

PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION

Quarterly General Meeting (QGM) Tuesday 25th July 2023 - Minutes

Meeting opened at 2:04pm at The Manor, 21 Gracemere Blvd, Peregian Springs

1 Attendance, Apologies and Receipt of Proxies

Residents in Attendance:..... 96

Apologies: 14

Proxies: 5

Secretarial Note: The quorum for a QGM is 25% of residents. There are 271 residents meaning the quorum is 68 so this meeting has reached a quorum.

2 Confirmation of Minutes of Previous Meeting

Sheila Hooper moved that the previous minutes as amended be accepted.

Desolie Gleeson seconded.

Passed

3 Business Arising from the Minutes

None.

4 Community Manager's Report: Cosi Ronconi

Cosi gave a presentation to the meeting on Repairs and Maintenance which included addressing the issue of light bulb replacement. A copy of the presentation is appended to these minutes as Attachment 2.

4.1 Discussion of the Presentation

Pat Bowen as Chair of the Body Corporate (BC) Committee raised issues with the interpretation of the Operators' interpretation of the maintenance responsibility and advised that in his opinion, up until Aveo had directly employed the maintenance person, decisions around responsibilities and charging were a matter for the BC.

Judy Wrigley pointed out that this discussion was outside the scope of this meeting and was a BC matter. The Chair concurred and closed the discussion.

5 Chair's Report QGM July 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 July 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.

For those new to our Village, I'm Jan Corlett, Chair of the RAC, next to me 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, who is also the Bar Co-ordinator, John Parsons and John Davies.

You will have noticed that there have been changes to the community areas of the Manor. Working together with Management we have purchased and installed drapes at the Stage and Bar area windows which will help to reduce the noise, and the effect of the summer sun. We have purchased colourful cushions, organised by Sue Barden, Bron Kennedy and Team who have also rearranged the furniture to give a cohesive look. Artwork has been curated by Beth Fahy which has added to the overall interior design.

Also working together with Management, the RAC has assisted in the fun afternoon play put on by the Indee Comedy Theatre, and the very informative presentation by the Aveo Risk and Assessment Team on the changes to the Village insurance scheme.

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 super Black and White Night catered for in house by Chef Ann.

We are also extremely grateful to all the Bar Volunteers for their enthusiasm, commitment and assistance at our social events 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 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!

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 page 7 of the Minutes.

6.2 Report

First of all, I need to say how great it has been to have a manager here for the whole of past year. We are so lucky that manager is Cosi. He is easy to work with & a truly caring and empathetic man. He has made a difference in this village in many ways. He has diligently taken on board how all our budgets work. This is not an easy task! He understands the difference between Leasehold, Freehold, Freehold Leaseback, plus all the different MRF's.

The ILU Budget has been passed and presented with the SA budget to be presented on 31st July 2023. It has been a year of change with the way our water and Insurance are now calculated in our General Services Fund Budgets, both better, cheaper and fairer. Other than that, yes, your levies have increased considerably this year for varying reasons, staff pay rises, insurance plus almost all the other items in our budget, many well over CPI. Inflation being our current enemy. Both your Sub Finance team and management work extremely hard to keep your levies as fair and reasonable as we are able.

I trust most people with an email address are now receiving their monthly levies by email rather than paper copy. The paper copies cost all of us, staff time, paper, ink, delivery etc. If you are not doing so now, please give it some thought.

Our EFTPOS at the bar still goes from strength to strength our ratio now is 62% EFTPOS 38% cash, again please consider. With your RAC minutes for July, you will find a sheet explaining what I have been saying for some time. Cash is disappearing very fast, even many banks now will not deal with cash over the counter.

7 Reports from Sub-Committees and Working Groups

7.1 Bar Report: Kerry Jewell (Bar Co-ordinator)

EFTPOS is ever increasing which assists not only for accounting purposes, but also importantly for security and safety.

I can't thank Bob Jack enough for the time and effort he contributes. Bar volunteers are very appreciative of his efforts as all they need to do is serve drinks and clean up, as fridges are always well stocked and ready to go.

