

AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION.

Minutes of Committee Meeting held 9am Friday 10th July 2020.

1. Attendance & Apologies:

At 9:02am Chair; Jan Corlett welcomed everyone to the meeting, particularly our new Community Manager, Richard O'Connell to his first RAC meeting, and said how pleased the committee were with his appointment.

Jan also welcomed Nole Beardwood. Nole was our Community Manager until his appointment as Community Operations Manager QLD North. Jan stated that this meeting is a sad farewell to Nole, and that it has been a pleasure working with him. Also present: Secretary; Karen Wright, Treasurer; Sue Day, Committee Members; Denise Hattenfels, Desolie Gleeson, John Davies & Wayne Collard. All RAC members were present.

2. Confirmation of the pervious Minutes:

Moved John Davies 2nd Sue Day 'that the minutes of the previous meeting are a true & accurate record'. Carried.

3. Business Arising from the Minutes:

3.1 Residents' Kitchen Dishwasher. Nole & Richard were able to inform the meeting that a fit for purpose, industrial standard dishwasher has been allocated as a capital replacement.

3.2 Yarran Road Seat. We are grateful to Bob Jack who will be restoring a garden seat for this purpose & will work with Richard O'Connell regarding completing the job. Bob is now on holidays so the task will not be completed for some weeks.

3.3 BBQ Cleaning Roster. A work in progress. We will put an item into the Village Bulletin calling for volunteers.

3.4 Free Wi Fi in the Manor. We have confirmation that AVEO will install Wi Fi into the Manor common area. See Community Managers report below.

3.5 The storeroom on level one has been cleaned out.

To enable Secretary Karen Wright to purchase suitable storage boxes it was

Moved John Davies 2nd Sue Day 'that Karen Wright purchase sufficient storage boxes for the store room'. Carried.

4. Community Managers Report: Richard O'Connell.

- ***Update on Covid-19 restrictions for dining.***
 - VM can confirm Manor restaurant will be expanding dining from 13th July to all SA residents for MT and Lunch for one sitting as normal. (Social distancing apply) and for all ILU residents also.
- ***Update Bar fridge repair.***
- Repairs completed and working. Nothing further to report.
- ***Update on Drainage / Landscaping issues Lot 3***

- VM can advise that works are underway for repairs / rectifications of drainage issues. Plumbers have commenced and will follow with landscaping to complete project.
- **Manor bar opening.**
- VM can confirm it has been decided to delay the opening of the bar until Friday 7th August. Guidance notice will be issued to all residents detailing the planned approach to seating/social distancing etc. It is critical that the first trial is successful to enable adding this back into the regular weekly calendar.
- **State of Storeroom Level One Manor (4.2)**
- Update- All storerooms have been cleaned and unwanted items removed. Admin staff will be conducting further cleaning and sorting of archive boxes over time.
- **Free Wi-Fi for Manor common areas**
- Update- Aveo can provide the installation of a Wi-Fi system, and all ongoing costs will be the responsibility of the General Service Fund. Estimated ongoing charge of \$90 per month.
- **Village Manager – New Items:**
- VM to update committee on Covid 19 Actions :
 - Weekend Security has ended on Wednesday 8th July.
 - Daily Visitor Registrations to cease today July 9th.
 - Community Centre daily cleaning and sanitation to end 10th July, Village to absorb ongoing costing as per Government Spec
 - Qld Government Stage Two easing in place
 - Resident Activities recommencing with Social Distancing
- Budget update
 - VM can confirm budget meeting has been set for Wed 22nd July (for ILU Caretaking Agreement). For finalisation of the budget process.
 - Further notice for Budget meeting for SA residents to follow.

4.1 Due to Covid-19 no relatives or friends of residents are to attend the Manor Bar or any other events at this time.

Evening meals are still delivered to SA residents.

Regarding the planned Bar Opening on 7th August, the RAC is looking at ways to keep the numbers to 20 inside and 30 outside. (Taking into account partners being able to sit together)

4.2 Village Bus Service. Community Manager Richard O'Connell is intending to add a Thursday Bus Service. A notice will be sent to residents soon.

