

PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS'
ASSOCIATION

COMMITTEE MEETING MINUTES

FRIDAY DECEMBER 14TH 2018 IN GRACEMERE MANOR

At 9am Jan Corlett the new Chair opened the meeting & welcomed Karen Wright to the RAC & to her new role as secretary. Members warmly welcomed Jan to her new role as Chair.

1. Attendance and Apologies: Chair, Jan Corlett; Treasurer, Sue Day; Secretary, Karen Wright; Committee Members, Desolie Gleeson & John Davies.

Absent; Wayne Collard

Village Manager, Nole Beardwood.

Apologies, from Denise Hattenfels.

2. Confirmation of the Minutes of the previous meeting: Moved John Davies, 2nd. Sue Day "that the amended minutes of the previous meeting be accepted as a true & accurate account". Carried unanimously.

3. Business arising from the previous meeting:

3.1. Update on Purchase of Outdoor Furniture: VM

3.2. Update on Community Garden Project: VM

3.3. Update on Gym Survey: VM

3.4. Update on Dam: VM

3.5. Update on Bus Volunteers: VM

Items 3.1,3.2 & 3.5, see VM Nole's report.

Item 3.4, VM stated there is no further movement on the Dam.

4. Community Manager's Report

Resident Association Committee – Managers
Report

14th December 2018

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| <ul style="list-style-type: none">• <u>Maintenance Requests – John</u>- 57 Maintenance requests lodged- Weekly Task List continues to be actioned |
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- **Outdoor Furniture – Bowling Patio + External Dining Areas (3.1)**
 - VM can advise outdoor furniture @ \$6,996 has been approved and purchased, awaiting delivery – likely to be in early January. VM to explain to Resident Committee layout of new furniture set to arrive.

- **Community Garden Project Update (3.2)**
 - Unfortunately despite several placements in Aveo Newsletter and Country Courier, no residents have advised interest in project. VM will thank Dave (Land owner) for his offer but advise there is no interest.

- **Gymnasium Update (3.3)**
 - VM has finalised collating information and has met with Mary White (Villa 127) to discuss results and actions to take moving forward. VM will be looking to request Aveo to purchase 2 x new equipment early within 2019 (Life Fitness Multi Station & Life Fitness Leg Extension) + trade in 1 x existing Life Fitness current machine (Squat Machine), and in addition look to clearing several storage areas in the Gym and close proximity to alleviate some additional space and make the area more functional.

- **Village Manager – New Items:**
 - Reminder for Resident Committee VM will be away 24th December to 6th January, returning Monday 7th January 2019. AVM (Ailyn) will be in attendance during this period.
 - Volunteer Bus driver
 - VM has received contact from two Peregian Springs local's interested in volunteering for bus duty. Both require RAC to provide costs for volunteers to obtain open light ridged license and driver's authorisation. VM will consult Qld Transport for information and requirement for these license tests and requirements to occur. VM to update committee next meeting on progress.
 - New Resident welcomes
 - VM has been approached by several residents and sales in regards to improving the current Resident Welcome process for new residents. VM can advise the following new initiatives will be introduced by VM and Aveo Sales:
 - New resident Wine and Cheese events – VM + Sales will host new residents and selected members of RAC to attend bi monthly wine and cheese events on a Wednesday afternoon. Commencing January 2019.
 - New resident hosted lunches – VM or AVM & Sales representative to host a lunch for new residents & two current resident advocates to a hosted lunch every 2nd and 4th Friday of the month commencing February
 - Revised resident welcome kit issued to new resident on key handover meeting including welcome information from Residents Association Committee.

- VM suggests that a selected few Resident Association Committee members and VM / AVM and Chris from sales attend a review session on how the current process can be improved for new residents and how best the Resident Association support this process.
- VM to collate and arrange.

- Resident Survey

- VM can advise (hot of the press!) 2018 survey results for last resident satisfaction survey has been received this week. VM will arrange a time in January to present to residents, but overall can confirm that our village residents are happy to be living and enjoying our community spirit and facilities the village has on offer.

In Summary:

- 92% Satisfaction Rating (Up from 86% last year)
- Net Promoter Score of 32.4 (up from 16.5 last year) – Industry Average is +22
- 112 responses in 2018 Survey (+20 on 2017)
- Snooker Lighting & request for cabinet to be installed
 - Resident request Snooker Cabinet (on behalf of Gerhard Silwa - Villa 115). Gerhard has sourced cheapest quote @ \$3,949 from Bain Kitchens and Shop Fittings.
 - Gerhard has advised the Snooker Group has offered to fund \$2,000 towards project.
 - Snooker group has requested RAC to make a donation towards project and Aveo to consider the remainder + an additional \$150 to install lighting.
 - VM requests information from RAC in regards to requested donation.

The RAC wishes it to be acknowledged that the outstanding results our village received in the recent Aveo Village Survey can be attributed to VM Nole Beardwood & his dedicated team.

Re Snooker Request: Members of the RAC to consider the issue which will be on the Agenda for the next meeting, in January.

5. Community Assistant Manager's Report See VM's report

6. Outward Correspondence

- 6.1. Noel Giles, 13/11/18, re Refundable Drink Containers: Manor Bar
- 6.2. Steve Hill, 13/11/18, re Raising Funds for RAC via Envirobank Station
- 6.3. Karen Wright, 13/11/18, re Portofino Fashion Parade
- 6.4. Jan Corlett, 7/12/18, re Resignation of George West

Moved John Davies, 2nd. Sue Day "that the outward correspondence be accepted". Motion carried.