I would also like to pass on a special thank you to Wayne Collard & John Weeden for their service behind the bar over many years. Wayne took on the position of Bar Manager some time ago and has only recently needed to relinquish that role due

to ill health. John has been our Bar Manager on two occasions and is always willing to assist other volunteers. Both Wayne & John worked tirelessly in this position, and we all appreciate their efforts.

We commenced reduced bar opening hours on Friday 7th July and surprisingly we had 71 people in attendance which was an excellent number for a winter evening. The following Tuesday attendance was 32 which is on average for this time of the year.

The number of bar volunteers is still low and when people are unavailable it makes rostering difficult, so I do apologise to those volunteers who have been saddled with additional shifts, sometimes on consecutive nights.

When I first started, we had between eleven and thirteen volunteers, however at present we have eight.

At any month we can have between 13 to 14 shifts depending on how many Friday/Tuesdays there are in the month, and Social Events place more pressure on the rosters, involving a further 5 to 6 shifts.

I do have serious concerns about the viability of the Manor Bar. We are an ageing population and volunteers are becoming very thin on the ground.

So, people this is something to take on board as we head into the future!!!

7.2 Social Events Report: Sue and Geoff Barden

Portofino Pop Up Shop - Tuesday, 5th July 2023

Portofino pop up shop was enjoyed by many of the ladies, and we were delighted to receive a \$400 donation from Roz and her team.

Kings of the 50s Show – Wednesday, 26th July 2023

Tomorrow we are welcoming the Kings of the 50s Band who will bring the music of various guest artists such as Johnny Cash, Roy Orbison, Dean Martin, the Everly Brothers, and Jerry Lee Lewis, just to mention a few. The “King’s” band consists of a lead guitarist, rhythm guitarist, keyboard player, bass player, and drummer, plus the two singers giving a full concert sound and atmosphere. This is a wonderful opportunity to bring such a unique show to the village.

If anyone wishes to attend and has not booked, please and see us after the meeting.

As most of you probably know, we have put our names forward, once again, to be members of the social committee. We would like to ask this year if anyone would be interested in taking on some of the social tasks. For example:

- **Coffee Cart.** We have had suggestions from a lot of residents regarding a coffee cart to come in once a month and maybe more often, if it proves popular, for coffee mornings. If someone would like the task of organising this activity, please contact us.
- **Raffle Tickets.** Buying prizes and selling tickets at events 2 to 3 times a year.
- **Fashion Parade.** Organising fashion shops, including Portofino and other brands to attend The Manor and sell their fashion. As so many ladies love the fashion shows this would be good to include as well.
- **Melbourne Cup Day.** Taking on the organisation of the Melbourne Cup Day including liaising with Ann our chef and the various activities involved with this great day.
- **Australia Day.** Organising Australia Day including all that is involved with this fabulous day.

Plus, if anyone has any other ideas, they may want to put forward or would like to help in anyway, this would be very much appreciated.

Thank you and we look forward to hearing from you.

Once again, our thanks go to everyone who helps us put these events together plus the wonderful bar staff and the support given by the RAC at all times.

8 Reports from Activity Groups

8.1 The Manor Book Club and Movie Club: Trish Kelly

The Manor Book Club meets on the first Friday of the month at 9:30am in the Theatre. All residents are welcome to join this friendly group. We receive eight copies of the book and pass it around so all members can read it in the month. We have been fortunate to have been able to obtain brand new sets of books from the Sunshine Coast Libraries Book Club pays a subscription fee which enables these new book sets to be purchased. Our club subs are now due this month.

Many books have been made into TV Series or Movies and we are able to watch these in the Theatre using the Aveo Foxtel box. All residents are welcome to join on the third Saturday of this month 2:00pm to watch the chosen film. This year we have watched "Delicious", "Where the Crawdads Sing", "Falling for Figaro", "Save the Cinema". "The Phantom of the Opera", "Mrs Harris Goes to Paris" and later this year we will be watching "The Perfect Dinner" which is an Italian film with English subtitles. Cosimo has accepted our invitation to attend. He will be able to follow the movie in Italian and explain slang expressions and words.

