

AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION.

Minutes of Committee Meeting held Friday 19th March 2021 at 9am.

1. Attendance & apologies: Present were Chair Jan Corlett, Treasurer Sue Day, Secretary Karen Wright, committee members John Davies, Wayne Collard, John Parsons & Kerry Jewel.

Also present, Group Community Manager Richard Fahy, Community Operations Manager QLD North Nole Beardwood and Community Manager Richard O'Connell. Chair Jan Corlett opened the meeting at 9am and welcomed Richard Fahy & Nole Beardwood who attended the meeting in support of Richard O'Connell in his presentation.

Richard Fahy committed to keep communication going with the RAC on a half yearly basis.

2. Presentation of AVEO Residents' Survey Results and the six months financials

Richard O'Connell.

Richard pointed out that all villages have experienced changed results with satisfaction down throughout the country.

Chair Jan Corlett suggested that the RAC members workshop action plans before the formal presentation by AVEO to the Residents.

At 11:15am Richard Fahy & Nole Beardwood left the meeting.

3. Minutes of the previous meeting:

Moved John Davies, 2nd Sue Day 'that the minutes of the previous meeting are a true & accurate record'. Carried.

4. Business arising from the previous minutes:

4.1 Art Gallery update. See Community Managers report.

4.2 Manor food issues. See Community Managers report.

4.3 Update on extending shade cloth cover over the pool. Wayne Collard reported that he has approached engineers who will give a no cost assessment. Wayne will liaise with Richard O'Connell to progress this project.

4.4 Update on Residents' Association Residents' Handbook. The secretary Karen Wright presented the case for upgrading the Residents Handbook.

a, the original handbook is impossible to update, making it out of date.

b, the original handbook was done cheaply using materials donated by Sales.

c, Karen has sourced fit for purpose folders at a cost of \$2 each. These folders can easily be updated as required.

It is proposed that one new handbook would be delivered to each Villa & SA. At an overall cost of less than \$2 per person. **It was moved Jan Corlett, 2nd John Davies 'that we follow up this matter and purchase the folders, bearing in mind that we need to be prepared for any changes in the RAC after the July election'. Carried.**

5. Community Managers Report: Richard O'Connell.



Resident Association Committee – Managers Report

Friday 19th March 2021

- **5.1 Art Gallery Costs.**
- *Art track system has arrived and will be up over the next week. I suggest we meet with the Art group and show them how to use & setup the system.*
- **5.2 Aveo Capital works HVAC & Bowls green.**
The QS Audit has been completed by CBRE and we await the report and recommendations.
- **5.3 Manor Décor.**
CM to enquire if Aveo has interior decorator options.
- **5.4 Manor food issues. & update.**
- *Forms part of the Residents survey and the key actions presentation.*
- **7.5 Pottery Group chairs.**
CM to investigate the request for a change of chairs for the pottery group.

- Community Manager – New Items:

- **New Convex mirror.**
Resident has requested the village look at adding a convex mirror to the Yarran Rd entry. For discussion. CM to confirm location and add to BC meeting action.
- **Street lighting.** There has been recent feedback and comments on the poor lighting in some streets especially during rain. A lighting audit has been proposed. This would be conducted after hours to provide a summary of key problem areas. As noted, the Body Corporate is also looking at alternative lighting options for the community.

Kind Regards,
Richard O'Connell – Community Manager.

re Item 5.1 Richard informed the meeting that the Art Gallery tracks, and Social Events signage will be installed next week.

re Item 5.4 SA resident John Davies asked Richard O'Connell to come & listen & talk with SA residents & discuss their food comments rather than relying on people to fill in the comments book.

re Item 7.5 see incoming correspondence. Richard will speak with Lyn Monkman regarding suitable chairs for the Pottery Group.

Richard O'Connell will be on leave for the next RAC meeting. He will assign a replacement.

At 12:15pm The Community manager left the meeting.

6. Outward Correspondence:

6.1 13/02/2021 to Noosa Concert Band confirming their performance planned for 12th June at 2pm & proposed payment of \$300.

6.2 13/02/2021 to John Weeden from the Bingo Group re the granting of approval for equipment purchase.

6.3 13/02/2021 to John Weeden of the Bowlers Group asking for receipts for purchase of equipment. Reimbursement will be made once receipts are received.

6.4 14/02/2021 to Pat Charlwood informing him that due to the fact that Richard O'Connell & the Body Corporate has dealt with the matter of the replacement of his air conditioner inverter, the RAC has no further involvement.

6.5 01/03/2021 to Sam Denny regarding issues she had raised in correspondence. The RAC has discussed these matters with the Community Manager.

6.6 05/03/2021 to Richard Fahy, Group Community manager Qld North. This letter was from Chair Jan Corlett requesting further detailed clarification on outstanding historical budget matters.

**Moved John Davies 2nd Kerry Jewell 'that the outward correspondence be endorsed'.
Carried.**

7. Inward Correspondence:

7.1 16/02/2021 from Pat Charlwood disputing the fact that the matter of the replacement of his air conditioner inverter has been resolved. Refer Item 5.4 above. The Secretary is to reply. Thank him for his letter, it is noted & filed & no further correspondence will be entered into on this matter.

