

AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION.

Minutes of Residents' Association Committee meeting held Friday 12th February.

1. **Attendance & Apologies:** Present were Chair Jan Corlett, Treasurer Sue Day, Secretary Karen Wright, Committee Members, Wayne Collard, Kerry Jewell & John Parsons. Also present, Community Manager Richard O'Connell. Committee member John Davies sent an apology...due to a medical appointment he will be running late. Jan Corlett opened the meeting at 9am & thanked the RAC for their support during her recent bereavement.
2. **Confirmation of Previous Minutes:**
Moved Sue Day, 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 confirmed that a generic gmail address had been set up for the the Residents' Association Committee.
4. **Community Managers' Report: Richard O'Connell:**

Friday 12th February 2021

- ***4.1 Pool Clock replacement.***
Further information required. Working, recent battery change.
- ***4.2 Manor Security***
Noted by John Davies emails. Updated training to new staff and current overnight team.
- ***4.3 Art Gallery Costs.***
- *Quote for art track system as presented. For approval.*
- ***4.4 Aveo Capital works HVAC & Bowls green.***
- *Brookfield/Aveo have appointed a new QS auditor – CBRE, who will be conducting full audit in March. Confirmation of proposed Capital works will follow. Approval to proceed with bowls green upgrade and HVAC upgrade. Final updated quotes being received.*
- ***4.5 Aveo energy Audit.***
As noted Peregian Spring is listed as a Solar energy proposal site. Data has been provided to Aveo energy team for review. Note Not a "Trial solar for Pool".
- ***4.6 Manor Décor.***
Further information required. For discussion.
- ***4.7 Update on paper & printing costs.***
Covered at finance meeting.
- ***4.8 Creative Cuisine.***
Ordering of meals as per normal, Issue resolved. Residents notified.
- ***4.9 Water rates charges.***
Covered at finance meeting.
- ***4.10 Council waste bins charges.***
See attached latest email from council. Recommend RAC take over further follow up.

- **4.11 Storm damage trees.**
Golf course grounds staff addressed tree branch issues.
- **4.12 Casual meals revenue.**
Covered at finance meeting.
- **4.13 Manor food issues. & update.**
Food forum items actioned with Dining select team. Suggested feedback book to be added for daily comments. To be presented for discussion.
- **4.14 ILU health issues & its impact.**
Recent Incident with Fire & Ambulance services, summary communication and open for discussion.
- **4.15 Welcome to new residents.**
Suggested date for RAC and CM to host welcome event for all new residents.
- **4.16 Aveo opening to “Over 55s”.**
No information has been provided by Aveo marketing, at this stage.
- **4.17 Cleaning of outdoor seating surface.**
Being actioned.
- **4.18 Residents gardening requests and emails.**
Being actioned.
- **General & New Items:**
 - **6.11 Email-** - email and update from CM correspondence.
 - **Garden schedule.** Issued with newsletter. Presentation.
 - **Manor & Store rooms clean up.** Update.

Kind Regards,

Richard O’Connell – Community Manager.

Re 4.2 The faulty closure for the fire door has been repaired.

Re 4.3 The RAC discussed the cost of creating a Gallery style space in the Manor. **Moved Sue Day, 2nd Wayne Collard ‘that to assist our talented artists and to display their art for Residents to enjoy, a Gallery walk it is proposed and that \$363 which is 50% of the cost, be allocated for materials for the set-up’. Carried.**

Richard agreed to organizing the installation.

Re 4.6 Richard agreed to get an up-date from AVEO.

Re 4.7 The printing & copying machines have changed to a new supplier. We are waiting for the first bill.

Re 4.10 This matter will be taken up by the Working Group investigating AVEO Matters headed by John Parsons.

Re 4.13 Richard stated that a transition is happening in the management of Select Dining. Action points from the Food forum have been addressed.

Re 4.14 Richard informed the RAC of the following: The care providers did not notify AVEO of the incident. The care provider called the fire brigade. The smoke alarm did not go off. There was no smoke.

Members of the RAC expressed concern that in some instances, new residents who might not reach the entry criteria, have recently moved into Independent Living Units. Regarding the issue of fire alarms, AVEO will be rolling out the new alarms prior to them becoming standard by law.

