

## PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION

### Quarterly General Friday 18<sup>th</sup> April 2023 - Minutes

Meeting opened at 2:02pm at The Manor, 21 Gracemere Blvd, Peregian Springs

#### 1 Attendance, Apologies and Receipt of Proxies

Residents in Attendance:..... 71

Apologies: ..... 8

Proxies: ..... Not Applicable

#### 2 Confirmation of Minutes of Previous Meeting

Cheryl Hodges requested that in the fifth paragraph of the Chair's Report, Paul Davis's role be corrected to "Assistant Community Manager".

*Fred Rose moved that the previous minutes as amended be accepted.*

*Denny Birang seconded.*

*Passed*

#### 3 Business Arising from the Minutes

None.

#### 4 Community Manager's Report: Cosi Ronconi

Cosi provided answers to questions that had been submitted by residents prior to the meeting. The questions and Cosi's answers are included as Attachment 2 to these minutes.

#### 5 Chair's Report QGM April 2023: Jan Corlett

**Secretarial Note:** At the meeting, Jan presented an abbreviated version of her report due time constraints. This is the full report.

Welcome everyone to the April 2023 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.

Special thanks to Cosi, our Community Manager, for attending this meeting and answering the many and varied questions put to him by residents. We hope that this can become a regular item on the Agenda, as many of the questions are relevant to the entire community.

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 taking the minutes is the Secretary, Richard

Fullford. You will have encountered other Committee members at the sign in desk. Wayne Collard who is also the Licensee, Kerry Jewell, and John Parsons. John Davies is unavailable today.

We have had several enjoyable social events recently which will be detailed in the Social Co-ordinators' report. Our thanks to Sue and Geoff Barden and their team of helpers for such fun happenings, most recently a delicious Hawaiian Night catered for in house by Chef Ann.

Next Tuesday, the 25<sup>th</sup> April, is Anzac Day and we will as usual be holding a commemorative service here at the Manor. Students from St Andrew's Anglican College, accompanied by family and friends, will be participating in the service. We ask that residents are seated by 10.25am. Once again, we have the pleasure of Rear Admiral Max Hancock (Retd) giving the address, and our own Poet Laureate, Elton Ord, reading his Reflective Poem. For the first time, in response to requests from our Kiwi residents, we will be singing the first verse of the New Zealand National Anthem which will be followed by the first verse of the Australian National Anthem.

The service will be followed by morning tea/coffee and refreshments catered for us by Chef Ann. If any residents would like to assist with the serving of morning tea in the future, we would be extremely grateful as it is quite an expense to the Residents' Association to employ a staff member to serve.

There has been a most regrettable incident in the Village recently which has been brought to our attention. A resident received an anonymous note which they found extremely distressing. A similar anonymous note was also received by management. This rather smacks of the equivalent of cyber bullying when distressing anonymous texts are received. This is not the behaviour anyone should expect when living in a community. If a resident has something to say then that resident should be prepared to put their name to it, not hide behind anonymity. Not doing so is reprehensible behaviour reminiscent of a school yard. Enough said.

On a more positive note, I am delighted to say that the operation of the Manor Bar has been finally settled! Our grateful thanks to John Weeden for stepping into the breach in the meantime as interim Bar Manager thus allowing the Bar to remain open. We are all so very appreciative of your support. Bob Jack has very kindly offered to be the Stock Controller, and will be responsible for assessing, purchasing and organising all the stock for the Bar, including everyone's favourite, the chips! He will liaise with Kerry who will be the Co-ordinator, organising the roster, all monetary dealings and the stocktake. Wayne will remain as the Licensee. We'd like to take this opportunity of thanking Wayne very much for all his hard work and enthusiasm during his tenure as Bar Manager. We are also extremely grateful to all the Bar Volunteers for their enthusiasm, commitment and assistance during this transition period and welcome Robyn Palmer, the latest recruit to the Bar Team.

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 all the Bar Volunteers, especially Kerry for co-ordinating operations, 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!

For your information I have a new email address, [janetcorlettps@gmail.com](mailto:janetcorlettps@gmail.com). For the time being, I can still be reached by my old email address but would ask that you alter your records to the new one.

The next QGM will be on Tuesday 25th July, immediately followed by the AGM. Voting papers for the Committee, and Sub-committees will be sent out 3 weeks prior to the meetings. A Ballot Box will be available at reception to receive your voting papers. All Committee and Sub-committee positions will be up for election at this time as the tenure for these positions is only for one year.

