

AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS ASSOCIATION

Minutes of Quarterly General Meeting held Tuesday 19th October 2021

Chair Jan Corlett welcomed everyone to the meeting after a 3 month break

1. Attendance & Apologies:

76 Residents were present. 18 Apologies were received and 1 of those was: Kelly Luck-Aveo Community Manager.

2. Trevor Davis: stated that “that monies is not RAC monies, but belong to Residents Association.”

3. Confirmation of Previous Minutes:

With the above amendment to the previous minutes, Jan and Sue proposed ‘that the minutes of the previous meeting a trues and accurate record’. Carried

4. Business Arising from the Previous Minutes:

There is no business arising from the Previous Minutes

5. Chairs Report: Jan Corlett

CHAIR’S REPORT QGM OCTOBER 2021

Welcome everyone to the October 2021 QGM.

A very special welcome to our new Community Manager Kelly. It’s great to have you on board! Also, another very special welcome to our new Assistant Community Manager, whom we all know very well, our lovely Temeika. Many congratulations on a well-deserved promotion.

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.

Thank you to Jemma for taking the minutes of this meeting as the RAC is unfortunately still minus a Secretary. I have put it out to the universe, but have had no luck so far! So if anyone would be interested in this exciting challenge please speak to me after the meeting

We have experienced another change, not only losing Jan Lambert as Secretary and compiler of the RAC Village Bulletin, but also Hazel and Denny Birang who were our Social Committee. I’d like to thank them all for all their previous hard work and enthusiasm.

All residents will have received the Aveo Satisfaction Survey, together with a request from the CEO, Tony Randello, to complete it so that Aveo have a base line from which to work. As we know at times couples do not agree, so additional survey forms are available from Reception so that you can fill in one each. If we achieve over 60% completion rate then we will get a bonus which could be used to enhance facilities at our Village. Kelly would like to achieve 80% so we need to fully support her aim please!!

At this stage I think it is pertinent to advise you all as to what has been happening behind the scenes to ensure that our well-loved social activities can continue. This paper will be part of the minutes of the meeting, so you will be able to peruse at your leisure.

This group is named the Village Events Group, comprising of Events Administrators, Sharon and Bob Jack, myself and Sue Day as Events Coordinators, and Events Promotions are Sue and Geoff Barden. In order to be compliant it is important that if you wish to organise a Village event that you check in with Sharon and Bob who will assist you with any paperwork. Sharon will also be keeping an Events Calendar in conjunction with Aveo Management and Trevor Davis.

Message from your RAC

4.1. Moving Forward @ AVEO Peregrin Springs

Change of name for the organisers of Village Social Events from Social Sub Committee to a Working Group called:

Village Events Group

The Village Events Group consists of:

Events Administrators: *Bob and Sharon Jack*

Events Coordinators: *Jan Corlett and Sue Day*

Events Promotions: *Sue & Geoff Barden*

Events Treasurer: *Sue Day*

1. **Events Administrators: FIRST POINT OF CONTACT** @ idea level for **Every Event** please contact Sharon & Bob Jack. They will look after any required paperwork to log all the details of the events i.e. Type of Event, when, where etc. Sharon Jack will also look after a **Village Calendar** to be shared with Aveo Admin and Trevor Davis for the Aveo Newsletter publication.
2. **Events Coordinators:** RAC Chair, Jan Corlett, and Treasurer, Sue Day, will Coordinate Events with other Group Members. They will take the request for Event funds to RAC for approval.
3. **Events Promotions:** Sue & Geoff Barden, will create flyers & advertising, together with table sheets (if required). They will book caterers, entertainment etc. in conjunction with the Event Coordinators.

4. **Events Treasurer:** Collector of monies for Events. Sue Day

The **Event Administrators** will collect and collate paperwork for future events. This will alleviate constant reinvention of the wheel for future volunteers involved in creating Village functions. This covers all Village events to ensure **Compliance and Safety**.

1. To ensure compliance with COVID restrictions, e.g., if food is being cooked and served, and to ensure social distancing.
2. To ensure compliance with the Food and Safety Act.
3. To ensure compliance with the Liquor Act.

What else has been happening during the last quarter, if this is not enough

4.2 The RAC has been busy working behind the scenes with Aveo Management to solve the noise problem in the Bar area, and we are at last hopeful of a satisfactory outcome. You will have noted from the RAC minutes that a great deal of work has been put into this project by John Davies together with Nole Beardwood regarding the installation of acoustic ceiling and wall tiles.

