

AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION.

Minutes of committee meeting held Friday 14th May 2021 at 9 am.

1. Attendance & apologies:

At 9:01 am Chair, Jan Corlett welcomed committee members John Davies, Kerry Jewel and John Parsons. Also, treasurer Sue Day, secretary Karen Wright and community manager Richard O'Connell.

Committee member Wayne Collard who was unwell, sent his apologies.

2. Confirmation of the previous minutes:

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

3. Business arriving from the previous minutes:

3.1 Launch of Gallery Walk. The launch was well received. Richard O'Connell agreed to the purchase of extra hooks, also for the removal of one of the two fridges in the Manor. The secretary is to write thank you letters.

3.2 Update on shade cloth over the pool....pending.

3.3 Purchase of new folders for Residents' Handbook.....pending.

3.4 Installation of convex mirrors. See community managers' report below.

3.5 Emergency procedures & contacts. See community managers' report below.

3.6 Anzac Day debrief. Jan Corlett expressed her thanks to all those involved in this year's memorable Anzac Day service.

3.7 Aveo's Kindness, Care & Respect brochures. Richard O'Connell said that coloured copies will be printed for each residence.

3.8 Fit-for-purpose dishwasher for the residents' kitchen. This item is pending, John Davies will investigate.

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

Resident Association Committee – Managers Report

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•3.4. Convex mirrors.

•It was agreed at the BC meeting that the CM would request quotes for additional Convex mirrors. Subject to costs one or possibly two mirrors could be added to noted locations.

• **3.5 Emergency procedures.**

CM will be adding a page in next month's newsletter with all emergency contact phone numbers to assist residents. The Aveo/Peregian Springs Emergency procedure Manual is available at reception for viewing.

• **3.7 Kindness/Care/ Respect brochure.** No longer in print. Colour copies can be made at reception.

• **6.8. Request for changes to outdoor area.** For discussion. BC would be responding separately.

• **Security upgrade summary.**

○ Roller door for bar has been approved and funded by Aveo. Works for follow.

○ CCTV contractor has been onsite and quotes to follow for two additional cameras to be added to system.

○ Security locks have been added to non-fire exit doors.

• Community Manager – New Items:

• **Street lighting.** Further discussions between the body corporate and Aveo over the proposed solar street lighting have been conducted. A proposed trial area of Sea Breeze Rise of five new Solar streetlights is underway and a possible shared cost by BC/Aveo. TBC. All current bollard lights are being maintained and repaired. We encourage residents to notify reception or via maintenance book of any non-working lights.

• **Garden Mulch program.** A work order has been issued for the first half of the annual mulch allocation. This is for 50m³ of mulch, which will be delivered in 10m³ truck loads. The proposal is for the team to work on this over the next 2 months focusing on the street frontage gardens only and common area gardens

• **Programed Property Services contract renewal.** PPS contract expires July 2021. Aveo have put out tender to our preferred providers. A presentation will be provided to the BCC & RAC for review prior to new contract renewal.

• **Budget planning and presentation meetings.** We have completed the Quarterly reviews, and now the focus will be on preparing the final quarter forecast and draft budgets. Avan will coordinate and confirm dates for presentation to the RAC finance subcommittee.

• **Restaurant update.** The Autumn menu has been presented to all SA residents and positive feedback has been received. Weekly ordering is now underway via the new menus and this has assisted in efficiency of

the staff & kitchen. On Friday 21st of May our regional catering manager will be on site for the day. She will be conducting kitchen audits and attending a small food focus group meeting and a kitchen staff meeting. We plan to have 4-6 SA residents volunteer for the Food Focus Group to enable them opportunity to provide feedback and recommendations.

- St Andrews School construction.** CM met with the School Principal to discuss the timeline of construction of the Arts centre. Updates will be provided via monthly newsletters.

- Community Manager & RAC communications.** Recommendations to streamline email communications to the CM from RAC members by RF. Open for discussions and suggestions.

