

PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION

Quarterly General Friday 28 February 2023 - Minutes

Meeting opened at 2:02pm

1 Attendance, Apologies and Receipt of Proxies

Residents in Attendance:71

Apologies:.....7

Proxies:.....Not Applicable

2 Confirmation of Minutes of Previous Meeting

Moved that the previous minutes be accepted, Sheila Hooper

Seconded by Helen Gava

Passed

3 Business Arising from the Minutes

None

4 Chair's Report QGM February 2023: Jan Corlett

4.1 Report

Welcome everyone to the February 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.

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 we are delighted to welcome our new Secretary, Richard Fullford. You will have encountered the remaining Committee members at the sign in desk. They are Wayne Collard who is also the Bar Manager and Licensee, Kerry Jewell, John Davies and John Parsons.

The Residents' Association Committee would prefer to send you notifications by email if possible. Our email list is completely separate from the list held by management. If you have not already done so, please would give our Secretary, Richard, your email address. This will not only save the cost of printing but also the time it takes to deliver notices, which you will then receive in a more timely manner. Thank you. **Secretarial Note:** If you wish to be added to the Residents' Association E-mail List, please e-mail rapsc.secretary@gmail.com.

On the subject of notices, if you haven't yet filled in your Residents Information Update Notice please do so. This is an Aveo requirement for compliance so that all residents' details are completely up to date. So far only 50% of residents have completed theirs. Copies are available at Reception if you have mislaid your copy.

It's been all change once again since our last QGM in October. It's rather like the proverbial revolving door! In December we warmly welcomed Paul Davis to the Management team as our new Community Manager. Jemma, our lovely Admin Assistant, decided in January to return to her home state of Tassie with her equally lovely daughter Marley-Rose. We wish Jemma all the very best in her new endeavours, and our heartfelt thanks for all her hard work and enthusiasm during her time with us. Earlier this month we welcomed Meg as our new Admin Assistant, who has already settled in well despite having caught COVID and had to absent herself for a few days.

We are delighted to have her on board. It's such a relief to have an established, capable and enthusiastic management team at long last. Cosi must be able to sleep soundly at night now!

As all residents are aware the upkeep of gardens has been an extremely thorny issue over the last several months and unfortunately Michael, the Head Gardener, has now left us. You will have seen the letter written by the RAC on behalf of residents to Hedge via Cosi which was published in the RAC February meeting minutes. We can only hope that the whole gardening situation can be rectified before too long. As the gardens are common property this issue comes under the auspices of the Body Corporate Committee, not the RAC, but of course it is a concern of all residents.

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). For those residents who are not able to keep up with the RAC minutes, it was decided to not order skips bins this autumn. The reason being that the cost of hiring these bins has escalated and doubled from the time some years ago when they were first ordered. We will however be ordering them for a Spring clean in October.

I am pleased to report that the new pool furniture has been installed and the beautification of the pool area has been completed. This was an initiative by Sue and Geoff Barden and Bron and Arch Kennedy. The RAC and Management jointly funded this project, and our thanks go to the Bardens and Kennedys, together with Cosi, for completing this project which has really enhanced the whole area. We are still however waiting for the interlocking shade sail for the swimming pool to be installed.

The RAC, in conjunction with Aveo, is funding the purchase of sound deadening drapes for the Bar and stage areas. These will be a most welcome addition for those residents who attend Happy Hour and events when the noise generated can be somewhat intrusive to say the least! The drapes have been funded through the Aveo Sales initiative, "Refer a Friend", for which we are extremely grateful. The funds from this initiative must be spent by the RAC for the benefit of residents.

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 Valentine's Day lunch catered for in house by Chef Ann. I'm so pleased to say that Chef Ann will be catering for all our functions in the future. The New Year's Eve party was a successful innovation of completely BYO, including table decorations and food, as well as drinks. This enabled our hardworking Bar volunteers to be able to fully let their hair down!

All residents will have received in their letter box a copy of the letter emailed to me regarding the Aveo class action. This is for your information only. If you have any queries or are concerned in anyway, it contains a telephone number you can ring for information and also one for a free counselling service.

It is very unfortunate that the missing Mah-jong set has not been returned. The sets in the Manor were purchased by the Residents' Association for those residents who played in the Manor in the regular Tuesday Mah-jong Group. If anyone comes across it, please would they return it to the Manor. These sets are expensive so we are reluctant to purchase another if this one can be found. Thankyou.

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!

