

AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION.

Minutes of Committee Meeting held Friday 11th June 2021 at 9am.

1. Attendance & apologies:

Present at the meeting were Chair Jan Corlett, Treasurer Sue Day, Secretary Karen Wright, Committee Members John Davies & Kerry Jewel.

Apologies were received from Committee Members Wayne Collard & John Parsons and Community Manager Richard O'Connell who was on leave since the 11th of June was a public holiday.

Chair Jan Corlett opened the meeting at 9:02 am.

2. Minutes of the previous meeting:

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

3. Business arising from the previous minutes:

3.1 Extra hooks for the Gallery walk. See Community Manager [CM] Report below.

3.2 Any further information regarding shade cloth over the pool area? Since Wayne Collard was not at the meeting this item is carried over to the July meeting.

3.3 Purchase of new folders for the Residents' Handbook. Karen Wright has purchased the folders & they are in storage.

3.4 The CM was asked to investigate the installation of convex mirror[s]] at a difficult section of road in the village. To date this has not been done. The secretary was instructed to write to Richard O'Connell & the Body Corporate expressing the RAC's concern since this is a health & safety matter & should be dealt with in a timely manner. See CM report item 3.4 below.

3.5 The issue of a replacement dishwasher for the residents' kitchen is pending.

3.6 Any news on the purchase of additional microphones? Kerry Jewel has investigated and reported that the amplifier has only one more port available. If more microphones are required, we would need to replace the amplifier. It was agreed to boost the capacity of the existing microphones:

Moved Sue Day 2nd Jan Corlett 'that John Davies purchase suitable rechargeable lithium batteries & a new charger if required'. Carried.

3.7 Karen Wright reported that Peregian Springs author Allison Patterson has agreed to be our special **Meet the Author guest on Tuesday 27th July at 2:30 pm**. The Bar managers have agreed to open the Manor Bar immediately afterwards. The Committee gave permission for Allison to sell her books to Residents.

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

In the absence of the Community Manager, committee members were given copies of his report.

Resident Association Committee – Managers Report Friday 11th June 2021

- **3.1. Art system hooks.**

Additional art hooks yet to be ordered. Carry over.

- **3.4. Convex mirrors.**
- *Quote yet to be sourced. Carry over.*
- **3.7 Kindness/Care/ Respect brochure.**
No longer in print. Colour copies completed by reception and available for distribution.
- **3.11 & 3.12 Security upgrade summary.**
 - Roller door for bar has been approved and funded by Aveo. Bob Jack working with installer for final measurements. Turn around 4-6 weeks.
 - CCTV contractor has been onsite. A work order has been issued for installation of two new cameras.
- **3.13. Food Focus group.**
The Regional catering manager is at the Village on Friday the 18th June (postponed from last month due to illness) to conduct kitchen audits and facilitate a small food focus group with 4-6 SA residents.
- **Community Manager – New Items:**
- **Street lighting.** New solar Street lights have been installed. We are requesting residents' feedback over the next month. If all are in support, a proposal will be made to BC and Aveo to install throughout the village.
- **Gardening & Maintenance Contract.** As indicated in my recent email, Hedge Property Services have been awarded the contract. Programmed Property Services have been given 30 days' notice and will finish up at the end of June. At this stage we are not sure if any of the current PPS staff will move across to Hedge, but there are positions available for them to apply.

Kind Regards,

Richard O'Connell – Community Manager.

Re Item 3.1 the Secretary is to write to Richard O'Connell asking him about the delay in purchasing the additional hooks.

Re Item 3.4 the Secretary is to write to Richard O'Connell & the Body Corporate expressing concern about the slow installation of the convex mirror & highlighting our concerns about this health & safety issue.

5. Outward Correspondence:

5.1 16/05/2021 to Richard O'Connell from Sue Day again asking for details for MH9 LH MRF regarding repairs & maintenance. The original request was sent 24th March.

5.2 17/05/2021 to Tom Shaw who organises the end of month BBQ's. The RAC was informing Tom that since New Years' Eve falls on a Friday this year the Manor Bar will be open from 5:30pm. Also, entertainment has been booked from 5:30pm.

5.3 17/05/2021 to residents Denis & Marg Murphy thanking them for their generous donation to the Residents' Association.

5.4 17/05/2021 to resident Gerhard Sliwa thanking him for his donation to the Residents' Association.

5.5 20/05/2021 to Jemma Barker regarding the request from a Pilates teacher to hold classes at our village. It was decided that due to Mary White's classes held each week the RAC would not advocate another class starting.