Re 4.15 Richard will organize a date for a welcome event for New Residents. Suggested a Friday prior to Happy Hour. The RAC recommended that he involve Sales & that as in the past, they pay for the event.

Re 4.18 Richard explained that gardening is done on an 8-week rotation. Large streets receive 2 weeks & smaller streets 1 week. This rotation provides for attention to weeds, pruning and mowing. The Gardening Budget is inadequate to mulch the whole Village [estimated at \$80,000.]

At 10:23 John Davies joined the meeting.

At 10:40 Richard O'Connell left the meeting.

5. Outward Correspondence:

5.1 12/12/2020 email Flying Minute to RAC seeking approval to outlay \$60 for Beer & Chocolates for Gardening Team & Admin Staff. **Moved Karen Wright, 2nd Sue Day 'that up to \$60 be allocated to purchase gifts for the gardening & administration teams.'**
Carried.

5.2 14/12/2021 email reply to 6.1 from Jan Corlett to Eugenia Morris re containers for change.

5.3 17/12/2021 email reply to 6.2 from John Davies to Kylie Wyer, Office of Dan Purdie MP.

5.4 19/12/2021 email to Jan Lambert expressing the RAC's regret at her resignation from the position of Event & Publicity Co-Ordinator. Also her role as Producer of the Village Bulletin. The letter requested that Jan delete her Residents' email address list & notify the RAC when this has been done.

5.5 19/12/2020 email reply to John Weeden 6.3 from the Bowler Group, the RAC declined their request for a \$200 donation towards the groups end of year function. The letter informed the group that reasonable requests for equipment for activity groups would be considered & that this matter was voted on at the December meeting.

5.6 02/01/2021 email flying Minute to RAC regarding the Australia Day function requesting agreement to charge residents \$5pp and guests \$7.50pp. **Moved Karen Wright, 2nd Jan Corlett 'that at the 2021 Australia Day events Residents' will be charged \$5pp & guests \$7.50pp'. Carried.**

5.7 06/01/2021 email to RAC on "Sprucing up The Manor". The email related to removing discarded items, yes of trestle tables [to be limited to maximum of two weeks for displays]. No blu tacking notices on walls. Sideboards & console tables to be kept clear, only decorator items & Wi-Fi notice to be displayed. A plan to create a Gallery Walk was set in progress. A table in the gallery area can be used for Pottery.

5.8 11/01/2021 email to Ash Matthews of the Noosa Concert Band replying to their request for consideration to perform mid-year.

5.9 08/01/2021 email flying minute to RAC requesting \$350 be allocated for a Valentines' Day raffle. **Moved Karen Wright, 2nd Jan Corlett 'that approval be given that up to \$350 be allocated for goods for a Valentines' Day Raffle'. Carried.**

5.10 04/02/2021 email to Jan Lambert thanking her for reconsidering & agreeing to continue as producer of the Village Bulletin & TV videos. Also reminding Jan that due to our commitment to residents' privacy we requested she delete from her data base the Residents Association Email contacts & to let the secretary know when this has been done.

Moved Sue Day 2nd Wayne Collard 'that the outward correspondence be endorsed'. Carried.

6. Inward Correspondence:

6.1 14/12/2020 email to Jan Corlett from Eugenia Morris of PSSS. expressing regret that the containers for change program would have to be suspended for the time being because of a decline in volunteers. Eugenia thanked us for our fundraising efforts to assist the school.

6.2 16/12/2020 email from Kylie Wyer of MP Dan Purdies office, informing us that the issue of pensioner concessions of council rates will be discussed by him & Cr Suarez at an upcoming meeting.

6.3 30/12/2020 letter from John Weeden of the Bowlers Group. The letter expressed regret that the RAC would not be donating towards this end of year function. The letter pointed out that the bowlers patronise the Bar on Thursdays & Sundays. Receipts were attached for Christmas party accessories, gift bags, wine & Christmas crackers. Also a receipt for engraving of the perpetual trophy. The letter outlined the costs of some equipment, but no receipts were provided.

