

AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION.

Minutes of Committee Meeting held 9am Friday 11th December 2020.

At 9am Treasurer Sue Day opened the meeting and announced Chair Jan Corlett was unable to attend, in her absence she would act as Chair.

1. Attendance & Apologies:

Treasurer Sue Day, Secretary Karen Wright, Committee members John Davies, Kerry Jewel, Wayne Collard & John Parsons. Community Manager Richard O'Connell.

Apologies were received from Chair Jan Corlett.

2. Confirmation of the previous minutes:

Moved Kerry Jewel, 2nd Wayne Collard 'that the minutes of the previous meeting are a true & accurate record'. Carried.

3. Business Arising from the Previous minutes:

3.1 The Secretary apologised; she has not set up the Gmail account yet but will do so before the next meeting.

4. Community Managers Report: Richard O'Connell.

Friday 11th December 2020

- ***Free Wi-Fi for Manor common areas***
Update-. Boosters have been installed and all areas now have good signal for Wi-Fi. Work complete.
- ***Printing and copier contract.***
New printer/copiers have arrived and been installed. We anticipate a reduction in monthly cost for service from December 1st onward.
- **Creative Cuisine Frozen Meals. (3.1)**
CM has raised this with Select Dining management and is requesting further info on current product quality and future plans for the supply of the product.
- **Water meter charges (3.2)**
Outstanding invoices have been received. These have been forwarded for payment. Awaiting confirmation and statement summaries confirming balances.
- **Council - waste bin charges. (3.3)**
CM has emailed the SCRC for further clarification on waste bin charges and has received a very generic response. A further email has been sent for someone to contact us directly on the matter.
- **Golf Club storm damage trees. (4.4)**
Golf club have been contacted by CM and by Aveo development on two large trees with storm damage to be attended to. Awaiting completion.
- **Community Manager – New Items:**
- **Bin noise-** email. For discussions.
- **General business discussion points.**
- Reference to costs of **printing** over the past years. Noted.
FYI printers have arrived!!

- **Casual meals – function revenue.** Re last year's functions, this revenue was entered into June and July and makes up the total Casual Meal revenue. Amounts are not individual line items. Moving forward, we produce an invoice from reception and payment is made directly into Manor Admin bank account (not via Eftpos). Both RAC and Bowls invoices are being issued today.
- Who pays for **replacement of hot water unit** replacement? There is no standard answer as it is subject to each individual contract. The early Aveo lease stipulates that the resident pays for replacements, the newer Aveo lease contract states that residents pay for repairs and Aveo pays for replacements.
- **Aveo way- sinking fund payments & line item.** Aveo pays the sinking fund on behalf of all AWLH units, these do not form part of the levies for AWLH residents. The sinking fund revenue must match the total village allotments which is 2 x unit for ILUs a 1 x unit for SAs. Combining the revenue to one-line items is logical.
- **Frozen meals** quality and history. Noted.
- **Bait stations** payments via BC financial. This has been raised by a couple of residents and a note will be provided by BC in the next newsletter to clarify. Installation payment was made over 4 years which finished in 19/20 financial year. Ongoing servicing of the bait stations is in the BC budget at \$24,000. Pest control as an expense line in the BC budget has gone down from the \$55,000 each year (paying off the installation) to the current ongoing service charge. Separate to this the Sinking Fund levies increased this year for a range of other line-item expenses, hence no reduction in levies from completion of paying off the bait station installation. (also confirming a spray program has been set for all bait stations over the next few months).
- **General business discussion points.**
- Cleaning of SA bathrooms. Noted & actioned.
- Food survey results feedback. Noted.
- Food comments. Noted.
- SA resident's health issues. Noted
- Lights/ AC left on overnight. Noted and passed onto staff.
- Food Forum feedback. Noted
- Further on restaurant & staffing. Noted
- Apportionment of expenses for SA residents. NB to set invite.