7.2 21/02/2021 from Terry Gleeson suggesting that the Residents' Association consider adding additional shade over the swimming pool. See item 4.3 above. The Secretary is to reply. Thank Terry for his correspondence. The committee has appointed Wayne Collard to investigate the matter together with Community Manager Richard O'Connell.

7.3 24/02/2021 from Sylvia Nolan wrote to the RAC after receiving the QGM minutes. She congratulated the Residents' Association Committee on their tireless hard work on behalf of residents to ensure everyone is protected & getting a fair deal.

7.4 03/03/2021 from John Weeden of the Bingo Group enclosing receipts for purchase of equipment.

7.5 11/03/2021 from Lyn Monkman of the Pottery Group requesting the Residents' Association approach Aveo regarding the purchase of suitable chairs for Pottery group participants.

The secretary is to reply. The Community Manager Richard O'Connell will meet with her to discuss how to solve the problem. See Community Managers report above.

7.6 18/03/2021 reply from Natalie Patterson, Chief Operating Officer Aveo to correspondence from John Davies regarding the historic issues surrounding Serviced Apartment Residents dining experiences.

Secretary is to reply with thanks, the RAC is delighted with her response and is looking forward to meeting with her. The RAC asked her to liaise with our Community Manager Richard O'Connell.

7.7 17/03/2021 letter from Body Corporate Secretary Cheryl Hodges expressing surprise at the commencement of works at St Andrew's School & offering help/support from the BC to the RAC if needed on this issue.

Secretary is to reply with thanks, noted & filed.

7.8 18/03/2021 reply from Richard Fahy Aveo Group Community Manager QLD North, regarding correspondence from the RAC seeking further clarification on matters regarding Sunshine Coast Council rates, deficit claw backs, Village invoices and Financial Matters & Support.

This reply is deemed by the RAC as unsatisfactory.

Chair Jan Corlett together with John Parsons will draft another letter to Richard Fahy.

Moved John Davies 2nd John Parsons 'that the Inward Correspondence be accepted.'
Carried.

8. Treasurers' Report: Sue Day.

Residents Association Report for February 2021										
Date	Pay Req	Detail	Main	Imprest	Bar	Social	Sundry	Bar	Bar	Library
	No		Account	Account	Takings	Comm		Expenses	Supplies	
		Balance C/F	\$12,594.49	\$3,000.00						
DEPOSITS										
10.02.21		Extra 1 x \$5 Aust Day	\$5.00			\$5.00				
10.02.21		Bar Banking	\$951.00		\$951.00					
19.02.21		Bar Banking	\$913.90		\$913.90					
25.02.21		Bar Banking	\$861.00		\$861.00					
01.03.21		Bar Banking	\$499.75		\$499.75					
		Total Receipts	\$3,230.65		\$3,225.65	\$5.00	\$0.00	\$0.00		\$0.00
PAYMENTS										
14.02.21	217	Imprest A/c	\$1,817.04	\$1,817.04						
		Coles		-\$175.96					\$175.96	
		Dan Murphys		-\$1,626.08					\$1,626.08	
		Bunnings cleaning wipes		-\$15.00				\$15.00		
15.02.21	218	Coles chips & soft drinks	\$26.00						\$26.00	
16.02.21	219	Library Books	\$96.00							\$96.00
21.02.21	220	Imprest A/c	\$492.70	\$492.70						
		Coles		-\$67.20					\$67.20	
		Dan Murphys		-\$425.50					\$425.50	
28.02.21	221	Imprest a/c	\$239.68	\$239.68						
		Coles		-\$49.58					\$49.58	
		Dan Murphys		-\$190.10					\$190.10	
01.03.21	222	Imprest A/c	\$228.79	\$228.79						
		Dan Murphys		-\$198.79					\$198.79	
		K Mart Plates for Kitchen		-\$30.00			\$30.00			
		Total Payments	\$2,900.21	\$3,000.00		\$0.00	\$30.00	\$15.00	\$2,759.21	\$96.00
		Cash Book Bal. F/Ward	\$12,594.49							
		Plus Receipts	\$3,230.65							
			\$15,825.14							
		Less Expenditure	-\$2,900.21							
		Cash Balance	\$12,924.93							
Bar report at end of February 2021										
		Bar Takings		\$3,225.65						
		Opening Stock	\$1,683.03							
		Plus Purchases	\$2,759.21							
		Less Closing Stock	-\$2,434.85	-\$2,007.39						
		Cost of Sales	\$2,007.39							
		Operating % Profit	38%	\$1,218.26						
ASSETS										
		Bank	\$12,924.93							
		Imprest AC	\$3,000.00							
		Bar Float	\$300.00							
		BarStock	\$2,434.85							
		Total	\$18,659.78							

9. Sub-Committee & Working Group Reports:

9.1 Bar Managers' Report. Wayne Collard.

Wayne reported that patron numbers are continuing to stay steady with Tuesday's attendance between 20-30. Fridays are much bigger sessions and are continuing to grow. A notice will be posted on the bar informing residents that The Manor Bar will be closed on Good Friday [2nd April].