5.6 20/05/2021 to Jemma Barker regarding the request from a nail technician to visit the village. It was decided that since there is no suitable space from which the nail technician can operate the RAC suggests that she print & distribute flyers offering her services in residents' homes.

5.7 20/05/2021 to resident Steve Hill re his proposal to provide extra outside seating space & a gathering area for Bar patrons. The RAC would like to investigate his proposal further & asks him to put together a business plan for the project plus costings.

5.8 21/05/2021 to Rev. Chris Ivey thanking him and St Andrew's College students for their contribution to our Village's Anzac Day Commemoration Service.

5.9 21/05/2021 to Rear Admiral Man Hancock [Retd], thanking him for his participation in our village's Anzac Day Commemoration Service.

5.10 21/05/2021 to resident Barbara Tuckfield convenor of the Art Group for hers & her groups' participation in the setup of the Gallery Walk.

5.11 21/05/2021 to Community Manager Richard O'Connell thanking him for his participation in the setup of the Gallery Walk.

5.12 25/05/2021 to Richard O'Connell from Jan Corlett asking for a meeting between the RAC and Natalie Patterson Aveo Chief Operating Officer when she visits the village Thursday 27th May.

5.13 25/05/2021 to Natalie Patterson from Jan Corlett asking for a meeting with the RAC when she visits the village on Thursday 27th May.

5.14 26/05/2021 to Allison Patterson, a local Peregrine Springs author asking if she would like to visit our village in July this year & give a presentation to our Residents.

5.15 03/06/2021 to Richard O'Connell re information from the QLD Government re the Fire Levy increase for the Coolool district which our village falls into. The increase is less than previously stated.

5.16 04/06/2021 to Avan Umrigar seeking clarification & explanation on a number of topics regarding the village budgets over a number of years. The RAC requests a response to the questions at the proposed budget meeting on 9th June.

5.17 07/06/2021 to Richard O'Connell from Jan Corlett expressing concern that Aveo proposes to hold 2 events that coincide with an event planned by the Social Sub-Committee which has been advertised for several weeks. Also, the proposed Aveo Coffee Van & Scone event clashes with Mary White's Qigong class. Also, Jan suggested that Ann's Special Lunch could be moved to an alternative date. The same goes for the coffee van, suggesting either a Monday or Friday. Jan suggested that to avoid clashes in the future, Richard could check with the RAC before firming up dates.

Secretary is to write to Richard O'Connell & ask him to kindly inform the Residents' Association prior to booking Aveo events.

5.18 08/06/2021 to Richard O'Connell regarding AVEO staff using the Residents' Association storage space & shelving.

The Secretary is to arrange a meeting with Richard O'Connell & ask him to view the Residents storage with her to show him the Residents' Association storage area.

5.19 21/05/2021 Urgent Flying Minute to all RAC

Moved Jan Corlett & 2nd Karen Wright 'that approval be given to purchase 2 large sauce/stock pans for induction hobs at a cost of up to \$280 for the two'.

5.20 21/05/2021 Urgent flying minute to all RAC the bowls approved at the May meeting are too small, so the social sub-committee asked approvals to purchase larger pasta bowls.

Moved Jan Corlett & 2nd Karen Wright that 'approval be given for the purchase of 80 pasta bowls at a cost of \$3 each & a total of \$240.'

5.21 06/06/2021 cc to secretary an email to Richard O'Connell from Steve Hill concerning the PPS loss of gardening contract. Steve expressed his concerns at this decision. Terry Gleeson also added his concerns.

5.22 10/06/2021 email from Hilary Warburton. Hilary wrote in support for carpet installation into the Bar area to help cut down noise during Happy Hour.

5.23 10/06/2021 email from Sam Denny. Sam wrote in support for carpet installation into the Bar area to help cut down noise during Happy Hour.

6. Inward Correspondence:

6.1 14/05/2021 copy of letter from resident Brenda Langmaid to Richard O'Connell highlighting the lack of action in attending to the water leaks in the Manor atrium. Brenda wants to know if the repairs are included in the next budget.

Noted & filed.

6.2 17/05/2021 from Tom Shaw regarding New Year's Eve [see item 5.2 above]. Tom sees no problem with cancelling the BBQ on New Years' Eve.

Noted & filed.

6.3 21/05/2021 from Richard Fahy, Group Community Manager QLD North regarding the proposed meeting on Thursday 27th May with Avan Umrigar, Senior Management Accountant for Aveo & Natalie Patterson.

Noted & filed.

