

PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION

Minutes of Quarterly General Meeting 12th April 2022

Meeting opened at 2:02pm

1. Attendance, Apologies and Receipt of Proxies:

Residents in attendance: 84
Apologies: 11
Receipt of Proxies: Not Applicable

2. Confirmation of minutes of Previous Meeting:

Moved that the previous minutes be accepted Harold Bartlett, seconded by Denny Birang. Passed

3. Business Arising from the Minutes:

Nil

4. CHAIR'S REPORT QGM APRIL 2022

Welcome to all our new residents. Great to have you in our lovely Village as friends and neighbours. We try to be as environmentally friendly as possible and to this end we communicate with residents by email. Emails to residents are sent out by the office, so if you have not yet registered your email address with Jemma or Temeika we would please ask you to do so. We understand that some residents do not have email, so if not, communications are printed out then delivered to your letterbox.

We have now been without a resident Community Manager for some time, so I would like to express our thanks to Temeika and Jemma for doing such a sterling job on a day to day basis, with the part-time assistance from Brendan Jones, the Community Manager from Bridgeman Downs, together with the back up from Nole Beardwood, who unfortunately is off sick at the moment. We really appreciate how hard you all work to keep the Village ticking over. We send our very best wishes to Nole for a very speedy recovery

Comments have been made regarding the shade sail over the swimming pool. The shade sail was purchased over seven years ago by the Residents' Association, and despite Allan's best efforts in cleaning it, unfortunately because of its age it needs replacing. I think we would all agree that a much larger shade sail is required so Brendan is investigating the replacement on behalf of Aveo.

We enjoyed a great Karaoke evening courtesy of our enthusiastic Social Co-ordinators. Residents really entered into the spirit of the evening and following on from that success another one has been organised by Sue and Geoff. They will be giving all the details in their report, (See Item 6.2) and other forthcoming events. We'd like to thank them for their boundless energy.

The RAC has approved various sums for events and purchases over the previous quarter which are detailed in the Treasurer's Report. (See Item 5).

Once again, the Residents' Association will be funding the hire of two skip bins for all the accumulated detrius around our homes. These will be in situ for 10 days after Easter, from Friday 6th May until Monday 16th May. The skip bins will be placed in the rear car park allowing for easier access than adjacent to the Bowling Green. Unfortunately, we are unable to have a "Trash and Treasure" stall, so please save your items until Spring.

As usual we will be holding our regular Anzac Day Commemoration Service on Monday 26th April. This is of course a Bank Holiday so unfortunately Allan will not be able to assist in setting up. Please could I ask that if you are able to volunteer then please come to the Manor at 8am that morning when we will be setting up. Also, if you have any rosemary you would like to donate then please place it on the tray in the Residents' Kitchen on Sunday 25th April. Thanking you all in advance.

Some residents have queried the "hows and whys" of the allocation of Residents' Association funds. I hope the following will enlighten you.

RESIDENTS' ASSOCIATION FUNDS

The Residents' Association Committee is governed by a Constitution, copy in RAC Handbook and on the website gracemerecc.org.

12. Use of Funds

12.1. The property, assets and income of funds of the Association shall be directed towards the objectives of the Association and no part thereof shall be paid or transferred to residents.

2.4. To promote and support social activities including, but not limited to, sports, recreational activities, entertainment, management of the bar etc. for the benefit of the Country Club residents.

5.6. Decisions taken by the Committee shall require a majority vote.

From the ARQRV Manual, copy in the Library.

10.3 Donations of Residents Funds

A residents committee or social sub-committee raising money for a worthwhile charity is a splendid idea. However, it must be accomplished in an appropriate manner.

Fund raising on the one hand is a noble venture. On the other hand funds raised by residents working collectively under the name of a residents committee or a sub

committee, would be residents funds and should solely be used for the benefit of all residents.

Therefore, before activities of these sorts are conducted, support and approval must first be given by residents for resident's funds to be donated.

