

## AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION.

### Minutes of Committee Meeting held on Friday 9th July 2021 at 9am.

#### **1. Attendance & apologies:**

Chair Jan Corlett, Treasurer Sue Day, Secretary Karen Wright, Committee Members John Davies, Wayne Collard & Kerry Jewell. Committee member John Parsons sent his apologies & will attend the meeting later. Also present, Community Manager Richard O'Connell.

As this was Richard's last meeting the Chair expressed her thanks on behalf of all the RAC for his help and assistance over the previous year, especially for his work on budgetary matters. The RAC wished him well in his new job. Thanks were also expressed to the Secretary Karen Wright for her hard work, diligence and enthusiasm over the preceding two and three quarter years as Secretary.

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

**Moved Karen Wright, 2nd Sue Day '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's Report below.

3.2 Convex mirror installation. See Community Manager's Report below.

3.3 Residents kitchen dishwasher replacement. **This item is pending and will be discussed with Nole Beardwood at the August RAC meeting.**

3.4 Shadecloth over the swimming pool. Wayne Collard reported that he had engaged an engineer to ascertain the suitability of using the existing supports. He will supply more information next month. Richard O'Connell suggested that the RAC approach AVEO for financial support. **This item is ongoing.**

3.5 The issue of microphones & new batteries. John Davies reported that he was purchasing new rechargeable batteries as was approved last month.

3.6 Outdoor heaters, power points & leads. Kerry Jewell will investigate the safety aspects of the current set-up. Also, he will price outdoor gas heaters.

3.7 Excess noise in the Manor Bar area. John Davies has researched the cost of carpeting the area. Also, the cost of acoustic ceiling tiles which would be the best solution. It was suggested that the RAC approach AVEO for funding such a project.

**Chair Jan Corlett will compose any application to AVEO.**

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

Re 3.1 above. The hooks are now available. Richard suggested that consideration be given to either changing the display slightly each quarter or occasionally highlighting a particular artist's work.

Re 3.2 The pole required for the convex mirror will be included with the installation of poles for the new streetlights.

Re the question from the RAC regarding the promised Food Focus Groups & when we can expect a visit from the Regional Catering Manager. Richard said that we can expect progress within the next month.

Again, John Davies pointed out the poor standard of food produced at weekends for SA residents.

Karen Wright suggested that Aveo sales staff be reminded that the 10kph speed limit needs to be adhered to whilst driving buggies.

## Resident Association Committee – Managers Report

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

- **3.1. Art system hooks.**

*Additional art hooks have been ordered.*

- **3.2. Convex mirrors.**

*Quotes for installation are being provided in conjunction with solar streetlight poles. Works will be carried (subject to BC approval of costs) at the same time.*

- **3.13. Food Focus group.**

The Regional catering manager has had difficulties getting to the village due to health reasons. Kitchen audits have been completed. Once the RCM can attend, we will conduct small food focus group with 4-6 SA residents, as planned.

- **Community Manager – New Items:**

- **Street lighting.** Trial lights are being monitored and BC are still receiving feedback. A final decision will be made by the BCC on lighting choice/costings and installation dates. Further quotes are being sourced for light pole installation only.

- **Lighting in the Manor/Bar area.** Concerning commentary on the pendant lights in the bar/lounge area of the Manor, this is not a body corporate issue. Any changes or upgrade to lighting would be an Aveo capital cost. There is no planned changes to the current lighting in the capital works budget.

Kind Regards,

Richard O'Connell – Community Manager.

**At 10:15 Kerry Jewell left the meeting for a medical appointment.**

**At 10:35 Richard O'Connell left the meeting.**

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

5.1 11/06/2021 to Avan Umrigar, Senior Management Accountant, Aveo Group. The RAC raised an enquiry regarding the SA Repairs & Maintenance funds for year ending 2019 requesting complete details of the exact nature of all expenditures within Total Accommodation, especially for R & M Electrical.

5.2 17/06/2021 to Richard O'Connell & Secretary of the Body Corporate regarding the issue of a Convex Mirror installation. The RAC considers this a health & safety matter & pointed out that the RAC had discussed it 3 months ago at the March meeting but there appears to be no further progress.

