

AVEO PEREGIAN SPRINGS RESIDENTS' ASSOCIATION

Quarterly General Meeting (QGM) Tuesday 16th July, 2024 – Minutes

Meeting opened at 2.04 p.m at The Manor, 21 Gracemere Blvd, Peregian Springs

1. Attendance, Apologies and Receipt of Proxies

Residents in Attendance: 128

Apologies: 11

Proxies: None

Secretarial Note: The quorum for a QGM is 25%\$ of residents. There are 312 residents meaning the quorum is 78 so this meeting has reached a quorum.

2. Confirmation of Minutes of Previous Meeting

John Hooper moved that the previous Minutes be accepted

Seconded by Bob Gore

Passed

3. Business arising from the Minutes

Steve Hill raised the issue of residents allowing visitors to stay in their Villa – Residents Guests Stay. I Refer you to the July Edition of the Peregian Springs Newsletter, Community Manager's Report reinforcing the Policy.

4. Community Manager's Report: Cosimo Ronconi

For The Community Manager, Cosimo Ronconi's Report Refer to Attachment 3.

5. Chair's Report: John Parsons

The most significant events since the last QGM have been the resignation of the former committee which necessitated an interim committee being put in place, a call for nominations for a new committee and a handover of information, files etc by the old committee to the new. All of that has been accomplished without too much fuss.

Hopefully we can now go forward in a more planned and less tumultuous fashion. Recently the RAC has been working with the Body Corp on matters of budget and contracts. More about this over coming months.

6. Treasurer's Report: Bill Henderson

Treasurer Report for the Quarter to 30 June 2024.

The detailed accounts for the three months to 30 June, 2024 are in the schedule attached to these minutes.

Responsibility for the Association's finances moved from Richard Fulford, who had done an excellent job previously, to me in mid-June.

The accounts presented are thus essentially based on Richard's prior reports for the two months to 31 May, 2024.

The main points in the quarter were,

- An increase in bar takings due to a pick up in numbers attending Happy Hour, and
- A successful Black & White Night event, which resulted in a small surplus.

Thus, cash balances were significantly improved during the quarter.

Refer to Attachment 1 for Quarterly Treasurers Report for the Three Months to 30 June, 2024.

7. Reports from Sub-Committees and Working Groups

Chair, John Parsons read the Sub-Committee Reports.

Refer to Attachment 2

7.1 Bar: Kerry Jewell

7.2 Social Sub-Committee: Sue and Geoff Barden

8. Reports from Activity Groups

1. Sam Denny - Bocce / Pétanque Court

We continue to make progress towards a bocce or pétanque court for our village.

We have found an Aveo approved contractor who has provided a quote for the work. This, while appearing reasonable, needs further discussion and he is away for a couple of weeks so we will meet with him when Cosim, Bob Jack and I we are available to do so.

The Aveo Asset Manager visited last week and was happy with the proposal. She has suggested Cosimo discuss with the legal department and he has that underway. The matter of drainage also needs to be looked into.

The funds raised so far is near that required depending on fine tuning of the costs involved.

Question from Jan Corlett Unit 93

How much money is there for the bocce court, how much has been collected from the referral program?

Response from Sam

I am not able to say right now exactly how much has been collected and whether it will meet the costs until we know exactly what the costs are. There have been 4 or 5 referrals and some funds raised so it is near what we need. This will all be discussed when we are able to do so.

2. Trish Kelly - The Manor Book Club and Movie Club

We are a very friendly group of readers and viewers who enjoy reading and discussing books and TV Series and Movies that we have watched and read. We meet on the first Friday of each month in the Theatre where we use technology to add to our reading experience and enjoyment. Every resident is welcome to join. Our year's subscription is now due. We pay an Annual subscription to the Sunshine Coast Libraries and receive eight copies of the chosen book each month. We have a choice of over 645 books to pick from. The subscription is due this month so I will be collecting from our members soon.

On Saturday we will be watching Oppenheimer which won many Academy Awards this year. As it is a 3-hour movie we will be starting at 1.00pm. Everyone is welcome. Congratulations to the new Committee and we all wish you well in the future.

3. Tom Shaw – Bowlers report

At the advent of the cooler weather the bowlers Nos have increased, with the Sunday Average 20 to 24 players and 16 on a Thursday. There is another day organised by Dave Figgins on Wednesday mornings at 9am which caters mainly for the Ladies who wish to learn to play bowls and Dave will make you very welcome.

Sunday bowls is at 2pm and is a friendly village comp. with the winners presented with a trophy at the Bowlers end of season lunch, Thursday at 2pm is a fun come learners day, so if you are interested in learning to play bowls, come along at 2pm Thursday, we have plenty of bowls to start you off, and you will be made very welcome.