4.3 The pool cover, which is in very poor condition will be removed.

4.4 Referring to inward correspondence 6.4 which refers to the possibility that a residents' cat has been using another residents garden as a toilet. Richard

O'Connell confirmed that AVEO does have a pet policy and that pets are to be kept within the residents boundary at all times unless on a leash.

Secretary is to write to Barry Trollope suggesting he speaks with Community Manager, Richard O'Connell.

4.5 Referring to inward correspondence 6.6 which requests the RAC and AVEO consider Heating the Village Pool. AVEO would consider the installation of heating. This has been investigated by Nole Beardwood. Electric heating is considered the best option at \$45-50,000 for installation. The heaters would need to be running for 20 hours per day in the cooler months. The heaters could prove to be a noise issue considering how close the pool is to the neighbouring house in Gracemere Boulevard and the Manor Apartments. The running costs will be \$16-17,000 per year. This cost would need to be met by all residents as an additional GSF line item charge. This substantial added cost would need to be decided upon as a Special Resolution put to the residents. A majority of 75% is required to pass such a resolution.

Covering the pool has proven to be problematic mainly due to the shape of the pool.

Secretary is to write to Bron Kennedy explaining the situation.

4.6 New Retirement Villages Act 2020 update publication. Nole Beardwood will speak to AVEO Lawyers about securing copies for the Residents' Association Committee.

4.7 John Davies again raised the issue of food quality for SA's, particularly at weekends and the over cooking of vegetables. He suggested that SA's need an open forum to discuss this matter.

Nole Beardwood said that he will organise a meeting on site with SA residents. Sue Day spoke about the falling quality of AVEO Dining Select meals which she receives via her AVEO Benefits. She suggested that this could be a national issue.

At 10:03 Richard O'Connell & Nole Beardwood left the meeting.

5. Outward Correspondence:

5.1 15/06/2020 email to Isabel Burnett forwarding Carol Rooke's letter containing suggestions for the Village Library.

5.2 15/06/2020 email to Steve Hill responding to his email dated 11/06/2020. The email explained to Steve the legality of the constituents of the RAC Finance Sub-Committee.

5.3 17/06/2020 email to Anne Millier convenor of the Mahjong activity group. the email informed her that the RAC had reconsidered the use of the PDR & gave her a copy of the new procedures regarding the use of the PDR.

5.4 17/06/2020 email to John Weeden convenor of the Bingo activity group. Same as 5.3

5.5 17/06/2020 email to Carol Rooke responding to her email containing suggestions for the Library. This email was forwarded on to the Librarian Isabel Burnett for her consideration.

5.6 18/06/2020 email to Steve Hill responding to his email received 16th June which again questioned the RAC finance sub-committee. Steve was informed that no further correspondence on this matter would be entered into by the RAC.

5.7 22/06/2020 email to Trevor Davis. The email was a letter thanking Trevor for his continuing tireless efforts in updating & presenting the Village Web Site.

5.8 22/06/2020 email to Jan Lambert. The email was a letter of thanks to Jan for researching the proposal that the Residents' Association set up a Web Site & informing her that thanks to Trevor Davis who has updated the Village Web Site & password protected the RAC minutes, the proposal is no longer worth pursuing.

5.9 22/06/2020 email letter to Richard Fahy, Group Community manager, QLD North, requesting that AVEO installs a fit for purpose dishwasher in the Residents' kitchen.

5.10 03/07/2020 email letter to Richard Fahy putting the case for AVEO to give consideration to installing Free Wi Fi in the Manor common areas.

5.11 03/07/2020 email to Bob Jack asking for confirmation that he is still willing to restore the garden seat to be installed near the Yarran Road Gate. Bob will be on holidays for several weeks.

Moved Denise Hattenfels 2nd Sue Day 'that the outward correspondence be accepted'. Carried.

6. Inward Correspondence:

6.1 11/06/2020 email from Steve Hill stating his opinions regarding the RAC finance sub-committee.