We do not make decisions regarding money, amongst other things, lightly, and as we are all independent thinkers we have can have quite robust discussions at our meetings. Any money is for the enjoyment of all residents.

Hence your current RAC attempt to channel those funds into events for all our residents' enjoyment. Plus, we use the money for equipment and items required in the village to enhance our enjoyment. Aveo have not and will not fund all our wants and needs. Hence the RAC often purchase items that really should be bought by the Scheme Operator. Recently larger tables for events, another fridge for additional stock for the Bar were purchased, both items costing over \$1000. In addition, each month books are purchased for the Library, used by many residents. A few other things to mention, crockery, cutlery and cooking utensils. for our residents' kitchen, glasses for the Bar, amongst other bar requirements have been bought.

We promote many free events for residents, recently Karaoke, and coming up a DJ Party Night. Also, at various events we offer a free or cheap drink at the Bar.

Bar profits are our only regular source of income, which are used for items and events which can be enjoyed by all residents. This is why we do not fund special events, such as activity groups Christmas Parties. We do however support and buy items for activity groups. E.g. Books, jigsaws, Ma-Jong boards, bowls equipment, such as Jacks.

This is so ALL RESIDENTS can benefit from Residents' Association funds. The funds are not just for either particular activity groups, or events that all the village would not have the opportunity to attend.

The RAC encourages all residents to organise things they may be passionate about but the RAC cannot always supply funds. Our aim is to be fair and to follow the rules of our Constitution, The Retirement Village Act and the Liquor License. We sometimes need to decline requests purely because it could set a precedence and could cause issues between residents.

Finally, I would like to give my personal thanks to my hardworking and dedicated committee, Sue Day, John Davies, Wayne Collard, John Parsons and Kerry Jewell, 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, Sue and Geoff our Social Event co-ordinators, and to the organisers of the many and varied activity groups in the Village.

Without you all Aveo Peregrin Springs would be a very dull Village!

Kindest regards Jan Corlett

5. Treasurer Report to the Quarterly RAC Meeting 12th April 2022

No change since my report on the six monthly figures for budgets. The figures thus far are strong. However, our maintenance in Leasehold ILU's has hit a spike in February. Nole is looking after all budgets and he will come back to us with a detailed response on this spike .

Briefly to explain a little, especially for our new residents. Outside maintenance on all village ILU's is basically looked after by the Body Corporate. Leaseholders cannot contact the committee directly. Leaseholder contact is through the Community Manager, who will bring this item up at the next Body Corporate meeting, usually held on the 1st Friday of the month.

Inside maintenance is the responsibility of the resident. This is why we as your Residents Association Committee encourage Leasehold residents to use Maroochy Home Assist. If you go to the office and Aveo contractors are used, the amounts charged can be exorbitant. **E.g. we had a different electrical contractor in February charging \$198.00 just to investigate electrical issues.** Maroochy Home Assist have both brochures and fridge magnets in the library. At the committee's request Nole Beardwood provided a memo recently to explain all this as simply as possible. I have a few copies if anyone would like one. Or I can email one to you. To try to explain this with figures:

Leaseholders have an account known as MH9, the Maintenance Reserve Fund. Initially 7 years ago it was \$55 a MONTH, we are all now paying \$1 a MONTH in this current year.

Fees	Fees	Fees	Fees	Fees	Fees	Fees
2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
\$55.00	\$45.83	\$55.00	\$15.00	\$15.00	\$5.00	\$1.00

Last year as Treasurer I clawed back at least \$75,000 in wrongly allocated amounts to this account. Hence, with correct management coding, plus resident willingness to use Home Assist we can keep this account strong.

On to Leasehold Rates. The Residents Association Sub Finance Committee have worked hard on this issue. Much was done erroneously in 2015/2016. Last year in consultation with Natalie Patterson COO, Aveo wiped the deficit of \$75,000. This year we will be wait till Sunshine Coast Council give us solid figures in writing before we pass the budget. This may cause the budget figures to be one month late. If this happens we apologise in advance, we are determined to find a way to do this properly and correctly moving forward. Our first budget meeting will be very soon.

