

AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION.

Minutes of QGM held Tuesday 27th April 2021 at 2pm in The Manor.

1. Attendance & Apologies:

Residents' Association Chair Jan Corlett chaired the meeting. At 2:02pm Jan welcomed residents to the meeting with a special welcome to new residents. Secretary Karen Wright and treasurer Sue Day were in attendance. 72 residents attended the meeting.

Apologies were received from: Doug Rice, BJ Hampton, Gwenda Wood, Jane Hill, Bruce Hodges, Frank Gava, Ann Horsley, Brian Kelly, Mary White & Malcolm Maneylaws.

2. Minutes of the previous QGM:

Moved Judy Wrigley 2nd Harold Bartlett 'that the minutes of the previous QGM are a true & accurate record'. Carried.

3. Business arising from the previous minutes:

Nil.

4. Chair's Report, Jan Corlett:

CHAIR'S REPORT QGM APRIL 2021

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

Thank you to Pete Wright for checking the number of attendees to ensure that the meeting is quorate should the need arise.

I am pleased to say that we have held the first "Meet and Greet" for new residents this year, with drinks and canapes. These will be held quarterly and it's a lovely way to meet new members of our community in this informal setting.

Since our last QGM in February and further relaxation of COVID restrictions, life in the Village has truly "hotted up" with many social events put on by our Social committee and their helpers. Saturday 20th March nearly 80 residents were entertained by the Indie Theatre's "Lighthouse" and a great time was had by all.

Tuesday 20th April saw the Grand Opening of the Gallery Walk. The inspiration for the Gallery Walk came from our Secretary, Karen Wright, who approached Richard, our Community Manager with the idea. He agreed to source the hanging track system and arrange the installation. Nearly 70 residents enjoyed a free drink whilst admiring the work of our very talented artists.

This was followed by a fabulous Themed Dinner Night, with good food, good company and marvelous music. Sixty residents boogied the night away, as evidenced by the photos and video on the television in the foyer! Our thanks to Jan Lambert who produces the Bulletin and puts up the notices and photos on the screen.

On a more sombre note, we were once again able to welcome guests and students from St Andrew's Anglican College to our ANZAC Day Commemoration Service, which was attended by over 80 residents. Rear Admiral Max Hancock, OAM (Retd), once again gave a very moving address, and Gisele Sinclair and William Law, from St Andrew's College spoke movingly about what the ANZAC spirit meant to them. The service was followed by morning tea and Anzac biscuits.

New residents may not be aware that these events are funded by the Residents' Association from the small profits made by the Bar. We do not get any funding from Aveo to put on social events, or for example to pay for the two skip bins which were recently filled to overflowing. The Treasurer, Sue Day, will be giving a detailed breakdown in her report. It is your money which is used to fund our many social events and activities, and without the volunteers who are committee members, activity group leaders and bar volunteers, life in the Village would be very drab.

Other matters are also being vigorously pursued by the RAC and its sub committees including Fair Apportionment, Water Rates, and Historical Monetary Deficits amongst others.

You will all be aware by now of the construction taking place next door at St Andrew's Anglican College. This construction is causing some disturbance with noise, dust and visually. The Community Manager, Richard, is liaising closely with the college to ensure that disruption can be kept to a minimum.

On another matter, the Residents' Kitchen is available for the use of all residents. We only ask that glasses, crockery and cutlery are washed up and put away afterwards. Cleaning materials are kept underneath the sink for this purpose.

For your information, the next QGM will be in July, followed by the Annual General Meeting of the Residents' Association. Each year the Residents' Association Committee, including the Chair, Secretary, and Treasurer, the Social Sub-Committee and the Bar Managers will be up for election. The Agenda and Ballot Papers will be distributed to all residents prior to the AGM.

Finally, my personal thanks to the hardworking RAC members, the Social Sub-Committee, the Bar Managers and volunteer Bar Staff, and the leaders of the various activity groups. It is your enthusiasm and tireless efforts which go to make Peregian Springs such a vibrant and lively Village.