4.2 Discussion of the Report

Margaret Ord asked how many gardeners were currently working in the Village. Chair advised three.

5 Quarterly RA Treasurer's Report: Sue Day

5.1 Financial Statement

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

5.2 Report

Village gardening is under the remit of the Body Corporate not Residents Association. However, in early January I wrote to Management and said enough is enough. The RA looks after the GSF budget, and the gardening is in that budget. Management arranged a meeting with Hedge regarding my request for some credit on our account. As we all know many days and weeks Michael has been on his own. Others have come and gone; we should have three gardeners. The gardening budget is worth a quarter of a million dollars, approximately \$20,000 a month. Until my request no credit had been offered by Hedge. This is our money, residents' money and unconscionable to take our good money but not provide the service.

Sadly, Michael has now gone.

The main GSF accounts are all in good shape, also our MRF 134 & 183. The Leasehold for SA's is travelling well and the ILU leasehold is good too. I am sure once my requested journals and transfers to others are completed it will look even better. Our SFC meeting is later this week to look at the final adjusted figures to the end of December 2022. Budget time is just around the corner, in April/May.

As in the Newsletter, I extend a very big thank you to all of you using your cards with Tap and Go for both Bar and Events. This helps keep all of us safer & brings our village into the modern way of payment. Well done everyone. We had many naysayers when it began in June 2022 however it would seem residents actually like it.

Sue or Geoff will update you on Social Events, they are a great social team. Geoff also looks after our TV in reception showing both recent event photos and details of upcoming events. The RAC plus Bar and Social teams all pull together to make life in our village both fun and affordable.

5.3 Discussion of the Report

Bruce Townsend raised two concerns:

- The gardening situation around the number of gardeners that Hedge has been providing, and the current condition of resident and common garden areas. Jan Corlett responded that maintenance of the gardens was a Body Corporate matter.
- The responsibility for driveway cleaning. Jan Corlett responded that driveway cleaning has always been a resident responsibility but there had been some trials of the Maintenance/ Handyman doing the work on a cost recovery basis when requested by residents.

Pat Bowen (Body Corporate Chairperson) confirmed that this was a Body Corporate responsibility and that the Committee had requested a copy of the contract between Hedge and Aveo. They were treating this as a serious problem and seeking improved performance.

Colin Wearne suggested that given the increased size of the village that additional gardeners could be employed. Sue Day advised that we are a self-funding village and that any increase of resources would be an additional cost to the budget and would flow through to our levies.

Karen Wright moved that the Community Manager be invited to address an Extraordinary General Meeting organised by the Residents' Association Committee to address concerns raised in writing by residents in advance of the meeting.

Seconded by Bruce Townsend

Passed unanimously

6 Reports from Sub-Committees and Working Groups

6.1 Social Events Report: Sue and Geoff Barden

We held a meeting with Chef Ann and Cosi in December and are delighted to announce that Ann has agreed to cater for all our upcoming events. Keeping everything in-house will be so much easier and efficient.

We agreed:

- For evening events, service will commence at 6.30 pm so we suggest all future events commence at 5.30 pm in the evening. Bar to open at 5.30pm if Wayne agrees.
- It is cheaper to provide our own waitstaff so we will endeavour to do that when we can at a charge of \$90 per staff member with a minimum of two staff. Bearing in mind that there is a slightly longer walk from the commercial kitchen and to get food out hot and in a timely manner it may be a good idea to look at three waitstaff for future events. Your thoughts would be appreciated.

After discussions with Jan Corlett & Sue Day we concluded that a strict booking policy is required for all future events to avoid constant changing after the closing dates and the ongoing work this causes. Policy is:

- The closing date for all events will be seven days prior to the event. and the numbers will be given to Ann at that point. After the closing date we cannot make refunds or accept additional guests.
- All paid events are for residents who have paid. It is unfair to the residents who pay for the event and to the volunteers who put time and effort for the enjoyment of the residents, for others to come along and dance and listen to the entertainment without paying.

Recent events:

- Xmas Fest, Saturday 10th December 2022
- New Years Eve, Saturday 31st December 2022
- Australia Day BBQ Lunch, 26th January 2023. The bar opened at 12:00pm and Cosi with the sterling help of his children ran the sausage BBQ with lamingtons and condiments provided. Murray Lloyd sang and played guitar well into the afternoon. Thanks also go to the bar volunteers.
- Valentine's Day Lunch, Tuesday 14th February 2023. Chef Ann put on an excellent two course lunch. Special thanks to Meg helping out with the serving on her second day in the Office.