We are also working with Aveo Management to obtain drainage to the grass area outside the Bar, so this area will be suitable for outdoor games such as a Bocce Court and Croquet.

The RAC has purchased two outdoor gas heaters which have been welcomed at Happy Hours enabling residents to sit outside in the cooler evenings. Thanks to Bob Jack they are now mobile as Bob has made sturdy trolleys for them. Thank you Bob. Double electric sockets have also been installed so that we will be able to use the electric heaters safely.

We have almost completed the Residents' Association Residents Handbook, but as there have been a couple of changes it needs to be amended. This can be done by removing the page with out of date information and inserting the corrected page. To this end we would ask for volunteers to help us complete this project, which should only take up an hour of your time. Please let me know if you are available to help. Thank you.

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". Also to our Bar Managers, Bob, Sharon and Wayne and the bar volunteers, and to the organisers of the many and varied activity groups in the Village. Without you all Aveo Peregian Springs would be a very dull Village!

5. Treasurer's Report: Sue day

Peregrin Springs Country Club Quarterly Treasurer Report Quarterly Report July 2021 - September 2021

Expenditure

Bar Supplies	\$ 4,800.00	Drink Supplies for Bar
2 Patio Gas Heaters	\$ 398.00	Heaters for Bar area outside
Library Books	\$ 286.00	Books for July Aug & Sept
Stationery	\$ 155.40	Wristbands, Labels etc
Special Bar Draws	\$ 84.00	5 Bar Draws & 8 B Cards
Liquor Licence	\$ 735.30	1 Year Paid
Misc	\$ 267.69	Locks, Decorations, Kitch Supp

Total Expenditure \$ **6,726.39**

Income

Bar Takings	\$ 7,755.40	Bar Takings
Liquor licence Refund	\$ 735.30	1 Year refunded QLD Gov

Total Income \$ **8,490.70**

Net Profit \$1,764

The Quarter started with \$11,710.44 and finished with \$13474.75 Nett Profit of \$1764.00

The Residents Association is currently worth \$19,027.56

\$13474.75 in Current Account + \$3000 in Imprest Account + Stock Take \$2252.81 + Bar float \$300

A short note from the Treasurer for any Residents who may at times purchase items for the RAC and require reimbursement

We respectfully request receipts for said items and your bank account details to enable direct bank transfer to your account. Unfortunately we cannot repay you in cash

This transfer will be done within 24 hours of receiving the receipts from you

5.1 Treasurer Report Village Budgets QGM 19th October 2021

- Your Sub Finance Committee will meet early November for first Quarterly meeting for current year 2021/2022
- The Audited accounts for last financial year 2020/2021 will be presented shortly by Nole Beardwood and Kelly Luck
- In those audited accounts for Leasehold Residents you will see the enormous deficit of \$75,178 has been wiped. Your RAC Finance Committee met with Natalie Patterson, Chief Operating Officer, from Aveo Head Office in May 2021. In August, Natalie confirmed this one off contribution to clear the debt had been officially completed. Many issues were discussed with her & she gave us a very positive hearing. This one amount being the biggest and related back to poor accounting governance in 2016.
- I have uncovered many other large amounts in the Repairs & Maintenance area of Leasehold. Some relating back to 2019, however they too have been reversed and amounted to approx. \$38,000. A not dissimilar amount was corrected in Year to Date June 2021.
- Not only but also another discrepancy was discovered in April regarding Serviced Apartments. Somewhat complex to explain but Leaseholders were charged for maintenance the same as the Owners in the Manor. This has now been corrected.
- Much of the costs other than your General Services Fund come from the Repairs and Maintenance responsibilities, some are Capital Replacement so Aveo Cost. In addition Body Corporate for Freeholders & Owners /Leaseback. For Leaseholders, Aveo Way, an account called Maintenance Reserve Fund in both Independent Living Units and Serviced Apartments. Hence I have requested as Treasurer and a member of your Sub Finance Committee more information. Natalie, Avan and Nole (Acting Manager @ budget time) approved a more detailed analysis each month to ensure these awful erroneous coding of invoices and costs is not repeated.
- The good news is the Capital Replacement of the Bowling Green is under way. I am given to understand the new HVAC for the Manor is still on the agenda as it has been for two years, however I am always optimistic and await work to start on that very important Project.