Thank you all for your attendance and attention.

## **6 Quarterly RA Treasurer's Report: Sue Day**

### **6.1 Financial Statement**

See the Residents' Association Financial Statement attached at the end of the Minutes.

### **6.2 Budget and Levies Calculation at PSCC**

The Village is split between Serviced Apartments we call them SA's and Independent Living Units we call ILU's.

The Village is then split up in lots to form a Strata Title.

These Lots and the corresponding Entitlements form part of The Body Corporate Building Format Plan CTS31142. This is the Village Strata Title document. Entitlements are:

- Each Independent Living Unit (ILU) is two Entitlements
- Each Serviced Apartment (SA) is one Entitlement
- The Community Area of the Manor totals 13 Entitlements:
  - ◆ 12 Entitlements for MRF183 area (includes Dining area, Kitchen & Private Dining Room)
  - ◆ 1 Entitlement for MRF134 area (includes Office, Gym, Surgery, Bar, Theatre, Library, Pool and Bowling Green)

We have 439 Entitlements in total that make up the village as a whole.

48 Entitlements are for 48 Serviced Apartments and are stated in the Body Corporate document. Their entitlement of one means they pay (if they own their apartment) one Body Corporate Entitlement of the budgeted contribution to the Body Corporate Budget. Body Corporate only affects owners of apartments. AveoWay Serviced Apartments are paid by Aveo.

378 Entitlements are for 186 Independent Living Units. ILU residents pay 2 x budgeted contribution to the Body Corporate Budget, except AveoWay residents which are paid by Aveo.

Body Corporate contributions are only paid by residents classified as True Freehold Owners & Freehold Leaseback Owners, in either Independent Living Units or Serviced Apartments.

Leasehold do not pay Body Corporate. Aveo is the owner of either their Independent Living Unit or Serviced Apartment.

However, Leaseholders pay GST on all Operating Costs just like true Freeholders. Owners who are Freehold leaseback in ILU or SA do not pay GST.

The Resident's Association does not look after the Body Corporate Budget, as they have their own Committee. This includes the Community Manager as the Aveo Portfolio Representative. This Committee only look after the Body Corporate Budget

How does your Sub Finance Committee calculate the levies for the other seven budgets? The Sub Finance Committee is made up of 6 members of your Residents Association. Current membership is Jan Corlett (Chair), Sue Day (Treasurer), Richard Fullford (Secretary), John Parsons, Kerry Jewel and John Davies.

These other seven budgets are simply the cost of all expenses for operations of the running of our village. It contains such things as staff wages, gardening, telephone, printing and stationery, insurance premiums, audit fees, bus expenses, electricity, water, etc.

To pay for these expenses we need income. This income comes into the Main General Services Fund Budget, (GSF).

The income is collected by way of our residents' levies, comprising AveoWay Leaseholders Contributions, True Freeholders Contributions, Freehold Leaseback Contributions, plus, any other income maybe bank Interest, maintenance recoveries, etc.

### **6.3 Discussion of the Report**

Jackie Wearne asked if the residents paid when a staff role was vacant. Sue advised that they did not.

## **7 Reports from Sub-Committees and Working Groups**

### **7.1 Bar Report**

**Secretarial Note:** This was covered in the Chair's Report at Item 5.

### **7.2 Social Events Report: Sue and Geoff Barden**

**Secretarial Note:** This was presented after the Community Manager's Report at Item 4 because Sue and Geoff needed to leave.

The Hawaiian Night party which was held on 14<sup>th</sup> March was, thanks to you all, a huge success and sold out in record time. We welcomed back the entertainer, Kerri O'Keefe who got everyone up on the dance floor with her fabulous music. We look forward to her coming back later in the year with her partner Frank, who are known as the duo Better Together.

The Eftpos Tap & Go was used by 65 of the 77 residents who attended. So, a huge thank you to everyone. Let's try to make it 100% next time!!

Ann Goddard, our talented in-house Chef, and her staff have now catered for the last three events which were, Australia Day, Valentine's lunch, and the Hawaiian Night.

Ann has worked with us to design menus for the individual events and has proved to be an absolute delight. Sue and I both thank you very much Ann and we know the residents have been pleased with the quality and presentation of the delicious food produced.