6.2 16/06/2020 email from Steve Hill stating his opinions & objections regarding the RAC finance sub-committee.

6.3 17/06/2020 email from Isabel Burnett in response to suggestions from Carol Rooke regarding the Village Library. Isabel had a meeting with her team & they jointly decided to continue operations as they are. Isabel also suggested that the Book Readers group could approach the Residents' Association directly for funding consideration.

6.4 18/06/2020 email from Barry Trollope in response to an article in the Bulletin reminding dog owners & dog walkers to pick up & dispose of dog poo. Barry points out that not all offenders are dogs and cites an instance where a cat has used his Rose Garden as a toilet. This item is to be discussed under section 4 with the Village Manager.

6.5 19/06/2020 email from Steve Hill acknowledging the comments made by the Secretary in her email to him on 18/06/2020.

6.6 20/06/2020 email from Bron Kennedy regarding the installation of commercial standard heating for the Village Pool. She had spoken with Chair Jan Corlett who has informed her that the running cost is very high. This item is to be discussed under section 4 with the Village manager.

6.7 23/06/2020 email from John Crossley regarding stamp clipping to raise funds to purchase walkers for children with cerebral palsy. To be discussed in General Business.

6.8 03/07/2020 email reply from Sharon Jack regarding Yarran Road seat.

6.9 03/07/2020 email reply from Richard Fahy regarding Wi Fi in the Manor common areas.

7. Treasurers' Report: Sue Day:

Treasurer Update of Snapshot delivered @ QGM 14th February 2020

Printing & Stationery GSF 50 & GSF 30

This line item in a nutshell is a big headache and has been for two years now. Further to my previous explanation in the 6 month snapshot of the village budget. The reason Aveo have given us recently for these awful figures for the past two years: Prior to that time Aveo were paying half our Printing & Stationery costs. The decision Aveo took to use a company called Upstream, happened at the same time as the astronomical rise in costs. This particular printing & stationery system is used by ALL Aveo villages, they have all been affected in the same way as Peregian.

Hence solution: your RAC Sub Finance Committee requested our Manager, at that time, Nole Beardwood to please source us a cheaper alternative. This he has done, however as I write this in early July Aveo higher management have still not agreed to this happening. It seems they are reluctant to allow other suppliers into the back end of their software. The budget for 2020/21, just released is based on our new much cheaper supplier. This situation will be monitored closely in the months of July and August and if not agreed to by Aveo upper management then our manager here will implement the new supplier regardless.

Salary and Wages GSF 50 & GSF 30

This is a highly complex area for a variety of reasons, however with the help of Nole Beardwood the figures in the budget are fair and appropriate to cover costings in all areas. Again, this will be closely monitored by Richard O'Connell our new Manager. The main reason this area needs close monitoring is any salary has "On Costs" being payroll tax, workers compensation, annual leave, long service leave, superannuation etc. Every dollar spent here incurs more dollars in "On Costs".

Casual Meals GSF 30

Right up to 30th June 2020 we have had a problem with the income in this line item for serviced apartments GSF 30. This problem has arisen due to Aveo Dining Select not issuing invoices to residents for private events in the Manor, such as parties, wakes etc. This income is a loss of revenue to serviced apartment residents, not Aveo. All costs have been charged to SA's. Nole Beardwood approached certain residents for end of financial year to request payment. I have been assured these are now paid. Residents had not paid because they were waiting for an invoice.

Hence solution: A new Peregian Springs internal system to cover this will be implemented by our new manager, Richard O'Connell. It will capture the event when it is requested, before it goes to the kitchen and Dining Select. He will follow through to prompt payment of that event.

The IMS report cost of \$7000 previously mentioned in the 6 month snapshot of budget has been credited to us by Aveo, to the appropriate MRF accounts 183 & 134

Treasurer's Note June 2020

A note for transparency to explain attached reports.

Reports are attached for February, March and June 2020. The reason is due to Covid-19 and shutdown of the bar. As the shutdown happened quickly in the middle of March no stock take was able to be done.

