

AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION.

Minutes of Committee Meeting for 9am Friday 13th November.

1. Attendance & Apologies:

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

The meeting was opened at 9:04 by Chair Jan Corlett.

2. Confirmation of the October minutes.

Item 6.6 in the October minutes should read 6.5.

Moved by John Davies 2nd Sue Day 'that the corrected minutes of the October meeting be accepted'. Carried.

3. Business Arising from the October Minutes:

3.1. John Parsons has suggested a task tracker for the RAC and agreed to formulate & monitor issues & tasks.

3.2 Residents' Handbook amendments. Kerry Jewell has completed the update. The committee thanked Kerry for his contribution. The distribution of the revised handbook will be on the Agenda for discussion at the December meeting.

4. Community Managers' Report: Richard O'Connell. Friday 13th November 2020

- **3.1 -Free Wi-Fi for Manor common areas**
- Update-. Further boosters have been ordered and will be installed over the next month.

- **3.2 -Printing and copier contract.**
- No updates from last meeting. Qld rollout of changeover of copy/printing machines has started and is to be completed by the end of November. PSCC has yet to have the copier changed over. CM to confirm via email when completed.

- **- Food Quality for SA residents.**
- Select Dining have conducted food survey to all serviced apartment and a summary provided for discussion. Food forums have been booked for villages over Dec/Jan. Date to be confirmed. CM to summaries restaurant operational costs.

- **Water metre charges**
- Incorrect allocation of meter charge for Aveo development meter, has been corrected with a credit of \$21,000 for period July 19 – June 20. (Note: water leak invoice was \$17,000 included). This was processed in the first Quarter accounts.

- **Emergency call system.**
- As noted, we are working with Eevi on our emergency system. Currently we are utilising an older 3G device and these requires clear reception to operate to the optimum. Within the Peregian Springs area this does cause issues in some areas. This signal strength can affect the response time when unit is activated. There is future planning for upgrading all units to a 4G model.

- **New Residents welcome.** For discussion.
- **Council - waste bin charges.** For discussion on any further action that can be taken.

- Community Manager – New Items:
- **CM to update committee on Covid 19 Actions:**
- Update since last meeting – gatherings are limited to 40 people. All events and group activities need to be pre-planned, with pre-registration of attendees. Update on bus- we can now take increased numbers with mask wearing compulsory for the duration of the journey. Christmas functions can be booked via Ann, subject to seating and menu format. Aveo is encouraging resident’s social committees to reactivate events and activities wherever possible.
- **Historical council rates charges for AW Leasehold.**
 - Summary-
 - Actual 17/18-\$179K, 18/19-\$128K, 19/20-\$178K, budget 20/21-\$189K
 - Rates charge per year - per lot.
 - 17/18 - \$1818 (lot 3 \$1626)
 - 18/19 - \$1880 (Lot 3 \$1686 increased to \$1880 with adjustment)
 - 19/20 - \$1938
 - 20/21 - \$1972
 - Budget for rates is based on number of Aveo Way Units – this is forecasted at start of budgeted year and can increase based on actual, budget is also set on known rates increases at time of budget.
 - Decline in 18/19 due to overpayment in 17/18. Amount credited in 18/19 was \$33,600.
 - Waste Bin charge of \$20k seen in 18/19 – unbudgeted and unknown at the time.
 - 19/20 saw increase due to Council increase in Environmental waste levy – this was not budgeted for due to CM at time requesting for concession from Council (applicable to rate payers) – concession wasn’t applicable as AWLH are Leasehold units – concession was for “owners” – FH.
 - Budget is currently in deficit with no recourse of this being charged to residents to claim back deficit.

- **General business discussion points. (email John Davies 2/11/20)**
- Golf club trees and pruning.
- Food survey results and possible future food forum planning. (Covered above)
- Frozen meals – via select dining. (Sue Day email)
- Serviced apartment residents and care requirements.
- Serviced apartment resident’s storage of mobile aids.
- Apportionment of expenses for SA residents. (JD separate email)
- Capital expense summary audited accounts. (JD separate email)
- Audited cost of food. (JD separate email)

Kind Regards,
Richard O’Connell – Community Manager.

Additional items discussed:

4.1 Sue Day commented on the poor quality of meals available through the Aveo Benefits Scheme. The meals are prepared & frozen by Creative Cuisine who have announced that they are not returning to providing fresh meals. Richard will investigate.

4.2 Richard has had a meeting with Unity Water. He is hopeful that interest charges that had been applied will be waived. Some residents are experiencing poor quality water, Richard is also hopeful this issue will be resolved soon.

