

## AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION.

### Minutes of the Committee Meeting 9am Friday 9th April 2021.

#### 1. Attendance & apologies:

Chair Jan Corlett welcomed committee members John Davies, Kerry Jewell, John Parsons, Treasurer Sue Day & Secretary Karen Wright.  
Community Manager Richard O'Connell, who is on leave, sent his apologies.

#### 2. Minutes of the previous meeting:

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

#### 3. Business arising from the previous meeting:

3.1 The RAC's response to the Aveo Residents' Satisfaction Survey. The RAC instructed the secretary to email Richard O'Connell asking for clarification identifying the distinction between responses from ILUs & SAs.

3.2 Art Gallery Walk. The RAC set the date & time for the launch of The Gallery Walk to be Tuesday 20<sup>th</sup> April at 3pm. Bar Manager Wayne Collard suggested that instead of offering a glass of bubbles to all who attend we should offer each guest a drink of their choice. The RAC agreed with Wayne's suggestion & that the Residents' Association would pay up to \$3 per drink.  
The secretary is to email Barbara Tuckfield & Richard O'Connell with the date & time of launch & send out invitations & produce posters. See Richard O'Connell's report below.

3.3 Wayne Collard reported no further progress on the extension of the shade cloth over the pool.

3.4 Karen Wright reported that the proposed folders for the Residents' Handbook had increased in price to \$2.29 each.

Moved John Davies, 2<sup>nd</sup> Sue Day 'that the RAC purchase folders at \$2.29 each for each ILU & SA.' Carried.

3.5 The Pottery Group request for suitable chairs in the Art Room. See Richard O'Connell's report below.

3.6 The RAC had requested information regarding updating the Manor Décor. See Richard O'Connell's report below.

3.7 Information re convex mirror suggestion. See Richard O'Connell's report below.

#### 4. Community Managers' Report: Richard O'Connell:

## Resident Association Committee – Managers Report

Friday 9<sup>th</sup> April 2021

- **3.2 Art Gallery Walk.**
- *Art track system has been installed and is ready to go. Set a Tuesday launch 3pm on a prior to happy hour. Suggest the Tuesday morning prior be organised with Art group for placement and setup. Maintenance person will be on hand for all ladder work.*
- **3.6 Manor decor.**  
*CM to enquire if Aveo has interior decorator options.*
- **3.5 Pottery Group chairs.**  
*CM to investigate the request for a change of chairs from the pottery group. Message left for Lyn Monkman. Suggestion to trial other dining chairs or conference chairs.*
- **3.7 Convex mirror suggestion.** *Added to BC agenda.*
- **6.6 Request for upgrade of resident's kitchen Dishwasher.** *Not on current Aveo capital budget forecast.*
  
- Community Manager – New Items:  
Inward correspondence.
- **6.7 Storm & Cyclone emergency planning.** CM to provide copy of current plan.
- **6.9 Re dispute on A/C payment by resident.** For discussion.

Kind Regards,

Richard O'Connell – Community Manager.

### **5. Outward Correspondence:**

5.1 25/03/2021 to Bruce & Glenda Townsend reply to ref: 6.5, the issue raised is with the Body Corporate. The Residents Association has different responsibilities.

5.2 30/03/2021 To Denny Birang, a reply to his email [ref: 6.6] from Jan Corlett assuring him that the issue of a replacement dishwasher will be vigorously pursued.

5.3 01/04/2021 To Natalie Patterson, Chief Operating Officer Aveo, thanking her for her positive reply to the recent correspondence from John Davies regarding Manor meals issues.

5.4 01/04/2021 to Terry Gleeson concerning his request for extra shade cloth over the pool. The Community Manager & Wayne Collard are investigating the options.

5.5 01/04/2021 to Lyn Monkman re more suitable chairs for the Pottery Group. The Community Manager will liaise with her & seek a solution.

5.6 01/04/2021 to Pat Charlwood, his correspondence of 16th February has been noted & filed. No further correspondence on this matter will be entered into.

5.7 01/04/2021 to Bruce & Glenda Townsend [ref: 6.4] their issue is with the Community Manager. The RAC will discuss the matter at the April meeting.

5.8 05/04/2021 [ref: 6.8] to Pat Charlwood requesting the attachments missing from his Submission for QCAT Tribunal. Also, the motion he wishes to put to the QGM.

**Moved Sue Day, 2<sup>nd</sup> Wayne Collard 'that the outward correspondence be endorsed.'** Carried.

## **6. Inward Correspondence:**

6.119/03/2021 from Gloria Nunn on behalf of the Knitting & Craft Group with a request for \$300 donation for her group to purchase filling & wool to make toys & various other items. All proceeds are donated to charity.