5.3 17/06/2021 to Richard O'Connell. The RAC expressed concern with the delay in purchasing additional hooks for the Gallery Walk.

5.4 17/06/2021 to Richard O'Connell regarding potential clashes between Aveo & Residents' Association events. The RAC suggested that Aveo should notify the RAC when planning future events. Also, it was pointed out that Residents' Association events are advertised via the monthly RAC minutes, the Residents' Association monthly Bulletin, via posters & on the Social Events table in the Manor.

5.5 17/06/2021 to Richard O'Connell regarding a letter sent to him on 31st May & copied to the Residents' Association in which a resident explained her deep concern & worry for her safety when around a particular resident. The RAC expressed its concern & trust that management had acted on the complaint.

5.6 18/06/2021 to resident Sandi Ferber in reply to her email 01/06/2021 regarding dog mess in the village. The RAC repeatedly reminds residents to clean up after their dogs. If unattended dogs are sighted in the Village residents are advised to immediately contact the council pound.

5.7 18/06/2021 to Richard O'Connell and the Body Corporate enclosing a letter from residents Carol & Bill Rooke who made 3 suggestions they believe will enhance social activities in our village. The suggestion regarding lighting in the Manor is a Body Corporate matter.

5.8 18/06/2021 to residents Carol & Bill Rooke replying to their suggestions to enhance social activities in the village. The RAC believe that Fire Pits pose a health & safety risk in a Retirement Village setting. Outdoor heaters are at present under review.

5.9 19/06/2021 to resident & bar manager Bob Jack, replying to his email regarding noise in the Bar area. The RAC is undergoing a review into noise dampening solutions. Also, re outdoor heaters, power points & electric cords, the RAC has agreed to investigate these matters. The RAC is concerned about the comfort of bar patrons.

5.10 19/06/2021 to resident Barry Trollope [& his dog Stirling]. The RAC was thanking him on behalf of the Residents for contributing to the Doggy Day Afternoon. His generous time & effort is appreciated.

5.11 19/06/2021 to bar managers, residents Sharon & Bob Jack & Wayne Collard thanking them & the bar staff for extended trading at the Doggy Day Afternoon.

5.12 23/06/2021 to Richard O'Connell and Richard Fahy, again requesting a copy of the draft budget to be received no later than 15th June. The RAC considers it an urgent matter & requested a reply as soon as possible.

5.13 24/06/2021 to Community Manager Richard O'Connell on the news of his resignation. The RAC thanked him for his time at our village & wish him well.

5.14 25/06/2021 copy to Richard O'Connell an email from Sue Day to John Davies. An extract of an issue raised by Sue regarding: "Who paid for the expenses incurred for the lunch special offered on Thursday 24th June, coffee & scones & the goodbye hospitality for the Gardening & Maintenance team?" "

5.15 26/06/2021 a statement of support from the Residents' Association to the Noosa Concert Band to accompany their government grant application.

5.16 29/06/2021 to resident Sam Denny from Chair Jan Corlett regarding her support for RAC member John Parsons. Also, objecting to her vocal criticism of John's working group and the RAC during a social event. Jan pointed out that the correct procedure is to write to the RAC secretary who adds correspondence to the agenda to be discussed by the committee.

5.17 29/06.2021 to Richard O'Connell regarding the poor hot water pressure in the residents' kitchen & the concern that people resort to carrying hot water from the bar & art room when washing up after an event. The RAC requested the hot water pressure be aligned with the bar & art room.

5.18 30/06/2021 to Bar Manager resident Bob Jack in response to his suggestion regarding recycling bottles & cans & the income this can generate. The RAC had previously carried the decision that funds will not be allocated to individual groups for social events. The matter will be discussed at the July RAC meeting.

5.19 04/07/2021 to Richard O'Connell requesting an update regarding the kitchen hot water pressure.

