

AVEO PEREGIAN SPRINGS RESIDENTS' ASSOCIATION

**Committee Meeting, Tuesday, 17th September, 9.30 a.m. Meeting Room,
The Manor**

MINUTES

Meeting opened at 9.29 a.m.

1. Attendance and Apologies

John Parsons (Chair), Bill Henderson (Treasurer), Sharon Jack (Secretary), Committee Members, Kerry Jewell, Bob Jack, Robyn Palmer and Judy Wrigley.

No apologies

2. Amendments to Minutes

Correction date of "Olympics" Event

Secretary, Sharon Jack moved that the Amendments to the previous meeting minutes be accepted.

Seconded by Judy Wrigley.

3. Confirmation of previous Minutes

Bill Henderson moved that the minutes of the previous meeting be accepted.

Seconded by Robyn Palmer.

4. Present by Invitation

Community Manager (CM), Cosimo Ronconi arrived at 9.30 a.m. and addressed the meeting, via the CM's report (see attached) refer to Point No. 5 and left the meeting at 10.45 a.m.

5. Community Managers Report

Refer Attachment 1

6. Business arising from previous Minutes

6.1 Pool Shade Cloth

Colour for Umbrellas finalised and umbrellas ordered.

Shade cloth is to be removed and one umbrella positioned in place of the shade cloth. Exact location to be confirmed after discussions with Jacky Wearne and the Aerobics Instructor.

6.2 Handbook

Page 4 to be updated by Chair, John Parsons.

Discussed installing a Display Box on the wall next to the Hairdressing Salon with CM, Cosimo Ronconi to display the Handbook. CM is interested in a Display Box for Aveo information also. Bob Jack to ask the Noosa Mens Shed if they would be interested in making two.

6.3 Transfer of Liquor Licence

Finalised.

Ask CM to order a new sign with new Licensee ROBERT DESMOND JACK.

6.4 Change of Liquor Licence

Secretary, Sharon Jack to meet with President, Tim Curtin, at GemLife Maroochydore to discuss their Community Club Licence.

6.5 Melbourne Cup

Judy Wrigley, Bob Jack and Megan Bishop to meet to finalise arrangements.

Kerry Jewell to organise Bar Volunteers.

Kerry Jewell and Robyn Palmer to organise the Sweeps.

6.6 Remembrance Day

The Remembrance Day Committee met on Saturday 7th September and finalised the Running Sheet.

Approx. costs to Approve:

- Wreath \$100.00
- 100 poppies @ .50 each = \$50.00
- Morning Tea - \$385.00

Bob Jack moved to accept the costs for Remembrance Day.

Seconded by Robyn Palmer.

6.7 New EPOSNOW POS System

Fully automated. Separates Payments. Provides quicker and accurate input. Provides quicker and accurate Reporting. Can pay for drinks, events and raffle tickets at the Bar.

Set Up and training completed by Kerry and Sharon.

EposNow was well received at a meeting with Bar volunteers 14th September.

EposNow installed and Bar Volunteers are being trained.

Two points of sale will mean faster service.

6.8 “Olympic Event” – Denny and Hazel

Costs finalised.

Payments are to be made at Happy Hour on the new EposNow POS system.

6.9 Meet and Greet team

New member Gary Smith.

Bronwyn Kennedy submitted the first Meet and Greet Report on behalf of the Meet and Greet Team. The Report was very well received by the Committee. Positive feedback and comments were noted and also noted, the Sales Handbook contains similar information as the RAC Handbook. Obtain a copy of the Sales Handbook and we will try to avoid duplication of information.

6.10 Name Badges for volunteers with BAR VOLUNTEER on the badge

Received and Kerry issuing to the volunteers.

6.11 Possible changes to RAC Constitution

A Zoom meeting was held with Ray Jordan, ARQRV, Chair John Parsons and Secretary Sharon Jack.

Ray Jordan mentioned we should consider not electing the executive members of the Residents Association Committee, rather elect the 7 committee members and the 7 committee members elect the Chair, Secretary and Treasurer. Also, a discussion was held about fixed terms for executive positions.

Chair, John Parsons to open these matters for discussion at the next QGM Meeting.

