

# **AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS ASSOCIATION.**

## **Minutes of committee meeting held Friday 11th September 2020.**

### **1. Attendance & Apologies:**

All members of the Residents Association Committee [RAC] were present; Chair Jan Corlett, Treasurer Sue Day, Secretary Karen Wright, Committee Members John Davies, Wayne Collard, Kerry Jewell and John Parsons. Also present was Community Manager Richard O'Connell.

Chair Jan Corlett opened the meeting at 9:05. Jan said how delighted the RAC is to have John Parsons & Kerry Jewell on board.

### **2. Confirmation of the previous minutes:**

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

### **3. Business arising from the previous minutes:**

3.1 **Aveo Way** issues concerning council rates.

See Community Manager's report below.

3.2 **Food Quality for SA residents.** See Community Manager's report below.

### **4. Community Manager's Report:** Richard O'Connell.

#### Friday 11<sup>th</sup> September 2020

- **4.1 -Free Wi-Fi for Manor common areas**
- Update- Confirming Wi-Fi is all up and running for residents' use. Wi-Fi login and password info will be distributed and placed on walls around the Manor for all to access. Further boosters will be added to low frequency areas if required.
  
- **4.2 -Printing and copier contract.**
- . Further details to follow once formalised. No updates from last meeting.
  
- **3.2 - Food Quality for SA residents.**
- Select Dining will be conducting a food survey to all serviced apartment residents in Sept/Oct and a summary of feedback will be proved to CM.
  
- **4.3 – Paying council rates on time.**
- Confirmation that Jan-Jun 2020 rates were paid on time and the discount amount applied.
  
- **4.4 – Solar system for community centre.**
- Aveo Peregian Springs has been selected as one of the villages conducting a feasibility study for possible solar system to reduce the electricity cost. As information is provided, CM will update RAC.
  
- **4.5 – Ground water issue villa 182 & 183 roadway.**
- Further investigation work revealed underground irrigation main had a leak, which was coming up through roadway. Plumber has cut concrete, dug up area and repaired. Re instatement of area completed. There has been a number of issues in this area over the years, (possible spring under road) and we do not know if they are related. The irrigation line has been repaired twice over the last 2 months.

- **4.6- Rubbish Bins Sea Oak drive**
- Confirming this undercover bin area is used as a storage for broken bins awaiting repairs by council. Attended to once we have over 10-15 broken bins. Council repaired this week. Cleaning of bins is on a rotation program where bins and bin bays are cleaned by maintenance.
- **Community Manager – New Items:**
- **CM to update committee on Covid 19 Actions :**
- Update since last meeting – gatherings are limited to 30 people. All events and group activities need to pre-planned, with pre-registration of attendees.
- **Aveo bushfire readiness and updated Bushfire plan**
- We have received detailed updated fire plans and guidance from Aveo and are updating a site-specific manual for Peregrian Springs. CM will coordinate with the Emergency Management working group.
- **Communications to Aveo.**
- I have been in the role for a couple of months now and moving forward I would ask that any communication to Aveo be directed to myself in the first instance. If escalation is required, I will action within Aveo. With emails, can we avoid CC of other Aveo staff, especially Nole, as he has 12 villages to oversee in his new role.

re 4.2 Richard O’Connell added that Aveo’s new Printing & Stationary Contract has been adopted nationally.

re 3.2 Richard added that the weekend chef has spent some time working with Chef Anne during the week.

re 4.4 Richard also added that Aveo is looking into long term sustainability projects for their villages.

re 7.6 [below] Richard answered that John Chester is now back on a programme for cleaning the bins & bin areas. It’s a rotating cycle which will see the bins & bin areas cleaned every 2 months.

**Regarding COVID-19** - Richard commented on the Manor Bar opening trial, which is coming up, stating that it will be a good test of our abilities to manage groups during COVID-19 restrictions and stressing that pre-registration is a new ‘must do’.

**Regarding St Andrew’s Proposed Development Application.** At this stage it appears that St Andrew’s wishes to extend the cafe seating attached to the pool out onto the grass. The Village Body Corporate Committee has written to the Council citing no objection to the proposal with exception to the granting of a liquor license. The Body Corporate Committee has expressed that a liquor license should not extend beyond 9pm regardless of whether it is term or vacation time.

The RAC requested the Secretary write to the Sunshine Coast Council expressing the same views as the Body Corporate Committee.

The Community Manager, Richard O’Connell, left the meeting at 10:20am.

## **5. Special Items:**

At this juncture Chair Jan Corlett asked the RAC to consider the following matters:

### **5.1 Setting up the Residents’ Association Sub-Finance Committee:**

Moved Jan Corlett 2nd Kerry Jewell 'that the Residents' Association Sub-Finance Committee for 2020-2021 be established comprising the following members: Jan Corlett, Sue Day, John Davies and John Parsons. Carried.

