

PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION

Minutes of Quarterly General Meeting 19th July 2022

Meeting opened at 2:02pm

1. Attendance, Apologies and Receipt of Proxies:

Residents in attendance:	85
Apologies:	11
Receipt of Proxies:	Not Applicable

2. Confirmation of minutes of Previous Meeting:

Correction to the minutes of the QGM April 2022 from Sam Denny via email

Under general business I said I had 2 matters to raise. First, in response to your stating there was still no RAC secretary, I offered to fill the role for the few busy months lead up to the QGM. Your acceptance and very positive response from residents should be recorded.

Chair's Response: The positive response was the understanding that Sam would be nominating for Secretary at the AGM in July, which was not the case.

Secondly, I raised my offer to draft a process or protocol by which all residents would be able to understand what happens when a proposal is put forward to management or RAC for capital improvement through to a final decision being made. I did then clarify I could do this in addition to being secretary.

Chair's Response: There was already a set procedure for putting forward items for Capital Expenditure which had fallen by the wayside with the quick turnover of Community Managers at the Village during the previous 12 months.

All items raised under general business should not be under a heading with my name.

Chair's Response: Regrettably this was an error in paragraphing.

With these corrections

Moved that the previous minutes be accepted Harold Bartlett, seconded by Judy Wrigley. Passed

3. Business Arising from the Minutes:

None.

4. CHAIR'S REPORT QGM July 2022

Welcome everyone to the July 2022 QGM especially our new residents. It has been wonderful to welcome so many new residents to our lovely Village. We hope you will enjoy joining in all the varied activities and numerous events held throughout the year.

A very special welcome to our new Community Manager Cosimo. It's great to have you on board! You have made such a difference in the short time you have been here. Those residents who attend Happy Hours really appreciate your initiatives of providing Chips on Tuesdays and Take Away meals on Fridays.

Welcome back into the fold to Temeika. It's great to see your smiling face once again as we walk into the Manor. Our thanks must go to Jemma who has been bravely soldiering on in your absence with help from Brendan, who has been part-time Acting Community Manager from Aveo Bridgman Downs, and admin assistance from Vanessa, Aveo Lyndsey Gardens, and Karen, Aveo Palmview. We are very grateful for all your support.

The Office would welcome assistance from residents with such tasks as delivering notices and photocopying. These tasks take up a lot of time which Admin could better utilise in enabling the smooth running of the village. So if you would like to help please ask at Reception.

You will also find in the Aveo Newsletter a form to fill in if you would like to receive all notices, including Levies Notices by email. The latter takes up a great deal of time as they have to be printed, folded, put into envelopes and then delivered to residents. As you can imagine this is an extremely time consuming job.

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). These include the hire of 2 skips for our accumulated rubbish. Skips will once again be hired for a Spring clearout in October. Please do not use the contractors skips, such as the one to the side of the Manor. These skips are the property of the contractors, who justifiably get annoyed when they fill up with residents rubbish leaving no space for their own rubbish and complain to our Admin team.

At this stage I would like to thank Sue and Geoff Barden for organising such a great DJ Dance Party recently, and we're so looking forward to another cracking Karaoke Friday this week. Your energy and enthusiasm knows no bounds, and we are in awe of your management of our social events. Geoff will be giving a full report later in the meeting.

Unfortunately two of our Bar Managers resigned in April. We'd like to say a sincere thank you to Sharon and Bob Jack, (who also resigned as Bar volunteers and Bob also resigning as the Bar Licensee), for all your hard work, enthusiasm and dedication during your tenure.

Thanks must go to Wayne and the rest of the Bar volunteers for stepping up and ensuring its business as usual at the Bar. For the convenience of Bar patrons Tap and Go has been installed. Special thanks to Kerry Jewell and John Parsons for getting this initiative off the ground, which has been a welcome addition to Happy Hours.

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 Manager, 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!

Kind Regards

Jan Corlett

5. Treasurer Report for Quarterly/AGM - RAC Meeting April – June 2022 19th July 2022

Well the good news is there is no bad news. A few changes have either happened or are happening not least of which our wonderful new Manager, Cosi. How lucky are we to have someone with the same management style as Nole. Someone who loves his job, loves his team and the residents, plus always has a smile and a kind word.

Firstly the budget presentation will be on 1st August 2022. Letters should have been put in your letter boxes yesterday. Your Residents Association SFC who are involved in preparation of three of the village budgets, GSF General Services Fund, MRF Maintenance Reserve Fund and Capital Replacement Fund (handled and managed by your scheme operator, Aveo/ Brookfield). As SFC we endeavour to assist management in coming up with manageable and acceptable increases in your village levies, especially in these testing economic times. We have no nasties to report.

