

AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION.

'VIRTUAL' QGM TUESDAY 20TH JULY 2021.

1. Attendance & apologies:

The Residents' Association Committee met at 2pm in the Private Dining Room. In attendance were Chair Jan Corlett, Treasurer Sue Day, Secretary Karen Wright, Committee members John Davies, Wayne Collard, Kerry Jewell and John Parsons. Also in attendance, incoming Secretary Jan Lambert.

Jan Corlett opened the meeting at 2:02pm. Since the QGM could not be held due to Covid restrictions on numbers who can gather in the Manor the meeting had been cancelled. Residents were asked to send written questions to the Secretary. Jan had called the meeting so that the RAC could respond to the questions received from Residents.

2. Confirmation of the previous minutes:

Since no discrepancies had been received, the minutes of the previous QGM were confirmed.

3. Business Arising from the previous minutes:

Since no correspondence has been received, there is no business arising from the previous minutes.

4. Report from Chair Jan Corlett:

Welcome to the July 2021 virtual QGM. There is a sense of Deja-vu as COVID-19 restrictions once again preclude us from holding our QGM and AGM. This is the Chair's report to the QGM. We can only be thankful that we do not reside in NSW or Victoria.

It has been wonderful to welcome so many new residents to our lovely Village. We hope you will be joining in all the varied activities and numerous events held throughout the year.

Your committee has been involved in several events during the last quarter including a very moving Anzac Day Commemoration Service in April. Other functions have included the Grand Opening of The Gallery Walk with displays by our very talented artists, Jazz in the Afternoon, presented by the Jazz Factory, the Noosa Concert Band Concert, a visit to the "J" to see a performance by the Noosa Chorale, a Doggy Day with performances from Sterling and his master Barry Trollope, and an Italian Pasta Night with live music. Very many thanks to all those involved in these events, and to those leaders of the various activity groups who volunteer their time for our enjoyment.

Two skips were ordered and delivered after Easter, which were very quickly filled. Skips will once again be ordered in October ready for spring cleaning.

Apart from getting involved in events and activities the RAC Sub-finance Committee work very hard behind the scenes in order to achieve the best possible financial outcome for our residents. We also liaise closely with management regarding Capital Expenditure, and to ensure that our needs are met. The Treasurer, Sue Day, will speak further on these matters in her report.

I would like to give my personal thanks to my hardworking and dedicated committee who work tirelessly behind the scenes to ensure the Residents' Association Committee is a "smooth operation".

Kindest Regards, Jan Corlett, Chair RAC.

5. Report from Treasurer Sue Day:

Peregian Springs Country Club Quarterly Treasurer Report **Quarterly Report April 2021 - June 2021**

Expenditure

Bar Supplies	\$	6,763.15	Drink Supplies for Bar
Gallery Walk Opening	\$	192.00	64 drinks x \$3
Library Books	\$	381.00	Books for MarAprMay&June
Pasta Night	\$	1,612.33	Catered food & other supplies
Music for Pasta Night	\$	400.00	Maurice Milano
Donation Noosa Concert Band	\$	300.00	Music Saturday 12th June
Kitchen Equipment	\$	354.95	2 Saucpans & 160 bowls
Stationery	\$	685.84	Display folders & various
Special Bar Draws	\$	72.00	3weeks at \$24 a bottle
Birthday Cards for free drinks	\$	93.00	31 cards
Anzac Day wreath	\$	100.00	Wtreath from RAC
Raffle	\$	278.80	Mothers Day
Jazz Factory	\$	600.00	Music 15th May
Misc	\$	65.70	Various
Theme Night	\$	1,932.00	Catered food & \$12 prize
Music for Theme night	\$	400.00	Maurice Milano
Total Expenditure	\$	14,230.77	

Income

Bar Takings	\$	9,541.35
Mothers Day Raffle Takings	\$	359.00
Donations	\$	220.00
Pasta Night	\$	1,460.00
Theme Dinner	\$	665.00
Total Income	\$	12,245.35

Net Loss \$1,985

The Quarter started with \$13695.86 and finished with \$11710.44 Nett Loss of \$1985.42

The RAC is currently worth \$17466.89

\$11710.44 in Current Account + \$3000 in Imprest Account + Stock Take \$2456.45 +Bar float \$300

As your Treasurer, I spoke at the last QGM in April 2021 about maintenance, especially for Aveo Way residents. It is important for all residents to understand how all this

works. Original Owners and Owners/Lease Back are very familiar with knowing they pay for all repairs and maintenance within their villa or serviced apartment. Hence, they have become accustomed to using Maroochy Home Assist if our Handyman/Maintenance Man, Allan, cannot assist.

