

AVEO PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS'
ASSOCIATION.

Minutes of the Committee Meeting 9am Friday 12th November 2021

1. Attendance & apologies:

At 9am Chair Jan Corlett welcomed committee members John Davies, Kerry Jewell, John Parsons, Wayne Collard and Treasurer Sue Day *Acting Secretary* also

Community Manager Kelly Luck

2. Minutes of the previous meeting:

Meeting Minutes from previous meeting are a true & accurate record.

Moved John Davies 2nd Wayne Collard Carried

3. Business arising from the previous meeting:

3.1 Shade cloth over pool - See CM Report

3.2 Acoustic Ceiling Tiles - See CM Report

3.3 Sue Day advised the committee that the new Residents' Handbook has kindly been delivered to residents by Brenda Langmaid, Mary Pryce and Jackie Wearne. A few residents were not at home, so these will be delivered by committee members. Any changes required in the Handbook will be done just once a year after the RAC July AGM, when a new committee is voted in.

3.4 Swimming Pool Solenoid - See CM Report

3.5 Drainage of Grass Area - See CM Report

3.6 Jan Corlett reported the RAC Bulletin is in abeyance at the present time. All village information will now go into the Aveo Newsletter. A resident needs something to be published they are advised to contact Jemma at Reception. John Parsons made the suggestion to perhaps have a link published in the Aveo Newsletter to allow residents to be taken to the appropriate website where the minutes are available. Jan agreed to publish this, together with the password, in her report on behalf of the RAC. As these minutes include much village information. Kelly Luck CM said she was happy for this to be included. Kelly also discussed Solar Heating of the Manor and Internal Street Sign Upgrade. Refer to the CM's Report. Also refer to Items 6.3 and 9.2.

Kelly has asked we all sign in at the Manor due to the new COVID situation of vaxed and non vaxed visitors to the Manor, should an outbreak occur in the future. It is imperative that the CM knows who has been in the Manor on any given date to enable contact tracing should the need arise. A QR code is inserted in this Manager Report to assist where required for visitors to our homes.

Jan Corlett queried why solar heating had not yet been removed from villa 15 which is currently under renovation? Kelly replied that the villa was still being renovated, but she would follow this up.

Kelly clarified the days that Temeika and Jemma are working. Temeika is not here on Wednesdays, and Jemma is not here on Tuesdays.

It was suggested that the Craft and Knitting Group put their sales tables in the Foyer to attract passers by. Kelly will advise Gloria of this suggestion.

It was suggested that the BBQ in the Pool area is an eyesore and needed refurbishment or removal. The latter is not possible as it is an Aveo Asset and would need Head Office approval. Kelly agreed to get it cleaned up and also checked to see that it is safe to use.

Kelly left the meeting at 10.25am,

4. Community Managers Report



Resident Association Committee – Managers Report

Friday 12th November 2021

3.1 – CM has continued to contact three Companies- Super Shades Sunshine Coast, Coastal Shades Sunshine Coast and Sunshine Coast Shade sails to arrange for a site visit and quote –awaiting a response from all three contractors to date. Will continue to follow up and reach out to other Companies. Pressure washing of the current shade sail near Barbeque area has been quoted on.

3.2 – Regarding the floor and ceiling tiles for the Manor bar and dancefloor area, our facilities and Refurbishment Manager James Gray is organising an onsite visit in the coming weeks with a sound engineer to provide a quote. This is to be looked at for CY22.

3.4 – This is currently still being investigated. Awaiting quote from the electrician/ pool contractor for the swimming pool solenoid and the option of providing three phase power for heating installation. Approximate ongoing costs is also being looked into.

3.5 – Eastern plumbing are going to review their initial quote they submitted to reduce the amount of stagnant water in the grassed area. The contractor has indicated he will need to reinspect and possibly amend the quote to ensure the grassed area drainage will be fit for purpose for the proposed Bocce Court. Contractor plans to come on site in the next week. Will provide update once received.