Tap & Go in the Bar. Those of you have been here a while will know as Treasurer I suggested this three years ago. At that time there were many reasons why not to do this. However at our RAC meeting last Friday it was unanimously decided to press on with a plan. Three of our dedicated committee team, John Parsons, Kerry Jewell and Bar Manager Wayne Collard will head this project moving forward.

Exit fees for Freehold residents. A poster is on the noticeboard in the library and a copy attached. It is from ARQRV urging Freehold residents to fill in the survey.

Peregian Springs Country Club Quarterly Treasurer Report
Quarterly Report January 2022 - March 2022

Expenditure

Bar Supplies	\$ 5,114.13	Drink Supplies for Bar
10 Tables for Events	\$ 1,269.90	For Social Events
Library Books	\$ 288.00	Books for Jan Feb Mar
Additional coinage for float	\$ 100.00	\$1 & \$2 coins for big events
42 Birthday Cards	\$ 126.00	For \$3 free birthday drinks
Engrave trophies for 2021	\$ 26.40	Bowlers EOY 2021 engraving
Event napkins & plates	\$ 90.00	Aust Day kept for 2023
Stationery	\$ 212.18	Ink cartridges
RSA Course	\$ 34.18	New Bar person
Misc	\$ 23.99	Bar wipes
Total Expenditure	\$ 7,284.78	

Income

Bar Takings	\$ 8,036.05	Bar Takings
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Total Income \$ 8,036.05

Net profit \$ 751.27

The Quarter started with \$9808.05 and finished with \$10559.32 Nett profit of \$751.27

The Residents Association is currently worth \$15377.37

\$10559.32 Main Account \$3000 Imprest Account Stock Take \$3023.05 Bar float \$400-unpaid \$1605.00

Treasurer Note awaiting invoices from Aveo for catering \$1605.00

Questions from the floor

Hugh Lloyd-Price Villa 124

Queried which group was running the survey regarding feedback on change to regulations on the timing of refunds of Exit fees when leaving retirement villages.

Ans The survey referred to was from a Qld Government Department, "Qld Regulatory Services. However it was mainly of interest for freehold owners of villas and apartments

6. Reports from Sub-Committees

- Bar Sub-Committee

Bar Manager's Report – 7 April 2022

Little to report for this period other than the attendances have varied for reasons unknown at this point in time. We are currently averaging 30/35 patrons on the Tuesday evenings and 45/50 on Fridays with some variations on special occasion.

It was great to see 68 people turn up for the karaoke night and I noted that everyone of those who participated had brilliant presentation, great song selection, stage skills and a total disregard for those who wanted to end their efforts prematurely. Stout stuff that.

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 every body is our primary aim. Any ideas and/or suggestions for change should be for the greater good.

Current volunteers are:

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

Yes, we warmly greet Carolynn's inclusion into the group and note she has performed brilliantly already. We would like to see others consider a career in beverage management, crowd control, special tastings, food and snack sampling, customer relations and any efforts to this end will be supported wholeheartedly

Your Bar Managers are:

Bob Jack	Sharon Jack	Wayne Collard
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Just a couple of housecleaning items if I may.

we gratefully acknowledge that just about all customers are returning their empty glasses to the bar – keep it up and many thanks for that

please consider the operation we have here and note it is a small bar facility and hitting us early with \$50 notes at the beginning of the day severely test our ability meet comfortable money management

if you have any ideas on improving the service in any way please feel free to approach us. As they say there is no wrong ideas and we welcome change where it's appropriate

Cheers, Wayne Collard

UPCOMING EVENTS - REPORT FROM SUE & GEOFF BARDEN**APRIL 2022**

After many cancelled events this year we were delighted to invite Paul McMahon from Go Pro Vocal on 1st April for the RAC'S very first Karaoke Night. It was a very successful night with lot of fun and hopefully when word gets out our next one will be even more popular. This Karaoke Night is a very good fill in event as it can be added to a Happy Hour at a total charge of \$300.00.

