

AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION.

Minutes of Quarterly General Meeting held Tuesday 16th February 2021.

1. Attendance & Apologies:

Chair Jan Corlett welcomed everyone & opened the meeting at 2:01pm.

87 Residents were in attendance.

Apologies had been received from: Trish & Brian Kelly, Beth Jewell, Bruce Hodges, Ann Horsley, Bernie Nunn, Frank Gava, Glenda Townsend, Jim Duncan, Barbara Larke, Jane Hill & Barry Trollope.

2. Confirmation of the Previous Minutes:

Moved Hilary Warburton 2nd Bron Kennedy 'that the minutes of the previous meeting are a true & accurate record'. Carried.

3. Business Arising from the Previous Minutes:

There was no business arising.

4. Chairs' Report: Jan Corlett.

Welcome everybody to the February QGM and a special welcome to our new residents.

The QGM has had to be deferred from January as the RAC did not hold a meeting in January.

Thank you to Pete Wright for checking the number of attendees to ensure that we are quorate should the necessity for a vote arise.

Thank goodness COVID-19 restrictions have relaxed and we are able to enjoy social functions once again.

Your committee has been involved in several events over the last quarter including a very moving Remembrance Day Commemoration Service in November.

Other functions included Christmas lunches which were greatly enjoyed by those attending. Special thanks to the Social Committee for the beautifully decorated tables. The Australia Day celebration was a huge success with over 100 residents enjoying the afternoon. A huge thank you to everyone involved. Your hard work and enthusiasm paid wonderful dividends.

I hope that residents have noticed some changes in the Manor, which is currently undergoing a "sprucing up" led by our Secretary, Karen Wright.

The RAC ordered and paid for 2 skip bins for residents use in the Spring, and thanks to Mary Lloyd-Price for organising the Trash and Treasure Table. Two skip bins will once again be ordered after Easter ready for some more decluttering!

The Residents' Handbook is currently being revised and updated as there have been many changes since the first edition. When completed a copy will be issued to each villa and apartment.

We're looking forward to the resumption of new residents Meet and Greet in the near future. It will be great to be able to put names to faces. The Social Committee have many exciting plans in hand for events over the next few months. Again, many thanks to everyone who has been involved in social functions and also to the leaders of the various activity groups for your hard work and enthusiasm.

I would like to give my personal thanks to my hardworking and dedicated committee who work tirelessly behind the scenes to ensure the Residents' Association Committee is a 'smooth operation'.

Finally, where would we be without our marvellous Bar Managers, Sharon and Bob Jack and Wayne Collard, together with the Bar team? They all do such a fantastic job and anchor our many social events. On that note I would like to announce that the Bar will be open after the meeting and drinks, including regular spirits (not high end) will be \$2.00 each, and mixers priced at \$1.00, until the end of Happy Hour. This is to say thank you to our many Bar patrons and to residents attending this meeting.

5. Treasurers' Report: Sue Day.

Peregian Springs Country Club Quarterly Treasurer Report
For QGM 16th February 2021 Period October 2020 - December 2020

Bar profit for the Qtr \$ 2742

Expenditure

Bar Supplies	\$ 4,836.12	Drink Supplies for Bar
Bar Expenses	\$ 203.84	Till repair,keys,glass cleaner
Library Books	\$ 396.00	Books
Skip Bins	\$ 820.00	2 Bins
Live Music for 6th November	\$ 400.00	Happy Hour Music
Remembrance Day	\$ 100.00	Wreath
New Years Eve	\$ 249.00	Free Drinks
Christmas Cheer 11th December	\$ 304.72	Food etc for Christmas Happy Hour
Christmas Raffle	\$ 433.79	Off set with Income \$498 Profit
Donation Noosa Concert Band 5th Dec	\$ 300.00	Local Band donation
Xmas lunch 2nd December	\$ 1,728.00	Offset with Income
Music for Christmas Cheer	\$ 500.00	Live Music