The secretary is to reply thanking John for the receipts. The RAC will reimburse for the engraving & require receipts for the purchase of equipment before payment can be made. The secretary is also to ask John for his bank account details to enable direct deposit into his account.

6.4 17-22/12/2020 email correspondence between Bruce & Glenda Townsend & Richard O'Connell regarding trees that they deemed hazardous.

6.5 06/01/2021 email from Richard O'Connell re sprucing up the Manor see 6.7 above. Richard suggested an events style calendar with blocks of two weeks allocated to display raffles & other displays.

6.6 11/01/2021 Copy of letter of complaint sent to Richard O'Connell, sent by Sam Denny concerning an incident in a neighbouring villa. Sam raised several points of concern for her & her neighbours.

6.7 12/01/201 Copy of reply from Richard O'Connell to 6.6 above.

6.8 11/01/2021 email correspondence from Noosa Concert Band with their proposal to perform mid-year.

Moved Jan Corlett, 2nd Sue Day 'that the Noosa Concert Band perform for the Residents on Saturday 12th June at 2pm, and that a \$300 donation be approved for the Band, also that the Manor Bar be open from 1-2 pm & during interval for this event'. Carried.

6.9 14/01/2021 copy of email sent by Kath Snell to Richard O'Connell. Kath gave a timeline & detail of the incident 6.6.

6.10 21/01/2021 letter from Harold Bartlett regarding a rumour that it has been recommended the Bar close on Tuesdays due to lack of attendance. Harold points out that if small numbers are a concern then the bar should not open for the bowlers. He strongly suggested the bar remain open on a Tuesday & consideration be given for extending the hours. **To stop the rumour which had no factual basis, correspondence was sent to the residents.**

6.11 22/01/2021 email from Pat Charlwood telling the RAC that he had made a claim to the Body Corporate for replacement of his air conditioner. The BC has rejected his claim on the grounds that he is a freehold resident. Pat is asking for the RAC's assistance. **The secretary was instructed to reply that the RAC has been informed by the Community Manager that he has been attending to this matter & that an agreement has been met. Therefore, the RAC has no further involvement.**

6.12 25/01/2021 copy of email from Dave Figgins sent to Richard O'Connell re difficulties with Select Dining & the Nutrition Portal to order packaged meals. **The Community Manager informed the RAC that the issue has been resolved.**

6.13 27/01/2021 email from Richard O'Connell re the proposed Gallery Walk. A quote was included for the purchase of the tracking system & hooks. **Richard raised the issue of funding. See item 4.3 above.**

6.14 01/02/2021 copy of email to Richard O'Connell from John Davies regarding Manor security particularly the exit doors. On 30th January at 4:30am John he found that the external fire exit door adjacent to the lift well was open. He had also found on the previous Monday the same door open & the external sliding door to the gym unlocked. John pointed out that the fire exit door has a faulty lock. John also said the issue had been raised several times. **See item 4.2 above.**

6.15 02/02/2021 copy of email to Richard O'Connell from John Davies reporting that at 4:10am that again he had found the external fire door adjacent to the lift well was unlocked. **See item 6.14.**

6.16 03/02/2021 email from Sam Denny relating to the issues raised, re 6.6, 6.7 & 6.9 above & asking the RAC to address a couple of issues, namely assessment of new residents' suitability for independent living, fire alarms & follow-up of incidents. **The secretary was instructed to reply quoting the Community Managers response see Community managers' report 4.14 above.**

6.17 04/02/2021 email from Librarian Isabel Burnett regarding residents' book donations. Recently boxes of books unsuitable for the library have been deposited in the

library. The library welcomes donated books that are recent releases in very good condition. Isabel asked for a piece about this be put into the Bulletin.

6.18 04/02/2021 email from Kath Snell requesting that correspondence relating to the incident in her neighbourhood in early January be brought up at the February RAC meeting. Please refer to 6.6, 6.7, 6.9 & 6.16.

6.19 08/02/2021 RAC copy of email sent to Richard O'Connell by Sue Day concerning dirty, stained and marked surface of the outside recreation area. **As a result, most of the area has been cleaned, there is still an area which needs special attention.**

6.20 09/02/2021 RAC copy of email sent to Richard O'Connell by Glenda Townsend regarding issues for Villa 180.