6. REPORT FROM THE EMERGENCY MANAGEMENT GROUP QGM OCTOBER 2021

The Emergency Management Committee is arranging a repeat of the exercise we carried out in March and April.

The exercise will be carried out on three days for one third of villas on each day.

The exercise will involve Street Wardens approaching each villa in their zone to check residents' preparedness to respond to an emergency such as the fires we experienced two years ago. It will not involve an actual evacuation.

We will check that residents have their emergency kit comprising:

- procedures to follow in the event of an emergency,
- door signs showing :“Residents have left” and “Residents are home” to attach to your front door in the event of an emergency
- a fridge magnet with the name and phone number of your zone warden

The exercise will be carried out on three Tuesdays - 19 October, 26 October and 9 November.

There is no need for residents to cancel any appointments on that day - simply place your “Residents have left” sign at the front of your villa before you leave. Your Street Warden will contact you at a later time.

Residents will be reminded of the exercise by letter box drop in the week prior to the exercise in their zone.

Pete Wright, Convener

7. VILLAGE EVENTS REPORT OCTOBER QGM 2021

Our social events got off to a great start with an evening of music and dancing to the Apiranas at Happy Hour on the 8th October. This was attended by over 90 residents and a great time was had by all. Tomorrow, weather permitting, Marty has organised a fun Putt Putt Day which if the last one was anything to go by will be a fabulous event. Next week on Tuesday 26th we have a Doggie Day with Sterling demonstrating his agility and prowess, ably supported by his owner Barry. There is a complimentary drink for all attendees and the Bar will be open from 2pm.

Next month there is the Grand Melbourne Cup Lunch, with Fashions on the Field, with prizes donated by Aveo Management, Lucky Door Prize donated by Aveo Sales, sweeps, games and a complimentary glass of bubbles. We are very appreciative of the support given by Aveo.

We will be conducting our annual Remembrance Day Service with guest speaker Allison Paterson, followed by morning tea.

December we have the Noosa Concert Band on Saturday 4th December and our Christmas Fest on Friday 10th December, an extended Happy Hour with the Apiranas once again entertaining us. New Year's Eve we have Maurice Milani entertaining us, also at an extended Happy Hour. Further details on these Events nearer the time.

7.1 Bar Manager's Report – 20 October 2021

Little to report for this period as we are slowly falling into line with what may loosely be described as normal trading following an easing of restrictions for covid19. That is to say we are currently getting 20/25 patrons on the Tuesdays and 47/ 52 on Fridays.

We have seen a small increase in numbers with end of month BBQ becoming more popular 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.

You may have noticed the installation of a couple of cameras around the bar area and the new roll-a-door which has made a great difference in keeping the area presentable and more secure. A couple of bugzappers have also been added to our armour to eliminate those creatures that would spoil our evenings.

We have decided to scrap the \$2 drink night save for special occasions, there being little interest, but are continuing the monthly special draws with considerable merriment and some suspicion.

At this point I'd like to acknowledge the volunteer work of our bar staff and affirm our grateful thanks for their continued efforts. It should be noted that these gifted people are VOLUNTEERS and that all efforts in trying to please very body is our primary aim.

Those people are:

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

Your Bar Managers are :

Bob Jack	Sharon Jack	Wayne Collard
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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.

8. Reports from Activity Groups:

8.1 REPORT FROM THE GRACEMERE COMPUTER CLUB TO QGM OCTOBER 2021

- Minutes of the Residents Association and Body Corporate meetings are placed on our web site: gracemerecc.org. To keep the minutes “in-house” the password has been updated recently to “EmuMountain” (without the inverted commas). Feel free to share this with residents of the village.
- Since many recent model mobile phones are designed for only wireless (Bluetooth) connection to speakers or headphones, We now have a TP Link, Bluetooth receiver on the sound system. This will allow music or other audio to be played on the manor PA system. The Bluetooth pairing connection is labelled “TP Link”.
- Computer club meets on Wednesdays at 9am in the theatre.

www.gracemerecc.org

Trevor Davis

8.2 THE MANOR BOOK CLUB REPORT TO QGM OCTOBER 2021

The Manor Book Club meets on the first Friday of each month in the Manor Theatre at 9.30am. We receive 8 copies of the chosen book from the Sunshine Coast Libraries and readers have four weeks to read and pass the book onto the next reader. Every resident is welcome to join. We also show Movies and TV series about the books we have read. This led to the formation of the Manor Movies Club. We would love to have new residents joining our clubs.