Happy reading and watching.

9 Body Corporate Report - Pat Bowen (Chairman)

Pat encouraged all Lot Owners to attend the Body Corporate AGM to be held on 29th September. Only three nominations for the Committee had been received for the seven positions required. Pat had decided not to nominate since he had now spent 14 years serving on the Residents' Association and the Body Corporate Committees.

If there were insufficient lot owners willing to serve on the BC Committee (BCC) there would be a Special Resolution moved at the meeting to allow any resident of the Village (i.e. including leaseholders) to serve on the BCC with the caveat that they would be able to participate in discussions but could not vote.

Jan thanked Pat for his sterling work on both Village committees over the last 14 years.

10 General Business

10.1 Residents' Handbook and Welcome

Merv Maxwell commented that as new residents of the village they found that there was a lack of information provided to help them get started in their new community. Merv recounted not discovering a gate code was required until they were returning from a meal out on their first night.

Jan advised that welcoming of new residents was one of the things that had been lost during COVID but that it was on the Agenda for the new committee.

Sheila Maxwell commented that a Welcome Gathering for new residents Could also be useful and appreciated.

11 Date and Time of Next QGM

To be advised by the incoming Residents' Association Committee.

Meeting closed at 3:16pm



Jan Corlett
Chairperson

6th August 2023



Richard Fullford
Secretary

rapscs.secretary@gmail.com

Attachment 1 - Peregian Springs Country Club Quarterly Treasurer Report Covering April to June 2023

Expenditure

Bar Supplies	\$9,221.47
Library Books	\$292.00
Repair Gas Heaters	\$210.00
Social Events	\$2,574.68
Stationery	\$263.56
CBA Merchant Fee	\$191.25
Decorations	\$696.62
Curtain in bar Area	\$674.30
Misc	\$166.88
Total Expenditure	\$14,290.76

Income

Bar Takings Cash	\$4,534.60
Bar Takings EFT	\$7,313.13
Social Events	\$2,370.00
Rebank from Bar Float	\$250.00
Total Income	\$14,467.73

Net Profit \$176.97

Balance 30th June 2023	\$14,658.79
Balance B/F March 2023	-\$14,481.82
	\$176.97

Residents Association Assets

Main Bank a/c	\$14,658.79
Imprest Bank a/c	\$3,000.00
Bar Float	\$250.00
Stocktake	\$3,700.74
Accrual (Aveo for events not yet paid)	-\$2,500.00
Total Assets	\$19,109.53



Resident Information Session 25th July 2023 Repairs & Maintenance

Why are we here?

We're listening – you want greater insight into how your money is being spent for Maintenance and the role of the Maintenance Officer

We understand – Maintenance responsibilities are complex and sometimes they are difficult to understand

We're acting – This presentation is a refresher of information presented to Residents in November 2021





Aveo is hiring a new Village Maintenance Officer: Chris Lancaster will start in mid August. This service has been removed from Hedge Contracted duties in July 23



- Maintenance hours are to assist with reactive maintenance in village common areas and community centre, investigate possible issues in a unit and report to the Community Manager

- 1 x Part Time Maintenance officer

- Mon to Fri from 7.00 to 13.30



Resident Information Sheet – Maintenance Responsibilities

Moving into an Aveo Retirement village is an exciting time for a resident with a new lifestyle, new friends and a new adventure. And it also comes with a whole lot more information about community living that you may not have experienced before.

There is different terminology and different structures with in each village.

Hopefully this Information Sheet will assist with some of the maintenance responsibilities of the village and you as a resident.

This information sheet is a guide only and should be read in conjunction with your Personal Information Document (PID), Leasehold Contract, Management Agreement, Body Corporate and Community Management Act 2020 and/or Retirement Villages Act 1986 where appropriate.

If you have any concerns with any of this information within this document please contact your Community Manager.