Secondly for those of us on Aveo Way contracts (leaseholders) we have good news regarding our rates. Those of you who have been here since day one of Aveo Way. Which was some seven years ago, you will know the story well. I have spoken and written about it many times. In August 2020 I wrote to you and explained in detail why the council had knocked back my "*Differential Rate Objection*". I also gave you a timeline of others who had tried since 2015, to get changes made.

The seven year battle we have finally won is for our leaseholders, currently 112 of us into the future will be treated as a rating category 30 the same as Freeholders and Freehold leaseback residents. For those seven years the SCC have insisted we are a category 29 not a 30. However finally the SCC have changed the wording in the classification of a "place of residence" to include:

(C) rateable land within a community title scheme that is identified by land use code 08 community title scheme unit within a Retirement Village and the community title scheme unit is owned by the Retirement Village operator and occupied under a current lease of 90 years or more which specifies the unit occupant is responsible for payment of the General Rate. .

Sandi Goodall at SCC is the **Coordinator Financial Operations** and has been in this area of council for that seven years. Finally it has been decided because we are a Unique village on the Sunshine Coast we will be treated as above and finally it has saved us all (currently) \$267 a year, in other words we are all now in the same category no 30. This is a tremendous step forward and I need to thank many people for making this happen.

First and foremost John Davies & Marilyn Kerr (no longer here) from the Serviced Apartments. John has written to, lobbied members of parliament and made countless phone calls etc. for the whole of that period of time. In 2020 the RAC put a working group together, headed by John Parsons to gather information on this unfair situation.

We had Dan Purdie here in the village, he is our local member and he went in to bat for us. We contacted the ARQRV, plus sought legal advice from the ARQRV solicitor David Wyse. Finally last year Maria Suarez our new local councillor was approached to lobby SCC yet again, it did not work that time, However Sam Denny asked Maria to raise it again this year and council agreed. I do think some praise needs to go to Lyn Saunders, **Governance Investigations Officer** as Lyn could see leaseholders were severely disadvantaged. So thanks to all concerned, a great result.

Other news, very recently we introduced a training program for our bartenders with a Tap & Go machine. So far going really well and well received by both bar staff and bar patrons. Training and follow up done by committee member Kerry Jewell. Will be rolled out to all residents any day soon.

Incidentally I notice we have had a message in the last seven days about payment of levies to be made ONLY by Direct Debit or BPay. This is a brilliant idea and long overdue. As our admin staff, plus HO staff have spent much time on chasing down amounts not credited to residents levy accounts.

As most of you, who attend our happy hour on Tuesdays and Fridays, already know Cosi and Ann have introduced hot chips on Tuesdays and take home ready cooked meals on Fridays. Due to Aveo being cashless for quite some time, these purchases need to be paid for via your levy accounts. . We have had a few residents who are unwilling to have these items added into the EOM levy. However in the HO communication dated 13th July it does say you can still pay for casual meals via the village eftpos machine.

Also regarding levies, management are about to send out a note with levies. Which I am sorry are late this month, sadly due to our wish to include the new budget figures finalised once the Sunshine Coast Council Rates were

promulgated. However that was not possible, so we will have one month to catch up on in August, for any levy increases. Together with your levy notice will be a note to ask if you are willing to have those levy notices emailed to you each month, instead of being letter box dropped.

Letter box dropping is a labour intensive job. Plus the paper, printing, envelopes, Admin folding, inserting in envelopes plus Allan's time to deliver, this all costs money. Please have a hard think about using the email servicing, because it ensures you will get the notices on time and into your inbox in the comfort of your home.

Sue Day
Treasurer
PSCC Residents Association.

Peregrin Springs Country Club Quarterly Treasurer Report
Quarterly Report April 2022 - June 2022

Expenditure

Bar Supplies	\$	6,619.05	Drink Supplies for Bar
4 Plants for Pots for swimming pool	\$	200.00	Aveo reneged on purchase
Library Books	\$	288.00	Books for Apr May Jun
ARQRV Support desk for RAC	\$	90.00	To enable zoom meetings
Subscription to Saturday Publication	\$	110.00	To keep up with new legislation
2 skip bins	\$	910.00	2 bins x \$455
New Desk Microphone & repair Microphone	\$	449.90	To replace village Mike set
Sandflys music 11th June	\$	500.00	Music for Dinner/Dance
Catering for Sandflys event	\$	2,150.00	Outside Caterers
Event Decorations/ Lighting	\$	316.65	Event Décor & lights
Stationery	\$	139.83	Paper, cartridges & USB's
Bar licence Transfer to Wayne Collard	\$	410.65	Change of Licensee
Anzac Wreath	\$	100.00	Wreath for anzac Day
Karaoke music April	\$	300.00	Karaoke Night
Increase bar float to \$500	\$	100.00	Add \$100 notes for events
DJ for 22nd April	\$	250.00	DJ for Music 22nd April
Misc	\$	41.10	