6.4 25/05/2021 from Natalie Patterson agreeing to a meeting with the RAC on Thursday 27th May. [See item 5.13 above.]

6.5 26/05.2021 from Allison Patterson ageing to a presentation to our Residents on Tuesday 27th July.

Noted & filed.

6.6 31/05/2021 Copy of letter sent to Richard O'Connell from a SA Resident who expressed concern about a fellow residents' volatile threatening behaviour & foul language. She is now quite nervous about him & asks that the situation be investigated.

The Secretary is to send a letter of concern regarding residents' safety to Richard O'Connell & copy to Nole Beardwood & Richard Fahy. As of 11/06/2021 it is understood that the complainant had not had any communication back from management. This concerns the RAC.

6.7 31/05/2021 from Richard O'Connell informing the RAC & Body Corporate that the successful tender for the Gardening & Maintenance contract has gone to Hedge Property Services. Aveo has been able to get the overall annual service cost reduced year on year by \$18,900. Programmed Property services has been given 30 days' notice.

Noted & filed.

6.8 01/06/2021 from resident Sandi Ferber including a photo of dog mess probably from a large dog on the road outside her villa. What can we do about this?

Secretary is to reply, that large dogs have been seen in the village & are unlikely belonging to residents. It is recommended that if residents see large dogs in the village, they contact the council pound.

6.9 04/06/2021 from Avan Umrigar, Aveo Senior Management Accountant. In her email Avan committed to work through the questions raised [see item 5.16 above] and respond when she visits on Thursday 9th June.

Noted & filed.

6.10 03/06/2021 from residents Carol & Bill Rooke with suggestions for another social outlet/venue for our ongoing activities. Suggestions include Fire Pits, Outdoor Gas Heaters and replacing the pendant light fittings in the Manor.

Secretary is to write to Carol & Bill Rooke thanking them for their suggestions. Since they can pose a health & safety risk, fire pits are not recommended. The RAC is investigating outdoor heaters. We currently own two outdoor electric heaters & we are investigating their safety & if they are fit for purpose.

Lighting in the Manor is a Body Corporate matter. We will forward the Rookes' suggestions to the Body Corporate and Richard O'Connell.

6.11 07/06/2021 from Bar Manager Bob Jack regarding complaints about excessive noise in the Bar Area. Patrons could go outside but the heaters we have are electric & cords could cause a trip hazard. Bob also suggested carpeting the bar floor area & looking at other noise dampening options.

The Secretary to reply that the RAC is investigating carpeting the Bar Area. Also, regarding outside heating, the RAC is investigating the electric cords & the possibility of purchasing extra heaters.

2 years ago, John Davies looked at the issue of sound deadening the Manor lounge area. He will revisit this matter & investigate various options.

6.12 07/06/2021 from resident Mary White who holds Qigong classes on a Wednesday morning. Mary is disappointed that Aveo is holding the Coffee Van & Scone event when her class is happening. About 30 residents attend Qigong classes.

Noted & filed.

6.13 07/06/2021 from Richard O'Connell in reply to item 5.17 above. Richard will look at the dates again.

See item 5.17 above

6.14 21-22/05/2021 Replies to 5.19 above. **The motion was carried.**

6.15 21-27/05/2021 Replies to 5.20 above. **The motion was carried.**

Moved John Davies 2nd Kerry Jewel 'that the outward correspondence be adopted & the inward correspondence be accepted'. Carried.