### **5.2 Setting up of a Working Group to Investigate Aveo Way Matters:**

Moved Sue Day 2nd Jan Corlett 'that John Parsons set up a Working Group to investigate for Aveo Way residents the matters of Council Rates, discounts, also Council & State Government pensioner concessions. Also, Unity Water rates & charges.' Carried.

### **6. Outward Correspondence:**

6.1 19/08/2020 email reply to Kerry Jewell stating that the Bar Managers & Community Manager in consultation with the RAC executive will make any decision to open the Bar.

6.2 21/08/2020 email to Tom Shaw & John Weeden thanking them for their Bowlers Report to the QGM. We responded to their comment asking when the Manor bar will be open. In our reply we gave a rough outline of what needs to happen before the bar can be opened up again. We also said that meetings are planned for going forward on this matter.

6.3 23/08/2020 email reply to Pat Charlwood to his request for assistance regarding repairs to his villas' internal wall. We replied that community manager Richard O'Connell had visited his villa & determined that the repairs are the residents' responsibility.

6.4 23/08/2020 email to Bruce & Glenda Townsend accepting their correspondence referring to the issues surrounding AVEO Way Residents Council & Water Rates. The RAC wishes to assure affected Residents that the RAC & the community manager are working on a way forward on these issues.

6.5 23/08/2020 email to Bruce & Glenda Townsend regarding the 7.6 below & reassuring them that correct government procedures & requirements were met & that the RAC is satisfied with the way AVEO dealt with the situation.

6.6 23/08/2020 email to Steve Hill stating that the RAC is satisfied with the Manor Bar Terms of Reference. Also pleased to hear that the missing gym equipment has been restored to its rightful place.

6.7 23/08/2020 email to Mary Pryce expressing the RAC's delight regarding her idea for a Trash & Treasure area next time we order skip bins.

6.8 26/08/2020 email reply to Dave & Dina Figgins. **See QGM/AGM letters & replies.**

6.9 30/08/2020 Letter to Arnold Vandenhurk from RAC executive. **See QGM/AGM letters & replies.**

Moved John Davies 2nd Sue Day 'that the outward correspondence be adopted'. Carried.

### **7. Inward correspondence:**

7.1 12/08/2020 email from Hugh Lloyd-Price concerning AVEO Way residents Council Rates & the application of GST. Hugh asks the RAC to address these issues.

7.2 16/08/2020 email from Alison Whittaker regarding residents allowing their dogs off leash.

7.3 19/08/2020 email from Kerry Jewel regarding his idea to set up a Bar for bowlers on Thursday's & Sunday's.

7.4 20/08/2020 Letter from Arnold Vandenhurk. Refer 6.9 above.

7.5 20/08/2020 Letter from Dave & Dina Figgins. **See QGM/AGM letters & replies.**

7.6 23/08/2020 email from Bruce & Glenda Townsend regarding new residents from interstate & AVEOs procedures during Covid-19.

7.7 23/08/2020 copy of letter from Jan FitzGerald addressed to Management regarding state of garbage bin area.

7.8 28/08/2020 email from Hugh Lloyd-Pryce regarding AVEO Way Council Rates including further information on the issue.

7.9 06/09/2020 email from Bruce & Glenda Townsend regarding the leaking water pipe in Sea Breeze Rise.

7.10 07/09/2020 email from Hugh Lloyd-Pryce regarding AVEO Way Council rates.

7.11 07/09/2020 email from Hugh Lloyd-Pryce regarding AVEO Way Council rates & GST. Also, suggestions re approach to newly elected councillor Maria Suarez.

7.12 08/09/2020 letter from Arnold Vandenhurk. **See QGM/AGM letters & replies.**

re 7.1 The Secretary is to write to Hugh regarding this matter. The Sub-Finance Committee will be meeting with the Operations Manager Queensland North & will take up this issue with him.

re 7.2 The Secretary to write to Alison. The issue will be highlighted in the Residents Bulletin.

re 7.3 Reply see 6.1

re 7.4 Reply see 6.9 & QGM & AGM letters & replies. After full discussion it was moved by John Davies 2nd Kerry Jewell 'that the RAC endorses the reply to Arnold Vandenhurk written by the RAC executive.' Carried.

re 7.5 Reply see 6.8 & QGM & AGM letters & replies. After full discussion it was moved by John Parsons 2nd John Davies 'that the RAC endorses the reply to Dave & Dina Figgins.' Carried.

re 7.6 See Community Managers report above.

re 7.8 & 7.10 The Secretary is to reply to Hugh informing him of the formation of the Working Group to address Aveo Way matters.

re 7.9 The Secretary is to write to Bruce & Glenda informing them of the Community Managers report on this matter. See above.

re 7.12 The Secretary is to write to Arnold reminding him of the Residents Association Constitution & informing him that no further correspondence will be entered into on this matter.