As per Richard O'Connell's Budget presentation on July 14th, 2021, you will now know all repairs in Aveo Way ILU villas and Aveo Way serviced apartments are the responsibility of the resident. All repairs outside of your residence are Body Corporate responsibility, unless a capital item replacement, then it is at Aveo cost.

The account I speak of is MH9 for ILU's and MH5 for serviced apartments and will appear on your levies statement as LHAW MRF. This stands for Leasehold Aveo Way Maintenance Reserve fund.

All Aveo Way residents pay into this account via their levies and since the inception of Aveo Way a decent balance has built up in MH9. This levy amount has ranged from \$55 a month when I came here in 2015 to \$1 a month for the coming year. Much work has been done recently on questioning amounts being charged to this account. In 2019 an amount of \$20,289 was charged to this account when it should have been Capex/ Capital so Aveo cost. In the past year \$8511 was also charged to MH9 in error. This means \$28,800 has been added back into this Maintenance Reserve Fund Account.

This account works similar to Body Corporate in as much as it needs to be built up for the future needs, as our village ages. All Yarran Rise/ Lot 3 are still relatively new, and all the old villas are now being fully gutted by Aveo on turnover to Leasehold. Therefore, very little should need to come out of this fund for a while.

Some residents have been expecting all repairs external and internal to be paid out of levy funds because they are on a lease. This is not the case.

Sue Day

Treasurer RAC

Contact Telephone no (new) 5211 1009 email: suzannedayps@gmail.com (new)

6. Other Reports:

6.1 Bar Sub-Committee: Wayne Collard

Little to report for this period as we are slowly falling into line with what may loosely be described as normal trading notwithstanding the Covid19 requirements.

We are currently getting 20/23 patrons on the Tuesdays and 43/ 48 on Fridays. There has been some movement outdoors on BBQ nights, but this is largely determined by the weather with most eager for the coming months of sunshine, fresh air and a return of more comfortable temperatures.

I'd like to acknowledge the volunteer work of our bar staff and affirm our grateful thanks for their efforts. Those people are: -

Kerry Jewel	Mick Wallace	John Weeden	Steve Jacobsen
Alan Curtis	Denny Birang	Bron Kennedy	

Your Bar Managers are:

Bob Jack	Sharon Jack	Wayne Collard
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We have enjoyed some success with our promotional events of late with \$2 drink nights on the second Tuesday of the month and the special draws for a bottle of wine twice in the month.

It should be noted that we welcome suggestions on improving the bar and its operations and any ideas will be carefully considered having regard to the Liquor Licensing laws which we must observe.

6.2 Emergency Management Working Group: Peter Wright.

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.

John Parsons has withdrawn from his role as warden for zone 11. Dave Thomas has agreed to step into that role. Many thanks to John for his contribution to the project and to Dave for stepping into the warden role. A changeover from John to Dave will be arranged once the present Covid restrictions ease.

Peter Wright

Convener, Emergency Management Working Group.

6.3 Working Group Investigating AVEO Way Matters: John Parsons.

Summary

We were not successful in gaining concessions for leaseholders on council rates under the present council eligibility criteria despite vigorous representation. There still remains one avenue to pursue which the RAC are seeking endorsement from the residents to undertake.

As to the historical cost increases the RAC is satisfied that the historical charges have been satisfactorily explained and that more importantly there will be no attempt by Aveo to claw back any deficits from residents.