Kind Regards,

Richard O'Connell – Community Manager

Re Item 3.5 John Davies suggested that staff be given a refresher on emergency procedures. Also, that new staff are trained on emergency procedures.

Re Item 6.8 below: The secretary is to write to Steve Hill requesting costings for his proposal. Richard O'Connell agreed to speak to Viv of the gardening team about plants that currently obstruct light into the snooker area.

More shade for the alfresco area will be pursued by the RAC.

Richard O'Connell announced that Aveo has approved first \$10,000 for the trial of new streetlights for Sea Breeze Rise.

A question came from John Parsons regarding the scope of work for the duties of the PPS contract.

Richard O'Connell replied that the Body Corporate usually manages this contract. The scope of work is generic & not changing.

Jan Corlett said that historically a RAC member or another resident has liaised with the gardeners.

With regard to budget planning the RAC has asked for a meeting with Avan from Aveo ASAP.

Regarding the works at St Andrew's. Richard O'Connell will ask the school to restrict the start time to 7am.

Richard O'Connell requested that the RAC directs all emails through the RAC secretary.

Jan Corlett replied that the RAC will take on board this request & also the comments in his report.

Sue Day asked Richard O'Connell: regarding the Budget Plans, does he have the correct figures for March?

Richard O'Connell replied that adjustments will be made in April for the 1/4 yearly review in May.

John Parsons explained to Richard O'Connell the frustration of the RAC finance sub-committee in getting responses regarding the historical council rates question, the RAC has repeatedly asked Aveo & the responses received have not answered the questions raised.

Richard O'Connell left the meeting 10:24am.

5. Outward Correspondence:

5.1 09/04/2021 email to Temeika Lewis requesting copies of Aveo's Kindness, Care & Respect Brochures.

5.2 11/04/2021 email to Richard Fahy [Aveo Group Community Manager, QLD North] re Historical Rates Issues, asking for more clarity and a meeting with Avan.

5.3 13/04/2021 email to Richard O'Connell revisiting the RAC's request for a fit for purpose dishwasher in the resident's kitchen. Also, requesting access to the commercial dishwasher in the main kitchen for the Theme Night dinner.

5.4 13/04/21 email to Richard O'Connell asking for a description of the method used to identify and separate the responses from ILU's & SA's in the latest Residents Survey.

5.5 13/04/2021 email to Gloria Nunn re the request from the Knitting & Craft Group for a Donation to be used to buy materials. The RAC agreed to provide \$200 with the option for the group to request further funds when & if required.

5.6 15/04/2021 email reply to AVEO CEO Mr Tony Randello expressing our wish to welcome him to visit our community.

5.7 15/04/2021 email Pat Charlwood explaining to him that under the rules from the ARQRV handbook, Residents Association funds are not to be used for the sole benefit of individual residents, therefore the RAC will not support his proposed motion for the QGM which if put to the residents would contravene the rules.

5.8 15/04/2021 email to Pat Charlwood informing him that the RAC refuses to enter into any further correspondence with him.

5.9 26/04/2021 email to Richard O'Connell & Richard Fahy formally requesting a copy of the draft budget, as laid down in Section 93 of The Retirement Villages Act 1999. Also, that the draft copy be received at their earliest convenience but no later than June 15th.

6. Inward Correspondence:

6.1 April 2021 letter from St Andrew's College to residents most impacted regarding their masterplan stage 13a, providing a construction update.

6.2 08/04/2021 email from John Davies re operation of Fire Doors in the Manor & the matter of security if they are faulty.

6.3 19/04/2021 email reply to 5.6 above from Mr. Tony Randello's Executive Assistant Karen Griffiths. Tony Randello will visit when Covid 19 & schedules allow.

6.4 22 & 24/04/2021 emails between Jan Corlett & Richard O'Connell re tree lopping adjacent to Jan's property which resulted in damaged plants & fence.

6.5 21/04/2021 email from Allison & John Whittaker objecting to the proposed issue to them of Aveo's Kindness, Care & Respect brochure.

Noted & filed.