As is the custom, the Bar will be open after the meeting with drinks, including regular spirits not high end, priced at \$2.00 until the end of regular Happy Hour. This is to say "Thank You" to our many Bar patrons, and to all residents for attending this meeting.

Thank you all for your attention.

Kindest Regards

Jan Corlett, Chair RAC"

5. Treasurers' Report, Sue Day:

Peregrin Springs Country Club Quarterly Treasurer Report
Quarterly Report January 2021 - March 2021

Expenditure

Bar Supplies	\$ 6,373.00	Drink Supplies for Bar
Bar Expenses	\$ 15.00	Cleaning wipes
Library Books	\$ 192.00	Books for Jan & Feb
Engraving of Bowls Trophies	\$ 26.00	Bowls Group @ Xmas
2 Skip Bins	\$ 820.00	Bins
Entertainment - Australia Day	\$ 1,356.00	Music and Food
80 sets Cutlery	\$ 612.00	For Special Events
Stationery	\$ 45.00	Various
Noosa Heads Lions Club	\$ 250.00	Donation
Bingo Books	\$ 159.00	For Bingo Group
GST on Bingo Books	\$ 16.00	GST on Bingo Books
Indee Theatre	\$ 385.00	Theatre afternoon
Misc	\$ 225.00	Plates, frames, kitchen cons

Total Expenditure \$ **10,474.00**

Income

Bar Takings	\$ 8,700.00
Aust Day - 111 X \$5 per Resident + 7 X \$7.50 Guests	\$ 608.00
Theme Dinner 41 x \$35	\$ 1,435.00
Total Income	\$ 10,743.00

Net Profit \$269

The Quarter started with \$13427 and finished with \$13696 Nett Profit of \$269

The RAC is currently worth \$19434

\$13696 in Current Account + \$3000 in Imprest Account + Stock Take \$2438 + Bar float \$300

“Treasurer Report Notes 27th April RAC Quarterly Meeting

Maintenance Issues (Mainly Leasehold Aveo Way)

I am trusting you will have been to Richard O’Connell’s presentation of the 6 Months budget figures on 14th April 2021. One item in those figures is very concerning. The item is **MH9 Leasehold MRF (Leasehold Maintenance Reserve Fund)**. The expenditure way out paces the income/budget. I have discussed this with Richard O’Connell as he thinks this will go up as more villas become Leasehold. I am awaiting a listing of complete details from the CM on what exactly is in this account for the current year?

Leasehold PID’s are different even between Leaseholders. The liability for payment of maintenance can differ significantly. As does replacement of capital items in villas. I do not

wish to blind you with the science of Aveo budgets, as learning that science is ongoing. The main problems are caused because Aveo often move the goalposts.

If you need some maintenance inside your villa, what do you do? I hear you say we write in the book and John comes and has a look. If it is easy and within his scope he will fix on the spot. If it is hard, complex or needs a tradesman he takes a photo, informs the office and they call in a tradesperson, maybe an electrician or plumber. Who pays the tradesman? We do of course BUT indirectly. Then which account is it charged to? All under investigation currently. **MH5 MRF Leasehold Serviced Apartments** is with Aveo legal team at this time, also under investigation by your RAC Sub Finance Committee & Aveo Management.

However, moving on. Have any or many of you heard of **Maroochy Home Assist**? This a Queensland Government initiative to help over 65's, I believe it is not means tested. All you need to do is ring them and register, then when you have a problem, you call them. They will send out a trained person, licenced tradesman if required. In basic terms you normally pay for materials not the labour. So, for plumbing and electrical a very sound saving as when Aveo call that tradesperson it will be charged to the appropriate account, ultimately us the Residents. To give you a little history: When I came to the village in 2015, we had no maintenance man. At that time many residents would use **Maroochy Home Assist** (Still used by many owners in the village) rather than pay the full cost of a tradesperson. In 2016 a maintenance man, who essentially is a Handyman not a licensed tradesperson was employed by Aveo, this increased our monthly GSF fees significantly. Hence, we now have an expensive handyman plus growing monthly fees in our Maintenance Reserve Funds. This is why I feel sure if **Maroochy Home Assist** was used more it would save all residents' Owners and Leasehold. Is this perhaps worth thinking about? Here are a few details below on **Maroochy Home Assist**.