Tom Shaw 54482039, John Weeden 54481995

4. Peter Wright

Emergency Response Co-ordinator Peter Wright advised there had not been many emergency response exercises this year because of a lot of rain, but when the dry spring sets in they will be conducting another brief exercise for residents when weather permits.

5. Denny Birang

Mentioned they are planning an Olympic Day which will be held outside with a number of Olympic games. They will also be having a Spit Roast with 3 different types of meat. It will be held on Wednesday, 9th October, pending approval. This will give you time to get fit.

9. Body Corporate Report

BCC Chair, Pat Bowen, advised residents that there will be no change in the contract gardeners for the next 12 months for the following reason. The cost alone that Hedge quoted was \$70,000 per year less than the nearest competitor. If the residents vote on a change of Gardeners as promised by Aveo, the difference would be the \$70,000 and this would have to be absorbed by the residents on top of new rates following the budget. Simply, we can't possibly expect residents to keep accepting these charges

10. General Business

Cheryl Ford V163 raised her concerns about Hedge's quote compared to other quotes, i.e., \$70,000 lower than the nearest quote. Are we missing out on services. Pat Bowen, Chair of the BCC advised they are meeting with the State Manager of Aveo.

Jan Corlett V93 responded to the BCC Chair that there was a close relationship between the RAC and BCC in prior years.

Chair's post meeting note: Prior relationships between BCC and RAC are artefacts from past history. The current RAC is forging its own way with groups and committees in the village, a new chapter has begun.

11. Date and time of next QGM

October, 2024, date to be advised

Meeting closed at 2.57 p.m.

ATTACHMENT 1 – Treasurer’s Report

Peregrin Springs CC. Quarterly Treasurer Report for the Three Months to 30 June, 2024.

	This Period	Last Quarter
	\$	\$
Bar Takings ETF	9,148	
Bar Takings Cash	4,076	
Social Events EFT	2,440	
Social Events Cash	<u>600</u>	
Total Income	<u>16,264</u>	<u>11,715</u>
Expenditure :		
Bar Supplies	8,183	
Bar Expenses	-	
Liquor Licence Fees	433	
Social Events	2,254	
CBA Mcht Fees	160	
Library Books	448	
Office Supplies & Sundries	386	
ARQRV Subscription	90	
Total Expenditure	<u>11,954</u>	<u>17,006</u>
Net Surplus/ (Deficit)	<u>4,310</u>	<u>(5,291)</u>
Cash Balances		
At 30 June, 2024,	15,055	10,745
Less, at 1 April, 2024,	<u>10,745</u>	<u>16,036</u>
Cash Flow Surplus/Deficit :	<u>\$4,310</u>	<u>\$(5,291)</u>
	This Period	Last Quarter
	\$	\$
Residents Association Assets		
Cash at Bank etc	15,055	10,745
Imprest Bank a/c	3,000	3,000
Bar Float	250	250
Bar Stocktake	4,255	3,892
Less, (Events still Payable to Aveo)	<u>(3,140)</u>	-
Total Assets :	<u>\$19,420</u>	<u>\$17,887</u>

ATTACHMENT 2 – Sub-committee Reports

KERRY JEWELL BAR REPORT

I am pleased to report the number of residents enjoying themselves at Friday night happy hours has increased significantly in recent times.

We are currently experiencing numbers of around 60+ on Fridays, however we do struggle to reach 30 patrons on Tuesday nights.

A special thankyou to Hazel Birang and Diane Giles for providing us with hot snacks on the last (2) Friday nights. Your catering was greatly appreciated by us all.

Thankyou, Bar Volunteers and Bob Jack for you continued support.

I believe we provide good service for a group of volunteers and stress things don't "just happen".

We currently have (11) qualified Bar Volunteers, and I would like to welcome Sandra Murphy to the crew. Sandra has commenced volunteering and I'm sure will have it all under control in no time.

If you haven't joined us yet for a Happy Hour, give it a go, I'm sure you will enjoy yourself.

SUE AND GEOFF BARDEN – EVENTS REPORT

Black & White Night – Wednesday, 26th June 2024

This event was hugely successful with a delightful meal provided by our Chef Ann. Ravie played for over three hours and was a great hit with all the residents who attended, and we are pleased to say we have booked him again for our Christmas Fest on 4th December 2024.

We were sad to say goodbye to Ann, who is leaving us to retire. She has been a tremendous help to us providing her delicious meals at many of our events.

Also, another sad goodbye to Lisa, our Community Assistant Manager, who is moving back to Melbourne to be with her family. We won't forget you Lisa for your tremendous help since taking up your position at Aveo plus, all the help you provided us as Events Coordinators in organizing and running the 20th Birthday celebration of Aveo.