**Moved Sue Day 2nd John Davies 'that the Outward Correspondence be endorsed'.  
Carried.**

## **6. Inward Correspondence:**

6.1 18/06/2021 reply from Richard O'Connell to RAC email 17/06/2021 re item 5.5 above. He has spoken with both residents. **This item is to be added to the Agenda for the August meeting.**

6.2 22/06/2021 copy of letter from residents Marg & Denis Murphy sent to Richard O'Connell. Also, copied to the Body Corporate. Raising several issues concerning their contract with Aveo. **Noted & filed.**

6.3 24-26/06/2021 emails between Chair Jan Corlett & resident Sam Denny. Sam apologised for untimely & blunt comments at the Pasta Dinner & expressed a wish to explain herself. In her reply, Jan Corlett pointed out that the dinner was

neither the time or place to make her comments and informed her how she should proceed. **Noted & filed.**

6.4 28/06/2021 from bar manager resident Bob Jack with his suggestions regarding recycling bottles & cans. Also, his proposal regarding the expenditure of monies raised. See item 5.18 above.

**The Secretary is to reply to Bob that the RAC has agreed to the recycling of the bottles & cans by Bar staff members with the understanding that their new arrangements are independent of the Residents' Association. Also, the Residents' Association has previously decided not to fund social activities/events for activity groups within the village.**

6.5 28/06/2021 response from Richard O'Connell to request from Treasurer resident Sue Day regarding the apportionment of costs for payment of recent events namely: Coffee & Scones, Farewell to Gardeners & special lunch offering free dessert. **Noted & filed.**

6.6 29/06/2021 from resident Sam Denny in reply to email item 5.15 above explaining the reasons behind her actions. She will write to the RAC about her concerns. **Noted & filed.**

6.7 05/07/2021 from Richard O'Connell in reply to 5.16. The kitchen hot water system is a small zip system & the pressure effects the temperature. He stated that next time a plumber is on site they will investigate getting some improvement.

**This item is to be added to the Agenda for the August meeting.**

**Moved John Davies 2nd Wayne Collard 'that the Inward Correspondence be accepted'. Carried.**

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

7.1 Message from the Commonwealth Bank: "an important change for your business account statements".

Since the Treasurer can electronically access bank statements for up to 7 years, she recommends that the RAC accepts paperless bank statements.