Sue Day

Treasurer RAC”

The Following Information has been copied from the Home Assist Website online

• HOME
• HOME ASSIST SECURE
• OVER 65

Home Assist Secure (HAS)

Home Assist Secure (HAS) is a service for Queenslanders aged 60 years and over, or people of any age with a disability who wish to remain living independently in their own home and is funded by the **Queensland Government Department of Housing and Public Works**.

Eligible clients are provided with subsidised assistance with minor home maintenance and modifications.

Who is eligible for the Home Assist Secure?

- Who hold a current Pensioner Concession Card
- Who do not possess the appropriate skills to undertake the work or whose health or safety would at risk if they undertook the work themselves?

- Who are unable to make use of alternative forms of assistance, such as Commonwealth Home Support Program CHSP or Veterans Affairs DVA?

Subsidised services range from:

- Smoke alarm checks
- Changing light globes
- Plumbing and electrical work
- Grab rail installation
- Hand-held shower heads
- And Much More
- Phone no 5476 6130

Email office@maroochyhomeassist.com.au

Maroochy Home Maintenance and Care (commonly known as Maroochy Home Assist) is a not-for-profit organisation based on the beautiful Sunshine Coast. For over 20 years we have offered subsidised assistance with minor home maintenance and minor and major home modifications for frail, aged and disabled clients.

Please call our friendly office staff with any request big or small and we will let you know if it is something we can assist with.

Minor home modifications can include the installation of grab rails, handrails, rubber wedges, chair and bed raisers for which an Occupational Therapy Assessment is required and can be arranged by us.

Minor home maintenance covers smoke alarm checks, changing of light globes, lock and door handle repairs, appliance repairs, subsidised plumbing and electrical work, key safe installation, minor carpentry and more. Minor works can be completed in the area from Beerburrum to Peregian Springs and out to Kenilworth and Conondale.

What are the benefits of the Home Assist Secure and Commonwealth Home Support Programs?

- Make more informed decisions about home maintenance, repairs, minor modifications
- Have easier access to and within your home
- Feel safer living in your home
- Punctual, reliable, courteous and respectful trades people

Our aim is to help you to remain living independently in your home for as long as possible

HAS - Home Assist Secure Funded by the State Government Dept of Housing & Public Works

Although funding for these Home Maintenance and Home Modification services has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government

QBCC Licence 1030225 / ABN 54 921 860 625”

Treasurer Sue Day produced a copy of the recent letter from the State Government sent to all freehold occupiers informing rate payers that due to the increase in support required for our area's fire service the emergency levies for our district will be increasing. This increase will be applied to leaseholders' fees.

Questions to the treasurer:

From Bron Kennedy: I understand that the Body Corporate is responsible for all external matters for our villas & the occupier is responsible for the internal matters. Is that correct?

Answer: Generally, yes, but Aveo way is slightly different the Body Corporate levies are paid for by Aveo. Aveo Way has additional an account namely MH9, MRF. Owners have no MH9. It appears that Aveo Way might be paying twice. An example is the recent villa wash down. Villas in Yarran Rise did not receive the wash down. The contract for this service is up for renewal in 12 months' time. Yarran Rise villas will be included.

From Kath Snell: Why were the Yarran Rise villas not included in the wash down when we pay the same amount?

Answer: Jan, Karen & I had a lengthy full & frank discussion with Richard O'Connell this morning during which we brought up these questions. We are fighting for all residents and are awaiting replies.

From Bruce Townsend, who owns the sinking fund?

Answer: The Body Corporate. For Aveo Way occupants Aveo owns your villas, so Aveo Way residents have no direct contact with the body corporate.

From Judy Wrigley, In the past wash downs & painting happened on a rotating timeline, wont that be happening for Yarran Rise?

Answer: This is a grey area. Hopefully this practice will continue for all villas.

From Allan Curtis regarding maintenance inside villas, e.g., rangehoods etc.

