heavy damage to some crops. Risk of power failure. Small craft may break moorings.
3	118 - 159	165 - 224	Very destructive winds. Some roof and structural damage. Some caravans destroyed. Power failures likely.
4	160 - 199	225 - 279	Significant roofing loss and structural damage. Many caravans destroyed and blown away. Dangerous airborne debris. Widespread power failures.
5	> 200	> 279	Extremely dangerous with widespread destruction.

Cyclone Watch - When the Bureau of Meteorology (BOM) issues a Cyclone Watch, this indicates regions in the shaded **Watch Zone** on the Tropical Cyclone Forecast Track Map are expected to experience gales within 24-48 hours.

Cyclone Warning - When the Bureau of Meteorology (BOM) issues a Cyclone Warning, this indicates regions in the shaded **Warning Zone** on the Tropical Cyclone Forecast Track Map are expected to experience gales within 24 -hours. When a Cyclone Warning is issued, residents should take immediate precautions to safeguard lives and property.

Cyclone Preparation

For additional guidance on preparing for a cyclone, please visit:

<https://www.getready.qld.gov.au/getting-ready/protect-your-home#cyclones-and-storms-and-flooding>

Here are some practical measures you can take to prepare your property for severe weather:

- Secure Loose Items – Outdoor furniture, umbrellas, and any unsecured objects in common areas, balconies, and on pool decks should be tied down or stored.
- Stormwater and Drainage Checks – Ensure that gutters, downpipes, and drains are clear to prevent blockages and reduce the risk of flooding.
- Tree Maintenance – If possible, trim overhanging branches that could cause damage in strong winds.
- Building Inspections – A quick check of roofing, façade, and common property structures may help identify any vulnerabilities before the storm arrives.
- Resident Communication – A reminder to all residents about securing their balconies and preparing their homes can help mitigate risk.

It's important to be alert but not alarmed. Keep an eye on the weather forecasts and changes in behavioural modelling for Tropical Cyclone Alfred. Implement your usual 'storm season' protocols and take heed of any directions from your local authorities.

Emergency Contact List

Life-Threatening Emergencies

Call 000 – Police, Fire, Ambulance (from landlines)

Call 000 or 112 – Police, Fire, Ambulance (from mobile phones)

Storm & Flood Assistance

Call State Emergency Service (SES): 132 500 – For storm, flood, and emergency assistance

Power & Utilities: Call Energex: 13 62 62 – Power outages, electrical hazards, and fallen powerlines

Local Council Assistance

For storm-related issues, fallen trees, road blockages, and general assistance, contact:

- Brisbane City Council – (07) 3403 8888
- Gold Coast City Council – 1300 465 326
- Moreton Bay Regional Council – (07) 3205 0555
- Redland City Council – (07) 3829 8999
- Ipswich City Council – (07) 3810 6666
- Scenic Rim Regional Council – (07) 5540 5111

Emergency Dashboards

Please ensure you follow directions issued by your local Council, including any Evacuation Orders. Visit your local Council Emergency Dashboard for information on your local evacuation centres and storm shelters:

- Tweed Shire Council: [Tweed Emergency Dashboard](#)
- Gold Coast City Council: [Dashboard](#)

Additional Resources

Radio Broadcast

[Listen live](#) to the emergency radio broadcaster, [ABC North Coast](#), on FM 94.5 or AM 720.

Sandbag Collection Points

The SES have also confirmed the following locations will be open from midday on Monday 3rd March 2025 for filling sandbags:

Tweed Coast Region:

- Tweed Heads Unit - 155 Pioneer Parade, Banora Point
- Tweed Coast Unit - Centennial Drive, Pottsville
- Murwillumbah Unit - 1 Kyogle Rd, Murwillumbah
- Mullumbimby Unit - 33 Coolamon Scenic Dr (for residents of Mullumbimby and Byron)
- Ocean Shores - Soccer Carpark (Shara Blvd) for residents of Ocean Shores

Gold Coast Region:

Three sandbag stations will be open from 8am to 5pm on Monday 3 March, at the following locations:

- 196 Old Pacific Highway, Pimpama (next to the City of Gold Coast Coomera Depot)
- 42-44 Boyd Street, Bilinga (next to the City of Gold Coast Tugun Depot)
- 61 Hutchinson Street, Burleigh Heads (at the Reedy Creek Waste and Recycling Centre)

Urgent Property Repairs

Below is a list of contractors who may be able to assist with urgent and make safe repairs should your property sustain any damage. These contractors are familiar with our buildings and have the necessary insurance and licenses.