Total Expenditure \$ **12,975.18**

Income

Bar Takings	\$	9,972.55	Bar Takings
Sandflys 2 x \$30.00 + 75 x \$25	\$	1,935.00	Sandflys Admission

Total Income \$ **11,907.55**

Net Loss \$1,068

The Quarter started with \$10559.32 and finished with \$9491.69 Nett loss of \$1068

The Residents Association is currently worth \$14,622.30

\$9491.69 Main A/c \$3000 Imprest A/c Stock Take \$3235.61 Bar float \$500-unpaid \$1605.00

Treasurer Note: Still awaiting Aveo Catering Invoices \$1605.00

Geoff Barden commented on the use of Tap and Go for paying for event functions being managed if possible by making himself available a couple of mornings a week to allow residents to sign up and pay for events, Notices about such times will be made.

Motion to accept the Treasurers' report was

Moved by Denny Birang and seconded by Shiela Hooper. Passed by acclamation.

6. Reports from Sub-Committees

- Bar Sub-Committee

- **Bar Manager's Report – 19 July 2022**

- Attendances have varied as you would expect with the move to cooler nights and what seems to be the incessant rain that just keeps seriously impacting numbers. We are currently averaging 28 patrons on the Tuesday evenings and 58 on the Fridays with some marked variations for special occasions.

- I would like to acknowledge the volunteers working behind the bar and affirm our grateful thanks for their continued efforts. It should be noted that without their participation the bar would not be open and that is just too frightening to contemplate.

- Our volunteers are:

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

- Yes, we are blessed with these enthusiastic people who give freely of their labours. As I reported in previously, we would like to see others consider a career in what amounts to beverage management, crowd control, special tastings, food and snack sampling and customer relations. Any efforts to this end will be supported wholeheartedly. Please feel free to contact us any time.

- You might care to note that the team has had a couple of medical interventions lately that warrant a mention. Carolynn has been fighting valiantly going down with the virus and has now won that battle – we welcome you back to the fold.

- Bron on the other hand has performed admirably with a gymnastic display that saw the judges (Archie) award her with 9.7. When interviewed, Archie said she stuck the landing with aplomb and only managed to fractured her collar bone. She is well on way to recovery and is itching to get back to work.

- There are a number of events coming up so keep an eye on the bulletins that come out periodically and note that the bar is there to assist where appropriate not withstanding Liquor Licensing laws.
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- 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 not a bank. Hitting us early in the evening with \$50 notes at the beginning of the trading severely tests our ability to meet comfortable money management predictions.
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- With this in mind we are pleased to announce the introduction of “tap and go” that will suit some people and maybe not others. Its important to note that cash sales are and will continue to be legal tender.
- Tap and Go is a simple process requiring your debit/charge card to be swiped at point of sale.
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- 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.
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- Cheers Wayne Collard

EVENTS - REPORT FROM SUE & GEOFF BARDEN

JULY 2022

Sue and I would like to thank you all for your positive comments on previous events. Any negative comments will be filed under L for Later

The DJ Dance party held on 22nd April was a huge success, **Rick the DJ** continued playing way beyond his paid 3 hours as residents were having a ball dancing the night away.

We have booked **Rick the DJ**, for our Christmas fest event which will be held this year on 2nd December

The Sandflys event

Held on 11th June was a special night, which we would like to repeat in the future.

Luke from Slow Smoked Barbecue catered for this event with his food truck. The final number of residents booked was 77. Luke charged \$25 for the two-course meal. The food was excellent but the service a little slow. We would like to employ him again but will discuss how to improve the service with him.

THIS FRIDAY Karaoke Night – Friday, 22nd July 2022

Paul from Go Pro has been booked again for another Karaoke Night this Friday 22nd July 2022 at a cost of \$300 for 3 hours. This is an extended Happy

Hour event and gives our lovely residents the opportunity to show off their singing talents, and for others to just enjoy the entertainment.

Lighting

We are not sure if any of you noticed, on the night of the Sandfly event we adjusted the lighting to create more ambience in The Manor, we hope this is acceptable to all residents on these special nights.

And we have also purchased disco type lighting to take us all back in time! Plus, we have also bought battery candles and holders for the tables.

Noosa Concert Band – Saturday, 6th August 2022

Noosa Concert Band has been booked for 6th August 2022. The RAC usually gives a donation in support of the band this amount to be confirmed by the RAC. The bar will open at 1.00pm. Wayne has said he is happy to man the Bar on his own on that day as its usually very quiet.

Great Gatsby Night – Saturday, 10th September 2022.