The following are a list of the upcoming events:

- Hawaiian Night, Wednesday 15th March 2023. This has been sold out. This event will also be catered by Chef Ann and Kerri O'Keefe, who was well received at Xmas Fest, will play for 4 hours.
- Queensland Police Pipes and Drums, Wednesday 5th April 2025

- ANZAC Day, Tuesday 25th April 2023
- Karaoke Night (Extended Happy Hour Event), Friday, 5th May 2023
- Black and White Night, Wednesday 14th June 2023

6.2 Bar Manager's Report: Wayne Collard

Attendances have varied as you would expect with the move to more temperate nights over the last 3-4 months and what seems to be the incessant rain that just keeps impacting numbers. 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 that without their participation the bar would not be open and that is just too frightening to contemplate.

Our volunteers are:

Alan Curtis	Bron Kennedy	Carolynn Layman	Denny Birang
John Weeden	Kerry Jewell	Steve Jacobsen	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 at 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 notwithstanding Liquor Licensing laws.

We gratefully acknowledge that customers are returning their empties to the bar - keep it up and many thanks for that.

For current patrons and particularly our newer customers, please consider the operation we have here and note that 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 management predictions.

With this in mind we are pleased to report the introduction of "Tap and Go" continues to be a success. That will suit some people and maybe not others. 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.

Unfortunately, the bar has been impacted by the same cost of living pressures that we are all aware of. As a result, the Residents' Association has agreed a price increase from \$3 to \$4 for beer only to apply from tomorrow (1st March 2023).

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.

7 Reports from Activity Groups

7.1 Emergency Management Report: Peter Wright

The Emergency Management Working Group and Street Wardens have proposed a simplified protocol for responding to emergencies such as bushfire. The revised arrangements will provide for:

- a rationalisation of the zones in the village in the event that an evacuation may be required in response to an emergency such as bush fire

- there will be five areas with two wardens allocated to each area
- wardens will have no role in physically assisting villa residents in the event of an evacuation - other than one of communication, the warden role will be confined to communication with villa residents that an evacuation may be imminent and then that an evacuation will be required.
- residents will make their own decision whether to remain in their villa or evacuate. Evacuation to the manor will generally be an option for those who do not wish to remain in their villas.

New laminated signs to indicate whether or not residents have left, and a list of procedures to assist residents in the event of an emergency, will be distributed by the wardens in the next few weeks and this will be part of an evacuation exercise for villa residents. Residents will be advised about the arrangements for the exercise beforehand.

Discussion. Bruce Townsend raised a concern about evacuation of Serviced Apartment residents in the Manor. Jan Corlett advised that the Community staff conducted regular emergency evacuation practices to meet compliance requirements.

7.2 Bowls Section Report: John Weeden

The attendance at Sunday and Thursday bowls sessions have been down since the start of this year, we could blame the weather but really, we have no idea what is the real cause.

The Bowls section Presentation Lunch took place on 24th November and from the reports of all the players a really super lunch, thanks to Ann, Staff and not forgetting Cosi.

The Sunday Bowls Competition winners were:

- Ladies: Jackie Wearne
- Mens: Frank Gava
- Most Touches Competition winners:
 - ◆ Ladies: Marjorie Vandenhurk
 - ◆ Mens: John Crossley
- Most Improved Player: Kevin Fish

The new year Sunday Bowls Comp, started Jan.15, and has I mentioned numbers are well down.

Again, I may sound like a stuck record that's if you can still remember them, if you would like to learn or just play bowls, we play bowls on Thursday and Sundays, Thursday is a learning come fun day. So if you want to learn to play bowls, come along to the bowling green on Thursday at 2pm and you will be very welcome, also there is a bowls Sign on Sheet in the library, if you sign on the sheet we will be expecting you.

7.3 Bingo Group: John Weeden

Bingo is held at 1:30pm in the Manor on the 2nd and 4th Saturday of the month. Numbers seem to be short at the moment, so I encourage people to come along for a fun and relaxed afternoon. The more people that come, the bigger the prizes.

7.4 Diners Club: Anne Marshall

The Diners Club celebrated the end of last year with a delicious Christmas Lunch at View restaurant, at Peppers Resort, in Noosa. Champagne, bon bons, chocolates and a lovely VIEW added to the joy of the lunch.

This year, a goal of 24 members to book for our first lunch at our local restaurant, Pitchfork, in Peregian Beach, was sadly not achieved - so the lunch had to be cancelled.

