

PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION

Minutes of Quarterly General Meeting 25th October 2022

Meeting opened at 2:02pm

1. Attendance, Apologies and Receipt of Proxies:

Residents in attendance:	49
Apologies:	5
Receipt of Proxies:	Not Applicable

2. Confirmation of minutes of Previous Meeting:

A correction was made to the spelling of Sheila Hooper's name in the previous minutes.(ie Shiela Hooper)

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 October 2022

Welcome everyone to the October 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.

For those new to our Village, I'm Jan Corlett, Chair of the RAC, on my right (your left) is Sue Day, the Treasurer, and kindly taking the minutes is John Davies one of the Committee members and Acting Secretary for the meeting. You will have encountered the remaining three Committee members at the sign in desk. They are Wayne Collard who is also the Bar Manager and Licensee, Kerry Jewell and John Parsons.

It's been all change once again since our last QGM in July. Our lovely Temeika has departed for Brisbane and we wish her all the very best in her new role. We said a very swift hello and goodbye within a week to our newly appointed Assistant Community Manager in Temeika's place. After three days she decided it wasn't for her. We are eagerly awaiting a replacement!

In the meantime we must say a huge thank you to Jemma who has been bravely holding the fort without both an Assistant CM and a CM whilst Cosi was on holiday. (With help of course from our Regional Operations Manager Nole. He just can't get rid of us!) We were all so relieved to see Cosi on his return. Jemma, our heartfelt thanks for all your hard work and enthusiasm during this very trying time.

Spontaneous applause from meeting members.

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. These have come and gone earlier this month and quickly filled up with the result of a good Spring clearout. However, once again a mattress was deposited in one of the skips despite clear guidelines as to what could and could not be put into skips. Mattresses need to be taken by the resident to the Tip at their own expense as mattresses are not included in the skips' landfill. I hope that it has now been removed from the Bus Shed.

On this note, I would like to reiterate the remarks of the Chair of the BCC, that there is a small group of residents who have no idea of what living in a community environment entails, and think that the "rules" do not apply to them. We must all be mindful of our fellow residents and treat everyone as we would wish to be treated, not to think that we are more entitled, for whatever reason, than anyone else.

On a lighter note, I am pleased to report that Aveo have approved for 2023 the Capital Expenditure for the Interlinking Shade Sail for the swimming pool. We hope that this will be installed early in the New Year. There has been a joint project between Aveo and the Residents' Association to beautify the swimming pool and surrounding areas. This is still a "Work in Progress" but thanks to Michael and the gardening team it's already much improved. We are now awaiting some new pool furniture which should arrive in the near future.

We have had several enjoyable social events recently which will be detailed in the Social Co-ordinator's report. Our thanks to Sue and Geoff Barden and their team of helpers for such fun happenings, especially the extremely well attended Doggie Day. It was great to see so many pooches having a wonderful time chasing each other around the green. Many thanks to the Bar staff for once again opening the Bar early so residents could enjoy a drink or two whilst sat outside on the Patio keeping an eye on our pooches.

I would like to confirm that ALL volunteers, not just those named volunteers such as our Bar staff, are now officially included on our insurance. These volunteers include, but not limited to, those setting up tables and chairs for events or running social activities.

The RAC organised a very successful "OPT OUT" meeting yesterday afternoon. Over eighty interested residents attended a presentation by solicitors Mark Richards and David Wise on the ins and outs of the Court Case against Aveo. Despite the dry subject the session was very entertaining and informative, with residents given the opportunity to ask questions in general and also on a more personal level after the meeting. I must stress that the solicitors time was paid for by Aveo at NO cost to residents.

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, to Sue and Geoff Barden, our Social Co-ordinators and their team, 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. Quarterly RAC Treasurer Report July 2022- September 2022

Held 25th October 2022 in the Manor

In January 2019 our Chair Jan asked the residents if they would prefer the RA funds be spent on soft things, like fun and entertainment. It was a resounding yes. So this is what has happened over that period of time, many events, live music, fun and laughter. However you will see from my report the total funds have decreased somewhat from \$21,000 to \$14,000 with main bank account around \$8000. What to do you ask? We need you to drink up at the bar, as this is our only source of income. Presently bar prices are being carefully looked at as we fear maybe a slight increase in prices is coming. Last increase was in 2018.