6.12 Residents Funds

Chair, John Parsons to open for discussion at the next QGM how the residents funds are raised, managed and spent.

6.13 Skip Bins

Dates confirmed for the hire of one 8 cubic meter Skip Bin from Friday 18th to Monday 28th October. Secretary, Sharon Jack to organise Hire with Superior Skip Bins. Preferred location is adjacent to the bowling green, where golf buggies park.

6.14 ARQRV Zoom Meeting

Zoom Meeting report from Treasurer, Bill Henderson.
Refer Attachment 2

6.15 Aveo Monthly Newsletter

Chair, John Parsons to prepare a submission for the October Newsletter.
The RAC supports and will encourage residents to complete the Residents Survey.

6.16 Pat a Pooch Day – 2nd Tuesday of each month

Secretary, Sharon Jack to ask CM for the latest Dog Management Policy in the Village. Following is an extract from the Aveo Dog Management Policy to be observed at Pat a Pooch Day.

The resident must ensure their pet:

- Does not create unreasonable noise or nuisance;
- When outside the unit (within the community), on a leash;
- Does not enter communal buildings or enclosed areas unless it is an assistance animal;
- Residents must regularly clean up after their pet's faeces and dispose of it in an appropriate manner.

6.17 Juke Box

Hire or buy?

No decision has been made in regard to the use of a Jukebox. It is very much a concept at the moment.

6.18 Bus Trips

Chair John Parsons to give an Update at next meeting

7. Correspondence IN

7.1 Emails from Sue Bardon 27th August – re colour of umbrellas.

7.2 Email from Bronwyn Kennedy 27th August – re colour of umbrellas.

7.3 Email from Jan Corlett 27th and 28th August – re Treasurer's report.

7.4 Email from Sue and Geoff Barden and Chair John Parsons's response re Treasurer's report.

7.5 Message from Betty Heather V135 30th August – re more seating throughout the village.

7.6 Emails from Sue Barden and Bron Kennedy 4th and 5th September – re selling raffle tickets.

Correspondence OUT

7.7 Emails from the Secretary to Sue Bardon 27th August

7.8 Emails from the Secretary to Sue Bardon and Bronwyn Kennedy 27th August

7.9 Emails from the Treasurer, Bill Henderson to Jan Corlett 27th and 28th August

7.10 Email from Chair, John Parsons to Sue and Geoff Bardon 27th August.

7.11 Message from the Secretary to Betty Heather V135. Secretary, Sharon Jack to thank Betty for her suggestion which has merit and will be discussed with the CM.

7.12 Emails from the Secretary to Sue Bardon and Bronwyn Kennedy 4th and 5th September.

8. Treasurers Report

Report for the month as follows:

- August was a relatively quiet month financially, other than for;
- the successful Italian Night, which I reported on last month, and
- the downpayment of \$694 to get us started upon a new, better, income recording system (discussed elsewhere in these minutes).

Also, the outstanding debt of \$3,140 to Aveo, for catering in 2023/24 FY, was paid, meaning we now owe `nuffin` to no-one`. Our bank balances at the end of the month were still over \$15,000, so, we remain in a healthy position.

The Bar again contributed to this result, with sales of over \$5,000, and a `profit` of a bit over \$1,500. Happy Hour (HH) attendances have held up, and the Italian Night gave turnover a boost. It is worth mentioning the recent innovation to HH of `Nibbles`, provided most efficiently by Hazel and her team. The intention was to make HH more interesting , encouraging Residents to attend, and perhaps, stay longer. Hopefully, the good attendance figures indicate that the initiative is working, and so, will continue to be a feature of HH. The Team are providing the nibbles at a cost of about \$25 a night. If one considers that `Nibble Night` attendances are usually well over fifty Residents, then the cost of the initiative is equivalent to a discount of less than fifty cents on a Resident`s first drink.

As mentioned in the report on the recent ARQRV meeting, the State Government is introducing new regulations for the financial reporting of both Village operators and residents associations. The aim is to improve both the consistency, and transparency, of reporting. The guidelines should be out by year end, with application in June, 2025. In our case, Aveo may have some changes required, but the Residents Association should be fine, since previous financial reporting has been both transparent and comprehensive. The reporting format may have to change, but that is for another day`.