- **Village Manager – New Items:**

- **Fountain Progress** – Body Corporate has agreed with advice from gardening contractor, the planting of the fountain will take place after the hot summer months. In the interim, the fountain will be drained over the coming month to reduce maintenance associated with maintain fountain.
- **Village Sign audit** - Has recently taken place on site. This was organised by marketing and CM flagged the need for a larger map at Gracemere bvd entrance as well as replacing signage that has faded. It is noted there is no map at the Yarran rd entrance. Awaiting report to come through with costs and recommendations. The signage was replaced a few years ago by the CM and it is understood numbering was considered at the time however the decision was made to replace with street name signage.
- **Street lighting Replacement** – Work order has been issued however installation has been pushed back due to weather and contractor schedule. Works are scheduled to start on November 22

Light Timers- The adjustment of the street lights will take place today. Paperwork Identifying the location of these timers has been located and provided to Hedge who will carry this out

- **Gracemere Boulevard Gate-** Damage caused to the entrance gate is an Insurance claim. Quotes have been sent through to the contractor and awaiting further information.
- **Yarran Road Gate-** Awaiting quotation from line marker to assist with identifying hazard caused by the raised gate track. Will update residents when the works will commence.
- **Bowling Green** – Work has been completed. There is still a stretching process that needs to occur around the twelve week mark prior to the permanent line

marking. A chalk line will need to be regularly maintained in the interim. This has not been followed up whilst there has been inclement weather.

- **Craft Group Christmas table** – A request has come through for the table to be displayed for a two-week period. This is a wonderful initiative that is a major donation drive for next year and we would like to support this as a community.
- **Budget Meetings Friday 19th November 10 am (Serviced Apartment Residents) and 11 am (ILU residents) in the Manor**- This will be immediately followed by a presentation on repairs and maintenance obligations. An invitation will go out separately on Monday to all residents.
- **Resident Satisfaction Survey**- Resident Surveys have now closed thank you to all residents that provided their feedback. Survey results are expected in March next year which will be shared through a community action plan. Should residents wish to provide feedback using the feedback forms located at reception, please note these can be placed in the Managers letterbox or handed to reception for actioning.
- **Move with Ease** Here's how it works presentations are forthcoming with sales and operations team. Presentation of flyers.
- **Have a chat sessions with residents**- Feedback
- **Opal Letter (attached)**
- **QR Code**
Please ensure when entering community facilities such as the Manor and pool residents are to check in using the Qld Check in app or note your name down on the sheet provided at reception. This is to be done each day you visit these facilities. If residents attend the Manor more than once in a day please note you only need to check in once. With borders set to open and restrictions easing it is important we have a record of who has been in the community facilities. Furthermore, we ask that you please ensure your visitors and contractors are checking in when entering the Village. Good record keeping is crucial in contract tracing efforts should the need arise. Additional check ins have been posted throughout the community centre and pool. You may also use the QR code displayed below.

Aveo Group

Aveo Peregian Springs Country Club



(414)9358021486305

- **Office closure Christmas/ New Year period**- The office will be closed for the gazetted public holidays. Inclusive of:

Monday 27 December
Tuesday 28 December
Monday 3 January

The office will be on skeleton staff throughout the Christmas/ new year period from 24 December until 4 January (8.30 am – 4 pm) CM is on call during the period for emergency maintenance requests. The office to be closed from 12pm on the 24 December with approval from RAC.

Kind Regards,

Kelly Luck

Kelly Luck Community
Manager

5. Outward Correspondence:

- 5.1 Email to Geoff & Sue Barden, 15/10/21 re: beautification of swimming pool area
- 5.2 Email to thank Mary Pryce, 25/10/21 re: Trash & Treasure
- 5.3 Email to Denis Murphy, 15/10/21 re: Gym Scheduling
- 5.4 Letter to Gloria Nunn & Marjorie Vandenhurk, 14/10/21 re: Refund of monies
- 5.5 Letter to Arch Kennedy, 14/10/21 re Heating of Swimming Pool see CM report
- 5.6 Email to Tom Shaw, 1/11/21 re: EOM BBQ, see Inward Correspondence
- 5.7 Email to Pat Charlwood 3/11/21, re: Meeting Minutes, 3/11/21 see Inwards Correspondence
- 5.8 Flying minutes confirmation, during preceding month, conforming monies for events see Agenda item 7. Treasurer report and Agenda Item.
- 5.9 Email to Kelly Luck: 8/11/21, thanking her for prizes for fashions on the Field, Melbourne Cup.
- 5.10 Email to Aimee King, 8/11/21 thanking sales for Lucky Door Prize at Melbourne Cup.