Answer: Depends on your PID, that is your contract.

From Natalie MacMillan. What is Aveo Way?

Answer: Leasehold. You are on Aveo Way. Check your PID.

Moved Sue Day, 2nd Sheila Hooper, 'that the treasurers report be accepted'. Carried.

6. Reports from Sub-committees and Working Groups:

6.1 Social Sub-committee report, John Hooper.

"Since our last QGM the social efforts produced have been:

1. Indie Comedy Theatre, providing 2 one act plays. We had excellent attendance. The Indie Theatre group will be available again with a new show.
2. A recent Theme Night dinner provided a feast of entertainment with good food, themed table decorations, costumes and probably the best live entertainment we have had....and no room on the dancefloor from the moment the entertainer began.
3. We provided tea, coffee & Anzac biscuits after the Anzac Day service.
4. The Mother's Day raffle is on now. Tickets will be drawn during Happy hour on Friday 7th May. There are 5 prizes of equal value.
5. On Saturday 15th May 3-6pm. Jazz in the Manor with the Noosa Jazz factory band. The Bar will be open from 2:30pm. Bring your own nibbles.

We are already preparing for New Year's Eve!"

6.2 Bar Sub-committee report, Wayne Collard.

"Tuesday Happy Hour numbers are steadily growing. Friday, usually 50-65 people attend.

After every session every table & chair is washed down by Bob Jack.

A reminder that residents who attend the Friday end of month BBQ which is BYO must take their used glasses & bottles home.

Jan Corlett reminded residents of the initiatives recently announced by the Bar managers. On the second Tuesday of the month all drinks of \$3 and above will be \$2. Also, on the 1st & 3rd Friday there will be a random villa number draw. The prize is a bottle of red, white, or sparkling wine. Residents must be there to claim their prize."

6.3 Emergency Management Working Group report, Peter Wright.

"ILU residents have 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 completed an emergency response exercise throughout the village in March and April. These exercises are intended to simulate actions in an emergency up to but not including an actual evacuation. A similar exercise will be carried out every 6 months – in March and September. A meeting of volunteer wardens will be held in May to review the effectiveness of the exercise.

This will complete the initial work of the working group. 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 Dulley, 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.

Jan Corlett: thanked Pete & his team & mentioned that there were a small number of people who did not wish to be involved in any emergency evacuation & procedures."

6.4 Working group Investigating Aveo Way Matters, John Parsons.

"The group working on the rates concessions issue has made contact with a number of other RVs in the SCRC area with a view to meeting with them to obtain some information about their access and eligibility for leaseholder residents to council rates concessions.

In summary we have had a number of positive responses to our inquiries. We have met with several already either by phone or in person and we still have several to meet with in the next couple weeks.

There seems to be quite a general enthusiasm for what we are trying to achieve and a willingness with some residents' committees to join forces and collaborate on this issue as it affects a number of villages.

However, progress is slow, a bit like watching a glacier move actually but it is advancing. On another related matter, we have been informed that the matter of concessional rates is being discussed in the preparation of the upcoming SCRC budget deliberations for 2021/22 financial year. Perhaps the council have heard the jungle drums....

We are hopeful of a favourable outcome on this issue.

We'll provide further updates as necessary.”

Question to John Parsons:

From Kath Snell, any results from Aveo re the Historical rates issues?

Answer: So far, no specific & satisfactory responses. We will have a face-to-face meeting with Avan [from Aveo] when she visits to draft next year's budget.

7. Activity Group reports:

7.1 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 watch them in the Theatre using Foxtel provided by AVEO. This year we are celebrating the 16th year of the Book Club so that means that over 160 books have been selected, read, discussed and movies or tv series watched. The Club has dedicated readers who take on the mission to read a book that they normally would not have chosen. In this way we can expand our knowledge and appreciation of life. “The best way to ruin a book is to make it compulsory reading” is an old quotation about books.”