Some late news. The first HH raffle was held last Friday, and it was a great success. Almost \$500.00 was raised, meaning over \$400.00 will go to the fund to build the Bocce court. A great initiative by Sue Barden and Bronwyn Kennedy, and really well implemented.

9. Sub-Committee Reports

Refer to Attachment 3

Bar

Events Co-ordinators

10. New Business

9.1 Kings of the 50's

Request from Sue Barden to reduce the cost per person from \$30 to \$25 for the Kings of the 50's Event. Approved.

9.2 Community Kitchen

Secretary, Sharon Jack to Liaise with Kitchen Co-ordinator Shiela Hooper to discuss rules for residents using the Community Kitchen.

9.3 Raffles

Sue Bardon and Bronwyn Kennedy applied to sell raffle tickets to raise money for the Bocce Court and other "causes".

Sue and Bronwyn estimated \$75.00 for prizes for each Raffle. Fortnightly raffles.

The RAC approved to donate \$75.00 per fortnight for 2 months for prizes. Total \$300.00. After 2 months reassess and plan for future raffles.

9.4 Outdoor Heating – Sell gas heaters. Electrical work for new heaters.

CM to advertise Gas Heaters on the Market Place website.

CM advised the Electrician has run cables from the BBQ to the Main Board and has also run cables for the new heaters.

9.5 BBQ – sell Gas BBQ.

CM to advertise the Gas BBQ on the Market Place website.

9.6 Outdoor Chairs – Not serviceable. Number of chairs reducing. Replace?

CM to obtain costs for (1) Repairing the chairs and (2) Replacing the chairs.

9.7 Sell Bar Roller Shutter

CM to sell Bar Roller Shutter on the Market Place website.

9.8 QGM – Tuesday, 22nd October, 2.00 p.m. The Manor.

Chair, John Parsons and Secretary, Sharon Jack to finalise the Agenda.

Agenda to be circulated no later than 8th October.

9.9 Bocce Court

Treasurer, Bill Henderson to liaise with Sam Denny on funding the Bocce Court.

CM to include the Referral Fund in his Report for the regular RAC monthly meetings.

9.11 SOLAR – for The Manor

The Chair and Secretary received draft correspondence from Aveo head office about the rooftop solar project for the Manor. There are a number of issues to resolve about funding and maintenance and scope of the project. When the plan is final, residents will be asked to consider it and cast their vote of support or otherwise for it.

9.12 Computer for Secretary

The Committee are to look at record keeping storage options for the Secretary.

9.13. Natalie Patterson

Sales Progress for Aveo.

Refer to Attachment 4.

Meeting finished at 12.05 p.m.

Next Meeting Date

October 15th, 9.30 a.m. meeting room The Manor.

QGM October 22nd, 2.00 p.m. The Manor.

ATTACHMENT 1



Peregrin Springs Country Club

Resident Association Committee – Managers Report

Tuesday 17th September 2024

Last Committee meeting was held on 20th August 2024

Items arising from Previous meeting:

- **Pool Shade:** As discussed at the last meeting, the 4 Commercial Fixed Umbrellas have been ordered in the selected colour: White Frame, Orange canopy. The old sail will be removed.
- **Gardens & Grounds:** The Body Corporate has approved the Arborists quote for the annual tree lopping service to be scheduled as soon as possible
- **Annual Painting Maintenance Programme:** The contract has been signed and works are expected to commence by the end of September. Residents will be notified as the schedule of works is confirmed by Higgins
- **Bar Fridge:** The new bar Fridge has arrived, and we have received positive feedback from the Bar volunteers.

- **Bar Black Cabinet:** Following the dismantling of the old shelving to accommodate the new Fridge, after consultation, we have ordered a new lockable cabinet to be positioned next to the Fridge.



The Community Manager would like to thank Bob Jack for coordinating the works in the Bar area and thank Kerry Jewell and all Bar Volunteers Team and for their hard work and patience during the period when the Bar has operated without Fridge.



installed and all residents have been invited for a sausage sizzle offered by the Community Manager at the Happy hour on Friday 13rd September.

