

# AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS ASSOCIATION.

## Minutes of Committee Meeting held Friday 9th October 2020.

### **1. Attendance & apologies:**

Chair Jan Corlett opened the meeting at 9:05am.

Present were Chair Jan Corlett, Secretary Karen Wright, Treasurer Sue Day, Committee Members John Davies, Wayne Collard & Kerry Jewell. Committee Member John Parsons was on leave. Also present was Community Manager Richard O'Connell.

### **2. Confirmation of September minutes:**

There is a correction to the September minutes. Item 4.3 should read July-December 2020.

Moved by Sue Day, 2nd Wayne Collard 'that the corrected minutes are a true & accurate record of the September meeting'. Carried.

### **3. Business arising from September minutes:**

3.1 Karen Wright reported that the skip bins have been ordered & that Mary Lloyd-Pryce has been contacted. Mary will write an item promoting the Trash'N'Treasure for the Residents Association Bulletin. Community Manager Richard is organising space for the Trash'N'Treasure. He is hoping that an area undercover will be available. Usable excess goods will go to charity. The remainder will be put into skip bins just prior to pick up.

### **4. Community Managers' Report: Richard O'Connell.**

- ***3.4 -Free Wi-Fi for Manor common areas***
- Update-. Further boosters will be added to low frequency areas if required. Trevor from computer club provided proposals and costs.
  
- ***3.1 -Printing and copier contract.***
- No updates from last meeting. New contract to start October 1<sup>st</sup>.
  
- ***3.2 - Food Quality for SA residents.***
- Select Dining have conducted food survey to all serviced apartment and a summary of feedback will be proved to RAC.
  
- ***3.5 – Council rates – waste bin charges.***
- CM has contacted the council and enquired about current bin numbers and charges. All rates notices are charged the minimum, regardless of number of bins onsite.

- 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. Awaiting further instructions.
- **Water meter charges**
- FYI. Over the last 6 months we have been investigating a surge in charges from one particular water meter. Testing was conducted and it has been identified as an Aveo Development issue. A refund will be applied to our accounts for the over charges.
- **Emergency call system.**  
As noted in the October newsletter, we have had upgrades to the emergency system, which is changing over to the “Eevi” system and associated call centre. It is important that all residents test their units every month and have confidence in the system.
- **Road Repairs** - Update on Crestbrook Place and Manor entrance. Works underway and to be completed today Friday 9<sup>th</sup> Oct.
- **Bush fire evacuation exercise.**
- As part of our Aveo Bush Fire Plan we need to organise an evacuation exercise over the next few weeks. I plan to work with our newly established Emergency Management committee to coordinate this with village residents.

Kind Regards, Richard O’Connell – Community Manager.

4.7 Richard is considering a return to sit down evening meals for Serviced Apartments.

4.8 Richard suggested that the Working Group who are investigating Aveo Way charges could also look into the waste bin charges applied by the Sunshine Coast Council. These charges appear to be excessive for our village

Chair Jan Corlett thanked Community Manager Richard O’Connell for attending the meeting.

Richard left the meeting at 10:25am.

## 5. Outward correspondence:

5.1 13/09/2020 email letter to Hugh Price informing him of the setting up of a working group to delve into matters concerning Aveo Way residents raised by him & others.

[Refer 7.1 below]

5.2 13/09/2020 email letter to Alison Whittaker responding to her concerns regarding dogs off leash.

5.3 13/09/2020 email letter to Hugh Price responding to his concern regarding the application of GST to Aveo Way residents. The matter has been forwarded to the new Sub-finance committee.

5.4 13/09/2020 email to Bruce & Glenda Townsend regarding the ground water issue in Sea Breeze Rise.

5.5 13/09/2020 email letter to Peter Wright & The Emergency Management Working Group stating that the RAC is looking forward to further details after the groups' meetings with Richard O'Connell & also after they have perused Aveo's documents detailing updated fire plans & guidance plus a specific manual for Peregian Springs.