Tenure and Maintenance

Where your village has a Body Corporate, **the Freehold lot owners own their units** and / or the land areas outside and around the village as tenants in common with all the other lot owners in the strata plan. **The land outside your lot boundary is known as common property and it is the Body Corporates responsibility to maintain and replace the common property and infrastructure, and any capital items owned by Body Corporate.** If the communal facilities (i.e. **Community Centre, reception, pool etc**) are not on **common property but on a lot owned by Aveo, then the costs of maintenance and capital replacement are paid by Aveo and recouped as part of the Maintenance Reserve Fund or Capital Reserve Fund as set out in your Management / Lease Agreement.**

If Aveo has been appointed manager of the Body Corporate in your village, it carries out the necessary maintenance and capital replacement duties on behalf of the Body Corporate, and arranges payment from Body Corporate Sinking Fund.



Irrespective of whether a unit is owned or leased by a resident, it is your (resident) responsibility and at your cost to maintain the unit and service any capital items installed for example: air conditioners, ovens, hot waters services except anything to do with external structure or village infrastructure. In regard to replacement of any capital items installed for example: air conditioners, ovens, hot waters services responsibility for cost of replacement differs depending on your ownership contract.

If you are a **Freehold or Freehold Sub lease resident** – cost of replacement is your (resident) responsibility.

If you are a **Leasehold resident** – cost of replacement is operator (Aveo) responsibility. Any damage caused by a resident must be made good by the resident, and will not be covered by Body Corporate or maintenance reserve funds established under the Retirement Villages Act 1986.

The Aveo logo consists of the word "aveo" in a lowercase, sans-serif font. The letter 'v' is stylized with a leaf-like shape extending from its top right.

General Services Fee/Maintenance Reserve Fee

This is the fee that your contract states needs to be paid on a regular basis and this is payable Monthly as part of resident levies.

Freehold / Freehold Sub lease residents also pay what is known as a **Corporate Sinking Fund** fee via a monthly lot entitlement or entitlements.

This fee is your portion of the cost of running and maintaining the Common Property of the village.

The operator (Aveo) pays the Body Corporate sinking fund lot entitlement or entitlements for Leasehold residents as Aveo is the registered owner of the Lot.

Specifically about Maintenance this can include the up keep and repair of the Common Property, the Community Centre and the outside structure of your unit or apartment.

As noted under the Retirement Villages Act Qld 2006 all funds remain in the village and the operator, Aveo, cannot derive any profit from these funds.

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Common Property – Common property is whatever it is stated to be on the plan of subdivision and may include gardens, passages, walls, stairwells, pathways, driveways, lifts, foyers and fences. And generally refer to those areas that can be used in common by all residents. It is also generally these items that the Villages as a whole is responsible to among other things, manage, administer, repair and maintain.

Community Centre – The central area of the village that houses the communal areas and is the hub of the activities of the village. The manager is responsible to manage, administer, repair and maintain the community centre.

Unit/Apartment – The Outside Structure of your unit/apartment is generally covered by the Body Corporate with funds allocated via the Sinking Fund these items may include: Outside Walls, Roofs, Gutters, Gardens and Grounds, Driveways etc. Any addition or structure attached to the outside of the Unit/Apartment, such as Air conditioner or Hot Waters systems, Solar Hot Water Systems and or Panels, Pergolas etc would be the responsibility of the resident.

The Emergency Call System within your unit is the responsibility of the Operator (Aveo) to maintain through the General Services / Maintenance Charge



Resident Responsibility

The obligations of a resident is stated quite clearly in the Lease or Management Agreement.

In general, everything that is inside of your apartment / Unit as noted in your agreement, is the responsibility for the resident to keep in good condition, service or repair.

Regarding replacement of capital items within your apartment / Unit:

If you are a **Freehold or Freehold Sublease resident** the cost for replacement of these items is resident responsibility.

If you are a **Leasehold resident** the cost for the replacement of these items are operator (Aveo) responsibility.