Hence the calculations for the Bar report for June 2020 include:

- Bar takings and purchases from March Report
- Stock take figure for February as opening Stock figure for June
- Closing stock figure is for stocktake done 20th June
- No bar takings or purchases for April, May or June

Sue Day

Treasurer

Residents Association Report for February 2020										
Date	Pay Req	Detail	Main	Imprest	Bar	Social	Sundry	Bar	Bar	Puzzles
	No		Account	Account	Takings	Comm		Expenses	Supplies	&Books
		Balance C/F	\$13,891.03	\$3,000.00						
		DEPOSITS								
09.02.20		80th Party	\$100.00		\$100.00					
13.02.20		Bar takings	\$934.05		\$934.05					
13.02.20		Raffle takings	\$137.00			\$137.00				
13.02.20		Bar Takings 38 birthday cards	\$114.00		\$114.00					
15.02.20		Raffle Takings	\$156.00			\$156.00				
15.02.20		Late payment Australia Day	\$10.00				\$10.00			
15.02.20		87 Free drink on 14th Feb	\$261.00		\$261.00					
18.02.20		Bar Takings	\$353.15		\$353.15					
26.02.20		Bar Takings	\$779.10		\$779.10					
28.02.20		Bar Takings	\$566.10		\$566.10					
		Total Receipts	\$3,410.40		\$3,107.40	\$293.00	\$10.00	\$0.00		\$0.00
		PAYMENTS								
06.02.20	150	Puzzles for Manor	\$87.00							\$87.00
07.02.20	151	Books for library	\$80.00							\$80.00
12.02.20	152	Imprest A/c	\$626.95	\$626.95						
		Dan Murphys		-\$426.43						\$426.43
		Coles		-\$68.92						\$68.92
		Valentines Day		-\$131.60		\$131.60				
13.02.20	153	Imprest A/c	\$732.81	\$732.81						
		Dan Murphys		-\$583.06						\$583.06
		Coles		-\$35.75						\$35.75
		38 Birthday cards		-\$114.00			\$114.00			
28.02.20	154	Imprest A/c	\$369.70	\$369.70						
		Coles		-\$76.70						\$76.70
		Tray & Fan for bar		-\$32.00				\$32.00		
		87 free drinks 14th Feb		-\$261.00			\$261.00			
		Total Payments	\$1,896.46	\$3,000.00		\$131.60	\$375.00	\$32.00	\$1,190.86	\$167.00

Cash Book Bal. F/Ward	\$13,891.03
Plus Receipts	\$3,410.40
	\$17,301.43
Less Expenditure	-\$1,896.46
Cash Balance	\$15,404.97

Bar report at end of February2020		
Bar Takings		\$3,107.40
Opening Stock	\$3,158.07	
Plus Purchases	\$1,190.86	
Less Closing Stock	-\$2,437.93	-\$1,911.00
Cost of Sales	\$1,911.00	
Operating % Profit	39%	\$1,196.40

ASSETS	
Bank	\$15,404.97
Imprest AC	\$3,000.00
Bar Float	\$300.00
BarStock	\$2,437.93
Total	\$21,142.90