Looking back over that four years we have seen much progress and change

- Internet banking to eliminate cheques & use of cash
- Recent installation of Tap & Go in the bar, idea first floated June 2019
- Closer communication with Management & Accounting
- Talking to COO Natalie Patterson personally in May 2021 & still in communication
- This chat resulted in erroneous Leasehold deficit of \$75,000 being cleared
- Finally in July 2022 correcting Leasehold Council Rates calculations for the budget
- Keeping budgets & fees affordable, balanced & fair to all residents

Those of you who attended the AGM for audited accounts on Tuesday 27th September would have seen Nole present a very healthy set of figures in all budgets. It is the purpose of both Management and your Sub Finance Committee to present each year a fair and equitable budget. All residents in ILU's pay the same fees be they smaller villas or much larger villas. The larger villas pay a premium ingoing price to compensate for paying the same fees as smaller villas. Many villages charge higher fees for more premium accommodation.

Management, Body Corporate and the RA are constantly asked by residents for more. This may be to build us a bigger Gym, install croquet or bocce court, more plants and shrubs, more cleaning and maintenance etc. etc. At the AGM one of our residents told us of his discontent at currently no working sprinkler system. Our current system is quite severely broken in many places purely because in older villas it is 20 years old. Either Management and/or Body Corporate will make the decision moving forward as to what will be the solution to this problem. However, everything costs money and it has to come from somewhere. If we keep repairing the current very broken system it costs extra to every resident in maintenance fees. We also need to bear in mind half of the village has no watering system, many "upper" villas plus all Manor residents have no garden. Let's hope if the powers that be decide to go ahead using sprinklers that Aveo will put in what is needed, a full brand new system.

Unfortunately, no village financial figures are available yet for first quarter. I am not sure if residents are aware that Aveo now does cash accounting for all the months not falling on a quarter. Accrual accounts are only done on the quarter. I have one small request, please for

cash at the Bar, to not use 5 cent coins or really dirty coins the bank machine will not accept them.

Sue Day

Treasurer, Residents' Association Committee

Peregrin Springs Country Club Quarterly Treasurer Report
Quarterly Report July 2022 - September 2022

Expenditure

Bar Supplies	\$ 6,818.16	Drink Supplies for Bar
Liquor License	\$ 753.70	12 Month Liquor License
Library Books	\$ 290.00	Books for July Aug Sept
Aveo Outstanding Social Invoices	\$ 1,815.00	Melb Cup Wash up etc
Raffle	\$ 268.76	Prizes
Social Events	\$ 4,044.47	Entertainment Food Décor
Printer for Social Committee	\$ 295.00	Printer for Flyers etc
Stationery	\$ 278.08	Paper Cartridges Misc
CBA Merchant Fee	\$ 31.79	EFT costs
Birthday Drinks 10 x \$3	\$ 30.00	
Total Expenditure	\$ 14,624.96	

Income

Bar Takings Cash	\$ 6,350.60	Bar Takings Cash
Bar Takings EFT	\$ 3,187.90	Bar Takings EFT
Raffle	\$ 555.00	Proceeds of Raffle
Social Events	\$ 2,800.00	Income for Events
Total Income	\$ 12,893.50	

Net Loss \$ 1,731.46

The Quarter started with \$9491.69 and finished with \$7760.23 Nett Loss of 1731.46

The Residents Association is currently worth \$14476.84
\$7760.23 Main Account \$3000 Imprest Account Stock Take \$3216.61 Bar float \$500.00

Motion to accept the Treasurers' report was
 Moved by Denny Birang and seconded by Sheila Hooper. Passed by acclamation.

6. Reports from Sub-Committees

Bar Manager's Report – 25 October 2022

- Attendances have varied as you would expect with the move to more temperate nights and what seems to be the incessant rain that just keeps seriously impacting numbers. We just can't pick it. We are currently averaging 32 patrons on the Tuesday evenings and 68 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 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.
- 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.
- 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.
- With this in mind we are pleased to report the introduction of “tap and go” has been a remarkable success. That will suit some people and maybe not others, the choice is yours. Tap and Go is a simple process requiring your debit/charge card to be swiped at point of sale.
- It's important to note that cash sales are and will continue to be legal tender. And, talking about legal tender please note our reluctance to accept 5c coins and any coins that are severely damaged or discoloured or overseas currency or of a general nasty presentation – the Bank's machines will not accept them and bank's staff will charge a fee for acceptance.
- If you have any ideas on improving the service in any way please feel free to approach us. As they say there are no wrong ideas and we welcome change where it's appropriate.
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- Cheers
- Wayne Collard
- Bar Manager

7. Social Co-Ordinators' Report, from Sue & Geoff Barden, QGM October 2022

Past events have proved to be popular with a lot of positive comments.