6.21 09/02/2021 RAC copy of email reply to Glenda Townsend from Richard O'Connell.

6.22 09/02/2021 email from John Weeden of the Bingo activity Group requesting funds. **Moved John Davies, 2nd Sue Day 'that up to \$150 is approved for purchase of Bingo equipment'. Carried. The secretary was instructed to reply to Johns' email telling him to go ahead & purchase the equipment required for Bingo & remind him that receipts are required, also bank account details for reimbursement.**

Moved John Davies, 2nd Sue Day 'that the inward correspondence is accepted'. Carried.

7. Treasurers' Reports: Sue Day.

Residents Association Report for December 2020										
Date	Pay Req	Detail	Main	Imprest	Bar	Social	Sundry	Bar	Bar	Library
	No		Account	Account	Takings	Comm		Expenses	Supplies	
		Balance C/F	\$15,110.45	\$3,000.00						
		DEPOSITS								
07.12.20		Raffle	\$34.00			\$34.00				
07.12.20		Bar Takings	\$46.00		\$46.00					
08.12.20		Bar Takings	\$638.95		\$638.95					
09.12.20		Part Raffle Takings	\$246.50			\$246.50				
10.12.20		Reversal of Debit 1st Dec	\$143.44			\$143.44				
10.12.20		Raffle Income	\$17.00			\$17.00				
11.02.20		Bar Takings	\$858.45		\$858.45					
12.02.20		Part Raffle Takings	\$229.50			\$229.50				
24.12.20		Bar Takings	\$652.10		\$652.10					
02.01.21		Bar Takings	\$646.05		\$646.05					
02.01.21		83 Free drinks New Years Eve	\$249.00		\$249.00					
		Total Receipts	\$3,760.99		\$3,090.55	\$670.44	\$0.00	\$0.00	\$0.00	\$0.00
		PAYMENTS								
	193	Xmas lunch 02.12.20 48 x\$36	\$1,728.00				\$1,728.00			
04.12.20	194	Donation NoosaBand 5th Dec	\$300.00				\$300.00			
07.12.20	195	Stationery for Printer	\$41.98			\$41.98				
07.12.20	196	Imprest A/c	\$714.92	\$714.92						
07.12.20		2 Xmas cake4Xmas Cheer		-\$34.00		\$34.00				
		23 Drinks for Noosa Cband		-\$46.00			\$46.00			
		Dan Murphys & Coles		-\$567.24					\$567.24	
		More food 4 Xmas Cheer		-\$67.68		\$67.68				
12.12.20	197	Music for Xmas Cheer 11Dec	\$500.00			\$500.00				
14.12.20	198	Imprest A/c	\$467.01	\$467.01						
		Dan Murphy & Coles		-\$368.44					\$368.44	
		Xmas Cheer 11th dec		-\$98.57		\$98.57				
14.12.20	199	Xmas CheerXmas cake	\$17.00			\$17.00				
17.12.20	200	Admin/Gardeners Xmas Gift	\$60.00				\$60.00			
19.12.20	201	Imprest A/c	\$672.54	\$672.54						
		Dan Murphy and Coles		-\$672.54					\$672.54	
20.12.20	202	Stationery- Paper	\$10.00				\$10.00			
21.12.20	203	December Library Books	\$96.00							\$96.00
31.12.20	204	Imprest A/c	\$587.70	\$587.70						
		Dan Murphy & Coles		-\$577.20					\$577.20	
		New Years Eve stationery		-\$10.50			\$10.50			
31.12.20	205	83 Free Drinks New Years Eve	\$249.00				\$249.00			
		Total Payments	\$5,444.15	\$3,000.00		\$759.23	\$2,403.50	\$0.00	\$2,185.42	\$96.00
		Cash Book Bal. F/Ward	\$15,110.45							
		Plus Receipts	\$3,760.99							
			\$18,871.44							
		Less Expenditure	-\$5,444.15							
		Cash Balance	\$13,427.29							
		Bar report at end of								
		Bar Takings		\$3,090.55						
		Opening Stock	\$1,582.46							
		Plus Purchases	\$2,185.42							
		Less Closing Stock	-\$1,874.49	-\$1,893.39						
		Cost of Sales	\$1,893.39							
		Operating % Profit	39%	\$1,197.16						
		ASSETS								
		Bank	\$13,427.29							
		Imprest AC	\$3,000.00							
		Bar Float	\$300.00							
		BarStock	\$1,874.49							
		Total	\$18,601.78							