Outward Correspondence passed John Parsons seconded by Kerry Jewell

6. Inward Correspondence

- 6.1 Email from Geoff and Sue Barden, 15/10/21 re: swimming pool beautification after much discussion it was passed that up to \$400 be passed for this purpose, Depending on how successful this proves to be, Committee invite further beautification in 6 months.
- 6.2 Email from Mary Pryce. 25/10/21 re: Trash & Treasure. Mary is happy to do this again but does request please, especially to new residents, to use the skip provided for cardboard, which is situated behind the high double gates to the East side of the Manor, opposite the undercover parking bays.

6.3 Letter from Dave Figgins, 27/10/21, re: Proposal for solar heating of the Manor. Much discussion took place while Kelly Luck CM was in the room, encompassing both this project and the heating of the swimming pool. Energy use in the village is a big and complex area, hence rather than keep bringing up these issues in a sporadic manner it was suggested an Energy Audit be done by Aveo. John Parsons will write a Paper to start this process as Aveo are engaging a Sustainability Manager and Group at Head Office.

6.4 Email from Tom Shaw, 31/10/21 re: Tom no longer wishes to look after EOM BBQ's. Tom was thanked for his tireless work by Chair Jan Corlett

6.5 Email from Pat Charlwood 3/11/21 re: Receiving minutes of meetings. As the RAC does not have a Secretary the RAC Meeting Minutes will be emailed to all residents who are on the Aveo email data base at the office. Copies of minutes are always available on the Residents' Association Noticeboard at the Library. Also as mentioned previously they are always available on the website: **gracemerecc.org** This website is password protected to access the RAC Minutes and also the BCC Minutes, in order to protect the privacy of residents. The password is **EmuMountain**

Inward Correspondence passed John Davies 2nd, Wayne Collard

7. Treasurers Report; Sue Day

Residents Association Report for October 2021										
Date	Pay Req	Detail	Main	Imprest	Bar	Social	Sundry	Bar	Bar	Library
	No		Account	Account	Takings			Expenses	Supplies	
		Balance C/F	\$13,474.75	\$3,000.00						
		DEPOSITS								
Oct		58x25 & 7x30 Melb Cup	\$1,660.00			\$1,660.00				
08.10.21		Bar Banking	\$971.20		\$971.20					
15.10.21		Bar Banking	\$480.55		\$480.55					
22.10.21		Bar Banking	\$782.60		\$782.60					
29.10.21		Bar Banking	\$555.15		\$555.15					
Oct		Bar draws x 2	\$24.00		\$24.00					
Oct		36 Drinks Doggy Day @\$3	\$108.00		\$108.00					
		Total Receipts	\$4,581.50		\$2,921.50	\$1,660.00	\$0.00	\$0.00		\$0.00
		PAYMENTS								
10.10.21	284	Music for 8th October	\$400.00			\$400.00				
13.10.21	285	Melb Cup Decorations	\$80.00				\$80.00			
14.10.21	286	10th Dec Deposits Xmas Fest	\$600.00			\$600.00				
15.10.21	287	Stationery- Cartridges	\$65.68				\$65.68			
15.10.21	288	Imprest A/c	\$1,581.43	\$1,581.43						
		Wheels for W-Board		-\$4.40			\$4.40			
		Bug Zappers		-\$184.03			\$184.03			
		Coles & Dan Murphys		-\$1,393.00					\$1,393.00	
16.10.21	289	Putt Putt Day Expenses	\$50.00				\$50.00			
18.10.21	290	3 Skip Bins	\$1,230.00				\$1,230.00			
20.10.21	291	60 Champagne Glasses	\$112.00				\$112.00			
21.10.21	292	Pool Noodles	\$40.00				\$40.00			
26.10.21	293	October Library Books	\$96.00							\$96.00
26.10.21	294	Stationery for Library	\$88.00				\$88.00			
26.10.21	295	Donation for Project Pink	\$200.00				\$200.00			
27.10.21	296	Imprest a/c	\$1,150.23	\$1,150.23						
		Happy hour Nibbles		-\$48.60		\$48.60				
		Restore Old Heaters		-\$63.55		\$63.55				
		Coles & Dan Murphys		-\$1,020.08					\$1,020.08	
		Contact for Bar Shelves		-\$18.00				\$18.00		
27.10.21	297	New Microphone Set	\$1,198.60				\$1,198.60			
	298	2 Bar Draws October	\$24.00				\$24.00			
	299	36 Drinks Doggy Day	\$108.00				\$108.00			
		Total Payments	\$7,023.94	\$3,000.00		\$1,112.15	\$3,384.71	\$18.00	\$2,413.08	\$96.00