**Moved Sue Day 2nd John Davies 'that the Residents' Association move towards paperless bank statements.' Carried.**

**Moved Sue Day 2nd Wayne Collard 'that the Treasurers' Report be accepted'. Carried.**

Residents Association Report for June 2021										
Date	Pay Req	Detail	Main	Imprest	Bar	Social	Sundry	Bar	Bar	Library
	No		Account	Account	Takings	Comm		Expenses	Supplies	
		Balance C/F	\$12,317.55	\$3,000.00						
<b>DEPOSITS</b>										
08.06.21		Bar Takings	\$801.00		\$801.00					
08.06.21		49 x\$20 Pasta Night	\$980.00			\$980.00				
15.06.21		10x\$20 Pasta Night	\$200.00			\$200.00				
15.06.21		Premium Wine Pasta Night	\$154.00		\$154.00					
17.06.21		Premium Wine Pasta Night	\$336.00		\$336.00					
17.06.21		14x\$20 Pasta Night	\$280.00			\$280.00				
17.06.21		Bar Takings	\$641.50		\$641.50					
21.06.21		Special Bar Draw	\$24.00		\$24.00					
25.06.21		Bar Takings	\$637.10		\$637.10					
01.07.21		Bar Takings	\$800.00		\$800.00					
02.07.21		Bar Takings	\$85.20		\$85.20					
		<b>Total Receipts</b>	<b>\$4,938.80</b>		<b>\$3,478.80</b>	<b>\$1,460.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<b>PAYMENTS</b>										
08.06.21	251	220 Display Folders & Paper	\$508.79				\$508.79			
13.06.21	252	Donation Noos Concert Band	\$300.00				\$300.00			
14.06.21	253	Imprest A/c	\$847.37	\$847.37						
		Coles and Dan Murphys		-\$745.00					\$745.00	
		Pasta Night Supplies		-\$102.37		\$102.37				
21.06.21	254	Imprest A/c	\$1,878.76	\$1,878.76						
		Pasta Night Supplies		-\$21.96		\$21.96				
		Bar Supplies		-\$26.95				\$26.95		
		Coles and Dan Murphys		-\$1,829.85					\$1,829.85	
21.06.21	255	Special Bar Draw	\$24.00				\$24.00			
24.06.21	256	Farewell card for Gardeners	\$6.99				\$6.99			
24.06.21	257	Catered Food for Pasta Night	\$1,452.00			\$1,452.00				
24.06.21	258	Music for Pasta Night	\$400.00			\$400.00				
24.06.21	259	Library Books	\$96.00							\$96.00
01.07.21	260	Imprest a/c	\$32.00	\$32.00						
		Kitchen cleaning & Pasta Nite		-\$32.00		\$24.00	\$8.00			
		<b>Total Payments</b>	<b>\$5,545.91</b>	<b>\$3,000.00</b>		<b>\$2,000.33</b>	<b>\$847.78</b>	<b>\$26.95</b>	<b>\$2,574.85</b>	<b>\$96.00</b>
		<b>Cash Book Bal. F/Ward</b>	<b>\$12,317.55</b>							
		<b>Plus Receipts</b>	<b>\$4,938.80</b>							
			<b>\$17,256.35</b>							
		<b>Less Expenditure</b>	<b>-\$5,545.91</b>							
		<b>Cash Balance</b>	<b>\$11,710.44</b>							
<b>Bar report at end of June 2021</b>										
Bar Takings				\$3,478.80						
Opening Stock			\$2,327.49							
Plus Purchases			\$2,574.85							
Less Closing Stock			-\$2,456.45	-\$2,445.89						
<b>Cost of Sales</b>			<b>\$2,445.89</b>							
<b>Operating % Profit</b>			<b>30%</b>	<b>\$1,032.91</b>						
					<b>ASSETS</b>					
					Bank	\$11,710.44				
					Imprest AC	\$3,000.00				
					Bar Float	\$300.00				
					BarStock	\$2,456.45				
					<b>Total</b>	<b>\$17,466.89</b>				



## **8. Sub-Committee Reports:**

8.1 Bar Sub-Committee report: Wayne Collard.

Wayne reported that bar volunteers are doing a good job. It is necessary to remind residents of **Bar etiquette; 'please, respect at all times to Bar staff. Also, please return used glasses to the bar & take responsibility for your rubbish.'**

Happy Hour, numbers of patrons on a Friday average around 60. On Tuesdays 12-15.

**11:10am John Parsons joined the meeting.**

8.2 Social Sub-Committee notes from Karen Wright.

The Pasta Night was great! 73 residents had a fabulous time.

Since the Residents' Kitchen facilities are inadequate for catering & also the corresponding cleaning of crockery & cutlery for a large crowd the Secretary was instructed to write to Richard O'Connell & request a solution to the problem. The letter is to be copied to Nole Beardwood.

Fashion Parade by Portofino on Friday 23rd July at 10:30am. This event is planned by resident Sheila Hooper.

**The RAC agreed that up to \$80 be available to purchase gifts for the models.**

On Tuesday 27th July we will host a 'Meet the Author' event featuring Allison Patterson of Peregian Springs.

**It was agreed that up to \$20 be available for the purchase of a gift for Allison Patterson.**

## **9. General Business:**

9.1 John Parsons announced the winding up of the Working Group Investigating AVEO Way Matters. He will give a full report on this at the forthcoming Quarterly General Meeting.

9.2 The RAC is still awaiting a reply from AVEO COO Natalie Patterson regarding Aveo's verbal intent to forgive historical rates matters. In her latest correspondence Natalie stated that Aveo's legal department was investigating the issue.

We are waiting to receive an official written statement from Natalie. Due to COVID restrictions Natalie is unable to visit Peregian Springs so the Chair, through the Secretary, will write to Natalie enquiring if any progress has been made.

9.3 Reminder that the QGM & AGM is on Tuesday 20th July at 2pm.

**The meeting closed at 11:39am.**

**The next RAC meeting will be held 9am Friday 13th August 2021.**