At present we are showing a movie every third Saturday in the Theatre. All residents are welcome to attend. We look forward to residents’ suggestions of Movies they would like us to show. Aveo Management has supplied Foxtel in the Theatre and at present there are about 20 movies recorded waiting for screening.

The movie for November is “the Dry” from a book by bestselling Australian author Jan Harper. (This book is in the Library).

Happy reading and watching

Trish Kelly V126

8.3 Knitting & Craft Group and Smith Family Sponsorships: Gloria Nunn

As a group this will be our last to go sale on November the 14th for 2 weeks. Come along, have a browse, you might find some stocking fillers for Christmas or a toy for your grandchildren. We will always be here to make things to order, do our Easter Raffle and Pink Cancer raffle and toys for the children in hospital. Just ask us, we will tell you if we are able to help with a button or a hem and other alterations.

8.4 Smith Family

A special thank you from Gloria to all our co-sponsors of our six children. All is going well. Our year finishes, last direct debit 1st of March 2022. Hoping you can continue 2022 April 1st. If for some reason you wish to discontinue, please let me know so I can approach some of our new residents.

If you have any questions, please call me on 5471 2595 only. Happy to talk.

Thank you
Gloria Nunn

GRAND REOPENING OF THE BOWLING GREEN
TUESDAY 16th NOVEMBER

Everyone is welcome to participate in a game of Bare Foot Bowls
in aid of

PROSTATE CANCER RESEARCH

ALL MONIES COLLECTED TO PROSTATE CANCER RESEARCH

1.15pm B.B.Q SAUSAGE SIZZLE COST \$2.00 p.s.

(correct money please)

Bar will be open from 12 pm (No BYO)

2.00 pm BARE FOOT BOWLS COMP.

MATCH FEE \$5.00 (PRIZE TO THE WINNING TEAM)

(correct money please)

Match entry **CLOSED** 4pm Sunday 14th November

Get your friends together & form a team of 4, no experience needed and bowls will be provided, if you are not in a team, we can place you in a team.

WRITE YOUR NAME ON THE SIGN ON SHEET, WHICH CAN BE FOUND IN THE LIBRARY.

SO COME ALONG TO THE BOWLING GREEN AND HAVE SOME FUN.

p.s. you can play in bare feet, but we recommend runners, the green can get quite hot.

The prize to the winning team will be presented at the end of the match when we retire to the bar.

Tom 54482039 John 54481995

9. General Business

9.1 The Committee advised that the new Assistant Manager is now Temeika Lewis. The announcement was greeted with much applause and congratulations.

9.2 The RAC advised that they are looking for a new Secretary to join the RAC if anyone is interested.

9.3 Aveo Satisfaction Survey-Partners are encouraged to fill out a survey form of their own. It was advised that Aveo Peregian Springs is aiming for 80% return rate.

9.4 Question from Steven Hill "Why the fountain is being replaced by a garden?" Sue Day answered that it is due to ongoing maintenance of the water fountain and cost. She advised that there has been a plan sent for garden fountain area. Cheryl Hodges also informed the meeting that a plan had unanimously been agreed by the BBC.

9.5 "What is happening with Rosemary in pots for Remembrance Day?" Steven was advised by the Chair that Rosemary is being organised and will be potted shortly.

9.6 "Why are the street lights within the village still on after sunrise and sunset?" The Chair advised this will be followed up by the BCC.

9.7 Question from Trevor Davis. "Is the Council able to do something about the Bush Turkeys, as they are a nuisance in people's garden?" Jemma Barker advised that due to being protected, the Council is unable to remove them. She also advised that someone from the Council will be out sometime in November to talk about this and issues with other native and domestic animals.

9.8 B.J asked if there was a chance of "Doggy Bins" installed in the complex. Jan replied that she believes that "dog owners are responsible for their dogs and their mess, and sure carry their own doggy bags and dispose of them in the correct manner!"

We would like to give our sincere apologies in regards to the delay in providing the Meeting minutes, unfortunately due to circumstances this was out of our control.