Misc expenses

Stationery	\$ 297.14	Printer ink, paper, ring binders etc
Emergency Committee Thank You	\$ 35.00	13 Freee Drinks
Noosa Concert Band Free Drink	\$ 46.00	Free Drinks
Item credited in December	\$ 143.44	Contra entry
Misc gifts- Staff at Xmas & Gardeners	\$ 60.00	PR

Total Expenditure \$ 10,853.05

Income

Bar Takings	\$ 7,577.25
Xmas Lunch 2nd December	\$ 1,728.00
Item credited in December	\$ 143.44
Raffle proceeds @ Christmas	\$ 932.00

Total Income \$ 10,380.69

Net Cost \$472

The Quarter started with \$13899 and finished with \$13427 Nett Cost of \$472

The RAC is currently worth \$18,602 including all monies bar float stock and Imprest Account

A Few notes on RAC funds for the quarterly RAC Meeting 16th

Many thanks as always must go to our Bar Managers and their bar men and women. Good to see some new blood coming in too. Huge thanks to our Social Committee and helpers, for a great Christmas raffle, biggest ever. Plus, other great events held recently.

It has been a challenging year for the bar, to say the least. What with Co-vid, bar fridge breakdown, etc. Many hours of writing up Co-vid plans, thanks to Sharon Jack, one of the Bar Managers on that one, not an easy task. Plus needing to keep up with changes.

Also getting residents to understand and adhere to these rules which have worked so well. Any rules passed on to residents via the RAC are set by either Aveo or the licensing authority OLGR. Not the RAC

Happy Hour was slow to take off again due to driveway drinks. However, some live music and constant energy and hard work by all concerned turned it around & meant we have made a bar profit this Quarter of \$2742 compared to \$2861 at the same time last year.

Happy Hour is without doubt the most popular activity in the village especially Fridays. Good to see the Bar Managers listening to residents' requests to keep the bar open longer on a Friday. Hence the current trial of 4-7pm. This is not to see if the bar can make more money it's to accommodate those who wish to linger longer. I am sure like everything else our hardworking bar staff do it will be a success. Tuesday is good too just a bit smaller and more intimate 4-6pm.

I have been keen to start a tap and go in the bar, however we are waiting just a little longer before its inception so as not to cause angst for any of our residents. Maybe in a year or so. We now have free Wi-Fi for all in the Manor so a good starting point. We trust as your RAC we are doing what you asked us to do? That we spend all the money we make on having fun, live music, free drinks, good food, entertainment, books. Plus, the skip bins which I know from their popularity are used by many residents.

A Snapshot of the first 6 months of our Village Budgets - 16th February 2021

I will start by saying our various budgets are in good shape including MRF134 & MRF183 which are our Maintenance Reserve Funds

GSF 50 Is the General Services Fund for the Independent Living Units, ILU's (Villas)

Continuing on from previously regarding our **Printing and Stationery**. Aveo have duped us badly with this account for the preceding two financial years. During that time your RAC has lobbied hard for a cheaper supplier. This cheaper supplier was budgeted for this current year by Nole Beardwood. However, change was not made until December 2020 so way too early to know if it will prove to be costing us less money. We are currently \$4300 over budget to the end of December. This would have been the total for the whole year prior to Aveo seeking a central supplier for all villages. Corporate centralisation can have advantages; however, this was a big disadvantage for our village.

GSF 30 Is the General Services Fund for the Serviced Apartments, SA's (Manor)

Casual Meals This account has been a headache for SA's for a long time. They have paid all costs and have only been able to benefit from the corresponding income by regular and thorough investigation by myself your Treasurer. Accounts for private events not invoiced by Aveo and consequently not paid for by residents. Manor resident's loss not Aveo. New system now in place. Some Monies paid but allocated by Dining Select to other villages in error. Then add to that Income allocated to the wrong budget by Aveo. This has disadvantaged SA's previously, I believe it will improve over time. I speak not of the odd cup of coffee but thousands of dollars.

Aveo Care at Home/Salary and Wages

Salary and Wages for both **GSF 30** and **GSF 50** are within budget and improved because of management close attention to detail. Especially in **GSF 30** as it bears a great deal of relevance to Aveo Care at Home expenses versus income. GSF 30 has endured very large deficits in this budget for the past two years, caused by Aveo Care at Home. However, Aveo have picked up part of the deficit in 2018/2019 \$76,000 and part of deficit in 2019/2020 also \$76,000.