The RAC Secretary will also send out an email notice.

9.2 Social Sub-Committee Report.

John Hooper has asked me to write this short report on behalf of the Social Sub-Committee.

Coming up on Saturday 20th March at 2:30pm The Indie Comedy Theatre performing Two One Act Plays. the Indie Theatre calls it a 'Laughternoon' in the Village, so we should be in for a fun afternoon. Happily, the Manor Bar will be open from 1:30.

Bookings have begun for the special Theme Night Dinner to be held on Wednesday 21st April in The Manor. We have engaged a catering company to provide a delicious two course dinner. The Manor bar will be open for this event. Music by Maurice Milani. Cost is \$35 per person.

The Mother's Day Raffle will go on sale and display from Friday 23rd April. The draw will take place during Happy Hour Friday 7th May.

Saturday June 12th at 2pm we have The Noosa Concert Band returning for a lively performance of music from the 60's & 70's.

Karen Wright.

The RAC discussed a suggestion for a mid-May event involving the Jazz Factory. The RAC did not have any issue with holding an event indoors with a band, BYO nibbles & the Bar open and will leave it up to the Social Sub-Committee to decide if they wish to go ahead.

9.3 Working Group investigating Aveo Way Matters: John Parsons.

Historical Rates Issues

Correspondence is currently in place with Aveo management, regarding further clarification on this issue. A reply has been requested by 19th March in order for this to be discussed at the RAC meeting on that date.

Council Rates Concessions

This RAC working group have been gathering information from other Sunshine Coast Retirement Villages. Initially via the operator administration department, to request further information on their particular residency arrangements. Also, to pass

on our contact details to their village RAC. This is to ascertain if we may have other villages willing to join with us in our lobby for Leaseholder change. Working Group endeavours are progressing well.

An interesting exercise thus far, as each operator, village and RAC or lack of, have much, little or no interest. More work and follow up with interested parties will take place. The majority of these leasehold villages contacted are a Council Rates low category of 23 with no pensioner discount. So far, we have found one other village, rated like PSCC at the much higher rates category of 29, also with no pensioner discount. Some of the villages have been very receptive to further discussion. Further information to follow next month

Report written by Sue Day Treasurer

Chair Jan Corlett expressed the committees thanks to John Parsons & his team.

9.4 Emergency Management Working Group: Peter Wright.

Most ILU residents have now been contacted by their street wardens and given a pack with warden contact details, information on what to do in an emergency, suggested list of items to take with you in the event of an evacuation and “Residents have left” and “Residents are home” signs to display on your door if an evacuation is necessary.

The team of volunteer street wardens have started emergency response exercises throughout the village. This exercise in the first of three areas in the village has been completed successfully and the other two areas will be completed on 16 and 23 March. These exercises are intended to simulate actions in an emergency up to but not including an actual evacuation. It is proposed that a similar exercise will be carried out every 6 months – in March and September.

Once this series of exercises has been completed the initial work of the working group will be finished. The working group will continue to assist Chief Warden Steve Jacobson and Deputy Chief Dave Figgins in future emergency response exercises. I wish to thank the working group of Steve, John Weeden and John Dullely, and the 15 volunteer street wardens for their contribution to this important project. I also wish to thank Village Manager Richard O’Connell for his support for the project.

Peter Wright

Convener, Emergency Management Working Group.

Chair Jan Corlett expressed committees thanks to Pete Wright & his team.

10. General Business:

10.1 Anzac Day. Jan Corlett reported that she is disappointed to report that after sending two emails to St. Andrew’s school she has not received a response.

Moved Jan Corlett, 2nd John Davies ‘that up to \$100 be allocated for the purchase of a wreath for the Anzac Day commemoration service’. Carried.

Moved Jan Corlett 2nd John Davies ‘that up to \$70 be allocated for the purchase of tea & biscuits for the Anzac Day commemoration service.’ Carried.

10.2 Two large low skip bins have been ordered for delivery **Friday 9th April**. Pick up will be Monday 19th April. This allows for 2 full weekends. Jan Corlett will speak with Mary Lloyd-Price regarding setting up a Trash'N'Treasure as before.

10.3 The next QGM will be held on Tuesday 27th April at 2pm.

10.4 Residents are reminded that correspondence must be delivered to the secretary either by email or into the mailbox at the Manor Entry no later than 5pm on the Monday prior to the RAC monthly meeting which is ordinarily held on the second Friday of the month.

10.5 Gallery Walk. The RAC is planning to celebrate the launch of the Gallery Walk with a complimentary glass of bubbles on a Tuesday afternoon at 3pm on a date to be advised.

Moved Jan Corlett, 2nd Wayne Collard 'that up to \$200 be allocated to fund a complementary glass of bubbles per resident at the launch of the Gallery walk'. Carried.

11. Date & time of next RAC meeting:

Friday 9th April at 9am.

Meeting closed at 1:25pm.