Moved Wayne Collard 2nd John Davies 'that the inward correspondence be accepted'. Carried.

### **QGM/AGM letters & replies:**

**Please note: The RAC executive led by Chair Jan Corlett would normally respond to questions from residents at the QGM/AGM. After the cancellation of the meetings residents were encouraged to write to the RAC if they wished to respond to any reports which were available after the meeting date [18th August].**

**Once the 2 letters were received, the executive met & wrote replies to the correspondence.**

**At the September meeting the RAC discussed & ratified the responses. You can read the correspondence received & sent by the RAC in the attached document.**

## **8. Working Group Reports:**

### **8.1 Emergency Management Report: Peter Wright.**

#### **Emergency Management Working Group Report to Residents' Association Committee 8 September 2020**

The Working Group now has 16 volunteers from villa residents prepared to be Street Wardens to help manage our response to emergencies that may impact on the village. As far as possible Wardens will be allocated to a zone close to their villas. Chief Warden Steve Jacobson will begin briefing and training the Wardens in the next few weeks. One of the Wardens' first jobs will be to make contact with residents in their zone who have not yet replied to the recent questionnaire on residents' capabilities to respond in an emergency. We had about 60% response to the questionnaire and we urge the remaining residents to submit your response as soon as possible. We have divided the Village into 15 zones to help us manage a response to an emergency.

Future activities of the Working Group include:

- 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
- Training of Street Wardens

AVEO has offered \$10,000 for us to purchase equipment or facilities to help us manage emergencies. Our provisional shopping list includes two-way radios, loud hailers and personal equipment such as hard hats and high visibility vests for the Street Wardens. These purchases will be handled by AVEO in consultation with the working group. Village Manager Richard has offered to investigate options for two-way radios and loud hailers for discussion with the working group.

Peter Wright

Convener, Emergency Management Working Group.

Chair Jan Corlett asked the Secretary to write to Pete thanking him & his team for all their work in putting things together and telling him that the RAC is looking forward to further details once he has had a meeting with Richard O'Connell & perused the documents from Aveo. See Item 4 in the Community Managers report New Items Aveo Bushfire Readiness & Updated Bushfire Plan.

## 9. Treasurers Report: Sue Day.

Residents Association Report for August 2020																																				
Date	Pay Req	Detail	Main	Imprest	Bar	Social	Sundry	Bar	Bar	Library																										
	No	Account	Account	Account	Takings	Comm		Expenses	Supplies																											
		Balance C/F	\$13,749.61	\$3,000.00																																
DEPOSITS																																				
		Total Receipts	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00		\$0.00																										
PAYMENTS																																				
12.08.20	167	Library Books	\$92.00							\$92.00																										
17.08.20	168	Stationery	\$27.97				\$27.97																													
		Total Payments	\$119.97	\$3,000.00		\$0.00	\$27.97	\$0.00	\$0.00	\$92.00																										
Cash Book Bal. F/Ward			\$13,749.61																																	
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Moved Sue Day 2<sup>nd</sup> Wayne Collard 'that the Treasurers report be accepted'.  
Carried.

## 10. Sub-Committee Reports:

### 10.1 Bar Managers' Report, Wayne Collard.

"Recapping events subsequent to the Bar closure 20 March 2020 resulting from COVID19 directive:

- no patronage activity since that date in terms of alcoholic beverage sales;
- all float monies returned to the Treasurer – no monies kept on site;
- Honesty Fridge closed – all monies held in trust returned to the Treasurer;
- opportunity taken to thoroughly clean the bar (top to bottom) and to restock shelving and fridges;
- inventory of stock reported to the RAC; and
- supply and monitoring of hand sanitisers and appropriate cleaning materials for use by bar staff.

Further investigation of the Virus recommendations has resulted in further cleaning of the Bar area including removing (permanently) bar mats, beer coasters, and inappropriate cleaning materials. Constant/regular cleaning of Bar precinct was then largely undertaken (admirably) by Bob Jack.

We experienced a power failure sometime in May/June and the fridges were shut down as a result. It was not known when this occurred, but we eventually got the system up and running after considerable efforts to rectify the problem.

As a result of this outage we felt the need to investigate stock on hand for spoilage which has resulted in some stock being discarded. This included some beers and some wines particularly those bottles that had been opened in the normal course of events and have laid dormant for some time, going through temperature variations as a result of the power outage.

It was then decided that for the purposes of rotation we would offer current stock (again, that which was subjected to temp variations but deemed to be in good condition and had not been affected by temp swings) at discounted prices. This was advertised and for the most part has been successful with some stock still on hand.

Currently we have all stock appropriately housed and fridges monitored, the Bar area meeting all requirements of the Liquor Licensing Board and the Qld Dept of Health Covid19 regulations.