Also, a great big thank you to Cosimo who has now found his true vocation as "a waiter and a dishwasher" and of course his talented assistant, Megan who gave up her time for the evening.

For the enjoyment of all we have several events planned over the next few months which include a Karaoke Night to be held on Friday, 19<sup>th</sup> May. As usual Paul from Go Pro vocal will be our entertainer for the night and the event will be an extended happy hour from 4-8pm. Please bring your own nibbles on the night if you wish. The Karaoke will commence at 5pm. Come along and join us and show us what stars you are! Or show your appreciation to those brave enough to appear on stage.

We are holding a Black & White Ball on Wednesday, 7<sup>th</sup> June and we will be bringing back everyone's favourite entertainer, Maurice Milani. This will be a black or white attire event, so, ladies wow us with your best evening wear and gentlemen dust off your dinner suits. This is going to be another night to remember.

Portofino Fashion is holding another pop-up shop on Wednesday, 5<sup>th</sup> July. Portofino has proved popular in the village, and we are sure the ladies will welcome them back.

Another note to put in your diary is Friday 25<sup>th</sup> August for DJ Rick McCann for another night listening and dancing to all our favourite songs. This will also be an extended happy hour.

Sue and I would like to thank all our wonderful team of volunteers who help us on these occasions and that includes Bron, Pam, Bob, Archie, Richard, Jan, Maggie, Kerry, John, Kevin and last but not least, our retiring Bar Manager, Wayne. Plus, of course, our thanks go out to all the bar volunteers who give up their time to make these events a very jolly affair.

Sue and I, as Events Coordinators would personally like to thank the RAC Committee, particularly Jan & Sue who support us in bringing these events to you.

And lastly thanks to your all who attend and make these events so special.

## **8 Reports from Activity Groups**

### **8.1 The Manor Book Club and Movie Club: Trish Kelly**

The Manor Book Club is continuing to enjoy reading a chosen Book of the Month, although it has been said that the best way to spoil a book is to make it "mandatory reading". We meet on the first Friday of every month in the Theatre to discuss the book and any other suggestions from our readers. Recently one of our long-time readers suggested "The Seven Sisters" saga which has become a worldwide phenomenon. Our readers have been busy obtaining copies of the seven books. There is talk of a TV series as well. I have been doing a lot of research about "The Seven Sisters" and my article is available on my page on the GCC web page. Residents might be interested in watching the YouTube Videos of Lucinda Riley talking about the 7 books linked here: <https://gracemerecc.org/trishs-media-watch>

The Movie Club has experienced some wonderful films including "Where the Crawdads Sing", "Delicious" and last Saturday "Falling for Figaro" which was set in Scotland. These movies can be replayed at another time as the theatre fills up quickly on the 3rd Saturday each month. Next month we will be watching "The Phantom of the Open" which is based on a true story of amateur golfer Maurice Flitcroft who achieves his late-in-life goal of participating in the British Open Golf Championship, much to the ire of the staid golfing community. It should be fun.

The Book Club and Movie Club are open to all residents, and we welcome new readers and viewers.

Happy reading and viewing.

## 8.2 Emergency Management Report: Peter Wright

The Emergency Management Team carried out an emergency response exercise on 4 April. We door knocked all ILUs and provided residents with revised signs to attach to their garage walls.

- One sign indicates whether the residents are at home or have left and is to be re-attached near the front door in the event of an emergency evacuation.
- The other sign is information advising what to do in an emergency.

The 14 volunteer wardens were able to make contact with nearly all villa residents and asked residents a number of questions about their readiness to respond in the event of an emergency affecting the village. The information from the survey has been passed to the village management for their records.

The Emergency Management Team intends to repeat the exercise once a year at the beginning of the fire season.

I would like to thank the volunteer wardens and chief warden Steve Jacobson for their willingness to take responsibility in this important activity and Cosi and the Village staff for their valuable support.

## 9 Body Corporate Report - Pat Bowen (Chairman)

Pat was unable to attend but advised that there was nothing to report beyond what had already been published in the PSCC April Newsletter.

## 10 General Business

There were no items of General Business raised.

## 11 Date and Time of Next QGM

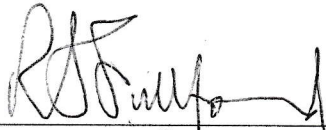
2:00pm Tuesday 25<sup>th</sup> July 2023 to be followed immediately by the AGM.