8. Sub-Committee Reports:

8.1 Bar Managers' Report: Wayne Collard.

It's probably true to say we have now reached the numbers of patrons that we had prior to the Covid-19 virus shut down. We continue to apply the restrictions asked of us in terms of social distancing and cleaning thanks to Bob and Sharon and the current bar staff together with adhering to Bar Licensing requirements.

Volunteers continue to give their time and energies and we thank them for this. It's probably appropriate to say they freely give their time and for that continue to receive the same remuneration as previously enjoyed. Many thanks.

Stock rotation continues with current fridges performing well but I must mention that we have limited capacity and Bob has this under control currently to good effect. I will take this opportunity to mention that we are always open to any good ideas and/or procedural changes but emphasise that it must be for the general good of the whole bar community and not just for individual catering.

We had really good days trading on New Year's Day, Australia day and this augurs well future ventures coming up including the reintroduction of monthly Barbecues.

8.2 Social Sub-Committee Report: John Hooper & Karen Wright.

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 request up to \$300 to purchase raffle prizes.

Moved Karen Wright, 2nd Sue Day 'that approval is given for \$350 be allocated for payment to the Indie Theatre Co. for their performance on Saturday 20th March'. Carried.

Moved Jan Corlett, 2nd Sue Day 'that Karen Wright purchase suitable black block out fabric to cover the windows at the back of the stage for the Indie Theatre Co. performance & any future performances.' Carried.

Moved Sue Day, 2nd John Parsons 'that up to \$300 be allocated for the purchase of prizes for the Mothers' Day Raffle.' Carried.

9. Working Group Reports:

9.1 Emergency Management Working Group: Peter Wright.

Emergency Management Working Group Report to Residents' Association Committee 10 February 2021

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.

Peter Wright
Convener, Emergency Management Working Group.

9.2 Working Group Investigating AVEO Way Matters: John Parsons.

Historical Rates Issues

Despite correspondence from Aveo management on outstanding issues, the RAC is not satisfied that specific questions have been satisfactorily addressed and as such the RAC will be requesting further clarification from Aveo management and finance people.

Council Rates Concessions

The RAC working group has identified retirement villages in the SCRC area that have leaseholder and/or similar residential occupancy arrangements to us and will approach the resident associations of these sites to gather additional information. It is believed that if there are other residents in similar circumstances as the leaseholders then we might have a more substantial case to apply for the concessions. More work to take place in the coming weeks.

John Parsons told the meeting that the Working Group has a list of retirement villages in the Sunshine Coast Council region & intends to contact those that are leasehold. It is believed that they could work together as a block to lobby for change to the current stance by the council to deny rate concessions.

10. General Business:

10.1 Karen Wright will source a suitable folder for the new handbook.

10.2 Manor Bar Friday extended trading hours. Wayne Collard reported that so far, the trial is going OK.

10.3 The RAC membership of ARQRV is due. After discussion regarding the benefits of membership for the RAC it was decided not to renew. Individual members of the RAC will continue.

Moved Sue Day, 2nd Jan Corlett 'that the RAC does not renew its membership of the ARQRV'. Carried.

10.4 QGM will be held on Tuesday 16th February. The chair called for RAC members to volunteer on the sign in tables for the meeting.

10.5 The matter of shade cloth for the pool was discussed. Additional shade is needed. Wayne Collard offered to investigate what is required.

10.6 Karen Wright offered information received from Portofino Fashions & sought agreement from the RAC to organise a fashion parade & sales event. The committee was in agreement.

11. Date & time of Next Meeting:

The secretary will be unavailable for the next meeting scheduled for Friday 12th March. The committee agreed that next RAC meeting will be held **9am Friday 19th March in the PDR.**

The meeting closed at 12:35pm.