We have booked the following entertainers:

Johnny Spitz Entertainment – Wednesday, 14th August 2024

We welcome Johnny Spitz for the first time to the Manor. He will play for 3 hours from 5.30 – 8.30 pm. Johnny *is* a well-rounded singer and entertainer who plays the 1950s/60s, Rock n Roll to Top 40 and everything in between. We have also booked the Daddows Wood-Fired Pizza Van for the evening. They supply freshly cooked pizzas which will be ordered directly from the pizza van on the night and served to the table. Each pizza is an ideal size for one person with a great choice of toppings. The bar will also be open.

Kings of the 50's – Wednesday, 25th September 2024

We are bringing back The Kings of the Fifties, starring Elvis & Buddy Holly. Teamed with a full live band from the era, the authenticity is second to none. With a dynamic repertoire of classic hits and a commitment to authenticity, the Kings of the Fifties bring the spirit of the rock and roll era to life.

Christmas Fest – 4th December 2024

Ravie is booked for Christmas Fest. Further details for this event will follow in future reports.

New Year's Eve – 31st December 2024

Rick McCann DJ has been booked. Further details for this event will follow in future reports.

ATTACHMENT 3 - Community Managers Report

1. Good afternoon, Residents Audience
2. Thanks, the Residents Association Committee for their invitation to attend this Resident's meeting today
3. Congratulations to the newly appointed Committee and thanks for their cooperation and input over the past month during the Budget Process for the new Financial year. I look forward to working with you and to continue the positive relationships between the Residents Representative, the Village Team and Aveo.
4. I would also like to thank the former Residents Committee who has served the Community over the past few years with passion and dedication and supported my learning of Retirement living and this Community.
5. As part of the handover with the new Committee we have discussed about the actions that we have been working on over the past few months and plans for the future.
6. As you know Every year all Residents of the Aveo Communities are invited to participate to the Annual Residents Satisfaction Survey. The survey provides a valuable insight into how residents perceive the Community and helps us to understand what is working and what is not.
7. The survey provides specific information about positive and negative perceptions and identifies areas where Aveo and the Community need to make changes.
8. Last Resident survey was conducted in November 23 and results were presented to Residents in May 2024. Today I would like to touch base on the progress of the actions coming from the Survey.

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When we talk about resident surveys the most common question is how Residents satisfaction is measured and in particular what is the NPS. NPS is an acronym of Net promoter score: NPS is used worldwide by all large organisations to measure the loyalty of customers to a company. NPS scores are measured with a single-question survey and reported with a number from the range -100 to +100, a higher score is desirable.

How likely is it that you would recommend this Community to a friend or colleague?

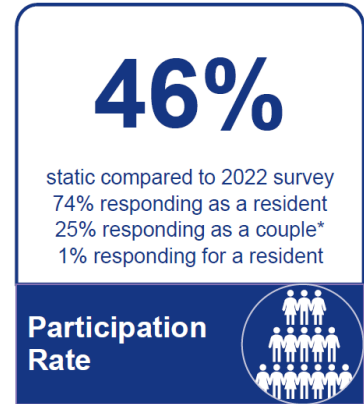
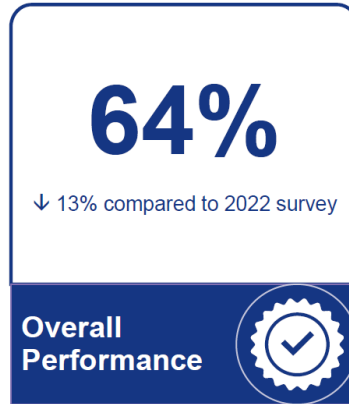
Respondents give a rating between 0 (not at all likely) and 10 (extremely likely) and, depending on their response, customers fall into one of 3 categories to establish an NPS score:

- **Promoters** respond with a score of 9 or 10 and are typically loyal and enthusiastic customers.
- **Passives** respond with a score of 7 or 8. They are satisfied with your service but not happy enough to be considered promoters.
- **Detractors** respond with a score of 0 to 6. These are unhappy customers who are unlikely to buy from you again and may even discourage others from buying from you.

aveo

Your Views, Shared

2023 Peregian Springs Country Club Satisfaction Survey Results



* couples recorded as two responses

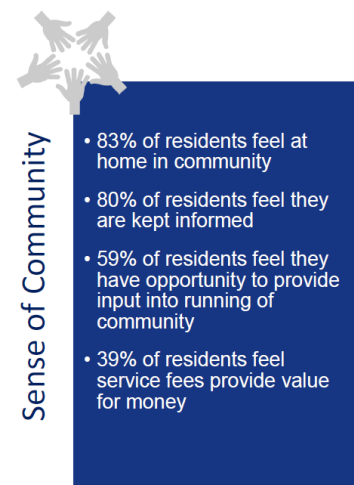
NPS measures the loyalty of customers to a company. NPS scores are measured with a single-question survey and reported with a number from the range -100 to +100, a higher score is desirable.