7. Inward Correspondence

- 7.1 Karen Wright, 8/11/18, re Portofino Fashion Parade
- 7.2 Nole Beardwood, 13/11/18, re Aveo Pergian Springs Donation Box
- 7.3 George West, 28/11/18, re Resignation as Chair
- 7.4 Jan Lambert, 11/12/18, re Christmas Cheer etc

Re 7.3, Letter to be sent to George thanking him for his tireless efforts as Chair of the RAC.

Re 7.4, Letter of reply to be sent to Jan Lambert thanking her for her valued comments & the RAC's intention to address issues raised.

Moved John Davies, 2nd. Desolie Gleeson "that the inward correspondence be accepted". Motion carried.

8. Treasurer's Report: Sue Day

Moved Treasurer Sue Day, 2nd. Desolie Gleeson, "that the November monthly report be accepted". Motion carried.

9. Sub-Committee Reports

9.1 Social Sub-Committee Report: Diane Giles

SOCIAL CLUB REPORT FOR DECEMBER MEETING

Well the Melbourne Cup has been run and won and everyone that attended the function in the manner on November 6th had a most enjoyable afternoon even though numbers were considerable down to previous years. Once again we had a sumptuous lunch provided by Ann and her staff, numerous sweeps were sold and of course we had our own races (using the wooden horses).

December 7th was the Christmas Cheer function held in the Manor which was attended by 150 residents. We were treated to carols performed by the Noosa Chorale and also songs performed by our own fellow singers The Manor Boys. A fantastic array of finger food was served by Ann and her staff and I have had nothing but positive feedback from people who attended. This would not have been possible without the help of the other members of the social committee and also a couple of 'ELVES' who helped.

Income for the function was 150 residents @ \$10 = \$1500.00
Supplies for Xmas Cheer function = \$691.22

The committee spent \$398.57 on purchasing supplies for the Xmas Raffle and I am pleased to announce in ticket sales we raised \$867.40.

With the raffle profit and balance from Xmas function a profit of \$1277.61 has been made.

REQUEST FOR FUNDS

I am requesting on behalf of the Social Committee \$250.00 which we will use as a donation to Noosa Lions Club who on January 26th will be preparing, cooking and serving the food for Australia Day Celebrations.

The RAC acknowledges the tremendous amount of work & effort the Social Sub-committee undertook to produce the Christmas Party.

Moved John Davies, 2nd Sue Day "that the RAC, on behalf of The Social Sub-committee make a donation of \$250 to Noosa Lions Club who on January 26th will be preparing, cooking & serving the food for Australia Day Celebrations at PSRCC." Motion carried.

Bar Sub-Committee Report: Noel Giles

Bar Report December – 2018

- The Manor Bar continues to trade steadily with the Operating Percentage remaining fairly constant at 40% plus.
- AVEO accounts have still not paid \$300 outstanding from September “Food Trail” function. The Treasurer is following this up.
- Trading on Friday 7th December for the Xmas Party was outstanding at \$1125.00 take. This will be reflected in the December Financial report.
- John Weeden, who was going to assume the role of ‘Bar Manager’ while Noel is on holiday, is relieved of all Bar duties throughout December, due to health reasons.
- Noel Giles is away on a holiday from 10th December until 30th December. In his absence Wayne Collard has agreed to act as Operations Manager and, Keith V and Ron H will do the Banking, in arrangement with the Treasurer.
- Stocks for the Bar are in first floor storeroom in the Manor. If additional stocks are required, the Treasurer has the Debit Card and PIN number for Wayne to use.
- All have a safe and enjoyable Festive season.

Moved Sue Day, 2nd John Davies “that the Bar Managers report be accepted”. Motion carried.

The RAC wishes to acknowledge the tremendous work amount of work & effort of Bar Manager & his Sub-committee.

10. Other Reports

No other reports.

11. General Business

- 11.1 Portofino Fashion Parade: KW
- 11.2 New Projects for the RAC: JC
- 11.3 BBQ Cleaning Roster 2019: WC

Item 11.1. Karen has booked Portofino Fashions for a parade on 22nd May 2019. She suggested that the Social Sub-committee might like to take over organising the event & include it into their calendar of events. May being the month for national Cancer Council fundraising the monies

raised could be donated to The Cancer Council. Karen will put this idea to Diane Giles.

Item 11.2 Several ideas were raised re use of RAC funds, being:

- a. more furniture for around the pool, John Davies will discuss with Denise Hattenfels who is familiar with type, style, cost & supplier we currently have.
- b. re-painting section of al-fresco area which is in a poor state. Sue Day will follow this up & source quotes.
- c. For pool safety & as an aide to residents a rail to be installed on the inside perimeter of the pool. John Davies & Sue Day will research this idea & obtain quotes.

Item 11.3 Chair, Jan Corlett will discuss this matter with Wayne Collard.

11.4 Chair Jan Corlett will request more information from Peter Newey who has made a verbal suggestion re the refund scheme for the bar drink containers.[ref. item 6.1].

11.5 Use of "Gladys". John Davies reported a good response for the Christmas Party.

Karen Wright suggested Gladys could be used for Resident Garden Tours of the Village. To ensure the tours happen when the gardens are at their best Karen will seek advice from Viv of the Gardening Team.

There being no further business Chair Jan Corlett closed the meeting at 10:58am.

Date of next meeting: Friday, 11th January at 9am in the Manor