The following events have been planned:

DJ Dance Party – Friday, 22nd April 2022

This event should have been held in March and was unfortunately postponed due to health problems. Rick will now be hosting this event on the new date of 22nd April. He will get everyone up and dancing to the 50's 60's and 70's music. This event is going to be an extended HH evening at a cost of \$250. The event to commence at 5pm and finish at 8pm. There will be no catering involved but residents will be encouraged to bring their own food should they wish.

To add a bit more fun to the evening we are inviting guests to dress up in the era of their choice from either 50's 60's and 70's.

We are hoping this will become another regular event, subject to popularity.

The SandFlies - Saturday, 11th June 2022

As stated in our previous report the SandFlies have agreed to play at Aveo at a reduced rate of \$500. They will be playing from 5.30 – 8.30pm and one we think will be very popular with the residents.

Luke Krefts from Slow Smoked Barbecue has been booked to cater for this event with his food truck. He is charging \$25 for a two-course meal. We will require two wait staff and they are \$90 each, a total of \$180 for 3 hours. Washing up by Aveo kitchen will be required at a cost of \$166.80.

Karaoke Night – Friday, 8th July 2022

We are suggesting the next one to be held on 8th July 2022 if everyone agrees. Paul is available on this date and price will be \$300 for 3 hours.

Great Gatsby Night – Saturday, 10th September 2022.

We had the Hawaiian Night booked for 10th September but suggest we hold this event in the summer – perhaps later in the year as it is really a summer event. Instead, we suggest changing the theme to “The Great Gatsby”

Jason from One World Truck its already booked and will be catering at a cost of \$35 per person for a two-course meal. We will change the menu to go with the new theme. Maurice Milani will be playing on the night at a charge of \$400. Washing up costs will be \$166.80. Decorations required will amount to approximately \$250.00.

The evening will start at 5pm and finish at 9pm.

Geoff Barden

REPORT FROM EMERGENCY MANAGEMENT WORKING GROUP FOR RESIDENTS COMMITTEE APRIL 2022

The Working Group will carry out an emergency response exercise in late April to early May to remind villa residents of the procedures for us to respond to emergencies such as the bushfires that threatened us in 2020. This will involve street wardens door knocking residents in their zone to check their ability to evacuate in an emergency. The exercise will be run on three separate days for one third of the villa residents at a time. Notice of each exercise will be circulated to residents in the week before each exercise.

Peter Wright, convener, Emergency Management Working Group

7. Reports from Activity Groups

Smith Family Sponsorship.

Gloria Nunn, Villa 113. Said that by 01/04/2022 they will have collected \$5130.49c towards sponsoring children through the Smith Family group. Gloria was hopeful that the amount would carry them through to 30/03/2023. Children had written personal notes to Gloria showing their appreciation for the \$25 sponsorships.

Gloria later added the fact that she had been advised that Optus had awarded two iPads (*I think*) to two of the sponsored children, Theodore grade 4 and

Tom in grade 8.

Knitting and Craft Group

Gloria continued to outline the raffle that had been organised in conjunction with Marjorie Vandenhurk proceeds to be donated this year to Men's Prostrate Cancer Group. There were 32 prizes to be won and scones and tea would be available at the drawing

Geoff Barden mentioned that together with a number of other village residents a fashion parade had been organised on 01/06/2022 with proceeds going towards Mental Health

8. BCC REPORT FOR THE RAC APRIL 2022 QM Read by BCC Secretary, Cheryl Hodges

We are all enjoying this spell of fine sunny weather, however, more rain has been forecast for the near future. It will not be as heavy and wild as we have experienced previously. The mixture of rain and sun has caused all the vegetation to grow quickly.

We now have a new head gardener in Michael who has taken over from Josh. Michael is a very organised person and dedicated to his task. He produces an excellent weekly detailed report of all the activities performed by his staff.