4.1 Regarding Bin noise. This issue has arisen from an email received [6.7 below] concerning noise generated by a resident emptying bottles into an empty recycling bin at 5:30am waking people up. Richard will organize a newsletter message to remind residents to be considerate.

4.1 Regarding Bait Stations the RAC pointed out that many are covered in grass. Richard assured the RAC that Programmed will now spray around all bait stations on an ongoing process.

4.2 Regarding Hot Water Systems. It was noted by the RAC that some require an annual 'bleed'. The RAC requested that John Chester [maintenance] carry this out. This particularly affects residents with hot water tanks in roof space.

4.3 Regarding the recent Food Forum. The RAC requested that actions that have been agreed on by AVEO be detailed & noted and sent to the RAC. The Secretary will write formally to request this.

Richard O'Connell left the meeting at 9:55am.

5. Outward Correspondence:

5.1 10/11/2020 email from Secretary to Bar Managers, Jan Corlett & Sue Day re Emergency Management Training Session & the complementary drink vouchers to be issued to the volunteers.

5.2 14/11/2020 email to Rear Admiral Max Hancock [Rtd] thanking him for his involvement in our Remembrance Day Service.

5.3 14/11/2020 email to Roz & Marty Duell regarding a problem with their garage door. [See item 6.2 below] The Secretary forwarded their complaint to the Community Manager.

5.4 16/11/2020 email letter to Richard O'Connell from Sue Day regarding the maintenance of areas surrounding the Bait Stations near her Villa.

5.5 16/11/2020 email from the Secretary to all Residents on the Residents' Association Email data base. The email informed residents that Chair, Jan Corlett had appointed Jan Lambert to the new role of Publicity & Events Co-Ordinator. The Secretary advised the residents of her intention to forward their email addresses to Jan Lambert & invited those who did not wish their addresses to be forwarded to contact her by email.

5.6 16/11/2020 Flying Minute email from the Secretary to all RAC members: Moved Jan Corlett, 2nd Karen Wright:-'that the Residents' Association approves a donation of \$300 to the Noosa Concert Band as a thank you for their performance in The Manor on Saturday 5th December, and also that each member of the Noosa Concert Band who plays for us receives a complementary drink on the day.' Carried by affirmative email responses from 4 RAC members.

5.7 23/11/2020 email response to letter from Sam Denny. Written by John Parsons convenor of the Working Group investigating AVEO Way matters & sent by the Secretary. See 6.3 below.

5.8 24/11/2020 email to Community Manager Richard O'Connell, Group Community Manager QLD North Richard Fahy & Community Operations Manager QLD North Nole Beardwood. This letter was written by John Parsons and sent by the Secretary. The email requested a formal written response from AVEO to matters raised, regarding increases to rates charges & errors/omissions. In essence the letter requested:-

- a) a statement from Aveo acknowledging their errors/ omissions on this issue and a full, factual and unambiguous written explanation of those errors.
- b) an undertaking for Aveo to scrutinise rates and charges for leasehold properties when they are received. The leaseholders don't see the bills so the landowner must take this accountability
- c) an undertaking to reimburse residents for the historical overcharging and
- d) an agreement by Aveo to forgive any debt and adsorb the deficit internally

5.9 26/11/2020 A letter/paper from Jan Corlett headed Meals in The Manor. Sent to Richard O'Connell, Richard Fahy & Nole Beardwood. The paper gave an historical outline of the restaurants' operation & presented a detailed timeline [starting 14th November 2019] of the problems which have arisen & the ensuing correspondence sent to AVEO expressing concern with the quality of meals.

5.10 Letter to Mary Lloyd-Pryce sent by Secretary thanking Mary for her initiative & work for the recent Village Trash'N'Treasure.

Re 5.5 It is with regret we have to inform residents of the resignation of Jan Lambert. Jan has been producing the Residents' Association Village Bulletin and was recently appointed to the role of Publicity & Promotions for Social events. The Secretary will write to Jan expressing our regret at her resignation. The Secretary is to request Jan removes residents' email contacts recently sent to her & that she informs the Secretary when this is done.