**Meeting closed at 3:52pm**



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Jan Corlett  
Chairperson  
28<sup>th</sup> April 2023



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Richard Fullford  
Secretary  
rapscs.secretary@gmail.com

**Attachment 1 - Peregian Springs Country Club Quarterly Treasurer  
Report Covering January to March 2023**

<b><u>Expenditure</u></b>	\$
Bar Supplies	\$ 7,487.36
Library Books	\$ 290.00
Birthday Cards	\$ 126.00
Social Events	\$ 1,920.58
Stationery	\$ 174.78
CBA Merchant Fee	\$ 123.73
Miscellaneous	\$ 475.33
Mah-jong Set	\$ 109.00
<b>Total Expenditure</b>	<b>\$ 10,706.78</b>

<b><u>Income</u></b>	
Bar Takings Cash	\$ 5,082.15
Bar Takings EFT	\$ 6,356.08
Social Events	\$ 3,735.00
Aveo Incentive/Skip Bins	\$ 950.00
Mah-jong Set	\$ 109.00
<b>Total Income</b>	<b>\$ 16,232.23</b>

Net Profit \$ 5,525.45

Balance Dec 22 -\$ 8,956.37  
Balance Mar 23 \$ 14,481.82  
\$ 5,525.45

**Total Funds**

**Residents Association**

Main Bank a/c	\$ 14,481.82
Imprest Bank a/c	\$ 3,000.00
Stocktake	\$ 2,251.81
Bar Float	\$ 500.00
Hawaiian Night	-\$ 1,640.92
<b>Total Assets</b>	<b>\$ 18,592.71</b>



## Attachment 2 - Community Manager's Report

### 1 Gary Smith - ILU 36

#### 1.1 Question

Recently the residents of Villas 35 to 40 backing onto Peregian Springs Drive, have been subjected to increased noise levels due to the heavy tree pruning to facilitate the installation of new advertising signs. Lack of privacy has also increased considerably due to pruning. There are not and never have been, any noise barrier walls built along Peregian Springs Dve. to suppress street noise as there have been at the end of Links Cove and She Oaks Drive. It is an inequitable situation for the residents in Crestbrook Place as the road is extremely busy, being the main entrance to Peregian Springs, and the daily drop off and pick up route for the adjoining School. The Resident's needs should receive consideration in all these matters. We would welcome your input on this situation on behalf of the concerned residents.

#### 1.2 Response

**Sound barriers** are installed by QLD Transport on Main roads like those along the motorway. The Aveo **Signage** was replaced like for like and the **vegetation** will continue to require pruning however I am happy to look at it with Luke the gardener. Should the residents want the hedge to be a bit higher, we will have to take into consideration if this may cause additional pruning costs for the village. Hedge staff can only complete works at a certain height. Above that we would need an arborist to complete the work at an additional cost for the Body Corporate.

### 2 Graeme Pinniger - ILU 36

#### 2.1 Question

Details of monthly charges are mentioned in the documents issued to new members but are devoid of details and costings. I would therefore like a more detailed account of the makeup of the monthly residents' levy.

In particular, the details and rationalisation behind the new water system. The cost is currently absorbed by Aveo and recharged to residents via the monthly stipend. Therefore:

- How are the costs currently calculated for Villa and Serviced Apartment residents?
- How will the new system impact residents? i.e. cost per month

Given that there will be individual measuring devices attached to each Villa - measuring usage is therefore not a problem... This leaves a massive amount of water consumption in the village, particularly by the Community Centre. Which

consists of the occupants, office, Kitchen, Bar, outside facilities, pool et al. How will all this be apportioned and charged to residents (all residents Villa and Serviced Apartment).

I appreciate that much of the above may be a work in progress but some undertaking to hold a future meeting would I am sure be appreciated by us the great unwashed. The only detail I can seem to find indicated the following:

- General services \$723.84
- Maint Reserve Fund \$ 22.36 (monthly)
- Monthly \$746.20

Note: \$4.26 out of the MRF total of \$22.36 is being contributed to the serviced apartment Maint Reserve Fund within the Community Centre -- I am unaware of any analysis of this amount but assume it relates to all members of the community's use of its facilities?