5.6 14/09/2020 letter to Arnold Vandenhurk responding to his letter of 8th September & referring him to our letter of 20th August in which we had assured him that the RAC would discuss his correspondence & also that the RAC ratified the initial response. The RAC encouraged him to refer to the Residents Association Constitution therefore familiarising himself with the role of the RAC.

5.7 14.09/2020 Letter to the Sunshine Coast Regional Council regarding the Proposed Development Permit for St. Andrew's. The RAC does not oppose the permit application but would only support a liquor license approval with hours restricted to 9pm.

5.8 01/10/2020 email to Mary Lloyd-Pryce regarding her initiative to set up a Trash'n'Treasure to correspond with the arrival of the Skip Bins on Friday 23rd October. We asked Mary to write an item on this for the October Bulletin.

5.9 03/10/2020 email letter to Richard O'Connell requesting permission to extend the numbers for Happy Hour and utilising the outdoor area.

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

## **6. Inward correspondence:**

6.1 09/09/2020 email letter of thanks from Bev Baker for the installation of seat at the Yarran Road gate. Bev also expressed her "thanks to Bob Jack for carrying out the work & doing such a great job assisting fellow residents".

6.2 29/09/2020 cc'd email from Hilary Warburton to Richard O'Connell regarding Villa alarm system failure.

6.3 29/09/2020 email letter from Ryan Davis, Senior Legal Counsel-Retirements, Aveo group. Ryan's letter is in response to queries regarding the application of GST.

6.4 30/09/2020 email letter from the Sunshine Coast Regional Council acknowledging receipt of our submission regarding the proposal from St Andrew's. Refer 5.7 above.

6.5 Undated [early October] letter from Sandra Ferber, also addressed to Richard O'Connell, Body Corporate & copied to Richard Fahy. Sandra raised several areas she is concerned with: 1. Alarm system 2. Village security 3. Speeding in the village and 4. Smoke detectors.

6.6 01/19/2020 email response letter from Richard O'Connell to Sandra Ferber [ref. 6.4 above]. Copied to the RAC, Body Corporate & Richard Fahy. Richard addressed each of the issues raised.

6.7 05/10/2020 email letter from Peter Wright convener of Emergency Management Working Group requesting the RAC approve 'shouting' the volunteer wardens & working group members a drink at Happy Hour.

Re Item 6.7 It was moved Jan Corlett 2nd John Davies 'that the RAC approve a drink to all Emergency Management volunteers after they hold a briefing meeting'. Carried. The Secretary is to write to Peter Wright asking him when that might be so that staffing of the Bar can be planned.

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

## **7. Working Group Reports:**

### **7.1 Working Group Investigating Aveo Way Financial Matters: John Parsons**

The Committee would like to thank John Parsons for his Position Paper on Aveo Way Residents' eligibility for concessions on Water & Council rates.

The Committee discussed at length the various options for a way forward on this matter proposed by the Working Group and agreed with the suggestion from Council that the issue could be taken to the Office of the State Ombudsman.

### **7.2 Emergency Management Working Group: Peter Wright.**

#### **Emergency Management Working Group Report to Residents' Association Committee                      6 October 2020**

The Working Group now has finalised a list of volunteers from villa residents prepared to be Street Wardens for the 15 street zones in the village. Meetings of the wardens will be arranged in the next few weeks where Chief Warden Steve Jacobson will begin briefing and training. David Figgins has agreed to be Deputy Chief Warden – thank you Dave. One of the first tasks of the Wardens will be to make contact with residents in their zone who have not yet replied to the 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 their response as soon as possible.

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 is proceeding with purchasing equipment from the \$10,000 grant it has made to us to help us manage emergencies. We have successfully trialed two-way radios, and AVEO is proceeding to purchase 10 of these units and associated equipment for our use. Purchases will also include loud hailers and personal equipment such as hard hats and high visibility vests for the Street Wardens.

Peter Wright  
Convener, Emergency Management Working Group.