Noosa Concert band was cancelled so we arranged to have a karaoke night instead, hosted by Paul and Kirsty from GO-PRO-VOCAL. This was a huge success, everybody enjoyed the show, and displayed the great vocal and dancing talent in our village!

The "Pat A Pooch" Doggie Day was very popular with over 30 residents attending. Some without pooches just came along for the fun.

The following events have been planned:

Melbourne Cup Day 1st November 2022

Lunch is planned and we will arrange Spotify music. There will be Lucky Door prizes, Sweeps and Wooden Horse Racing. The Bar volunteers are already primed. Currently 62 guests already paid. If you have not paid please put your money in the RAC letterbox, number 215, at the Manor.

Portofino Pop Up-shop 15th November 2022

Time to buy more fashion. Fashions etc will be available for sale from 10am onwards.

Xmas Fest has been changed to 10th December 2022

We have arranged for a singer of live music Kerry O'Keefe. She sings 50's 60's and 70's songs and is booked for four hours 5pm to 9.00 pm.

New Years Eve 31st December 2022

We have changed from Maurice Milani to a DJ night. DJ Rick will be returning.

Thank you, Geoff Barden

8 Reports from Activity Groups

The Diners Club

The Diners Club continues to flourish! This year we have enjoyed the elegance of Alba and the chaos of Vietnamese Street food, the sea breezes at Spero's on Mooloolaba Wharf and the balmy river breezes at Barefoot and Grill— just to mention a few.

We have Lunch out every six weeks and the Village bus is available for \$5 for those who need transport.

I organise the restaurants and Glenda Townsend takes the bookings.

Our next Lunch is at the delightful Noosa Springs Resort, where they have a great new Chef, on Wednesday 9th November at 12-00 noon. So far, 25 members have booked and I hope we may get 5 more bookings, as I usually negotiate a booking for 30 people.

Please email Glenda asap if you would like to attend this Lunch.

We are going to finish the year with a Christmas Lunch at our favourite View restaurant, at Peppers, in Noosa, on Wednesday 14th December. Details of this will come out by email in the near future.

If anybody would like to join the Diners Club or has any questions, please contact me, Anne Marshall - aemarshall@bigpond.com.

Bon Appetit, Anne

The Smith Family

Gloria Nunn reported on the activities of the Smith Family sponsorship, organized through Gloria and Marjorie Vandenhurk and the closing of the sponsorship fund where \$5100 had been collected to take the fund through to March 2023. Six sponsored children have recently received a letter and voucher to assist them.

Gloria and Marjorie are still receiving many letters of gratitude from all the children who have been supported from donations from village residents. Gloria concluded in thanking all those village residents who had wholeheartedly supported the sponsorship activities and was able to announce that, in conclusion of the sponsorship fund, the Village had raised a total of \$18,000.

Gloria hoped that the following day's Project Pink Day, where a donation of \$5 a head was going towards the cancer awareness fund, would be well attended. (*Gloria mentioned that Aveo sponsored the eats and drinks for the day, that was not correct.*)

AGM Body Corporate Chairman's Report 2022 for the RAC QGM Meeting October 2022

**This report was written for , and presented at the last Body Corporate AGM,
It is repeated at this meeting by request from the RAC Chair.**

The last 12 months has been different for two reasons.

The first reason is during the last 12 months we have had 3 different Village Managers, with an extended time in between each Managers demise and arrival. We have been lucky that during the times between Managers we have had Nole Beardwood filling the gaps as best as he could whilst still doing his job as Regional Territory Manager. I think we should also thank Temika and Gemma for their efforts in assuring that the "show must go on" in these trying periods.

The second reason that this has been an unusual previous 12 months is because of the change in the weather from a dry period to a wet stormy period. The extreme nasty weather conditions with high winds and huge rainfalls tested the Village for the first time in many years. The result was that like all other villages and regions of Australia the extreme weather had a major impact on drains, guttering and the infrastructure of the Village. Many repairs had to be done during this time with water, for the first time either threatening to invade villas or in one case, getting into the villa causing flood damage.

This obviously has had an adverse impact on the Sinking Fund. Eastern Plumbing were present in the Village almost every day during this time, they responded well but of course charged the Sinking Fund accordingly.

The Committee during the last 12 months have also had to deal with the usual ongoing day to day issues of resident's not complying with the rules, regulations and bi laws that the Committee has to by law, ensure that they are enforced. There is a small number of residents who believe that the rules and regulations are not for them but for everybody else.