## 2.2 Response

Happy to have a one-on-one meeting - discussions on water rates will need to wait until after tomorrow's meeting with Unity Water. Then we will set a meeting to advise all residents of the changes.

[**Secretarial Note:** You might also find the Treasurer's explanation of the Budget Process at Item 6.2 useful.]

## 3 Geoff and Sue Barden - ILU 50

### 3.1 Question

We would like to know why the shade cloth for the pool which we had been advised by Cosi was budgeted for in early 2023, has now been put off to 2024. Given the current one is inadequate with possible health and safety issues does it really take yet another year to come up with the appropriate sizing and price.

### 3.2 Response

Quotes will be sourced this year with plans to install in Q1 2024. The decision to move the date of installation of the shade cloth was made by Head office.

## 4 John Dulley - ILU 69

### 4.1 Question

Gardening: I leave current performance questions to others. These are about the future.

- when does the Hedge contract expire?

- will Aveo allow RACC to be involved in the selection or review the selection before it is finalised?
- can/will the new contract include a provision that the successful tenderer provide additional temporary help at lawn mowing times so other gardening services are not impacted?
- Budget
  - ◆ This year's budget will be critical to the finances of many residents. As discussed previously with you could you please make sure that the budget papers are more seniors' friendly by adding a separate document about items which are the major drivers of budget movements and the reason for these movements:
  - ◆ a time series of each major item with percentage changes and levies impact on resident budgets.
  - ◆ a clear description of the main reasons for the changes.
  - ◆ what steps have been taken to reduce any increases.
  - ◆ is the increase within or outside the CPI provisions for increases.
  - ◆ the dollar impact of the item on levies.

## 4.2 Response

**Hedge Contract expires on 30th June 2024.** Happy for RAC and BC to be involved in the tendering process for the new contract in 2024 however to achieve price efficiency, many of the Aveo contracts are of a national scope which ultimately resolves in lower monthly costs for residents. As part of the **annual budget presentation in July**, residents are given copies of the full budget prior to the presentation and the presentation itself is designed to go through the numbers and to explain the increases in details. If anyone have any questions after the presentation they are always welcome. Happy to have meetings with residents one on one after the budget. **All final budget items are discussed in details with RAC and BCC which includes a number of meetings.** I can print the presentation after the meeting for residents who wish to have a copy.

## 5 Carol & Bill Rooke - ILU 87

### 5.1 Question

Firstly, congratulations on the new signage at the front gate & the lead up to the Manor building.

But that is where our Country Club ends...

Where has the furniture in front of house disappeared to??? Seems that it is rehoused at the back of the building but leaves the foyer & upfront areas very, very bare. No side tables, no plants, flowers or ornaments to be seen as you go to reception. Please return what has been placed down the back end & give the entrance some sort of welcoming to visitors & residents alike. All chairs placed around the walls & tables lined up are so institutionalized. Another point is why has the residents' artwork taken over every inch of wall space??? Limits were initially set for the corridor near the art room - now it is everywhere. Surely the artists themselves could take home or dispose of their works. Please put the original, framed art works back on the walls where they should be. The Manor building is for all residents to use but unfortunately it is not presenting well to some of us villa residents & visitors. It needs some input into presentation & atmosphere & at present is being looked after by no-one including management.

We are a Country Club so lets change the present institutionalised look to something we all can enjoy. Perhaps a coffee shop with real coffee could be a start.

## 5.2 Response

The items of **furniture at the entry** are as I found them when I started in May last year, I have added some tables and a lounge. The current setting works for the residents who wait for the weekly bus runs. I am happy to work with residents on how move current furniture around provided that they take into consideration the practicality for the residents who uses them the most. **Regarding a cafe bar**, we are looking at organising monthly morning tea with a coffee van, if the event proves to be successful we can look at the viability of a cafe bar depending of the number or residents attending.

## 6 Jackie & Colin Wearne - ILU 108

### 6.1 Question

As resident in PS for 17 Years: when we moved into the village we were informed that our monthly fees would not increase as when new villas were built there would be more residents to share the costs. Since then all villas have been occupied and at the time we had 3 gardeners. adding to this problem we now have lot 3 with extra grounds and villas. could you please advise me why with additional villas paying monthly maintenance fees which have doubled over the years& the loss of several services eg. security, water reticulation, we still have 3 gardeners. why can't we have additional gardeners at no extra cost to residents?