**Moved John Davies, 2<sup>nd</sup> Wayne Collard 'that up to \$200 be made available to the Knitting & Craft Group for the purchase of filling & wool etc.'** Carried.

The committee agreed that if further funds are required a request can be made to the RAC.

The secretary was instructed to write to Gloria revealing the outcome to her request & asking her to supply original receipts & to provide her bank account details to the treasurer Sue Day for prompt repayment.

6.2 22/03/2021 Letter from Tony Randello, Chief Executive Officer Aveo, who together with Chief Operating Officer Natalie Patterson, proposes to visit our village & meet with the RAC to share experiences & desires for our community. The secretary was instructed to send a letter of thanks to Mr Randello.

6.3 23/03/2021 copy of email sent by Bruce & Glenda Townsend to Richard O'Connell.

Noted & filed.

6.4 25/03/2021 from Bruce & Glenda Townsend about water damage to their villa on Monday 22<sup>nd</sup> March & the response from the Community Manager. The secretary is to reply to Bruce & Glenda saying that the RAC agrees that since the incident happened out of hours contacting the SES was the correct procedure. The RAC reminds residents that the Villas are all Independent Living Units.

6.5 25/03/2021 from Bruce Townsend asking if he could attend the April 9<sup>th</sup> RAC meeting.

The secretary has replied that management of Aveo assets is the responsibility of Aveo. Therefore it is not necessary for him to attend a RAC meeting.

6.6 29/03/2021 from Denny Birang asking the RAC about the replacement dishwasher. See response from Richard O'Connell above.

6.7 01/04/2021 from Bruce Townsend, commenting on lack of emergency planning for Storms & Cyclones & recommending a plan be put in place. The secretary is to reply that the RAC will include emergency phone contact numbers in the new updated Residents' Handbook.

6.8 01/04/2021 email from John & Nan Crossley, cancelling their attendance to the Theme Night Dinner due to a trip away.

Note from the treasurer: a refund has been arranged.

6.9 01/04/2021 letter from Keith Van Rangelrooy, cancelling attendance to Theme Night Dinner due to no BYO.

Note from the treasurer: Keith has been refunded.

6.10 04/04/2021 from Pat Charlwood. Pat states that our reply of 01/04/2021 is not satisfactory to him and he wants his matter to go to the residents at the QGM. Since Pat Charlwood wants residents' funds to engage a solicitor the secretary is to reply quoting from Section 10 in the RAC manual **'Funds must not be used for the sole benefit of members of the residents committee, members of subcommittees or individual residents.'**

6.11 05/04/2021 from Pat Charlwood. A rude email letter of reply to item 5.8. The secretary was instructed to reply:

**'Due to the rude and offensive language used in your email to the RAC on 5th April, the RAC has decided to refuse to enter into any further correspondence with you.'**

6.12 07/04/2021 Reply to Aveo from Sunshine Coast Regional Council informing Aveo that Aveo properties which previously had rate notices sent to Aveo head office would now have the notices sent directly to Aveo Peregrin Springs.

6.13 09/04/2021 email from Bar Manager Sharon Jack seeking clarification on details for upcoming Social events.

The secretary is to reply with answers to Sharon's questions.

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

## **7. Treasurers' Report:**

Residents Association Report for March 2021										
Date	Pay Req	Detail	Main	Imprest	Bar	Social	Sundry	Bar	Bar	Library
	No		Account	Account	Takings	Comm		Expenses	Supplies	
		Balance C/F	\$12,924.93	\$3,000.00						
		<b>DEPOSITS</b>								
09.03.21		Bar Takings	\$893.10		\$893.10					
16.03.21		Bar Takings	\$579.80		\$579.80					
16.03.21		Aveo paid New Residents	\$75.00		\$75.00					
26.03.21		Bar Takings	\$657.40		\$657.40					
26.03.21		Theme Dinner 15 X \$35	\$525.00				\$525.00			
31.03.21		Theme Dinner 26 X \$35	\$910.00				\$910.00			
01.04.21		Bar Takings	\$609.00		\$609.00					
		<b>Total Receipts</b>	<b>\$4,249.30</b>		<b>\$2,814.30</b>		<b>\$1,435.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
		<b>PAYMENTS</b>								
17.03.21	223	Imprest A/c	\$1,010.04	\$1,010.04						
		Dan Murphys		-\$840.29					\$840.29	
		Coles		-\$139.75					\$139.75	
		K art Plates for Kitchen		-\$30.00			\$30.00			
17.03.21	224	Black blackout fabric 4 stage	\$83.30				\$83.30			
17.03.21	225	Bingo Books	\$159.38				\$159.38			
		GST Bingo Books	\$15.94				\$15.94			
17.03.21	226	Bowls trophies Engraving	\$26.40				\$26.40			
25.03.21	227	Indee Theatre Co	\$385.00				\$385.00			
29.03.21	228	1 Skip Bin	\$410.00				\$410.00			
29.03.21	229	1 Skip Bin	\$410.00				\$410.00			
29.03.21	230	Imprest A/c	\$978.31	\$978.31						
		Coles		-\$97.31					\$97.31	
		Dan Murphys		-\$881.00					\$881.00	
		<b>Total Payments</b>	<b>\$3,478.37</b>	<b>\$3,000.00</b>		<b>\$0.00</b>	<b>\$1,520.02</b>	<b>\$0.00</b>	<b>\$1,958.35</b>	<b>\$0.00</b>