Background

The working group was formed in October 2020 and held its first meeting on October 18, 2020. The group members were Kerry Jewell, Dave Figgins, Kath Snell and John Parsons as the convener. Sam Denny was invited to join later.

Subsequent meetings and reviews were held in December 2020, March 2021.

The Terms of reference of the group were:

1. To try and obtain concessions for leaseholders (as opposed to freehold owners) for water and rates concessions from the two administering government authorities and
2. To get Aveo to cease the claw back of rates and historical deficits from prior years

Discussion

1. Concessions

Prima Facie, unless the resident is a free holder owner, access to rates concessions is currently not available to leaseholders at Peregian Springs. The working group identified a number of possible alternate pathways to try and negotiate concessions. These pathways included:

- ✓ Reclassification of property category (so we could be regarded as the owner or lifetime leaseholder)
- ✓ Involvement of councillors and state parliamentary members to take up the fight on our behalf
- ✓ Collaboration with other retirement villages in the council area who are in a similar predicament

Each of these pathways was extensively pursued however none has yielded the desired outcome to date. Reclassification of our property rate category remains an option for further work and the RAC is seeking endorsement to continue to quietly work on this option. It will require the involvement of Aveo management to submit an application for a reclassification for a category change. To date we have not requested any Aveo involvement on this issue.

2. Historical Charges.

On this issue we have made considerable progress, despite some periods of frustration and a reluctance by Aveo to revisit the past. The RAC formally wrote to management on three occasions requesting explanation of the historical charges. It wasn't until we had face to face meetings with Aveo Finance staff and the new Aveo COO in May that we really made some ground. To summarise the historical fees increases (that largely went unexplained until now), it has been revealed that there were a number of contributors to the large fees increases since 2016. The most significant of these are:

- The transfer of the Lot 3 development in to the operations phase (the village is approx 40% larger resulting in additional running costs, eg gardens, insurance, lighting)
- Gardens and grounds (increased from \$133k in 2016 to \$219k on 2021)
- Full time manager, staff costs (increased from \$140k in 2016 to \$299k in 2021). Previously there was a cost sharing arrangement in place with Lindsay Gardens.
- Insurance costs, increased from \$33k in 2016 to \$78k in the current year and will rise further to \$110k in 21/22
- An overpayment in council rates in 2018
- The general council rates and water charges that have increased in most years.
- There were some other increases but largely insignificant compared to these

These increases have, as you know, resulted in a budget deficit and there is a genuine concern among residents that we would be asked to make up the shortfall. We have been given an assurance by the COO that this will not be the case and further we have requested this to be confirmed in writing to the RAC. We expect to have this to hand shortly. I am pleased that

after so much effort that we have been able to get some clear answers out of Aveo management.

Conclusion

So although we couldn't achieve all our goals completely, I'm really grateful for everyone's contribution and enthusiasm. Any remaining work can be handled by the future RAC and its sub-finance committee.

Thank you again for your good work

Regards John Parsons – Convenor of the working group and RAC committee member.

7. Activity Group Reports:

7.1 Bowls Report: Tom Shaw.

Bowls over the last few months has been a mixed bag, with the weather and Covid having an impact on our playing days. But saying that our numbers have been around 20 players on Sundays and 15 on Thursday.

Over the last few weeks we have been impacted by Covid, with players having to wear masks while playing. The outcome a lot of players don't play. Since the last report we have welcomed 2 new players to the group, Bob Mc Kenzie and Geoff Barden we hope you both enjoy the game as much as we all do.

I know I sound like a stuck record : you still remember records don't you : but if you want to learn to play bowls , we have a fun day on Thursdays at 2 pm were you can learn and take part in a game while you learn, and we also have spare bowls you can use to start you off. Our playing days are 2pm Sunday and Thursday, and there is a players sign on sheet in the library. For more information you can ring Tom 54482039/ John 54481995.

Kind Regards
Tom

7.2 Mahjong Report: Anne Millier.

MAH JONG - this is going well and we are always ready to welcome new people along. We can teach you the basics. We play Tuesdays 1.30 - 4pm. Helps keep the brain active



8. Body Corporate Report:

The secretary received an email from George West, Body Corporate Chair. George wrote that there is nothing new to report.