Residents Association Report for March 2020										
Date	Pay Req	Detail	Main	Imprest	Bar	Social	Sundry	Bar	Bar	Library
	No		Account	Account	Takings	Comm		Expenses	Supplies	
		Balance C/F	\$15,404.97	\$3,000.00						
DEPOSITS										
11.03.20		Bar Takings	\$767.50		\$767.50					
17.03.20		Bar Takings	\$780.95		\$780.95					
17.03.20		Bar Float (Main Bar)	\$300.00				\$300.00			
27.03.20		Honesty Bar Takings Final	\$57.00		\$57.00					
27.03.20		Honesty Bar Float	\$30.00				\$30.00			
		Total Receipts	\$1,935.45		\$1,605.45	\$0.00	\$330.00	\$0.00		\$0.00
PAYMENTS										
06.03.20	155	Library books	\$102.00							\$102.00
06.03.20	156	Stationery	\$57.96				\$57.96			
11.03.20	157	Imprest A/c	\$1,143.79	\$1,143.79						
		Dan Murphy & Coles		-\$891.79					\$891.79	
		St Patricks Day		-\$15.96		\$15.96				
		Liquor storage cupboard		-\$236.04				\$236.04		
21.03.20	158	Imprest A/c	\$712.58	\$712.58						
		Dan Murphys		-\$688.58					\$688.58	
		Coles		-\$24.00					\$24.00	
24.03.20	159	Puzzle Frame for Manor	\$22.00				\$22.00			
		Total Payments	\$2,038.33	\$3,000.00		\$15.96	\$79.96	\$236.04	\$1,604.37	\$102.00
		Cash Book Bal. F/Ward	\$15,404.97							
		Plus Receipts	\$1,935.45							
			\$17,340.42							
		Less Expenditure	-\$2,038.33							
		Cash Balance	\$15,302.09							
							ASSETS			
							Bank	\$15,302.09		
							Imprest AC	\$3,000.00		
							Bar Float	\$0.00		
							BarStock	Unknown		
							Total	\$18,302.09		
Due to COVID - 19 and closure of bar we have no Bar Report this month										
Once the bar can open again a stock take will be done prior to any sales										
All Monies for bar both takings and float are safely banked										

Desolie Gleeson applauded Sue on her tenacious work with regard to the Budgets and in going above and beyond her duty as Treasurer in her fight for justice on behalf of all residents. Jan Corlett agreed and added that John Davies has also worked extremely hard towards getting a fairer and equitable SA's budget.

8. Sub-Committee and other Committee Reports:

8.1 It is hoped that the Manor bar will open on Friday 7th August. 3 new members of the Bar team have completed their training. Anne Millier, Bron Kennedy and Steve Jacobsen.

8.2 Emergency Management Group.

Emergency Management Working Group Report to Residents' Association Committee 6 July 2020

The Working Group has drafted a questionnaire for residents so that it can compile a data base of residents' capabilities to respond in an emergency such as fire, storm or flood events. The draft questionnaire has been sent to 12 Villas selected at random to test the ease with which residents can complete it. Following feedback from those Residents, the questionnaire will be amended and issued to all villas.

A meeting of the Working Group is planned in the near future to consider:

- The preparation of an Emergency Response plan for the village
- Drafting of guidelines for Residents to help them prepare their own plans for responding to an emergency
- the division of the village into zones and selection of wardens for each zone

Peter Wright

Convener, Emergency Management Working Group.

9. General Business:

9.1 Re item 6.7 inward correspondence. This was a letter from John Crossley requesting help from the RAC in asking residents to volunteer their time clipping stamps prior to sending them to auction. Ross Paine, who was a member of the Peregian Lions Club, recently was awarded an OAM for his services to the cerebral palsy community. His efforts in presenting used postage stamps for auction has raised thousands of dollars to fund walkers for children with cerebral palsy. Since his award he has been inundated with stamp donations!

The RAC wholeheartedly agreed that an item would be prepared for the Village Bulletin. Secretary is to write to John Crossley for information.

9.2 Flying minute by email 02/07/2020 sent to all RAC members. Background:- the lock on a Manor Bar storage cupboard was broken & needed urgent action. The minute moved by Jan Corlett & 2nd by Karen Wright stated 'that the lock on the cupboard used for storage by the Manor Bar be replaced urgently'.

6 members of the RAC responded affirmative.

9.3 Update on **QGM & AGM.**

The Committee decided to hold these meetings on **Tuesday 18th August commencing 2pm.** The meetings will require some planning with regard to the Government Covid-19 restrictions in place at that time.

The Secretary is to issue to all residents a notice of meeting, agendas & nomination forms for RAC positions & sub-committee positions.

There being no further business Chair Jan Corlett closed the meeting at 11:09am.

Next Committee Meeting: Friday 14th August at 9am.