The same old issues and problems keep coming up month after month, for example the gates, the performance of the gardeners, speeding vehicles and barking dogs. We try our best to address these issues however, it is hard work. As the next 12 months unfold, we will try yet again to address these issues.

I cannot thank enough the efforts of my Committee members. There are many years of experience of Body Corporate, and other Committee involvement for these loyal volunteers. They attend each meeting and give their all I am very grateful to have such a gang of people that I really respect.

Talking about the Committee the same crew will be on deck for the next 12 months. No one else has nominated for any of the Committee positions. I am often asked what will happen if there is no Body Corporate Committee. This of course will happen in the future as more and more Lot Owners exit the village to be replaced by Leaseholders. However, that is still many years ahead. What is more likely is that the Committee members will not nominate as we

are all, except for Cheryl, getting older and feeling our age. For example, this is my last 12 months as your Chair. I am tired of the whingeing, selfish, demanding, abusive and self-centred attitude of a small group of Residents who have no idea what is required of you if you live in a community environment.

So what happens if there was no BCC. The responsibility of managing and overseeing the BC would then be done by Aveo. All the regular activities that the Committee now carries out would be transferred to Aveo. This is, the approval of all expenditure related to the Sinking Fund, the compliance with the Body Corporate regulations issued by the Queensland department of Justice, the approval of any material changes to the village, for example the erection of fences and other changes to the outside of villas and the formation of the Sinking Fund budget each year which determines the level of your contribution into the Sinking Fund.

I am not saying that this would be a bad thing, in fact some residents might welcome the demise of the Committee. However, I think for the benefit of the village it would be better if residents who are Lot Owners are involved in these activities that I have described above.

To finish please always remember that if you are communicating with the BCC it is not what you say, but the way that you say it that will have an effect on whether you get the outcome that you want.

George West, Chair of BCC

Report from Emergency Management Working Group for RAC October 2022

There have been no meetings recently, but it is hoped to have a Fire Evacuation exercise in the coming months

Peter Wright

Convener Emergency Management Working Group

9 General Business

Sam Denny's report on the Association of Residents of Queensland Retirement Villages (ARQRV) Committee covered the following:

- ARQRVs role and very good work explained. They advocate on our behalf to government and assist with issues between an ARQRV member resident and scheme operator particularly where there may be a breach of the RV Act. They have a very good website with plenty information for potential or current residents. A list of

articles has been placed on the library board for those who may not access the internet.

- How to become a member and the advantages of membership. Sandi Ferber is the membership support officer here and her role is to assist people becoming members and paying their fees. The annual fee is now \$44 with \$22 pro-rata with a \$25 first year admin fee. There is also a lifetime membership for \$440.
- Report on ARQRVs AGM in Logan. This was an excellent well attended AGM. Of most interest was the number of people there from the Queensland State Department Communities Housing and Digital Economy (The Dept). This demonstrates the very good working relationship with ARQRV. They gave two presentations one about their role in improving the RV Act and the other their role in audit and developing guidelines.

The Dept's Legislation team are currently working on:

- Exit entitlement review
- Dispute resolution process
- Budgets and financial reporting
- Residence contracts
- Medical assessment for residents and their rights
- RV accreditation

The Dept's Regulatory Services team are working on the following guidelines:

- Insurance Excess payments
- Exit Entitlements and Costs of sale
- How to calculate proportional Costs
- Capital Replacement Funds
- Staff salaries and wages correct classification

ARGRV Role in complaints. If a scheme operator is in breach of the RV Act they will work with them for up to 2 years to get improvement. If a member has an issue, they must discuss with scheme operator and put in writing to them for resolution etc. if unresolved ARQRV can be approached for assistance.

Sam then explained she has resigned from the ARQRV Committee due to lack consultation with the 2 AVEO residents on the Committee regarding the Class Action. She also feels this could result in legal action against the Committee, a risk she is not willing to take. This does not mean to detract in any way from the helpful meeting we all had the day before with the lawyers about the class action.

The Chair thanked Sam for her description about the ARQRV operations.

Sam added, that a paper she had prepared, regarding pensioner discounts on rates for village leaseholders, had been sent to Maria Suarez, our local Sunshine Coast Councillor.

Meeting Closed 3:10pm

Signed Jan Corlett

Chairperson

Date **28/10/2022**

Acting Secretary, John Davies SA 204