After its installation, it has been identified a concerning level of sun glare reflected by the metal surface of the BBQ top at certain times of the day. We are looking to install a powder coated louver metal screen between the existing posts of the BBQ roof. We do have an original Louver panel that came out from the Manor Building some years ago and we are looking to retrofit it for this purpose.

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- **New BBQ:** The new electric BBQ has been



- **School Parents vehicles parking on Marooma Place Aka Yarran Road at pick up time:** Following a complaint received from a resident, in addition to writing to the St. Andrew, the Community Manager has also lodged a request to the Council for a No-parking Street sign. The reference number is TIM2403456R.

New Items:

- **Artworks in the Community Centre:** The Community Manager has received a resident enquiry about some old artwork prints by the artist Jack Vetriano, the resident asked where they were gone. As per the photos below, one print is back on the wall next to the

doctor room and the other one is sitting in the chair's storeroom after some residents have affixed a different artwork on the wall.

The Community Manager is seeking thoughts from the Committee regarding the display of artworks in the Community Centre and who is responsible for their positioning.



- **Old Gas BBQs:** 3 x old Gas BBQs have been stored and the Community Manager is seeking thoughts from the Committee regarding their disposal or to arrange them to be sold by

RAC



- **Bar Volunteers Name badges:** Have arrived and ready to be distributed



- **Annual Residents Survey :** The survey starts on Monday 16th September and on the same day the residents will receive the notification that is attached on the next page of this report.

- Over the survey month, all residents will be given a special cookie handmade by our Restaurant Team for them



Share your views!

The 2024 Resident Survey is here

Dear Residents,

You are hereby invited to **Share Your Views** by participating in the **2024 Resident Survey**.

Your views matter. They help us to better understand what you most value about your community and where we can continue to make improvements. Based on your feedback in last years' survey, we have progressed several initiatives. That's why it's important we continue to hear from you, to gather your valuable insights and feedback.

This years' survey is being conducted by BlackSheep, an independent research company based here in Australia. Your survey responses will be submitted directly to BlackSheep, so you can rest assured your responses will be anonymous and confidential.

The survey should take you **no more than 10 minutes to complete**. It focuses on your community team, gardens and grounds, maintenance, and services charges, as well as seeking your views on Aveo's performance.

In the interest of sustainability, this years' survey will be conducted as an **online survey only**. Participating online significantly reduces the use of paper and lowers the energy consumption associated with printing, mailing, and data entry.

Further, we would prefer to allocate the money we would otherwise spend on printing and postage towards social activities and events at your community. We are delighted to announce that this years' **participation rewards have increased** – i.e. if your community achieves a 50% or higher online participation rate, your community will receive a \$250.00 reward; if your community achieves a 75% or higher online participation rate, your community will receive a massive \$500.00 reward!

You can participate in the survey by clicking on the link below.

[2024 Resident Survey](#)

Researchers from BlackSheep will visit the community on 16 October between 10am and 2pm and can assist you with completing your survey online if you need a hand. I kindly ask that you share your views and **complete the survey by Wednesday, 16 October 2024**.

We will continue to measure the Net Promoter Score ('NPS') in this year's survey. The NPS is a powerful research metric used by businesses across the globe and is designed to measure your retirement experience by asking you one simple question – i.e. "If you were asked, how likely are you to recommend your retirement community to others?" This question is not asking if everything is perfect – it is simply asking if you would *recommend your community*.

I want to share some insights about how the NPS is calculated.

You are asked to rate your response to the NPS question on a scale of 0 (very unlikely) to 10 (very likely).

Q1: If you were asked, how likely are you to recommend your retirement community to others?

Tick only one box

0 1 2 3 4 5 6 7 8 9 10

Very unlikely Very likely

Based on your responses, survey participants are typically categorised into three groups:

Promoters (score 9-10): These are highly satisfied residents who are likely to recommend their community to others, if asked.

Passives (score 7-8): These residents are moderately satisfied but may not be as enthusiastic as promoters.

Detractors (score 0-6): These residents are less satisfied and unlikely to recommend their community.

The NPS is calculated by subtracting the percentage of Detractors from the percentage of Promoters. Passives are not included in the calculation of the NPS.