Re 5.8 John Parsons will table a way forward in the New Year. [See item 6.8] The working group intends to pursue the matters.

Moved Wayne Collard, 2nd Kerry Jewel 'that the outward correspondence be endorsed.' Carried.

6. Inward Correspondence:

6.1 09/11/2020 Letter from Resident Audrey Porter thanking the Residents' Association & particularly Mary Lloyd-Pryce for the Trash'N'Treasure initiative.

6.2 14/11/2020 email from Roz & Marty Duell regarding a problem with their garage door. The Secretary forwarded the email to Richard O'Connell.

6.3 14/11/2020 email from Sam Denny also sent to Richard O'Connell concerning wastewater levies.

6.4 17/11/2020 email from Richard O'Connell responding to 5.4 above. Richard said he would follow up with Programmed gardeners. He also said he would forward the letter to the Body Corporate.

6.5 18/11/2020 email from John Weeden on behalf of the Bowlers requesting a donation of \$200 towards their end of year function.

6.6 23/11/2020 email from Sam Denny regarding questions she raised in her first email [14/11/2020].

6.7 24/11/2020 email to Richard O'Connell copied to the Secretary from John Whittaker. John raised the issue of residents emptying bottles into the recycling bins very early in the morning [5:30am] & waking people up. John suggested small signs be placed in bin areas recommending residents place items in bins within a more reasonable time.

6.8 04/12/2020 email letter from Richard Fahy [Group Community Manager QLD North] in response to the letter sent 24/11/2020 see item 5.8 above.

6.9 07/12/2020 email sent by Richard O'Connell & copied to the Secretary of the Residents' Association & the Secretary of the Body Corporate to Bruce Townsend in response to Bruce's email of 17th October. Bruce was commenting on the gardens & he suggested that more gardeners were needed.

Re Item 6.5 The RAC discussed the Bowlers request & discussed Activity Groups requests. The RAC considers it inappropriate to donate towards end of year parties. The RAC has and will continue to support reasonable requests for equipment for activity groups. In the past the RAC has purchased Jigsaw Puzzles, Mah-jong Sets, Bingo items & continues to purchase Library Books.

Moved Kerry Jewel 2nd John Parsons 'that the RAC will consider reasonable requests for equipment for various activity groups.' Carried.