Confirming Jason from One World Truck is booked and will be catering at a cost of \$35 per person for a two-course meal. Maurice Milani will be playing on the night. The evening will start at 5pm and finish at 9pm.

Maurice Milani will be costing \$400.00.

Washing up costs \$166.80.

Waitstaff @ \$90 x 2 = \$180.00.

Tablecloth hire at \$8.30 each x 10 = \$83.00

Geoff Barden

REPORT FROM EMERGENCY MANAGEMENT WORKING GROUP FOR RESIDENTS COMMITTEE JULY 2022

The Emergency Management Working Group has been quiet for the last few months because of the low fire risk associated with the wet weather we have been experiencing.

With Spring approaching we are planning to hold an emergency response exercise in the next few months.

This will involve activity up to but not including an actual evacuation of the village.

We will also arrange a briefing at the Manor for new residents (and any other residents who wish to join in) to remind you of procedures in the event of fire risk that may impact on the village.

Peter Wright

Convener Emergency Management Working Group

7. Reports from Activity Groups

BOWLS SECTION REPORT Tom Shaw, QGM July 2022

The first subject to report on is the Bowling Green. The green has been a success, with the bowling surface playing true, but we are still waiting for it to be stretched and permanently marked.

Sunday and Thursday bowls player numbers are down on previous years. The decline began during Covid, and the weather this year has not been the best with quite a few days missed due to the weather. Also, we live in a retirement village, and it is regrettable to say folk pass on, and we don't seem to be able to attract new players.

So if you are reading or listening to this report, and you would like to play bowls, give John or myself a call as we would like to hear from you. We play bowls Thursdays and Sundays at 2pm. So if you would like to learn or play bowls come along on Thursdays at 2 pm and you will be very welcome.

Ladies, there is also an informal bowls learning session for ladies. This is organised by Dave Figgins on Wednesday morning at 9am, and by all accounts it is a very enjoyable morning...

Kind Regards

John Weeden 54481995

Tom Shaw 54482039

The Chair commented that Tom and John should check with Cosi about the stretching of the bowls green. Semi permanent markers have been purchased for the interim.

THE MANOR BOOK CLUB AND MOVIE CLUB

The Book Club meets on the first Friday of every month at 9.30am in the Theatre. We pay an annual subscription to the Sunshine Coast Libraries and we receive eight copies of the chosen book. Our subs are due this month. We have read some interesting books this year and our readers can and do recommend books they think may be of interest our readers.

Using the technology in the theatre we can "Google" any book or Movie under discussion and show lots of information on the big screen.

The Movie Club chooses a movie each month and it is shown on the 3rd Saturday of each month. We have had some wonderful movies this year and sometimes we cannot turn on the lights too soon – might be tears - We are working with an

outdated Foxtel box but we hope we might get some updated technology one of these days.

Every resident is welcome to join the Book and Movie Club.

Happy Reading and Viewing

Trish Kelly

V126

DINERS CLUB

Ann Marshall, reported that dining events were programmed around a 6 week period.

Our first outing this past year was to the Periwinkle restaurant in Peregian Beach and was followed by a Sri Lankan lunch at the new Alba restaurant in Noosa Springs.

Mountain Creek Tech College was the next venue and the lunch was prepared and served by a group of international students from the TAFE.

Mooloolaba Wharf was the next location for a Greek lunch, after which a few residents visited the local fish market.

Our next lunch dining experience is to be at the Bare Foot Restaurant in Gympie Terrace, Noosaville, with date to be confirmed.

We try to make use of the village bus to transport us to venues and a charge of \$5 would apply which will go towards the drivers lunch and a gift at the end of the year for his volunteer efforts.

Currently we have 91 members with maybe only around 30 or so attending regularly. So if residents do not wish to participate in receiving notifications about attending, could they please let Glenda Townsend know to take them off the emailing list.

Ann Marshall, V 152

8. BCC REPORT FOR THE RAC JULY 2022

Apology from Cheryl Hodges, Secretary of the BCC. There is no BCC Report for this meeting.

9. General Business

The chair reminded residents that most activities were listed in the monthly calendar attached to the regular village newsletter with detailed information about times and who to contact for further information.

Jacky Wearne, mentioned the fact that outside the Manor Kitchen area is a large bin to collect cardboard. Contractor's bins should not really be used to take resident's cardboard refuse

Please could users ensure boxes are squashed, prior to putting them in the bin

Geoff Barden mentioned that the information on the TV screen in the entrance to the Manor is regulated by the RAC and any resident wishing to add information should contact Geoff

With no further business, the Chair closed the meeting at 2:59 pm

Signed Jan Corlett

Chairperson

Date **22/07/2022**

Acting Secretary, John Davies SA 204