It is important to emphasise that we do not wish to coerce or influence your response in any way. Your honest feedback, whether positive or critical, is immensely valuable to us. Our primary goal is to understand your experience genuinely, as this allows us to make the necessary improvements that will benefit you and your fellow residents.

If you feel you would recommend your community to others if you were asked, we would be delighted if you could provide a 9 or 10 rating. However, if you feel that a lower rating is more reflective of your experience, we welcome your candid feedback. Your comments, suggestions, and criticisms are essential for our ongoing commitment to improvement.

If you have any questions or require any further information, please do not hesitate to reach out to me.

Your views matter, and we are committed to making your community the best it can be.

Thank you for taking the time to share your views, and we look forward to hearing from you.

Regards,

Cosimo Ronconi and the Peregrian Springs Country Club team

ATTACHMENT 2

ARQRV ZOOM MEETING

The above meeting was held today, with about 20 villages in S Qld linking in. It was quite interesting, and informative, and confirmed that it was a good decision by the past lot to join the ARQRV.

The main points of interest were;

- There are new regulations about financial reporting by Village operators, and Residents Associations, to be introduced for the 24/25 FY. These are apparently going to be very comprehensive, and quite proscriptive, in relation to disclosure, budgeting and the various provision accounts for different expenditures. Aveo, and perhaps the RAC, will need to amend the financials presented to Residents, and there is going to be a difficult transitional year with 24/25, where direct comparisons with 23/24 may be problematic. However, this will be more of a problem for Aveo, though our understanding of the changes might be hard. Also, there are going to be more guidelines for QS reports, so that these will not be able to be manipulated quite so easily.

- The ARQRV is going to be more active and user friendly. In particular,
* It is going to set up a, members` only, app with all of it`s resources easily accessed,

* It's Facebook page is being boosted with more relevant info and articles, and it would like members to become 'followers', and

* A new contents insurance for Village residents is going to be launched soon.

Also, the AGM, which is due on 24 September, is going to be live streamed to members, who can also join the meeting by video link if so desired. An UTube recording of the AGM will also be available to members.

- The Government department responsible for RV's seems to be quite active in both developing new regulations and protections, and also following up reported breaches of legislation or misuse of funds/ provisions by operators. With Aveo's sophistication, this aspect should not apply to us, but they are there should there be a future problem.

- The ARQRV has various model constitutions for Residents Associations, and they suggested that we review ours to ensure that it deals with any realistic eventuality, especially what to do with any residual funds should an Association be wound up. And,

- A summary was given of a QCAT case which was decided last month. This dealt with legislation introduced in 2017, which requires residents to behave in a socially acceptable manner. This was the first case decided on this legislation, and it found that the bullying, intimidating and abusive behaviour of a particular resident towards other residents and operator staff was unacceptable, and ordered that it cease. The complaint was taken by the operator of the village, and presumably, this order would allow the operator to move the miscreant along should the behaviour not cease

These were the main points worth reporting, and the next zoom meeting is in December, with the AGM next month.

ATTACHMENT 3

BAR REPORT – Kerry Jewell

A special thank you to Cosi for organising the "Sausage Sizzle" at last Friday's HH in celebration of the installation of the new BBQ's.

The number of residents in attendance was exceptional and it is an event we could possibly look to repeat in the future.

Noel Giles, with assistance from Bob Jack continues to run random number draws, and lucky number prizes on Tuesday nights for drink tokens, or a bottle of wine.

Also thank you to Hazel Birang and her willing helpers who continue to provide us with hot snacks at Friday night happy hours. Your catering is greatly appreciated by us all.

The new Bar fridge has been installed and not only looks smart but is also especially efficient. A special thanks to Bob Jack who was heavily involved in the removal of existing fittings, and the installation of the new unit.

A new lockable shelving unit has been ordered by Management and will be fitted beside the new refrigerator in early October.

Thank you, Bar Volunteers and Bob Jack for your continued support, not only for happy hours, also for your additional efforts in providing a full bar service on social function evenings, including working under difficult conditions when there was no refrigeration.

Also, thank you to Geoff & Sue Barden for lending us the ice tubs again, greatly appreciated.

Sharon Jack has been working very hard on the implementation of a new Eposnow payment system.