4.3 New Residents Welcomes. Aveo has a first 100 Days program in place for New Residents. The RAC is eager to work with Sales & Richard in setting up welcoming events for New Residents.

4.4 Considering the historical and ongoing waste bin charges & the corresponding issues of fairness Richard will confirm their policies with the Sunshine Coast Council [SCC]. The RAC could then take the reply from the SCC as an issue for the State Ombudsman.

4.5 Richard will contact the Golf Club & the SCC regarding reducing Fire & Storm Hazard trees & branches encroaching onto the village property.

4.6 Richard will look into storage requirements for motorized scooters at the Manor. Also care requirements for residents in the Serviced Apartments.

4.7 Richard agreed to a meeting with John Davies to discuss the application of capital expenses for major items.

4.8 Regarding the letter from Bruce & Glenda Townsend [item 6.2 below]. Secretary is to forward the letter to Richard so that he can clarify the issue.

At 11:52am Richard O'Connell left the meeting.

5. Outward Correspondence:

5.1 17/10/2020 Reply to Bruce & Glenda Townsend [see item 6.1 below] since these are Body Corporate matters the Secretary has forwarded the email to CM Richard & to BC Secretary, Cheryl Hodges.

5.2 21/10/2020 A Flying Minute was sent to all RAC members:

Moved Jan Corlett, 2nd Karen Wright 'that approval be given for the Social Sub-Committee hire singing duo Steve & Ainsley at a cost of \$400 for a special Happy Hour on Friday 4th November'.....carried by email vote.

5.3 25/10/2020 A Flying Minute was sent to all RAC members:

Moved Jan Corlett, 2nd Karen Wright 'that up to \$100 be allocated towards the cost of a wreath and poppies for this years' Remembrance Day Service'.....carried by email vote.

5.4 10/11/2020 Email letter to Richard O'Connell from Jan Corlett re: Historical rates fees.

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

6. Inward Correspondence:

6.1 15/10/200 Email from Bruce & Glenda Townsend stating their concerns regarding staffing & gardening matters. Since these matters are of concern to the Body Corporate the RAC Secretary forwarded it to the Body Corporate Secretary.

6.2 19/10/2020 email from Bruce & Glenda Townsend expressing confusion regarding residents' contacts for Body Corporate matters.

6.3 22/10/2020 Email from Peter Wright from the Emergency Management Working Group informing the RAC that the special training would be held on Tuesday 17th November from 2-4pm. After the training the volunteers would visit the Manor Bar & receive their complementary drink. Pete provided a mock-up of a suggested drink voucher.

6.4 Various emails from 19/10/2020 to 26/10/2020 between John Rae, Treasurer ARQRV, Sue Day, RAC Treasurer, Residents John Crossley, Hugh Pryce & John Parsons. The discussions were in regard to the application & charging of GST to Aveo Way residents.

6.5 Email from Judy Mayfield President ARQRV. Judy forwarded an email dated 25/09/2020 from the Department of Regulatory Services sent to Aveo requesting a generic email address of our RAC. The Department stated that they wish to improve communication & deal directly with key resident stakeholder groups within Retirement Villages.

6.6 02/11/2020 email correspondence between John Davies & Richard O'Connell. John raises several concerns which were discussed with Richard under section 4 above.

6.7 09/11/2020 email from resident Megan Bishop regarding the regarding the slow response to repairs required for a security door.

Re item 6.2 refer to 4.8 above.

Re item 6.4 the issues raised have been referred to the Aveo Way Matters Working Group to pursue. Secretary to write to John Crossley & Hugh Pryce informing them of this outcome.

Re item 6.5 Secretary is to set-up a Residents' Association Gmail account.

Re item 6.6 John Davies, Richard O'Connell, Nole Beardwood & John Parsons will hold a meeting to further discuss the issues raised.

Re item 6.7 Secretary has received the news from Megan that the repair was imminent. Moved Sue Day 2nd Jan Corlett 'that the inward correspondence be accepted'. Carried.

7. Treasurers Report: Sue Day.

8. Sub-Committee Reports:

8.1 Manor Bar Report, Wayne Collard.

Little to report for this period as we are slowly falling into line with what may loosely be described as normal trading.

That is to say we are currently getting 20/23 patrons on the Tuesdays and 40/ 45 on Fridays. There has been some movement outdoors but most are eager for the coming months of sunshine, fresh air and a return to the end of month barbecues and are prepared to wait.

