

PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION

MINUTES OF COMMITTEE MEETING FRIDAY 11th AUGUST 2017 AT 9AM IN GRACEMERE MANOR

Meeting opened at 9.02am

1. Attendance and Apologies:

George West, Chair: Desolie Gleeson, Treasurer, Jan Corlett, Secretary:
Ray Larke, Steve Hill, Sue Day, John Davies, Committee members.

Sharon Batemen, CBM,

Ailyn Lewis, CAM

The Chair welcomed Peter Newey (Social Sub-Committee Co-ordinator) to the meeting. His report, Item 9.1, to be moved forward to follow Item 2

2. Confirmation of the Minutes of the previous meeting:

A correction to the minutes was agreed regarding the clash between the scheduling of the Noosa Band Concert and the Noosa Chorale Concert. The minutes to be amended.

Moved John Davies, seconded Sue Day

9.1 Social Sub-Committee Report

Peter Newey stated that it was agreed with the residents committee that the social sub-committee would not be involved in events organised by AVEO, charity functions such as Katy Rose and the Noosa Choral society.

He presented the following Activities Agenda:

1. Friday 11/8/17 Trivia Night. Tables of 6 @ \$5 per head. Nibbles to be provided by contestants. No charge to RAC budget.
2. Saturday 26/8/17 Noosa District Concert Band, 2pm in the Manor. Charge \$5 per head at the door. It was agreed the RAC would underwrite the cost of the Band for \$100. It was agreed that this is an unfortunate clash with the evening recital of the Noosa Chorale which had already been advertised.
3. Friday 8/9/17 Trip to the Men's' Shed. 8am start, Bob Jack to drive the Village bus at a cost of \$5 per head to cover the cost of petrol etc. Any amount over would be given to the RAC. Numbers limited to 12 people.
4. Wednesday 4/10/17 Trip to IKEA North Lakes. Full Day Trip leaving at 8.30am and returning at 4.30pm. Bob Jack to drive the Village bus at a cost of \$5 per head. Lunch can be purchased at IKEA. Numbers limited.
5. Sunday 8/10/17 Possible trip to Caloundra Races.

6. Wednesday 18/10/17 Lunch trip to Rick's Garage, Palmwoods. Lunch to be selected prior to trip. Bus leaving at 10.30am and returning at approx. 2.30pm. Cost of bus at \$15 per head.
7. Tuesday 7/11/17 Melbourne Cup Day. The sweeps, fun and games to start at 11.30am in the Manor. The Chair asked Peter to come back with more specific details of the event before any funds could be allocated.
8. Saturday 11/11/17 Remembrance Day Ceremony at the Manor. Steve Hill to organise the event as usual. (Thank you Steve)
9. Friday 24/11/17 BBQ Night. BYO BBQ as usual. Dress in Hawaiian outfits to start off the silly season. Music and dancing to follow the BBQ.
10. Monday 11/12/17 Village Christmas Lunch in the Manor. It is too early for any details, but the RAC agreed to subsidise the event at a cost of up to \$2,000.00.
11. Saturday 16/12/17 Noosa Concert Band free Carol Concert at 2pm in the Manor. As this event would once again clash with the Noosa Chorale Wassail Concert it was agreed that Peter Newey would find an alternative date, possibly 2/12/17.

Peter Newey left the meeting at 9.50am

3. Business arising from the previous meeting:

- 3.1 Update on Telstra Antenna: CBM
- 3.2 Update on Bi-fold Doors: CBM
- 3.3 Update on Side Gate: CBM
- 3.4 Final Update on Outdoor Furniture: Desolie Gleeson
- 3.5 Update on Residents' Welcome Letter: George West
- 3.6 Update on Bar Glasswasher Replacement: George West/Desolie Gleeson
- 3.7 July Funds Financial Report

Items 3.1,2,3,6 refer to CBM Report

3.4 The Outdoor Furniture Group were congratulated for their work in selecting the new furniture. The design and layout of the furniture had been well received with only positive comments received. The total price was \$9,300.00. The CBM was thanked for getting the slab painted which gives a harmonious appearance to the whole area.

3.5 The Chair was thanked for his Residents' Welcome letter, and agreed to insert a sentence asking for their email address to be sent to the secretary if they wished to receive RAC Minutes via email. The letter to be printed with the AVEO logo on the letterhead.

3.7 The Funds are not true and accurate until late August. The audited figures will be available at the next meeting with a detailed trial balance. The CBM indicated that the new CBM for Lindsey Gardens would not commence employment until September 25th, 2017. In the meantime, the CBM was spending time managing this village, so Lindsey Gardens would be paying 50% of her salary until that time.

4. Community Business Manager's Report

4.1 Petition re Side Gate on Yarran Rise. The side gate has been refused by Aveo Development, however the CBM is putting together a business case for the cost to come out of the CapEx Budget. It is agreed with BCC that this is common property, and she will be liaising with Bob Jack regarding the Business case.

4.2 Telstra Antenna: Installation will occur sometime between 25/7/17 and 25/8/17. There are still issues regarding AveoConnect and concerns are being listed. As the antenna is 4G and the Tunstall personal alarms are 3G then they will be obsolete in 2 years' time.

4.3 Village Bus: This has now been rebranded and looks very sophisticated.

4.4 Bi-fold Doors: These have once again been refused by Aveo Development. However, the CBM is working closely with Debbie Coughlan the Territory Operations Manager in hope of a positive outcome. The cost of the doors is \$14,000.00.

4.5 Bar Glass Dishwasher. This is being installed this afternoon.

Questions of the CBM

George West reported that the RAC had received 2 letters from Manor residents of concern regarding verbal abuse by a recently arrived resident. The CMB stated that she was aware of the situation and that an action plan had been put in place. To date, she had been unable to contact the resident's family in order to take any further action.