Without going into it too deeply it allows us to switch between functions i.e. bar sales, raffles, events, etc and at the end of the day will produce separate totals for each category covering both cash & cards.

There are (2) card readers which will mean a faster and more efficient service.

We have already conducted one introductory session with Bar Volunteers, and the feedback was positive.

We currently have (11) qualified Bar Volunteers. If you would like to join us, please let us know.

EVENTS REPORT - SUE & GEOFF BARDEN

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

After discussions with the RAC, it was decided to bring the price of this event down to \$25 per head. Although it is an expensive event to hold, we thought it would lack appeal at \$30 per head plus BYO food.

Raffles – Fridays at The Manor at Happy Hour

To raise money for the Bocci Court, Bron Kennedy has offered to help Sue organize and sell Friday's Happy Hour tickets on a fortnightly basis for a trial period of 8 weeks. We are thinking of meat raffles, and wine and spirits raffles. Our first one was held on Friday, 13th September as Cosi held a free Sausage Sizzle. Thank you to both Cosi and Ash, our resident chef. We are delighted to say we raised \$527 thanks to all our residents who bought tickets. Having spent \$75 on prizes, we were left with a profit of \$452.00.

Christmas Fest – 4th December 2024

Following on from a meeting with Cosi and the new chef, Ash, we can confirm that this will be a two-course Christmas-themed dinner which will be charged to the RAC at \$25 per head and to the residents at \$30 per head. We require \$250 for tablecloths, napkins, crackers, and decorations. Please advise if this is agreeable to the RAC. There will not be a cap on the number attending, although, like Ann, there are restrictions in the kitchen with equipment and facilities. Over 95 residents could prove difficult.

We discussed holding a buffet but for hygiene purposes plus the few who might help themselves to more than has been allocated, this also may prove difficult.

Johnny Spitz – To move from Wednesday, 19th March 2025

Sam Denny has advised that she would like to organize a small event for St Patrick's Day, as she has done in previous years. The date is 17th March. Consequently, we want to amend the Johnny Spitz booking date to Wednesday, 12th March 2025. Subject to Johnny's availability and the RAC's agreement. We suggest bringing back the Pizza Van again for this event as this was so popular with the residents.

ATTACHMENT 4



Level 6, 50 Longland Street, Newstead QLD 4006

GPO Box 2447, Brisbane, QLD 4001

aveo.com.au

3 September 2024

Committee Chairpersons

Dear Committee Chairpersons,

I hope you are well.

Further to my recent communication, I would like to provide you with an update regarding Brookfield's intention to sell Aveo and the early stages of the sale process. We will ensure that all Committees continue to receive updates from us as the sale process progresses and will endeavour to answer any queries you may have.

Within the past few weeks, you may have seen articles in The Australian and the Australian Financial Review indicating that Brookfield is now actively in the market to sell Aveo. The majority of the published articles have been featured in the mergers and acquisition sections of these publications and focus on the business information that potential buyers of the portfolio could initially be looking for.

Aveo is working closely with the Brookfield team to assist them in briefing potential buyers about the company and the retirement living sector more broadly. As you know, Brookfield has continued to invest in Aveo throughout their 5 years of ownership and has supported the Aveo leadership team to deliver a strong focus on improved resident experience and achieve a significant company turnaround.

We are confident in the Aveo portfolio of well-presented communities, our industry-leading resident satisfaction and high staff engagement results, and our place as a leader in the retirement living sector. Aveo will continue to focus on resident satisfaction and engagement, and our day-to-day operations and service delivery throughout the sale process.

We have mentioned this before, however, I would like to reassure you that the terms of residence contracts will not change as a result of a potential sale and will be honoured by any future owner of Aveo. Each resident's home also has the added protection of the retirement villages legislation that applies in their respective State.

Aveo is committed to supporting residents throughout this process and we will continue to provide you with updates as available. In the meantime, please speak with your Community Manager if you have any questions or concerns about this information, or you are welcome to call the Aveo Resident Services Hotline on 1800 316 901 or email residentservices@aveo.com.au.

Yours sincerely,



Natalie Patterson
Chief Operating Officer
Aveo Group