However, Michael is also extremely frustrated at this time - like all businesses in Australia, Hedge has been severely affected with absenteeism due to the dreaded Covid.

Michael has had to deal with "fill in" staff from an agency and these people seem to have difficulty in performing even basic tasks that Michael sets them. In addition to this, their work ethic is non-existent and this is making it difficult for Michael to keep up with the program that he has set.

Please be patient with Michael and encourage him whenever you can.

Speaking of the gardeners please do not take any issues that you might have with street lighting to them. The lighting in the village is not in their scope of works and is the responsibility of the Body Corporate. Just because you may have a new overhead light located in front of your villa, or directly opposite your villa this is not your personal property. The lights are all located on Common Property which is the responsibility of the Body Corporate. A great deal of effort and money has gone into the establishment of these new lights.

This is for one purpose only, and that is to provide adequate lighting throughout the village so that all Residents can walk the village after dark in a safe and secure manner.

Should anybody have any issues with street lighting then please direct this in the first instant to Management who will then pass it on to the Body Corporate Committee for action.

However, just another reminder that any communication to the BCC , or anybody else for that matter, should be civil, respectful and considerate. Unfortunately, we receive communication from a small group of Residents that is aggressive, demanding, rude and abusive. This type of communication will receive the consideration that it deserves.

Finally, if anyone wishes to discuss the contents of this report further please contact me directly on 5448 2582 or 0418 531 380.

Cheers,

George West

Chair BCC

9. General Business

Sam Denny Villa 142.

Brought up the need for a documented process within the resident's committee to follow through on all proposals for capital expenditures put to management. In this way a record could be kept for future reference.

The Chair outlined the current process that was in place where the Resident's Association Committee (RAC) advanced needs for expenditures to the Community Business Manager for passing onto senior managers for inclusion in future budgets.

It was pointed out that since Nole Beardmore had been promoted out of managing Peregian Springs, the procedure had broken down and requests from the RAC to senior management to reintroduce the formal procedures had not had a response.

The Treasurer also added that to date requests for a copy of an updated capital expenditure 10 year budget had also not received a response. It also appeared that under the new ownership by Brookfield proposals from villages for capital expenditures needed to be passed by the Brookfield Board.

Sam stated that she would like to offer her services to fill the vacancy for the RAC Secretary, in order to assist with implementing a document procedure

Desolie Gleeson Villa 79 also commented on the need for a 5 year spending plan being put forward to the Brookfield owners.

The chair added that financial procedures had been further complicated with Brookfield defining their financial year differently (January to January) to our village financial year (July to July)

The Treasurer outlined further difficulties in dealing with Brookfield as when they took over ownership many original staff were dismissed and new staff, auditors, quantity surveyors, etc., appointed. In short time the surveyors were dismissed as they had not been capable of completing satisfactorily a 10 year projection of capital expenditure for our village, at least.

Named connections with Aveo Peregian Springs has been changed to Peregian Springs, Country Club, Aveo.

Geoff Barden brought up the matter of pool heating, which was followed by some vigorous discussion

Judy Wrigley outlined the fact that any annual heating costs would have to be met by all residents.

The Chair indicated that a new line item in the budget would be needed to implement a charge to the GSF funds and in consequence would require a Special resolution of a General Meeting with a 75% majority to vote for the additional cost being levied on all residents.

Colin Wearne Villa 108 mentioned that the solar pool heating pump had not worked for many months. It was noted that the temporary manager had sent a note around the village that it was being attended to.

The Treasurer again mentioned the need for residents to approach Maroochy Home Maintenance & Care Association to assist with any maintenance work needed inside their villas or apartments 5476 6130. You will need to register with them first and they pay \$100 towards the call out of a service person and then you pay for any parts needing to be replaced.

With no further business, the Chair closed the meeting at 3:15pm

Signed

Chairman

Date

Acting Secretary, John Davies SA 204