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

7. Treasurers Report: Sue Day.

Residents Association Report for November 2020										
Date	Pay Req	Detail	Main	Imprest	Bar	Social	Sundry	Bar	Bar	Library
	No		Account	Account	Takings	Comm		Expenses	Supplies	
		Balance C/F	\$13,895.48	\$3,000.00						
DEPOSITS										
8.11.20		Bar Takings	\$640.05		\$640.05					
18.11.20		Bar Takings	\$620.50		\$620.50					
20.11.20		48 x \$36 Xmas Lunch 2nd Dec	\$1,728.00				\$1,728.00			
17.11.20		13 drinks for Emergency Com	\$35.00		\$35.00					
26.11.20		Bar Takings	\$573.50		\$573.50					
26.11.20		Part Raffle Receipts	\$205.00			\$205.00				
02.12.20		Part Raffle Receipts	\$200.00			\$200.00				
02.12.20		Bar Takings	\$785.15		\$785.15					
		Total Receipts	\$4,787.20		\$2,654.20	\$405.00	\$1,728.00	\$0.00		\$0.00
PAYMENTS										
07.11.20	180	Music for HH 6th Nov	\$400.00			\$400.00				
09.11.20	181	Wreath for Rem Day 11/11	\$100.00				\$100.00			
16.11.20	182	Imprest a/c	\$961.83	\$961.83						
		BWS		-\$22.00					\$22.00	
		Coles		-\$76.90					\$76.90	
		Dan Murphys		-\$862.93					\$862.93	
18.11.20	183	Stationery & Printer Ink	\$106.32				\$106.32			
18.11.20	184	Repair bar till	\$99.00					\$99.00		
22.11.20	185	Ring Binders for Filing	\$10.54				\$10.54			
22.11.20	186	Xmas Cheer & Raffle	\$433.79			\$433.79				
22.11.20	187	Bar key cut & Bar Supplies	\$414.95	\$414.95						
		Mr Mint		-\$26.85				\$26.85		
		Dan Murphys		-\$345.20					\$345.20	
		Coles		-\$42.90					\$42.90	
26.11.20	188	Stationery	\$128.30			\$128.30				
26.11.20	189	November Library Books	\$96.00							\$96.00
26.11.20	190	13 Drinks for Emergency Com	\$35.00				\$35.00			
26.11.20	191	Xmas Cheer & Bar Buying	\$594.32	\$594.32						
		Xmas Cheer		-\$28.23		\$28.23				
		Dan Murphys		-\$535.94					\$535.94	
		Coles		-\$30.15					\$30.15	
30.11.20	192	Xmas Cheer & Lunch	\$48.74	\$48.74						
		Xmas Decorations		-\$48.74		\$48.74				
01.12.20		Item to be credited in Dec	\$143.44			\$143.44				
		Total Payments	\$3,572.23	\$3,000.00		\$1,182.50	\$251.86	\$125.85	\$1,916.02	\$96.00
		Cash Book Bal. F/Ward	\$13,895.48							
		Plus Receipts	\$4,787.20							
			\$18,682.68							
		Less Expenditure	-\$3,572.23							
		Cash Balance	\$15,110.45							
Bar report at end of November 2020										
Bar Takings				\$2,654.20						
Opening Stock		\$1,432.36								
Plus Purchases		\$1,916.02								
Less Closing Stock		-\$1,582.46								
Cost of Sales		\$1,765.92	-\$1,765.92							
Operating % Profit		34%	\$888.28							
ASSETS										
Bank		\$15,110.45								
Imprest AC		\$3,000.00								
Bar Float		\$300.00								
Bar Stock		\$1,582.46								
Xmas Lunch		-\$1,728.00								
Total		\$18,264.91								

Moved Sue Day 2nd Wayne Collard 'that the Treasurers report be accepted'. Carried.

8. Sub-Committee Reports:

8.1 Manor Bar Report: Wayne Collard.

Numbers continue to increase ever so slowly particularly with some newer residents and other regulars venturing out with the return of milder weather. Tuesdays are relatively quiet still with some 25 electing to have a nice time while Fridays with around 50 becoming more popular.

This month we welcomed Anne Millier to Bar staff and this now brings us up to full quota once again. Please note that the newer volunteers are a bit anxious and I commend their enthusiasm – we only pick the brightest people for this job but I must ask everyone to go easy as they find their feet.

The Bar was opened as a special matter for the Noosa Concert Band recital but not much activity with most purchasers opting for soft drinks. Nothing wrong with that, we aim to please.

We take this opportunity to wish everyone a peaceful, happy and joyous Christmas and above all be safe.

Regards Wayne

8.2 Social Committee Report:

After a quiet year, social events are beginning to start up.

Happy hours are starting to be well attended again which is incredibly positive

Resident's Christmas Lunch December 2nd

The Residents Christmas Lunch was fully attended. There were some really positive comments about the decorations and having individual place cards, with table plans available by the COVID sign in sheet. Looking at the photos, everyone who attended enjoyed the lovely meal provided by Ann in the kitchen.

Noosa Concert Band Concert 5th December

The concert went well and was well attended. There was a mixture of musical genres and the director of music/conductor ran a guess the tune competition which also went down well and was actually quite challenging.

The Christmas Cheer Happy Hour on 11th December has a large number of residents and some visitors signed up so should be a good evening.

As so many have put down their names, we need more money for Christmas Fare. Maybe up to \$200. This is a free event for residents.

Christmas Raffle.

Selling well and making a healthy profit.

The New Year's Eve Event 31st December is also well on the way.