George West, as Chair of the RAC, offered to attend any meeting with the family as this was a matter of concern to all residents of the Village.

Sue Day asked about an action plan should a resident develop dementia whilst living in the Village. The CBM responded that the Government had initiated "Aging in Place" to enable the sufferer to be cared for at home. Family support was needed to deal with any issues as they arose.

Ray Larke asked the CBM regarding non-alcoholic drinks being made available to a particular resident at the request of the family. The CBM stated the issue was being dealt with. The Chair said that there was a real concern that if this resident was accidentally served alcoholic wine instead that the bar would be responsible. He asked that all non-alcoholic wine be removed from

the bar to the resident's apartment for his use. Ray Larke pointed out that this resident can easily source alcoholic wine from the honesty bar.

5 Community Assistant Manager's Report:

5.1 Residents were requested to please let Reception know if they are changing to the NBM as the Tunstall will need to be reprogrammed.

5.2 There will be a mock evacuation of the Manor to test the procedure on 31/8/17, and all residents are invited to take part, not just the Manor residents.

The Chair thanked the CBM and CAM for their efforts in resolving difficult issues.

The CBM and CAM left the meeting at 10.37am.

6 Outward Correspondence:

Noted and filed.

Moved to accept the Outward Correspondence: Ray Larke, seconded Steve Hill.

7. Inward Correspondence:

7.1 Nationwide Mobility Vehicles, 10/7/17, re Display of Disability Vehicle.

It was decided that this was not a matter for the RAC and would be passed to CBM.

7.2 Letters of complaint regarding Verbal Abuse by a Resident.

See CBM Report, Item 4.

Moved to accept Inward Correspondence: John Davies, seconded Steve Hill, carried unanimously.

8. Treasurer's Report: Desolie Gleeson

The Treasurer explained that the outdoor furniture would be paid out of the August budget. The profit from the Bar showed only 21% p as the Treasurer was waiting for outstanding invoices from Sales for \$300 and \$440. Next month the Bar profit % would be much higher.

The Bar Manager had purchased new glasses and an ice bucket amounting to \$66. This was paid for out of Petty Cash.

The purchase of a new cash register was still under investigation.

9. Sub-Committee Reports

9.1 Social Sub-Committee Report: Peter Newey

See Report after Item 2

9.2 Bar Sub-Committee Report: John Weedon

1. During July the Bar takings were \$2,668 and Tuesday Happy Hour averaged 33 patrons and Friday 53. The outside "beer garden" was not being used as much as the evenings were getting cooler, but the new furniture has arrived and Friday 4th August was warmer so a number of patrons enjoyed the fresh air.

2. Since the Coin-in-the-slot soft drink machine has been taken away we have been supplying soft drink cans in the Honesty Fridge in the dining room.

3. The "beer of the month" for July was Arc Valley (from The Netherlands) and will be Tiger (from Singapore) for August.

4. During the month there were two functions in the bar. On Friday 14th our Sales Office provided some free drinks for prospective clients – but none turned up. Then on Friday 28th Aveo Marketing provided money for BBQ night to cap off a day of photo shoots.

10. Other Reports

10.1 Commemorations & Activities: Steve Hill

The Remembrance Day Service is in hand.

The normal programme of events has taken place.

10.2 Manor Report: John Davies

At least 2 SA residents have raised concerns about the level of noise in the Manor arising at night times from noisy fans and air-conditioners.

The VBM arranged to have noise level measurements taken, which in one case showed that the resident's concerns were genuine and in the other case the wrong method of measuring the intrusive sound level was made leading to an inconclusive result.

A meeting was held between management and a concerned resident at which a previously unseen management proposal was considered. A later in-depth reading of that proposal indicated that there were likely to be problems in reducing the actual noise levels being experienced by residents in some apartments.

Management was asked to allow members of the resident's committee to be present after noise reductions were attempted and further sound level measurement taken, in order to confirm that the proposal was successful in reducing noise to residents.

The matter is ongoing.

There is a need to revisit the fire and emergency evacuation procedures in the Manor due to the large number of new residents and a need to refresh the procedures for all other residents.

Some concerns have been raised about the clash of the Noosa Chorale concert at The J on Saturday 26th of August at the same time as a band concert was proposed to be held in the Manor. It was pointed out to the complainants that the RAC had decided to request the band concert be moved to another date to avoid such a clash.

A discussion took place regarding facilitating better interaction between residents of the Manor and Villa residents.

A suggestion of escorting Manor residents to their table at formal dinners was made.

A "Meet the Dogs" (and their owners) in the Outdoor area was proposed by the Chair, perhaps including a glass of Champers for the residents involved...not the dogs...

It was agreed both of these proposals were a good idea and should be pursued

Action: Sue Day, George West, John Davies.

11. General Business

11.1 Fairfax Seniors Forum: Steve Hill

Steve Hill reported on the meeting held by Ted O'Brien, Member for Fairfax, on "Aged care and the Health of Seniors". One of the outcomes was the attempt to rationalise the Retirement Villages Act, between the various states, who each have their own version. The proposal would be to take the best features of the Act from each state and put them into easily understood language.

11.2 AGM/QGM organisation and notification:

The next QGM and AGM is scheduled for Tuesday 19th September 2017 at 2pm. The Notice of Meeting and Nomination Forms need to be distributed three weeks prior to the meeting.

All dates and actions were confirmed.

11.3 Locked Box for Postal and Proxy Votes: George West

It was agreed to request this from Management. Action: Jan Corlett

.Date of Next Meeting: Thursday 31st August 2017 at 9am in the Manor.

There being no further business the Chair closed the meeting at 11.40am

Chair of RAC.....

Date.....