### 6.2 Response

Yes, **the budget is shared across all residents** and Aveo pays levies for the vacant units. However, **levies are subject to increases** related to cost of living and service

costs within CPI. If over CPI, for expenses that can be controlled by Management, these require a special resolution meeting with residents. **Security** over the last 5 years has only been arranged after a break in at the bar and therefore we had a guard for a certain time after that. We are not aware over the last 5 years of any other security patrols been arranged. **All Gardening cost are village costs** which are shared amongst all residents. If **more gardening staff** is required, this will increase the levies. We believe that the recent issue was not because of the number of contracted gardeners (3) but due to the lack of consistent staff over the past 4 months. **The water irrigation system** has been turned off over 10 months ago due to multiple issues including underground leakages in unknown locations as noted in the manager's report for previous Body Corporate meetings, the cost for repairs would be very high and very difficult to quote. A new system would probably be a better idea however this would be a BC cost. Upcoming changes with the Unity Water billing (we are meeting them tomorrow) will include revised billing rates for all residents to include water usage of common areas so we will discuss this matter when the new billing is clarified.

## 7 Mary Pryce - ILU 124

### 7.1 Question

I have the following questions and, in an attempt to be positive/proactive, I have also included some suggested courses of action:

- Why isn't management proactive in managing the complex? Suggestion: Member of Management Team should regularly walk round compound, inside and out, (maybe one street per week), note what requires attention and follow up on it. Standards need to be maintained and it should not be up to residents to monitor the state of the place and report problems.

For example: Why are rubbish skips placed adjacent to the Manor front entrance? Shouldn't they be in the rear car park where the mess is less visible to visitors? It may be less convenient for the contractor but we are paying for their services! A discarded chair has been in the car park by the Manor front entrance for over a week. Not a good look! Does anyone in Management care? They have driven past it on a daily basis but no action! Photo attached. New sandwich boards in situ but old ones still there! Photo attached. [**Secretarial Note:** Mary attached photos of the discarded chair and duplicated sandwich boards but omitted for space and document size reasons.]

- Why isn't there an effective system for monitoring the work of sub-contractors? Suggestion: When a contractor is given a job to do it should be reported and recorded as having been completed or not, and feedback given to the resident. The same contractor should be recalled to rectify the work if

not done satisfactorily. Work should only be signed off when completed satisfactorily. Currently the system is haphazard and no-one can tell if work has been completed, or even started.

- Why isn't there any planned maintenance (apart from Higgins Painting/roofing contracts)? Isn't this written into contracts and contractor handover notes eg from Programmed to Hedge? Many of the problems arising in the Village now are because nothing has been maintained over the years eg fountains, gates, pool solar heating system and no minor spare parts are held onsite, with the result that repairs cannot be effected promptly. Then we are advised that repairs are too costly, so we've lost both fountains and the reticulation system. Everything needs maintaining!
- Why don't Aveo Sales personnel provide the same information to prospective buyers as that which is in the PID, to avoid later conflict? Inaccurate and misleading information has been provided to many residents prior to purchase re heated pool, compound security and fully maintained gardens. It may achieve a sale but is not ethical.
- Why aren't policies/procedures/training provided to our admin staff? A company the size of Aveo must have these available at all its sites and this is particularly important with the high staff turnover we have experienced in recent years. However, every time we have new staff it appears we have to re-invent the wheel.
- Why are the main gates still regularly malfunctioning? In the April 2023 Newsletter we were reminded about security and the need to lock our cars/houses /windows etc. yet the gates are often open throughout the night. Our gates are required to open/close twice a day, yet other gated communities in Peregian Springs and retirement villages in Coolum/Noosa have no problems with their gates opening/closing 24/7! It's 2023 and we can't keep a gate working! Originally, we had an outside security contractor patrolling the compound seven days a week. Latterly the night staff undertook a dusk security sweep round the entire compound. Now there are no security checks, gates that sometimes work and we are asked to keep our doors and windows locked!"