Cash Book Bal. F/Ward	\$12,924.93
Plus Receipts	\$4,249.30
	<b>\$17,174.23</b>
Less Expenditure	-\$3,478.37
<b>Cash Balance</b>	<b>\$13,695.86</b>

<b>Bar report at end of March 2021</b>		
Bar Takings		\$2,814.30
Opening Stock	\$2,434.85	
Plus Purchases	\$1,958.35	
Less Closing Stock	-\$2,438.13	-\$1,955.07
<b>Cost of Sales</b>	<b>\$1,955.07</b>	
<b>Operating % Profit</b>	<b>33%</b>	<b>\$859.23</b>

<b>ASSETS</b>	
Bank	\$13,695.86
Imprest AC	\$3,000.00
Bar Float	\$300.00
Bar Stock	\$2,438.13
<b>Total</b>	<b>\$19,433.99</b>

#### Note from the Treasurer

In coming days Richard O'Connell will give a presentation on the 6 monthly budget figures. Something which sadly stands out is MH9 Leasehold MRF, expenditure against budget. I will speak more of this at the RAC Quarterly on 27<sup>th</sup> April. I believe most, if not all maintenance requests are put in the book for our Maintenance Man. As he is not a tradesman i.e. Plumber or Electrician, then Aveo bring in a tradesman at cost to MH9 (Maintenance Reserve Fund Leasehold). I will speak at the meeting of a possible solution to help or alleviate this blow out.

The treasurer noted that by frequenting the Manor Bar residents enable a small profit to be made. These funds are used for entertainment for events and supporting resident activity groups.

The recent Indie Comedy Theatre visit was a great success. The group usually charges \$5 per person. The RAC had approved a payment of \$350 which would cover 70 residents. In fact, 77 residents attended. To that end it was

**Moved Karen Wright, 2<sup>nd</sup> Kerry Jewell 'that the RAC endorses the extra \$35 payment to the Indie Comedy Theatre.'** Carried.

The RAC discussed the issue of maintenance for ILU's. It was suggested that residents register with Queensland Home Assist, Maroochydore.

**Moved John Parsons, 2<sup>nd</sup> Wayne Collard 'that the Treasurers' report be accepted.'** Carried.

## **8. Sub-Committee & Working Group Reports:**

8.1 Social sub-committee:

Re Theme Night Dinner Wednesday 21<sup>st</sup> April:

**Moved Karen Wright, 2<sup>nd</sup> Sue Day 'that One World Caterers be paid \$30pp for catering and up to \$120 for service staff.'** Carried.

**Moved Karen Wright, 2<sup>nd</sup> Sue Day 'that the entertainer for the Theme Night Dinner be paid \$400.'** Carried.

Re Jazz in the Afternoon.

**Moved Karen Wright, 2<sup>nd</sup> Jan Corlett 'that The Jazz Factory band be paid \$600 for the performance on Saturday 15<sup>th</sup> May.'** Carried.

Regarding events the RAC discussed refunds to residents who cancel attendance to events.

**Moved Karen Wright, 2<sup>nd</sup> Kerry Jewel 'that there will be no refunds after the cut-off date for events with the exception of extenuating circumstances together with no financial loss to the Residents' Association.'** Carried.

## **9. General Business:**

9.1 Anzac Day plans. St Andrew's school will be involved in our Anzac Day Service.

At 9am Anzac Day we need able bodied people to help set up.

The Social Subcommittee are providing tea/coffee & ANZAC biscuits after the service. The Manor Bar will open at 1pm.

9.2 A reminder that the **QGM will be held on 27th April.**

9.3 The Chair Jan Corlett raised the vexed issue of incidents of rudeness from a small number of residents. The RAC discussed advising residents of the code of conduct required to live here.

Moved Jan Corlett, 2<sup>nd</sup> Karen Wright 'I move that we remind residents that the Aveo brochure Kindness, Care and Respect is the code of conduct required in Aveo Communities between other residents and with our interactions with staff.'  
Carried.

The secretary is to source enough copies of the brochure Kindness, Care and Respect from Aveo for each resident.

**Meeting closed at 11:48am**

**Next Meeting: Friday 14<sup>th</sup> May at 9am.**