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Your Views, Shared

2023 Peregian Springs Country Club Satisfaction Survey Results



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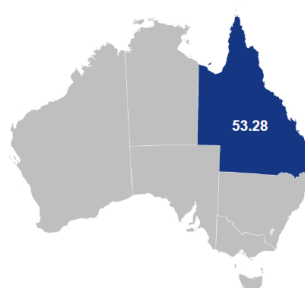
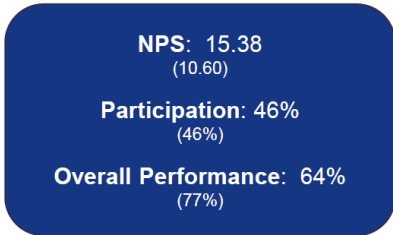


Your Views, Compared

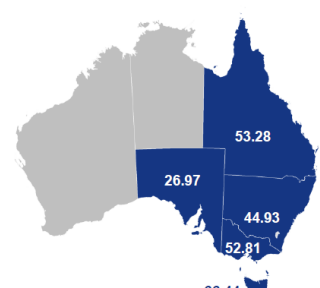
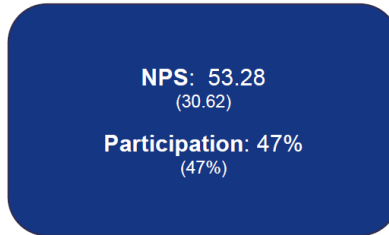
How Peregian Springs Country Club compares to State & National Results



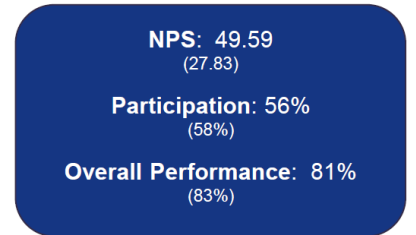
Community Results



State Results



National Results



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Your Views, Put Into Action

2024 Peregian Springs Country Club Community Action Plan

Initiative	Measure of success	Timing
Grounds and Gardens Review and appointment of new Gardening Contract as for July 24	<ul style="list-style-type: none"> General improvement of grounds and gardens presentation with consistent adherence to the set schedule of maintenance works. 	<ul style="list-style-type: none"> Starting from July 2024 with a 3 months time frame to ensure Garden and Grounds are returned to the expected levels.
Residents input in running the Community Community Manager to run quarterly meetings with residents to discuss community concerns and provide financial / budget update	<ul style="list-style-type: none"> Improve Value for Money resident's perception and understanding of Community financials 	<ul style="list-style-type: none"> Proxy Form grated for the first time to LH residents to have their say and vote on the appointment of the 11Y Village painting maintenance Programme Present Actions progress at the QGM July 2024 Budget Presentation for Financial year 24/25 on 30 July 24
Village Communications Increase the percentage of residents receiving communications electronically to reduce environmental impact and village costs	Last year we have printed and delivered over 30,000 pages between newsletters and monthly levies with a considerable impact on the environment and admin costs for the Community. In April newsletter we have asked our residents to help us reduce paper printing and to improve our village communications speed and efficiency by completing an authorisation form to receive electronic communications. The team will continue to deliver printed notices and letters to those residents who do not have access to emails	<ul style="list-style-type: none"> Ongoing
Facilities Improvements to Pool Area (Shade, entry gate and flooring surrounding the pool)	Improve the overall facility that is key for the village	<ul style="list-style-type: none"> Met with Asset Team in July and currently seeking quotes Replacement of the BBQ \$ 14K investment Aveo Support Residents projects: Boccie Court working with Asset team and Legal department to get the green Light – Thanks to Sam Danny/ Bob Jack
Residents' engagement Improve the Resident's sentiment from the current	<ul style="list-style-type: none"> Be in line or above the National Survey results for NPS, participation and overall performance 	<ul style="list-style-type: none"> By the next residents survey
Leisure Activities CM / Team to engage with residents and committee on reviewing current social activities and introduce new activities that will encourage participation with residents	<ul style="list-style-type: none"> Additional social excursions and activities throughout facility – meeting with Diners Club this week. 	<ul style="list-style-type: none"> Thanks Geoff Barden new volunteer driver, Support Table Tennis: Thanks to Judy Best Exercise Classes Thanks to Jackie Weame Art and Craft Groups: Thanks to Marjorie and Barb