“Reading is an exercise in empathy; an exercise in walking in someone else's shoes for a while.” — Malorie Blackman

This year members of the Book Club have been involved in launching the Manor Movie Club. We had our first screening in January. Our next viewing will be on Saturday 8th May when we will watch “Where'd you go Bernadette” which is a movie from a book we read in December last year. Cate Blanchett stars in this American comedy/drama. All residents are welcome to attend. The Saturday movies start at 2.00p.m.

“Bernadette, a loving mother and wife, spends years stifling her passion and putting her family first. One day, she decides to take matters into her own hands and break free.”

7.2 Bowls Report, written by Tom Shaw presented by John Weeden.

“Here is this months' bowls section report.

We are still having below normal player numbers on Thursday and Sundays, even though the weather has not been the problem, we have only lost 1 playing day this quarter.

Recently John and I are constantly being asked when the bowling green refurbishment will start. The latest manager report is that the 3 estimates Brookfield [Aveo] required have now been documented and now wait on Aveo to commit the funds for this financial year.

We would also like to say that if you would like to learn or play Bowls, we have a fun day every Thursday at 2pm where you can learn to play and take part in a game, which makes the learning all the more fun. We also have various sets of bowls to start you off, so if you are interested there are bowls game sign on sheets in the library, for further information ring Tom on 54482039 or John on 54481995.”

7.3 Bingo Report, John Weeden.

“Bingo is held near the Bar area on Saturday afternoons at 1:30. We generally have 15 games at a cost of \$1 per game. We have a break about halfway for afternoon tea which is provided. We finish around 4pm. If you are very lucky you could win up to \$150!”

7.4 Diners Club, Anne Marshall & Karen Wright.

“The Diners Club had a very enjoyable lunch at View by Matt Golinski at Peppers Resort in Noosa on 19th March. 34 people attended with 17 travelling by the village bus. Matt spoiled us by treating us all to a delicious ‘bonne bouche’ starter and explained his role as consultant Chef to introduce unusual and good quality produce from our local growers and create delicious dishes with these for View’s menu. A delicious 2 course lunch with wine was enjoyed by all.

Hot off the press. Our next lunch date is at Ocean Ended restaurant in Maroochydore on Wednesday 19th May. This restaurant has a lovely inspiring view over the water and specializes in modern Australian cuisine including fish. We are sure you will love it.”

7.5 Jazz Junction, Anne Marshall.

“As a result of my promotional talk about Jazz Junction at the last QGM, I am delighted to announce that the membership of the Jazz Junction Club has doubled from 5 very keen members to 10 enthusiastic members.

Jazz Junction is a club for Jazz lovers who like to listen to jazz.

After some discussion we decided to now meet monthly instead of fortnightly.

We meet in the home of the person who has chosen the music for that month and is happy to present it to us, whether it be from CD’s, Spotify, computer, or TV.

We will now be meeting on the 2nd Thursday of each month from 10am to 12 midday with a short coffee break at 11am.

The next Jazz Junction meeting will be at Marg & Denis Murphy’s home at Villa 118, Links Cove on Thursday 13th May and I guarantee everyone will walk away from it smiling and feeling happy.

If anybody is still interested in joining in or would like further information, please feel free to come and talk to me after the meeting or contact me by phone.”

7.6 Computer Club, Trevor Davis.

“We used to have a computer club here in the theatre every Wednesday at 9 am, with the aim of helping residents be more familiar with their PC’s and/or Macs. Lately we’ve noticed that

processor- controlled technology has invaded almost everything, from cars to cooking, from TV sets to doorbells.

At the same time, our loved technologies of the last 50 years are disappearing. Reel to Reel, Cassettes, DVD's, incandescent lights all fading away.

So, we're looking for a new name. The humble desktop computer is no longer the focus. Recently we learnt the advantages and disadvantages of using the ten gadgets in one called Thermomix to help us small households with a varied, healthy, and interesting menu. We also found out the lifesaving benefit of wearing a smart watch.

I read on Facebook recently someone longing for the good old days before all this but the answer that came was "Yes, but I've been spoiled now, and I don't want to go back".

If you have some experience with any of these technology applications, we'd love you to join us and help us learn. We believe that learning keeps us young and active. None of us know it all but everyone has something that they can show.