After hard lobbying by your RAC Sub Finance Committee, Richard Fahy and Nole Beardwood came up with a plan. Not to offer Aveo Care at Home to residents unless we currently had the capacity with our regular staff. If that was not possible it has been contracted out to other care contractors. So far this is working well and is closely monitored by Richard O'Connell...

Aveo Way Issues

Many issues I have written about previously. Leasehold residents being considerably financially disadvantaged. The RAC has formed a Working Group headed by John Parsons, in the hope of finding a way forward to create greater fairness to all Residents. Your RAC know and understand this situation has been caused by Aveo switching from residents owning villas to residents leasing villas. The rules by local council and State Government are quite different for owners and leaseholders. If a solution cannot be found re the much higher council/ water rates it will continue for many years to come. To add insult to injury Aveo have budgeted incorrectly since Aveo Way inception in around 2014/2015. Many Aveo errors in the council/water rates section of the Leasehold budget, bills not paid, not paid when due, so overdue fees. Bills paid twice by Aveo, errors from Council and Aveo with bin and waste charges. Leasehold budget deficit has grown now to \$87,000. Our True Owners in the village, some dozen or so residents pay GST on their fees/levies but do benefit from capital gains at DMF stage. Leasehold also pay GST but do not make any capital gains. The DMF is similar for all in the village, many different rates but averaging 35% for owners, owners/leaseback and Leasehold.

Questions directed at Sue from the meeting audience:

Q. should current residents been liable for deficits. No way residents can do this.

Answer, Sue agreed, saying this matter is being worked on. The SA's deficits need to be picked up. Leasehold, trying to make savings but difficult to do.

Q. Residents should not be liable for deficits accrued by mismanagement.

Answer, the RAC is writing to management asking for a meeting on these matters.

Q. Is there any truth in the rumour that the village entry age will be reduced to over 55's?

Answer, it's probably to aim for more sales. At the moment not certain. There is little here to attract over 55's. We just have to watch & wait.

Q. For leasehold, are the council being paid on time?

Answer, yes.

Q. In the past there was no mention of Retirement Village in the name it was called a Country Club. In the past AVEO used to pick up deficits but since it's become a closed village AVEO has accrued deficits.

Answer, we are still a retirement village governed by the Act.

Q. Who pays the charges for empty Serviced Appartments?

Answer, either AVEO or owners pick up the charges.

Q. How long do we pay these charges after we vacate?

Answer, it depends on your PID.

Q. What part do they play do sales play in not providing all the information regarding costs?

Answer, you have to ask sales. Some things which affect our charges. we are not told about & find out after we move in.

Moved David Gordon 2nd Terry Gleeson **'that the Treasurers' Report be accepted'**. Carried.

6. Reports from Sub-Committees & Working Groups.

6.1 Social sub-Committee: John Hooper.

Events recently held include 6th November 2020 Happy Hour featuring 2 entertainers. On 3rd December we held the Christmas Lunch followed by Christmas Happy Hour on 11th December. This event, with live entertainment was hugely popular, 120 residents attended & had a great time.

About 80 came to our New Years' Eve celebration.

117 Residents booked for our Australia Day celebrations which kicked off at 11:30. The Famo's Duo entertained the crowd, as did Wayne Collard with his reading of some funny ponderings from an Englishman's view of Australia. Karen Wright led the crowd in a round of Trivia featuring amusing & trivial Australiana questions.

The Lions Club of Noosa cooked & served the BBQ assisted by the social sub-committee & a band of volunteers. The Bar was open too. There were loads of helpers on the day, thank you! It was great fun.

Coming up: Saturday 20th March at 2:30 we propose that the Indie Theatre Co. perform in the Manor. The show is called 'Village Road Show' & features two one act comedies. The cost would be \$350 for Indie Theatre Co. We would also need to purchase black fabric to cover the windows behind the stage. This could be useful for other events. We

propose that the Manor Bar be open from 1:30-2:30. Then again for 20-30minutes during the interval.