Most would be aware that Bob Jack is the new Licensee of the Country Club bar area and surrounds. He is well supported by the current bar staff having effected some beneficial changes to practices.

It also should be noted that Bar staff have (or are going through) accreditation for COVID Safe Work Training bringing us up to the mark as far as compliance is concerned. It should also be noted that we are encouraged by the support of our new Village Manager Richard.

And, a reminder that the registered plan for Bar Managers, Floor Managers, Volunteer Bar Staff and for Patrons covers all events not just 'happy hours'.

It should be noted that tacit approval has been given for us to trial a reopening of the Bar on Tuesday 15 Sep next. The emphasis is on "trial" and after a debrief following this event it may be possible to resume activities that will closely resemble what we had in the past. Again, this is a trial only with no guarantees. There will be hurdles to cross and new practices that will test us but after a couple of 'trials', it then becomes the new 'norm'; something to look forward to.

Chair Jan Corlett added a huge thank you from the RAC and Village residents to the Bar Managers & Staff. "

## 10.2 **Social Sub-Committee Report**, John Hooper.

Unfortunately, we cannot hold social events at this time.

We have to hand 6 X Guinness and a bottle of Bailey's ready for when we can hold a raffle. These items were purchased for a St Patrick's Day raffle prior to lock down. We have checked the fridge in the resident's kitchen. All food products past their use by date have been disposed with.

The Buderim Players have approached us and have offered to visit us once restrictions are lifted. We understand they perform skits & musical numbers.

I have maintained contact with the Brisbane Pipe Band who are still keen to perform for us.

The social sub-committee is conscious of the importance of planning for once we can start socialising again.

Moved Jan Corlett 2<sup>nd</sup> Sue Day 'that the Sub-Committee Reports be accepted'.  
Carried.

### **11. General Business:**

11.1 **ARQRV Residents Committee Help Desk.** Sue Day recommended that the RAC takes out a one-year subscription to the ARQRV Residents Committee Help Desk. The Help Desk provides specialist help & advice to residents' committees about matters relevant to the role of residents' committees. The Help desk compliments the ARQRV Residents Committee Manual.

Moved Jan Corlett 2<sup>nd</sup> Sue Day 'that the RAC join the ARQRV Help Desk for a cost of \$90 for one year'. Carried.

**Residents Committee Manuals.** The Chair, Treasurer & Secretary each have a copy of the ARQRV Residents Committee Manual. As an aid to all members of the RAC it was moved by Jan Corlett & 2<sup>nd</sup> Sue Day 'that the RAC purchase an additional 4 ARQRV Residents Committee Manuals for RAC members.' Carried.

### 11.2 **Skip Bins.**

Moved John Davies 2<sup>nd</sup> Sue Day 'that 2 large skip bins will be ordered for delivery Friday 23<sup>rd</sup> October.' Carried.

Secretary is to notify Mary Lloyd-Pryce who will write an item for the residents Bulletin promoting the **Trash & Treasure** which will be set up at the same time as the skip bins.

### 11.3

Chair Jan Corlett presented the following document to the RAC as an aide memoir.

## **POLICY and PROCEDURE FOR FLYING MINUTES**

### **Preamble**

At times a decision of the Residents' Association Committee may be required between meetings. Where it is impracticable to call a special meeting prior to the decision needing to be made, a 'Flying Minute' may be used for making the decision, in accordance with the guidelines set out in this procedure. It is expected that Flying Minutes would be used in limited circumstances and where the decision was of an important and urgent nature.

## **Guidelines**

1. All emails related to Flying Minutes must be authorised by the Chair of the Committee.
2. All motions contained in the Flying Minute must have proposer who is clearly identified in the minute.
3. Each Committee member will be sent a copy of the email.
4. All motions in the Flying Minute must be seconded by a Committee member before being voted upon.
5. Each Committee member is required to provide a 'yes' or 'no' answer to each motion in the Flying Minute.  
Responses must be made by email.
6. Motions will be accepted if agreed to by the majority of current Committee members.
7. Copies of email responses will be printed off and kept as a record.
8. At the Residents' Association Committee meeting following a Flying Minute, the motion/s and their outcomes will be noted and recorded in the minutes.

**14/11/2019**

### **11.4 Commemorations Advisory Panel:**

The RAC gave Jan Corlett the green light to convene the Commemorations Advisory Panel to plan for Remembrance Day on 11<sup>th</sup> November.

### **11.5 Communal Expenses in the Manor.**

John Davies advised the RAC on some history of the communal expenses of the Manor & the errors that have been made which still need to be addressed. The allocation of costs for communal facilities is a matter for the Sub-Finance Committee to investigate. The Sub-Finance Committee will report back to the RAC.

There being no further business, Chair, Jan Corlett, closed the meeting at 12:10pm.

**Next Meeting 9am Friday 9<sup>th</sup> October.**