## 9. Sub-committee Reports:

### 9.1 Sub-finance Committee report: Sue Day.

#### Treasurer Financial Report – RAC 9<sup>th</sup> October 2020 Meeting

A short update on our Village Financials for July/August 2020 ----- GSF 30 & GSF 50

We are now already at the end of the first quarter of 2020/2021 figures. July - September

By mid-October we will have September financials. These will be discussed by your RAC SFC with Management in early November, at our first quarterly meeting for this financial year.

Early figures show errors and wrong allocations by Aveo. Many of which I am sure will be corrected before the November variance meeting. We have been advised our printing and stationery contract is being changed to a new supplier. Sadly, in just two months Upstream, have managed to charge us \$2443 in GSF 50 which is half our budget for the year. This company has been our supplier for the past two years, plus July/August 2020. Let us hope the new contract is in place for September.

Many issues are being looked at regarding Aveo Way residents' charges for various items.

Happily, Aveo have fixed one, to pay the council rates on time to allow the appropriate discount to be applied. Moving forward John Parsons will convene a group to look at other Council Rates matters, of which there are a quite a few. There are many issues with Water & Water Rates currently being investigated, one being timely or not timely payments by Aveo to Unity Water. A long-time leak in Sea Breeze Rise has now been fixed with other water items still an issue.

GST is a complex area in Aveo Way contracts, this is due to residents being leaseholders and not "owners". Another area under investigation. Aveo have sent the RAC Chair a legal letter after questions were raised. More still to come on this.

Furthermore, we still have unfairness with charges for some village residents. Management will endeavour to help with this problem to enable all residents to be treated more fairly.

Over the last month our Community Manager, Richard O'Connell has been looking at the cost of our village garbage bins, how many and the cost. As in the Council Rates Jan-June 2020 the cost was \$101 by the July-Dec 2020 Council Rates notice the cost had risen to \$134.60. A huge increase. This appears to be the case for both leaseholders and owners. It is also apparently a minimum bin cost! As we are on a shared bin system here with possibly only 80 bins.

We feel the SC Council are very unfair charging such a high bin rate rise for this service. Bearing in mind every villa and every Serviced Apartment pay this \$134.60 on their individual rates notices.

Richard O'Connell, CM, updated us at this RAC meeting 9<sup>th</sup> October 2020 on his findings.

We will endeavour to update you how we go with all these financial matters.

## **9.2 Bar Managers Report: Wayne Collard.**

It has been a cautious start to our reopening of the bar earlier last month, understandably with the virus restrictions imposed on us. And, while the figures are encouraging, the return to crowds we use to enjoy are a little way off yet.

Tuesday happy hours are basically the same as before the closure with an average of 19/23 attendance. Fridays on the other hand hover around the 22/25 in lieu of the 70/80 we used to have.

Those who have attended would have noticed several changes to the way we used to do things with fixed table and chairs available. Strict adherence to numbers seated at those tables, queuing at the bar and regrettably, booking ahead, a feature of the new provisions

You will be pleased to note however that this has been overturned and as from this Friday all that is required is to note your attendance for tracing purposes should this ever be necessary.

It's the same great service and bar staff, well priced drinks and of course lovely people. We welcome all residents.

## **10. General Business:**

10.1 **Residents Handbook update.** Kerry Jewell will work on updating the Residents Handbook. Sue Day offered to assist him.

10.2 John Parsons **on going issues format suggestion.** This matter will be discussed with John at the November meeting.

10.3 **Remembrance Day:** Jan Corlett. Rear Admiral Max Hancock Rtd. has agreed to provide the Address. We are awaiting advice from Aveo as to whether the event can go ahead. Alternatively, we may be forced to commemorate 'virtually'.

10.4 **QGM, 27th October.** It will be held 'virtually', the format to be the same as last time. Reports will be published & made available for residents. Initially letters received will be responded to by the executive, then discussed prior to ratification by the Residents' Association Committee at the November meeting.

## **11. Date & time for next meeting:**

**9am Friday 13th November 2020.**

Meeting closed at 11:45am.