9. General Business:

Questions received from residents are as follows:

9.1 15/07/2021 email from Steve Hill.

Dear RAC,

1. RAC message dated 15 July 21 at 3.11pm is acknowledged.
2. Questions:

(a) why can't subject meetings be deferred to a later date when COVID restrictions ease and attendance numbers can be increased?

(b) how can the election of Office Bearers (ie Exec Committee Members), Committee Members, Bar Manager, & Social Sub Committee be "honourably" voted for in a "virtual meeting"? What Residents have been nominated? What Residents are going "to go around again"?

(c) from FY 21/22 Budget Papers presented on Wednesday 14Jul21 (1.00pm), can Treasurer RAC confirm that the monthly service charge for FHSL ILU (eg #96) is set at \$505.49 per month — a **reduction** of \$3.92 per month? (Papers state "\$3.75"). Is first payment of this 'new' charge to occur on 23 July 21 as advised?

Best,

Steve Hill, Villa 96.

Reply from RAC:

Since there are no guarantees that any future date set for meetings will not again be subject to cancellations, the RAC decided to cancel the proposed Tuesday 20th July QGM & AGM.

Residents were asked to send any questions to the Secretary and the RAC would respond. At QGM & AGM's questions from Residents are asked of the RAC via the Chair.

Regarding voting for positions on the RAC & Sub-Committees. The Secretary received no more nominees for positions available. Therefore, a vote was not required. If there had been more nominees postal voting papers would have been issued.

To the final part of your questions the answer is:

Confirmed new levy for FHSL is \$505.49

Reduction of \$3.92 per month

Levy direct debit has been confirmed as 23rd July 2021

9.2 18/07/2021 email from Anne Millier

Good afternoon Karen

Would RAC investigate the possibility of a Croquet and Bocce court. Would not need to be 'competition level' grade. I am sure it would be a very popular addition to Aveo activities.

MAH JONG - this is going well and we are always ready to welcome new people along. We can teach you the basics. We play Tuesdays 1.30 - 4pm. Helps keep the brain active

Thanks Karen

Kind regards

Anne Millier

Villa 100

Reply from RAC

The RAC will add the question of a Croquet and Bocce court to the August committee meeting agenda.

9.3 19/07/2021 email from Kath Snell

Dear Karen,

Question for QGM

It is pleasing to note that the COO is consulting with Aveo legal team re outstanding GSF deficit.

Has the RAC received an explanation yet for the overstated rates figure of \$179,383 in 2017/18.

I raised this question at last year's budget meeting and again with the RAC working group. I also queried it with our Community Manager who failed to answer my last email dated 31/08/2020.

We were told at the last Residents' Quarterly meeting that the RAC had asked Aveo for an explanation.

Based on our council rates notices and the number of Aveo Way units, I believe this figure is overstated by approximately \$80,000 which has contributed to the large deficit being carried forward.

Thank you to the committee for all your hard work on behalf of the Residents.

Regards

Kath Snell

Reply from RAC

The RAC has been in contact with Natalie Patterson [Aveo Chief Operating Officer]. We have had verbal agreement that the deficit will be taken up by Aveo & are awaiting written confirmation.

Regarding the second part of your email, we recommend that you contact acting Community Manager Nole Beardwood.

9.4 20/07/2021 email from Steve Hill

Dear RAC,

Noting your recent message (20Jul21 @ 10.57am) regarding Meet the Author on Tuesday 27Jul21 @ 2.30pm in The Manor, it begs the question on why the RAC QGM/AGM could not have been deferred one week from 20 July at 2.00pm to avoid the "virtual" Meeting(s) nonsense.

It is noted that the questions asked in my message to the RAC (15Jul21 @ 4.01pm) remain yet to be answered.

Regards,

Steve Hill.

Villa 96.

Reply from RAC

The RAC thanks Steve for his comments. We consider our replies to his questions above [item 9.1] are sufficient.

10. Date and Time of the next QGM to be advised.

Meeting closed at 2:53pm.