7. Treasurer's Report: Sue Day.

See next page

Residents Association Report for May 2021										
Date	Pay Req	Detail	Main	Imprest	Bar	Social	Sundry	Bar	Bar	Library
	No		Account	Account	Takings	Comm		Expenses	Supplies	
		Balance C/F	\$11,549.40	\$3,000.00						
DEPOSITS										
09.05.21		Bar Takings	\$359.00		\$359.00					
15.05.21		Bar Takings	\$849.15		\$849.15					
15.05.21		Late payment 4 Theme Night	\$35.00				\$35.00			
15.05.21		Resident Donation to RAC	\$200.00				\$200.00			
21.05.21		Bar Takings	\$939.00		\$939.00					
21.05.21		May Bar Special Draws	\$24.00		\$24.00					
28.05.21		Bar Takings	\$571.50		\$571.50					
28.05.21		Resident Donation to RAC	\$20.00				\$20.00			
01.06.21		Bar Takings	\$362.20		\$362.20					
		Total Receipts	\$3,359.85		\$3,104.85	\$0.00	\$255.00	\$0.00		\$0.00
PAYMENTS										
16.05.21	246	Jazz Factory 15th May	\$600.00			\$600.00				
19.05.21	247	Imprest Account	\$1,289.70	\$1,289.70					\$1,289.70	
		Bar Supplies DM & Coles		-\$1,289.70						
24.05.21	248	Bar Special Draws May	\$24.00				\$24.00			
31.05.21	249	Imprest Account	\$588.00	\$588.00						
		Bar Supplies DM & Coles		-\$221.05					\$221.05	
		2 Saucpans for Kitchen		-\$114.95			\$114.95			
		160Bowls 4Kitchen Lge & sml		-\$240.00			\$240.00			
		Tea Lights		-\$12.00			\$12.00			
31.05.21	250	Library Books	\$90.00							\$90.00
		Total Payments	\$2,591.70	\$3,000.00		\$600.00	\$390.95	\$0.00	\$1,510.75	\$90.00
		Cash Book Bal. F/Ward	\$11,549.40							
		Plus Receipts	\$3,359.85							
			\$14,909.25							
		Less Expenditure	-\$2,591.70							
		Cash Balance	\$12,317.55							
Bar report at end of May2021										
		Bar Takings		\$3,104.85						
		Opening Stock	\$2,615.09							
		Plus Purchases	\$1,510.75							
		Less Closing Stock	-\$2,327.49	-\$1,798.35						
		Cost of Sales	\$1,798.35							
		Operating % Profit	42%	\$1,306.50						
ASSETS										
		Bank	\$12,317.55							
		Imprest AC	\$3,000.00							
		Bar Float	\$300.00							
		BarStock	\$2,327.49							
		Total	\$17,945.04							

8. Sub-committee & working group reports:

There were no sub-committee or working group reports.

RAC member Kerry Jewel who is a member of the Bar sub-committee told the meeting that the Happy Hour numbers are down, probably due to the colder weather.

He noted that the Doggy Day afternoon attracted a good crowd & Bar sales were good that day.

Kerry also suggested that the Golf Day organised by Marty a couple of years back would be an opportunity to get together & open the bar.

9. General Business:

9.1 Update on the draft budget meeting from Treasurer Sue Day.

The RAC Sub-Finance Committee had a draft budget meeting with Management on 9th June 2021. The Budgets in question GSF (General Services Fund) Aveo Way Leasehold, SA (Serviced Apartments) and all MRF (Maintenance Reserve Fund) budgets were discussed. The figures look very promising, and we expect a final draft in the coming days. No Capital Budget available yet. As always, the RAC and Management will keep you up to date with progress.

Kindest Regards

Sue (Day, Treasurer RAC)

9.2 Update on the visit by Aveo Chief Operating Officer Natalie Paterson: Chair Jan Corlett.

Report on Meeting between RAC and Natalie Patterson, Aveo Chief Operating Officer (COO), 27th May 2021

On the recent visit to our village by Natalie Patterson (COO), your RAC were able to have a private meeting with her regarding village matters. This meeting on behalf of all residents was to clarify some major issues of concern.

The following are the responses to some of the issues raised:

1. Aveo will review the timing for the replacement of the bowling green and HVAC in the Manor. The objective being, to bring forward the work from 2022 Capital Budget and have it undertaken as soon as possible. Natalie will come back to us on this in the coming weeks.
2. Investment in an ageing village. Aveo is committed to investing significant capital in their portfolio over the next 5 to 10 years to enhance resident amenity wherever possible.
3. Aveo will ensure that processes and systems are put in place to make payments on time e.g., Council rates & water rates. If it is the result of late payments being made by Aveo, then Aveo will be responsible for any late fees or interest charged by the appropriate utility. Also, council municipal rates will be paid on time to allow residents the benefits of a discount. This is known as payment by due date discount by Sunshine Coast Regional Council.
4. Aveo will continue to focus on retirement villages and supporting residents to age-in-place through easy access to care services as their needs and interest change. Aveo will ensure that their marketing initiatives align with this intention rather than the "over 55s lifestyle communities".

I hope that these responses from Natalie will alleviate some of the concerns residents have expressed to the RAC

Jan (Chair, RAC)

June 2021

9.3 Doggy Day Afternoon.

The Secretary is to write a letter of thanks to Barry Trollope & his dog Sterling thanking them for their impressive contribution to the success of the Doggy Day Afternoon.

Also, the Secretary is to send a letter to the Bar Managers & the Bar staff thanking them for the extended trading on the Doggy Day Afternoon.

The Meeting closed at 10:50am.

Date & time of the next Committee Meeting: Friday 9th July 2021 at 9am.