We request \$350 for payment of the Indie Theatre Co.

For mid-April we have an exciting plan for a Themed Dinner in the Manor. Planning is in the early stages. We are looking at sourcing caterers & entertainers. More to come on this.

In May, we have a special bumper Mothers' Day raffle. The proposed Raffle would be on display from Friday 23rd April and will be drawn at Happy Hour on Friday 7th May.

We requested up to \$300 to purchase raffle prizes which has been granted.

6.2 Bar Sub-Committee: Wayne Collard.

Wayne reported that The Manor Bar is slowly getting back to pre-Covid numbers. He added that the Manor Bar can always be relied on. The Bar staff are always there to provide service. He also pointed out that Bob & Sharon do an unbelievable job. Chairs & tables sanitised before & after each session.

6.3 Emergency Management Working Group: Peter Wright.

Village Manager Richard has purchased material for **resident packs** and **street warden packs** from the \$10,000 grant from AVEO. The grant has also been used to purchase **two-way radios**. Street Wardens have distributed the resident packs within each zone. There has been an 83% response rate from villa residents to the **questionnaire** on residents' ability to respond to emergencies. A number of residents have declined to respond to the questionnaire, and some have declined to participate in the project at all. Future planned activities include **two-way radio training** for street wardens and a **simulated evacuation exercise** for villa residents.

6.4 Working Group Investigating AVEO Way Matters: John Parsons.

John spoke about historical rates & budget issues. The RAC has asked for a reply to a letter formally sent to AVEO in November seeking clarification over some historical budget issues but so far have not received a satisfactory reply. The RAC will again send a formal letter seeking specific answers to specific questions but this time address the correspondence further up the line in management.

Leaseholders' lack of access to Water & Council rate concessions is a major issue. As yet there are no positive results to report. One problem is that our site has Freehold & Leasehold. The working Group is in communication with our Member of Parliament, our local Councilor & the Sunshine Coast Council. This issue has been pursued since 2015, yet still not resolved.

7. Reports from Activity Groups:

7.1 THE MANOR BOOK CLUB and MANOR MOVIE CLUB. Trish Kelly.

The Manor Book club welcomes new readers. We meet on the first Friday of the month at 9.30am in the Manor Theatre. We receive eight copies of the book of the month, and we share these with other readers. We discuss the chosen book and any other novels the

readers have enjoyed. There are often Movies and TV Series produced from these books and we can watch them in the Theatre using Foxtel provided by AVEO.

Recently members of the Book Club have been involved in launching the Manor Movie Club. We had our first screening for 2021 in January. The movie chosen was “*Green Book*”. This was very well received, and we are screening our next Movie on Saturday 20th February from 2.00p.m.

We will be watching “*Knives Out.*” *A-list-turned-slay-list party starring Daniel Craig, Toni Collette, Chris Evans and Jamie Lee Curtis. It's fun to watch super-serious actors get to misbehave*”. (NY Times).

All residents are welcome to attend on 20th February to enjoy this whodunnit.

7.2 Bowls Report presented by John Weeden.

Here is the bowls report for this for this last quarter. Since the Christmas break, there has been 4 Sunday game days and I am sorry to report that the bowler's numbers are down on this time last year.

Thursday is our learning/ fun day with Kevin Fish and Archie Kennedy taking up bowls for the first time, we still have bowls matches on Thursday, which include the learner players, so you can take part in a game and get tuition at the same time. So, if you want to learn to play bowls, come along to the bowling green at 2pm on Thursday and you will be made very welcome.

Last years' Sunday ladies Comp. winner was Diane Giles, and the men's' Comp. winner was Mal Galloway.

The most improved player was Bob Horsley.

The most Jack Touches for the year was Noel Giles.

regards

Tom Shaw & John Weeden.

John added that Bowls are played Thursday & Sunday afternoons. And hopefully the refurbishment of the Bowling Green will start in March.

7.3 Bingo. John Weeden.

John reminded Residents that Bingo is on Saturday afternoons in the Bar Area.