Maintenance Cost – Residents

The General Services Fund provides funding for a Maintenance staff member for the village, the duties and responsibilities for the maintenance team member is to predominantly to maintain and upkeep all common facilities used by all residents. Basic maintenance repair items are undertaken by the maintenance team member, any repair items that are specialised or require a further skill level is undertaken by relevant contractors.

It is also the Maintenance team member's responsibility to attend to essential maintenance items within resident units, these may include – leaking taps / tripped electrical meters / blocked drains or any items that are deemed as an essential maintenance requirement. The cost of attendance to these items is covered under the General Services Fund. If the maintenance team member is unable to rectify the maintenance fault a contractor will be required to attend to repair this item.

The cost for the contractor to attend to the item maybe deemed resident responsibility depending on the nature of the issue, if it is a requirement to call in an external contractor consultation with the manager will be required so responsibility of cost can be determined prior to contractor being engaged. If a contractor is engaged without management consent cost for the charge maybe placed back onto the resident.

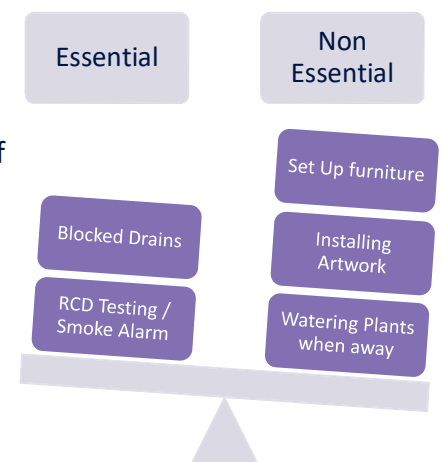


Non Essential Maintenance Items

The Maintenance Team member is also available (as and when time permits) to attend to non-essential maintenance items, these may include – building an outdoor furniture flat pack / installing multiple pictures or artworks on walls / moving or relocating furniture or outdoor pots or tuning in a new TV. The cost for these non-genuine maintenance items are not funded by the General Services Fund and will be charged to residents at a \$15 per 15-minute charge rate (\$60 for 1 hour block).

The cost of the service will be advised to residents by administration prior to works being undertaken so residents are aware of these costs up front. Works of this nature will be undertaken on a priority basis were works to common village items and genuine maintenance items will take priority – this will also be explained to the resident at the time of engaging the works. **The income from these works will be returned to the General Service Fund through the Maintenance Recoveries line income item to benefit all residents with none of these funds being provided to the operator (Aveo).**

Residents are reminded that for both essential and non-essential maintenance items there is also the option to contact Government provided agencies (Maroochydore Home Assist as an example) at no or small fee to the resident if residents are registered as a senior within these organisations.



Summary

You must, at your cost, keep the inside and outside of your Unit clean, well maintained and in good repair and condition. This means you must:

Repair damage caused by residents carry out regular servicing of any fixtures, fittings, equipment, appliances and furnishings in or on your Unit that require it; repair fixtures, fittings, equipment, appliances and furnishings when they are broken or stop working properly; and replace all items forming part of your Unit if in the Manager's opinion they cannot reasonably be repaired.

This also includes any Alterations and Additions to the Unit/Apartment that have been carried out on the Apartment/Unit such as Pergolas, Decking, and Kitchen Modifications.

aveo

Questions?

Is replacement of Light bulbs in a Lease Hold ILU responsibility of Aveo?

According to your contract – Your Maintenance and repair obligations

- (c) repair all items that are stated to be included in your Unit in the definition of 'Unit' in clause 2.1 when they are broken or otherwise require repair; and

Unit means a residential unit in the Village that is intended for occupation and use by a Resident. The Manager's residence (if any) is not a Unit. **Your Unit** means the Unit leased to you under this Lease and includes:

- (a) all built-in cupboards and benches;
- (b) any car space, garage or carport included in this Lease or provided to you under this Lease or a separate agreement;
- (c) all windows, doors, fly screens and security screens and bars;
- (d) the plumbing fixtures;
- (e) the furnishings, fixtures and fittings we provide in your Unit;
- (f) the carpet and other floor coverings;
- (g) the light, power and telecommunications fittings and wiring;