## 7.2 Response

I do regularly drive around the village some days with my car, other with my scooter and other with the golf buggy, I attend to issues as they present or when they are raised and liaise with residents and contractors. Residents are free to call reception, Paul or myself directly when they require our assistance and we will attend asap. As a CM I have a lot of financial and clerical work and other tasks to complete daily. Regarding the Skip bin, we try to keep them as closer to the area of the works to

minimise risks, damages and garbage. Contractors are now asked to put a skip bin cover over them at all times. **Systems**, Aveo has now installed one of the most advanced systems for contractors and work management called FM Clarity. We working on a dedicated app with the contractors which includes photos of the works all in one place, from the work order to the invoice coding and payment. We do have many **Maintenance programmes**: Lifts, Fire, Roofs, Painting, Pool, Gardens, electricals, plants, equipment, etc. etc. certain parts of the complex are now entering into the 20th year of age: In consultation with the Body Corporate, some facilities like the **water fountain** have been removed to reduce ongoing costs to residents. **The Pool is solar heated**, however this has been removed from the new village brochures to avoid any misunderstanding moving forward. Regarding **Policies and Procedures**, Aveo has a **very robust training** module however we need to appreciate that Peregian Springs is very complicated to run due to having many entities,: For example, Lindsay Gardens has 2 budgets, Peregian Springs has 8 Budgets. **Entry Gates**, unfortunately this sort of equipment is subject to multiple issues due to its nature and the weather exposure. Allan checks the gates regularly and reset them, when he is unable to fix, we organise contractors to attend depending from the nature of the problem. **After hours Staff** generally attend to services in the evening however they do not cover the entire village. Lone workers safety is very important for the worker and the community so we prefer that the staff return to base soon after the service. **A Security company** can be arranged at residents' cost if residents feel strong about it. In regards to some of this resident's comments regarding the **misinformation by the sales team**, we respect everyone's opinion but we don't agree with these particular comments.

## **8 Hugh Lloyd-Pryce - ILU 124**

### **8.1 Questions**

1. Why did Aveo/Brookfield change contractors and appoint Hedge; was it (a) a huge savings for the residents, (b) Hedge quoted on different/ reduced specifications from the previous contractor, (c) it was purely a Brookfield/Aveo corporate instruction, or (d) something else?
2. Do any corporate issues relating to discounts, ownership, etc. exist between Hedge and Brookfield/Aveo and are any such savings credited to the residents, or do they go directly to a corporate Brookfield/Aveo account?
3. What experience (gardens/grounds people) does Hedge bring to PSCC grounds management; the observed results, or lack of them, to date justify this concern?
4. The 'front-of-house' at PSCC is routinely reasonably well maintained (instructions from The Manager I'm told) but the lawns/ grounds/ gardens are



receiving inadequate attention. Are some these priority 'front-of-house' costs invoiced separately by Hedge to Brookfield/Aveo Marketing?

5. The grounds in Links cove have just waited SIX WEEKS (20 February to 31 March) for grass trimming and cutting. This is unacceptable but it seems to be the planned 'new normal'. What is the plan and the 'new normal' target?

6. Is it correct that equipment that used to be based at PSCC is now shared with other Brookfield/Aveo compounds so not necessarily available for meeting requirements here?

7. Some trees have not been trimmed back for 2 years. It will probably need more than just a trimmer to trim/cut the thick branches. So, what is the plan to do this work and who pays any extra costs.

8. Upkeep of the two automated watering systems (grass and shrubs) was part of the previous contractor's scope of work. Both worked OK when Hedge initially tested them in the grounds of villas 123, 124 and 125 (I witnessed these). Only some sprinkler stems and heads needed replacing. Although not yet officially advised by Brookfield/Aveo the automated watering systems remain defunct. So, this reduction in the Hedge scope of work should mean a reduction to their contractor costs; and a reduction to our payments for Hedge. Is this happening?

## 8.2 Response

1. **Programmed gardening contract** with Aveo Peregian Spring concluded on the 30<sup>th</sup> June 2022, as a result the contract for grounds and gardens went to tender for renewal at Aveo Peregian Springs. As a result, three companies conducted an on-site inspection of the village and results were as follows: - Programmed re-tendered with a price increase on previous contract / Hedge tendered providing a \$12k per annum saving over existing and Landscape Solutions declined a tender based on their site inspection. All tenders were as per Aveo national scope of works and manning guide (no change from previous agreement) and all tenders had to adhere to these guidelines 100% as per tender documents. Aveo continues to utilise all three companies in other sites nationally including Hedge Property Services.

2. **Hedge has been performing extremely well** in all other sites except for the Sunshine Coast due to labour shortage which continues to be an extended problem for the region, for cleaning, gardening and maintenance staff. This problem is directly related to the increasing cost of living, rental prices and to the return to the normality in terms of wages after the incentives received by these categories during the pandemic, when gardeners were considered essential workers and paid astronomical rates.