Cash Book Bal. F/Ward	\$13,474.75
Plus Receipts	\$4,581.50
	\$18,056.25
Less Expenditure	-\$7,023.94
Cash Balance	\$11,032.31

Bar report at end of			
Bar Takings		\$2,921.50	
Opening Stock	\$2,252.81		
Plus Purchases	\$2,413.08		
Less Closing Stock	-\$2,682.13	-\$1,983.76	
Cost of Sales	\$1,983.76		
Operating % Profit	32%	\$937.74	

ASSETS	
Bank	\$11,032.31
Imprest AC	\$3,000.00
Bar Float	\$300.00
Bar Stock	\$2,682.13
Total	\$17,014.44

Note. Still to be paid awaiting invoice for Melb cup

**Moved Sue Day, 2nd Wayne Collard ‘that the Treasurers’ report be accepted.’
Carried.**

8. Sub-Committee & Working Party Groups

8.1 Bar Managers Report

Wayne Collard reported the Bar is running very smoothly, with good regular attendance on both Tuesdays & Fridays.

At this point discussion was started regarding the choices available at the Bar, see item 9.3

8.2 Social Events Report

Jan Corlett reported that due to not having a RAC Secretary that unfortunately, together with Sue Day Treasurer, they need to step back from the recently formed Events Group. As regards to the management of the RAC, in addition to their Executive roles, Jan will compile the Agenda and deal with correspondence, Sue will take the minutes and check the RAC letterbox. This was met with full approval by the rest of the committee. Jan was pleased to announce that Geoff and Sue Barden will be taking up the reins of Events Coordinators, with the help of Sharon and Bob Jack, and will look after this area of social expertise.

Jan thanked all of committee, and Bar managers and volunteers, for the part they played in a very successful Melbourne Cup Day. Under the very difficult circumstances of the lack of availability of extra staff, our Chef Ann put on a delicious lunch for 65 diners. A catered Christmas Fest is planned for Friday 10th December with canapes @ \$15 per person. Invites are to go out imminently, and booking sheets for those partaking of canapes will be available on the Events Table, outside of Audra’s hairdressing Salon in the Manor.

9. General Business

9.1 Approval of funds:

\$350 was passed for the Christmas Raffle which will go on display 18th November.

Jan mentioned that the Remembrance Day Service went well, however with a smaller congregation than usual. This was possibly due to the extremely hot and humid weather. Chef Ann provided a delicious morning tea and an amount of \$345 was passed by the committee to pay for it.

Also passed was \$63.55 for Bob Jack to renovate the old electric heaters, which are used in winter on the outside patio.

Up to \$150 was passed for decorations for Christmas Fest, and up to \$150 for decorations for New Year’s Eve. These decorations will be kept in labelled plastic tubs for use in future years.

New Year’s Eve we have Maurice Milani playing for us in the Manor at a cost of \$1,000, which was previously passed by the RAC in May this year. Music for New Year’s Eve is expensive and entertainers get booked up early, so the RAC took the decision to book Maurice over 6 months ago.

9.2 Internal Street Sign Upgrade:

John Parsons put a proposal forward for the village to have Australian Standard compliant signs in our village which now has fully gazetted roads. Much discussion ensued while the CM Kelly Luck was present and it was agreed that Kelly will look into this further as Aveo are looking at making village signs in all Aveo villages uniform.

9.3 John Parsons sent a proposal to the committee for improving the Quality of Drinks at the Manor Bar. Sue Day said she supported him 100%, however this is a discussion and decision for the Bar Managers, Wayne Collard, Sharon and Bob Jack. It was agreed that John will organize a meeting with the Bar Managers to discuss his case for improvement of choice in both beer and wine.

9.3 Future RAC Meetings

Moving forward. Due to not having any applicants for Secretary, Chair Jan Corlett in discussion with the other Executive member of the RAC, Sue Day Treasurer, put forward the proposal that RAC meetings be held eight times per year which our constitution states as a minimum, rather than the 11 or 12 of previous years. This proposal was met with the full support of the committee. The RAC will, of course, be in contact with each other as usual via email, and should the need arise then an emergency meeting would be convened.

AOB, Any other Questions

John Davies made mention of the Sub Finance Committee meeting earlier in the week when a question was asked about income not showing from Sales for the “mini breaks” offered on Domain.com at \$75 a night for a 5 or 10 day break in a Serviced Apartment. John said he hoped Management would come back to us on this. Also, he questioned how much they were paying for food, and if they actually were paying. John commented that it felt unfair for these “try before you buy” people to be able to take advantage of the services, for which Serviced Apartment residents pay a high price, without seeing any income from Sales put back into their budget.