What can we call this group that meets every Wednesday at 9 am in the theatre? It aims to help us all:

- • to keep learning and
- • to get the benefits from these new technologies and devices

Trevor

For the Smart Technology Users Club committee (or STUCC) www.gracemerecc.org

Manor sound system

Cordless microphones require power to operate the radio connection to the amplifier and so they have batteries. Ours are re-chargeable, so that we don't have to buy new batteries every month.

Here are some ways that the batteries can be ready for use.

1. Mikes should be checked the day before an event so that spare, charged batteries can be installed in mikes and low batteries charged overnight.
2. After use, mikes must be turned off. A mike left switched on overnight will have completely flat batteries.
3. As a courtesy for the next user, after an event, reduced batteries should be put in the charger.
4. After 24 hours charge the batteries should then be put into a mike (or the storage case as spares).
5. If, in an emergency, all batteries are flat, any regular AA batteries can be used. They cannot be re-charged."

8. Body Corporate Report from Chair George West, presented by Body Corporate Secretary Cheryl Hodges.

“There have been a couple of incidents recently where Lot Owners have called in a tradesperson to do repairs to their villa which they have paid for and then sought reimbursement from the BCC sinking fund.

This is not how the system works, if a Lot Owner requires any repairs or maintenance to their villa and they believe that this is a BC responsibility, then they should first report this to Management. Management will then assess whether this is indeed a Body Corporate responsibility. If there is any doubt, they will refer the matter to the Body Corporate Committee for final confirmation. When this is given, Management will then organise an approved suitable tradesperson to carry out the repair. The bill will go to Management who will then expedite the payment from the Sinking Fund.

As you are all aware, the issue of adequate street lighting has been an item on the BCC Committee meetings for many years. For those of you with a good memory you will recall that this issue was identified first when Michael Winter was the village manager which is 7 years ago. Since then, various BCC's have tried a variety of solutions, none of which were acceptable. The current Committee decided 2 years ago that we would investigate the matter thoroughly so that we could get closure on this item. The BCC, with a great deal of help from our current Community Manager, carried out a detailed investigation on what the best lighting should be. This was done and overhead streetlights were unanimously agreed to be the answer. A quote was forwarded to Aveo as this would be a Head Office decision. After waiting a considerable amount of time with no answer, a letter has now been sent to Senior Aveo Management, including the CEO, seeking a resolution to this long-term issue. Hopefully, we will receive an answer shortly and this item can then be removed from the agenda at last.

There is the usual drainage, leaking roofs and overflowing guttering issues that are always ongoing. Nothing new here.

At the end of February 2021, the Sinking Fund expenditure for the fiscal year to date was below budget by 20K.

George West, Chair Body Corporate Committee 25th April 2021”

Questions to Body Corporate Secretary Cheryl Hodges:

from Bron Kennedy, regarding repairs & maintenance, what if it's a weekend emergency are claims accepted and how long does it take to approve items for maintenance & repair?

Answer: The Body Corporate takes on board the need for a procedure for after-hours emergency repairs.

from Bruce Townsend, who explained his emergency from 5-6 weeks ago which involved water ingress during a storm, he rang the emergency number & got the carer. What safety & emergency numbers should be should used?

Answer: The Body Corporate is not aware if this issue. The first step to having these issues addressed is to contact the Village manager.

Jan Corlett asked Bruce to send all the relevant numbers that he found useful to the Residents' Association Committee.

Desolie Gleeson stated that perhaps Aveo have preferred tradesmen & that she objects to that.

Jan Corlett thanked Cheryl for her report & told the residents that the reason we ask for a Body Corporate report at QGMs is to give residents the opportunity for residents to ask questions. There is only one meeting per year at which residents attend a general forum of the Body Corporate.

Note: The RAC will be compiling a list of emergency numbers for residents.

9. General Business:

There was no general business to discuss.

10. The next QGM which will be followed by the AGM will be held on Tuesday 27th July at 2pm.

Jan Corlett announced that the Bar will now open & all drinks will be \$2.
The meeting closed at 3:20pm.