However, we will try again! The next lunch is planned to be at a delightful fish restaurant called "SOLE", in the village of Seaside, on Thursday, 30th March. More details will be confirmed later to our members.

Meanwhile, we plan to try several new restaurants and some favourites throughout the year.

Bon Appetit!

7.5 Aqua Aerobics: Colin Wearne

Anita Marshall has had to resign as the Aqua Aerobics point of contact. Jackie Wearne is the new PoC. Kirsten remains the instructor. Kirsten needs 8 people to participate for a session to be worthwhile, and the plan is to phone around to make sure of numbers beforehand.

A very big thank you to Anita who has been looking after Aqua Aerobics for eighteen years and we're very sorry that Anita has had to drop out, but Ron remains in the background.

7.6 Jazz Junction: Denny Birang

A Jazz group has been established, and a trial event was held in the Theatre in the Manor on Tuesday, 21st February 2023. Numbers were a little disappointing, but we plan to have another go at it in a couple of months and look to improve the sound quality.

8 Body Corporate Report - Pat Bowen (Chairman)

The general concern in the village is the deterioration of the Grounds & Gardens. As this is the responsibility of the Body Corporate Committee, the Committee has requested a copy of the contract between Aveo & Hedge to get a better understanding of what was negotiated at the start.

Clearly what is happening now is unacceptable. Aveo administration changed to Hedge from PPS without any consultation with the village Body Corporate Committee. Aveo must take full responsibility for this predicament.

Staff levels are reported to be 3 gardeners & 1 handy man as negotiated 10 years ago since then the village has doubled in size. Clearly the staff levels are far too low for this size village.

Finally, it was sad to see Michael leave the village he worked hard with limited support, who blames him.

The Body Corporate has been advised by Unity Water that the village doesn't comply with the Queensland Plumbing and Wastewater Code and technical specifications. This code was introduced in 2008.

Aveo & the Body Corp with Unity Water are working together for the most cost-effective resolution for the Village. Residents will be advised of result regarding ongoing discussions.

9 General Business

9.1 Eevi Alarm System Concerns

Bruce Townsend raised concerns about the performance of the Eevi personal emergency alarm system provided by Aveo:

- Range does not cover the whole of his unit and the garden.
- Unless you are close to the base unit you cannot communicate with the operator.

Sue Day advised that she could not speak to the range and coverage issues, but the normal process as checked with Eevi is that when an alarm is triggered:

- The operator attempts to contact the resident through the base unit.
- Attempts to alert the On-site Carer
- Calls the ambulance

The suggestion from a number was that this could be raised at the meeting proposed at Item 5.3.

10 Date and Time of Next QGM

2:00pm Tuesday 18th April 2023

Meeting closed at 3:25pm



Jan Corlett
Chairperson
13th March 2023



Richard Fullford
Secretary

Peregrin Springs Country Club Quarterly Treasurer Report
Quarterly Report October 2022 - December 2022

Expenditure

Bar Supplies	\$ 7,581.61	Drink Supplies for Bar
Raffle Prizes	\$ 242.73	Xmas Fest Raffle
Library Books	\$ 288.00	Books for Quarter
68 x \$3 Birthday Cards	\$ 204.00	Free Birthday drinks
2 Skip Bins	\$ 950.00	Skip Bins(Aveo will pay)
Social Events	\$ 5,299.96	Entertainment Food Décor
Glasses for Bar	\$ 162.80	Extra Glasses
Stationery	\$ 666.00	Paper Cartridges Misc
CBA Merchant Fee	\$ 117.01	EFT costs
Wreath	\$ 242.00	Remembrance Day
Total Expenditure	\$ 15,754.11	

Income

Bar Takings Cash	\$ 6,122.80	Bar Takings Cash
Bar Takings EFT	\$ 5,178.45	Bar Takings EFT
Portofino Donation	\$ 250.00	Proceeds of Raffle
Inv Aveo Re Opt Out Issues	\$ 500.00	RAC expertise & Time
Raffle Proceeds Xmas Fest	\$ 699.00	
Social Events	\$ 4,200.00	Income for Events
Total Income	\$ 16,950.25	

Net Profit \$ 1,196.14

The Quarter started with \$7760.23 and finished with \$8956.37 Nett Profit of \$1196.14

The Residents Association is currently worth \$15270.74

\$8956.37 Main Account \$3000 Imprest Account Stock Take \$2814.37 Bar float \$500.00