10. Date and Time of the Next Committee Meeting:

Next RAC Monthly Meeting: Friday 11th February at 9am in the Manor,
followed by 15th April & 10th June

Next Quarterly Meeting Tuesday 15th February at 2pm.

Meeting closed at 11.18am

See attachment: Letter from Tony Randello



Level 15, 59 Goulburn Street, Sydney NSW 2000, Australia
PO Box 20124, World Square NSW 2002, Australia
T 02 9270 6100 | F 02 9270 6199 | aveo.com.au

29 October 2021

Dear Resident,

Important news about Aveo's Residential Aged Care Communities

I am writing to you with some important news regarding Aveo's residential aged care communities.

Operation and ownership of our four residential aged care communities will transfer to Opal HealthCare as part of a strategic partnership formed between our organisations. The effective date for the transfer is anticipated to be 1 December 2021.

Although this news may come as a surprise, we are excited about this strategic partnership as Opal HealthCare is one of the most reputable and progressive aged care providers in Australia. Evolving over 40 years, they operate 80 Care Communities with more than 9,000 dedicated team members and care for over 7,000 residents.

Aveo and Opal HealthCare share many cultural similarities and are strongly aligned in our commitment to putting our customers first and providing services with care, dignity and respect.

Why is Aveo transferring ownership of its residential aged care communities?

As you may be aware, Aveo owns and operates over 90 retirement communities across Australia. Aveo currently owns and operates only four residential aged care communities across the nation.

Previously, as part of our strategy to provide a continuum of care, Aveo had intended to increase the number of residential aged care communities across the portfolio. The significant capital required, however, means it would unfortunately take several years to achieve this. As a result, Aveo has decided to transfer our residential aged care communities to a more established provider in the sector.

As part of this strategic partnership, Aveo will also transfer selected undeveloped land within some of our retirement communities to Opal HealthCare to build additional aged care communities, which will complement the service offering for the residents within Aveo communities.

What does this mean for you?

There is no impact for your community. Aveo remains committed to our retirement living business and to providing continuum of care for all residents in Aveo and Freedom communities.

Aveo Group comprising Aveo Group Limited ABN 28 010 729 950 and
Aveo Funds Management Limited ABN 17 089 800 082 as Trustee for the
Aveo Group Trust.



Kindness, Care & Respect

In fact, this newly established strategic partnership will allow Aveo the opportunity to focus more on our retirement communities and support residents through our Aveo Care at Home business. The Aveo Care at Home service is available in Queensland, South Australia and Victoria and we will be launching in New South Wales soon. If you need assistance or information about receiving a home care package, please call 1300 386 158 and the Aveo Care at Home team will assist you. We remain committed to providing the care you need at home.

In the event that you need support transitioning to higher care, Aveo will continue to assist you through our strategic partnership with Opal HealthCare. We aim to provide you with more options than we have been able to previously. In addition, if your Residence Agreement with Aveo includes a particular commitment for assistance with high care, Aveo and Opal HealthCare will of course honour those commitments.

What if I have an Aveo Certainty contract?

For residents on an Aveo Certainty contract, the contract will continue to apply across the four existing Aveo Residential Aged Care to be transferred to Opal HealthCare. This will include:-

- Continuing to provide you with prioritised preferential treatment for admission to any co-located residential aged care community specified in your contract, should you meet the care needs criteria.
- Aveo will buyback your unit, paying your exit entitlement to Opal HealthCare to enable the transfer to the Opal HealthCare Care Community; and
- If your contract provides for a 'co-located facility' and the refundable accommodation deposit (RAD) you elect to pay to Opal HealthCare for a room agreed by Aveo is more than your exit entitlement, you will not be required to fund any outstanding balance. This will be facilitated by Aveo contributing to the balance by paying the equivalent daily accommodation payment (DAP) on your behalf to Opal HealthCare. This is provided based on your compliance with the terms and criteria stated in your contract, which remains unchanged.

What does this mean for residents?

There will be no changes to your community as a result of our new strategic partnership with Opal HealthCare, however, we wanted to ensure that all residents across our Aveo communities are made aware of this exciting news.

If you have any questions, please do not hesitate to contact your Community Manager.

Yours sincerely,



Tony Randello
Chief Executive Officer
Aveo Group