6.6 29/04/2021 letter from John Weeden including cash payment of \$35 for the Theme Night Dinner. John was asked to serve on the Bar that night & dinner was provided for him.

6.7 29/04/2021 email from Jemma Barker. A Pilates teacher who does relief teaching at St Andrew's Collage would like to offer Pilates classes at our village. The RAC discussed this matter & decided that since Mary White will shortly be recommencing her classes, we will not advocate another class. Secretary to ask Jemma Barker to reply accordingly.

6.8 01/05/2021 email letter from Steve Hill. Copies sent to Richard O'Connell & Chair of the Body Corporate, George West. Steve put forward a proposal to utilise the area immediately outside the Snooker Room's sliding door thereby giving extra space & gathering area for bar patrons.

Secretary is to reply asking Steve Hill to put together a business plan including costings for the RAC to investigate properly.

6.9 07/05/2021 email from Jemma Barker, Cheryl Payne a nail technician has offered her services to Village residents.

Since there is no suitable area for the nail technician to operate the RAC suggests that Cheryl Payne delivers flyers to the residents offering her services in their homes.

6.10 12/05/2021 emails between Sue Day & Richard O'Connell. Richard confirmed that the new Aveo Care at Home nurse Cathy Hunter is not being paid for by the village. She is employed by a separate division of Aveo.

6.11 02-07/05/2021 Inward & Outward correspondence between Bob Jack, RAC Chair, Treasurer & Secretary, and Richard O'Connell regarding security for the Bar, including quotes. Aveo has agreed to fund security shutters to be supplied by Noosa Garage & Doors.

Moved John Davies 2nd Sue Day 'that the inward & outward correspondence be accepted & endorsed'. Carried.

7. Treasurers' Report: Sue Day.

Moved Sue Day 2nd John Davies 'that the treasurers report be accepted'. Carried.

8. Social Sub-committee Report.

The secretary reported that the next event will be held on Saturday 12th June when the Noosa Concert Band will be performing from 2pm. The Bar will be open at 1pm & again during the interval.

It is planned to have a pasta night dinner on Wednesday 23rd June. The Bar will be open & will presell a selection of premium wines as well as the usual Manor Bar offerings.

Planned is a pasta meal, side salad & garlic bread followed by maybe cornettos for dessert for \$20pp.

Planning ahead for New Years' Eve, the RAC agreed to booking Maurice Milani from 5:30-9:30.

Moved Karen Wright 2nd Jan Corlett 'that up to \$1000 be approved for Maurice Milani to entertain the residents on New Years' Eve.' Carried.

Moved Karen Wright 2nd Sue Day 'that up to \$500 be approved for the entertainment at the pasta night dinner'. Carried.

9. General Business:

9.1 We have received two donations from residents. The secretary was instructed to write letters thanking the donors.

9.2 Doggy Day Tuesday 8th June: Jan Corlett is planning this event. It's OK by the Bar Managers to open at 3pm that day. Barry Trollope & his standard poodle Stirling have been training for this event! Jan will check the timing of this event.

9.3 Sue Day suggested that we purchase more microphones, batteries & charging stations. Kerry Jewel agreed to discuss this with Trevor Davis to make sure any additional mikes can work with the existing system.

9.4 Karen Wright has received communication from Allison Patterson who visited our village about 4-5 years ago. Allison is a writer who has published books about Anzac Day & associated stories used in schools. On her last visit she spoke about her research for her books. She is currently writing another book for the series. Karen will ask her to visit us again sometime in July.

9.6 Jan Corlett requested & all agreed that the QGM & AGM be brought forward by one week to 20th July.

Note: QGM & AGM Tuesday 20th July 2021.

At that point Jan Corlett asked the RAC members who intends to nominate for the RAC at the AGM. All members intend to nominate excepting secretary Karen Wright. Jan Corlett kindly said she is sorry to see her go.

9.7 The shade over the alfresco area is at times quite deficient. The RAC will be investigating solutions to this problem.

**There being no further business the meeting closed at 11:21am.
The next RAC meeting will be held on Friday 11th June at 9am.**