3. **There is no affiliation between Hedge and Aveo or Brookfield** or any company entities within each company. Any saving or credit received from Hedge goes



directly back into the Village General Service Funds, therefore reducing costs for residents.

4. **During the period when we have had reduced manpower**, I have instructed the onsite Team to continue to do their best and to focus on priority areas which effect the whole community rather than single residents. The gardening cost is part of the General Service Funds and not Marketing. Sales & Marketing has recently paid for the new signage across the village and refurbishment of the buggy car as well as the refurbishment of the all the units for sale.

5. **This was not normal**, and I have briefed residents of the situation in the monthly newsletters. I am pleased to see that the new Team members recruited by Hedge are performing very well and I am reassured that we will soon see positive results.

6. **When awarded the contract for Aveo Peregian Springs and Aveo Lindsay Gardens Hedge Property Services purchased new equipment individually** for each village to alleviate any time taken to manoeuvre equipment between sites, this was an improvement over previous as Programmed used to share a mower between villages within the Sunshine Coast and no time was credited when the equipment needed to be moved between sites. As a result of the pandemic the industry has suffered (and still is at some degree) a shortage of supplies and therefore at times, machineries had to be borrowed from another site while waiting for parts and repairs.

7. **All trees were inspected last year with the Body Corporate and trimmed as required at the time**. We are currently investigating the option of having a professional audit completed this year so to schedule future tree looping. Luke, the new site supervisor from Hedge has an Arborist degree so he brings some valuable experience to the village.

8. **Maintenance of the irrigation is Hedge responsibility within the current contract**, however due to age and general poor condition the irrigation predominantly requires replacement rather than repair and this is something Aveo as operator is currently in discussions with the Body Corporate who ultimately is responsible for replacement.

9. **The fountain was converted into a planter box as per instructions by the Body Corporate** due to ongoing extensive maintenance to maintain the fountain in its current form. Due to drainage issue, it will have to be excavated again. Hedge has been instructed to commence this work in winter and to continue focusing on the general gardening schedule for now. No credit will be due from Hedge to no longer maintaining the fountain as the time will be utilised to better maintain the gardens including the new plants in the fountain.

## 9 June and Bill Thompson - ILU 138

### 9.1 Question

When we moved here one year ago we understand that Aveo cared for all gardens except those planted by residents. Was this a correct understanding? Does Aveo have responsibility for all gardens? What is the situation relating to gardens planted by previous residents? In one year we have had only one response to requests made in the garden Maintenance book - Thank you

### 9.2 Response

**When residents ask to plant new plants** we suggest they meet with the gardeners to discuss their suitability and ongoing maintenance requirements. However, it is the responsibility of the resident to maintain the plants in their garden, apart from major pruning.

## 10 Barry Mahony - ILU 139

### 10.1 Question

[**Secretarial Note:** Barry's questions were specific and in nature, best dealt with directly with the Community Manager and not of general interest to the rest of the community so I have omitted them.]

### 10.2 Response

Barry, please make an appointment and will discuss one on one.

## 11 Norm & Shirley Barnes - ILU 160

### 11.1 Question

In a month since the last quarterly meeting where concerns were raised regarding garden maintenance, it appears nothing much seems to have happened to restore the gardens.

- In order to provide transparency and accountability for the provision of garden maintenance for Peregian Springs Country Club would 'Hedge' please provide a schedule and comprehensive plan, {including grass cutting, hedge trimming, weedicide spraying), detailing by calendar and section of the village gardens, what 'Hedge' plans to complete?

It is understood weather patterns affect well made plans at times. In our opinion at least 4 gardeners would be required to return the gardens to the previous standard.

- Are there 4 gardeners currently employed by 'Hedge'? It is evident that labour required for the gardens is interrupted on a weekly basis in the movement of the rubbish bins on Mondays and collection of garden rubbish on Tuesdays and subsequent transfer to the local tip.

We look forward to positive feedback to these questions.

## 11.2 Response

The new garden team is doing well and they are very proactive in flagging opportunities to streamline their works including the rubbish bin collection which will be discussed with BCC tomorrow. On Fridays there is another gardener present to supplement the gardening team, bringing it up to four personnel.