Suggest maybe up to \$350 for 1 free drink? We had 87 last year but think it will be more this year!!

Australia Day 26th January

We have organized the Noosa Lions Club to run the 'sausage sizzle' again. The event will have a selection of 'upmarket sausages' (pork, beef or chicken) in rolls with onions and selection of sauces available, apple pie and cream

Looking at last year's Australia Day we had 109 residents and bought wristbands, for food control. Tickets for events would prove cheaper and will be used this year.

The cost to residents last year was \$5 maybe this year go \$5 again. As 'home produced tickets are cheaper than wristbands then maybe \$5 is enough.

Upcoming event possibilities for 2021

Valentine Day Raffle (Sunday 14th February)

St Patrick's Day (Wednesday 17th March)

Karaoke Event on a Happy Hour

The Independent Theatre Company

St Andrew's Choir and Orchestra

Regarding Christmas Cheer Happy Hour 11th December. Moved John Davies 2nd Wayne Collard 'that an additional \$200 be allocated for the social sub-committee to purchase additional Christmas Fare for Christmas Cheer Happy Hour'. Carried.

Regarding New Year's Eve Happy Hour, it was moved John Parsons 2nd Wayne Collard 'that up to \$400 be allocated for 1 free drink per Resident. This is for Residents only not guests.' Carried.

Regarding Australia Day. Famos Duo has been booked for 2 hours but may be needed for longer. To cover this contingency it was moved Sue Day, 2nd Karen Wright 'that up to \$500 be allocated for entertainment.' Carried.

Regarding Australia Day. Moved Kerry Jewel 2nd John Parsons 'that up to \$1600 be allocated for food provisions for the Australia Day celebrations.' Carried.

The Noosa Lions Club provides volunteers to prepare, cook, serve & clean up the BBQ on the day. Moved Kerry Jewel, 2nd John Parsons 'that \$250 be allocated as a donation to the Lions Club of Noosa in recognition of their services on Australia Day'. Carried.

9. Working Group Reports:

9.1 Emergency Management Report: Peter Wright.

An initial meeting of the 15 Street Wardens has been held and wardens have been given residents' packs for people in their zones. Street Wardens will now distribute them within each zone. Wardens will also encourage those residents who have not returned the emergency response questionnaire to do so. We are awaiting the arrival of the contents of Warden Packs (such as hi Vis vests and hard hats). Future planned activities include two-way radio training and a simulated evacuation exercise for villa residents – probably in the New Year.

Peter Wright

Convener, Emergency Management Working Group.

9.2 Investigating AVEO Way Matters Working Group: John Parsons.

Brief note for update

- Subgroup has been working on council definitions, state legislation
- Have obtained list of all registered retirement villages in Queensland
- Independent solicitor thinks that ombudsman route may be unsuccessful, still considering that informal advice

- Will be approaching the office of the Minister for Local Government, seeking a meeting with the relevant policy advisor in this space (don't want to meet the Minister ...yet)

Near term actions to consider in New Year for the group in relation to land rate categories

- Determine which villages fall into the SCRC area...there are approx. 263 villages in the state.
- determine which of those are commercial operators and not for profits etc and then
- contact the resident committees of each of the commercial operators and see whether they are treated in the same way as Peregian Springs Aveo leaseholders and finally
- if they are, determine their level of interest in joining us as a bigger band of brothers (sisters) in lobbying the council to change the classification to get leaseholders to get a lower rate category (this would presumably be a benefit to free holders as well)

BIG POINT- there is a general heightened level of awareness of these issues among private leaseholders. There are folks quite prepared to work with us in the background on these issues and they are constantly bringing ideas, fresh thinking to the table. We should always encourage this as the RAC don't have a monopoly on problem solving in the village.

Cheers JP

10. General Business:

There being no further business the meeting closed at 11.29am

Next Meeting 9am Friday 12th February 2021.

QGM Meeting 2pm Tuesday 16th February 2021.