The highlight for the month has to be the music of Steve and Ainslie on 6 Nov last. I couldn't find anybody who did not like their choice of music and their connection with the 74 people who turned up - not to mention the talent of some of our residents who did not hesitate to get up on stage. I said "not to mention....." so we won't.

Most will have noticed the arrival of Steve and Bronwyn to the immensely talented bar staff and we warmly welcome them.

More next month.

8.2 Social sub-Committee Report: John Hooper.

Herewith proposals for forthcoming entertainments.

26th November. Dressing of Christmas Trees.

3rd & 8th December, Christmas Lunches. If possible, Christmas Carols to be played.

11th December, Christmas Happy Hour, with music and Christmas food including Christmas cake, mince pies, sausage rolls, shortbread and cheese & biscuits. Also featuring live entertainment for 3 hours. Christmas Raffle to be drawn at this event. Suggest fancy dress or fancy hats. I understand that a figure of 1200 dollars in total has been approved or discussed.

The committee was informed that there will be one Christmas lunch on Thursday 2nd December for 48 residents. The cost will be \$36pp. BYO.

Moved Sue Day 2nd John Davies 'that a total of \$1250 be allocated for the Social Sub-committee to purchase the following: \$400 for goods for the Christmas Raffle, \$350 food & sundries and \$500 for entertainment. All for the Christmas Happy Hour [4-7pm] Party on 11th December.' Carried.

9. Working Group Reports:

9.1 Working Group investigating Aveo Way Financial Matters: John Parsons.

The group was formed and held its first meeting on October 18th, 2020. The group comprised Kath Snell, Dave Figgins, Kerry Jewell and myself as convenor. The terms of reference for the working group are:

1. To reopen and try to obtain the concessions for leaseholders in respect to council and water rates and
2. To get Aveo to resolve the “claw back” from the historical underbudgeting of council rate in residents’ General services charges

Activities in relation to 1.

The working group met with the ARQRV (President via Phone Oct 27), (Vice president here the Manor on Nov 3). Useful discussions and the upshot is that the ARQRV have referred us to a lawyer specialising in Retirement Village matters. Sue Day and I are meeting with him (via phone) on Tuesday Nov 10. As the ARQRV has no corporate membership category, then Sue as an ARQRV member will meet as a private resident. Objective is to clarify whether our interpretation of “lifetime tenancy” as defined under the Act can be easily changed, perhaps with assistance from the Office of the State Ombudsman.

Met with Richard O’Connell and Richard Fahy from Aveo and they confirmed their willingness to assist us in this objective where they could. Richard Fahy will confirm whether Aveo could commit any corporate legal assistance to us in this matter.

Activities in relation to 2.

The working group assembled a compendium of information and analysis in relation to the under budgeting for rates and has forwarded a draft to the RAC Chair for consideration by Aveo. The ARQRV have also been approached to give some guidance on this matter particularly in relation to section 105 of the Retirement Villages Act 1999.

Cheers JP

9.2 Emergency Management Working Group: Peter Wright.

Emergency Management Working Group Report to Residents’ Association Committee

9 November 2020

A meeting of the fifteen volunteer Street Wardens is planned for 17 November. This will be a familiarisation meeting where Chief Warden Steve Jacobson will begin briefing and training of Wardens. Village Manager Richard will also run through a simulated emergency response scenario with the wardens. Richard has also begun purchasing equipment such as two-way radios, loud hailer, hard hats and hi vis vests for use during emergencies. Street Wardens will then begin to introduce themselves to residents in their zone and to encourage a reply from those who have not yet returned 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 your response as soon as possible. The wardens will also issue information packs to residents including Natural Disaster Emergency Response

Procedures, evacuation check list, "Residents have left" notice for the villa front door and fridge magnets with your Street Warden's contact phone number.

Peter Wright
Convener, Emergency Management Working Group.

10. General Business:

10.1 Noosa Concert Band proposed visit 5th December 2pm.

The Secretary will write to Mick Wallace seeking information about their current support for young musicians, then send out a flying Minute to Committee members seeking approval for a donation to the Noosa Concert Band.

10.2 Remembrance Day. Jan Corlett remarked on the very moving service and wishes to thank all those involved. She asked the Secretary to write to Rear Admiral Max Hancock Retd., thanking him for his contribution.

10.3 The Secretary produced a letter from Audrey Porter which was received too late to be on the Agenda. Audrey expressed her appreciation of the recent Trash'n'Treasure. the letter will be accepted as incoming correspondence next month.

11. Next Meeting: Friday 11th December at 9am.

The meeting closed at 12:53pm.