7.4 Jazz Junction. Anne Marshall.

Anne told the Residents about the Jazz appreciation Group. More can join the group but must be prepared to do a presentation. Which is not difficult. Anne added that members take turns to host and present at each other's houses.

7.5 Diners Club. Karen Wright.

Karen talked about the dining out group for residents. The group visits restaurants for Lunch or Dinner. Anne Marshall has agreed to work with her sourcing restaurants.

Contact is by email only. They plan next to visit Peppers in April and the TAFE for a degustation lunch in May.

7.6 Craft Group. Gloria Nunn.

Together with Marjorie Vandenhurk, Gloria runs the Craft Group. Coming up is their bumper Easter Raffle with as a gesture of thanks for their support, a free morning tea for the ladies in the Manor. The group also supports the AVEO Pink Cancer initiative, & last year from sales of their crafts & the raffle proceeds, the group donated \$1000.

Gloria also runs the Smith Family sponsorship program, last year supporting 6 children. You can help sponsor a child for \$104 per year. Payment can be \$26 monthly or \$56 half yearly. Gloria appealed for help from residents so that this can continue.

Gloria told residents that the Craft Group has been raising money for the Sunshine Coast Leukemia Foundation for 15 years, donating at least \$2000 per year. Everything they do is donated by members & everything they raise goes to charity.

8. Body Corporate Report: Presented by Secretary Cheryl Hodges.

The saga of the replacement of the street lighting continues.

Lighting in the village is in two parts. The new stage three section of the village has adequate lighting that is comparable with Las Vegas and can probably be seen from the moon, however, the rest of the village has parts that have no lighting at all whilst the existing bollards are costing a great deal to maintain.

The Committee has agreed that overhead street lighting is the best alternative replacement for the bollards. However, this is very expensive and will cost around \$90,000 to implement. The CM Richard O'Connell is working extremely hard to try and have this expense treated as a capital replacement item. Although the deadline for inclusions for capital items has passed, he has been able to persuade Aveo to consider including this item in their capital replacement budget. This will be decided by the auditors for capital replacement works during March this year. The Committee has all fingers and toes crossed that this will be successful. There is no guarantee.

The Committee receives many comments regarding the state of the grounds and gardens during any month. These range from, the grounds and gardens are looking great... to the grounds and gardens are a disgrace, also, the gardeners are lazy... to the gardeners are severely overworked. In regard to the state of the gardens the BCC will look long and hard at what is required. For example, a total re mulch of the village or a step-by-step arrangement. This will be done during the considerations for next fiscal year's sinking fund budget. The outcome will depend on the financial costs involved. As far as the number of gardeners that are required, this is an issue for the general services funds and is consequently a responsibility of the RAC not the BCC.

The Committee would like to draw attention to the fact that items associated with individual villas, such as air conditioning units, hot water services, solar panels and garage door motors etc are not covered by the BCC insurance policy and are consequently the responsibility of the Lot Owner for repair and replacement of these items. The Committee strongly recommends that Lot Owners check their individual contents insurance coverage for clarification on these items. For example, recently a Committee member placed a claim for the replacement of an air conditioning unit

with his contents insurer but was rejected because the unit was more than 10 years old. Often a contents insurer will accept a claim for replacement providing the BCC produces a letter stating that the BCC insurance does not cover that item. This can be done on request to the BCC secretary.

At the end of the first six months of this fiscal year the Sinking Fund expenditure was over budget however, when adjustments are made to take into consideration that the painting by Higgins was fully paid for at the start of the fiscal year, then expenditure is under budget so far, this fiscal year.

Cheryl added that leasehold residents could also receive Body Corporate minutes by email. Just give her your email address.

9. General Business:

9.1 Secretary Karen Wright added a couple of points regarding access to the meeting minutes & pointed out that they are posted onto the noticeboard at the Library entrance. The Smith Family information in on a designated shelf on the left-hand side at the Library entrance together with the Lions Club box for unwanted spectacles.

10. Date and Time of next QGM.

Tuesday 18th May at 2pm.

Chair Jan Corlett closed the meeting at 3:32pm with the reminder that the Manor Bar is now open & that drinks are on special at \$2 per glass...excluding high end spirits.