Tradesperson	Trade	Phone Number	Email Address
Coastal Building Maintenance	General Maintenance	0408 209 108	stuart@cbmaustralia.com.au
Klein Plumbing	Plumbers	0412 789 519	admin@kleinplumbing.com.au
Kingscliff Electrical Service	Electricians	0407 276 882	kingscliffelectric@gmail.com
Tweed Valley Tree Services	Tree Lopper	0401 819 839	nick@tweedvalleytreeservices.com.au
Direct Insurance Brokers	Insurance Broker	(07) 3866 5444	genelle.chaston@directinsurance.com.au General: claims@directinsurance.com.au

Note - Please be mindful that it is not safe for plumbers and tradespeople to attend to roof leaks during severe weather events and heavy rainfall. They may only be able to attend to repairs once the severe weather has subsided and it is safe to do so. As such, interim measures may have to be taken, such as tarping furniture and placing buckets or containers in the affected area to prevent damage to the interior of your property. Alternatively, you can contact the SES on 132 500 for assistance with storm damage, rising flood water, fallen trees on buildings or roof damage. Please note that the SES are volunteers and their priority is to assist the most vulnerable in the community.

*Please refer to the **Cyclone, Flooding & Severe Weather – Damage Repair Triage List** on our website for an overview of **Emergency/Top Priority Repairs**, **Urgent/Second Priority Repairs** and **Less Urgent/Lower Priority Repairs**. This provides a checklist of actions for Lot Owners to take, how it will be triaged and what your Strata Manager will do to assist in these situations.

Building Insurance

You can access a copy of your building insurance policy through the portal. You can log in to your portal account here [PropertyIQ Portal](#) or via 'Online Services' on our website: www.tcmstrata.com

If you have sustained damage to your property that may warrant an insurance claim, please contact the insurance broker in the first instance and notify your Portfolio Manager in writing afterwards. If you are with our preferred Broker, Direct Insurance Brokers, they are prepared and about to assist with any insurance claims that may arise. You can lodge a claim form via Online Services on our website; www.tcmstrata.com/online-services/ or phone them on 07 3866 5444 for assistance.

Your Insurance Brokers contact details, and the policy number will be noted on the insurance invoice and policy documents, which can be located on the Property IQ Owners Portal. You can download these documents from the portal for your reference.

General Information

For urgent matters, TCM will operate an emergency contact service. The emergency phone number is 0417 727 431. Please note that emergency services arranged through TCM will incur additional costs. Committee Members are reminded that they have access to all invoices and work orders via the portal. If you wish to arrange emergency works independently to avoid additional costs, you are welcome to do so.

Please note that our team receives high volumes of calls and emails during severe weather events and as such, we must prioritise urgent issues. This means we may not be able to respond to you immediately. If your situation is a life-threatening emergency, please call 000, if your emergency relates to water damage or you require sandbags and tarps, please contact SES and then notify us in writing. We ask that you hold any non-urgent communications until the cyclone threat has passed to allow our team to address the most urgent issues first.

Our team are too preparing for Cyclone Alfred and like the rest of the community, we are monitoring weather updates and taking necessary precautions to ensure the safety of our homes and families. We urge you to do the same, and if possible, check in on your neighbours, especially the elderly and those who are most vulnerable.

In the event of loss of power, water and other services, our office will be closed and our team will be unavailable. Matters of this nature are beyond our control and we thank you for your understanding throughout this period. For cyclone updates, please refer to and take direction from official authorities.

Please don't hesitate to reach out if you need further assistance. Thank you for your proactive approach in ensuring the safety and preparedness of your scheme.

Please be safe.

Warm Regards

The TCM Strata team