

# **AVEO PEREGIAN SPRINGS RESIDENTS' ASSOCIATION**

## **Quarterly General Meeting**

**Meeting opened at 2.06 p.m. Tuesday, 22<sup>nd</sup> October, 2024, at The Manor**

### **MINUTES**

#### **1. Attendance and Apologies**

There were 92 residents in attendance and 5 apologies

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

#### **2. Confirmation of the Previous Minutes**

Denise Hattenfels moved that the minutes of the previous meeting be accepted.

Seconded by Richard Fullford.

Passed

#### **3. Business Arising from the Previous Minutes**

##### **Sam Denny - Report on Bocce/Petanque Court**

##### **Summary of progress to date**

- Site agreed near BBQ
- Reports to QGM Jan, April and July 2024
- Aveo approved contractor has provided quote.-\$7500 GST incl.
- Fundraising commenced last Dec- now at 100% required with 3 from referral incentive program, the Xmas fundraiser, the raffle, one generous anonymous donation, and another anonymous guarantee until referral program raises required amount
- Aveo Head Office response positive with requirements as below

##### **This week**

Discussed at RAC meeting 15th October with Sam Denny and Cosimo Ronconi present. RAC agreed to proceed as below;

- Discussion with Manor residents – Friday 18th with handout
- Email and flyer to all residents – sent / delivered
- Obtain support from residents at QGM for commitment of these funds for this project.

##### **Required**

- Letter outlining progress and commitment from RAC to Aveo Head Office, through Community Manager.

#### **4. Community Manager's Report: Cosimo Ronconi**

Refer to Attachment 1

CM, Cosimo Ronconi introduced:  
Lee-Ann Olin, Regional Operations Manager  
Julie Andrews, State Manager  
Nole Beardwood, Group Resident Services Co-ordinator

#### **5. Treasurer's Report: Bill Henderson**

Refer to Attachment 2 for Financial Report for 3 months to the 30<sup>th</sup> September.

Financially, it was quite an active three months to 30 September, 2024.

Bar takings improved by a couple of thousand dollars, boosted by continuing social events, and increased attendances at Happy Hours. Extra expenses, such as the new, improved EFTPOS system and various improvements in the bar and outside, were incurred in the period. Also, the \$3,140 owing to Aveo for 23/24 catering was paid to Aveo.

Cash in was boosted by a Computer Club government grant, and raffle receipts which are dedicated to the Bocce building fund. These two items, (totalling \$3,464), are merely resting in the RAC bank account, and do not belong to the Residents Association. The funds available to the Association continued to be about \$15,000.

#### **6. Reports from Sub-Committees and Working Groups**

Refer to Attachment 3.

Bar Coordinator, Kerry Jewell  
Events Coordinators, Sue and Geoff Barden

#### **7. Reports from Activity Groups**

##### **7.1 Trish Kelly, V 126, (for Gracemere Computer Club)**

Refer to Attachment 4 for Survey Form.

Presented information about the Government Grant for IT 4 Retirees and the survey forms that they need to be able to organise their classes. We will then ask Isabelle to email all residents on her contact list and include the survey form for printing. Isabelle will also provide printed survey forms for residents. If any resident needs any assistance in filling out the forms, they can contact myself, Kerry or anyone in the computer club.

##### **Trish Kelly – The Manor Book Club/Movie Club**

We have a very friendly Book Club which meets the first Friday of each month at 9.30am. Everyone is welcome to join and we enjoy hearing from readers about the Book of the Month and about their favourite authors.

We also have a special Movie of the Month every third Saturday and once again all residents are very welcome. Aveo have given us Foxtel in the Theatre and we have multiple choices of Movies and TV Series. It was very encouraging last Saturday to see the audience enjoying a special movie. All seats were taken and there was applause at the end and a few tears.

### **7.2 Tom Shaw, V 106, Bowls Report**

Hello everybody my name is Tom Shaw together with John Weeden, we look after the bowls section.

As of this week our bowlers playing numbers are down, from the player numbers in the recent past. So, if you want to learn to play bowls, come along to the bowling green 1,30 pm on most Thursdays, plus there is a Sunday / Thursday bowls game sign on sheets.

Again it's that time of the year, when we have a Barefoot bowls competition day with all monies collected on the day going to the Prostate Cancer Foundation. So, if you have a spare afternoon on the 31st October, sign onto the Barefoot Bowls Sign On Sheets located in the Library to have a fun afternoon and at the same time help the Prostate Cancer Foundation.

**7.3** Anne Marshall, V 152, from the Diners Club asked could the new Meet and Greet Team include information about the Diners Club when meeting with new Residents.

Secretarial Note: Information on the Diners Club is also in the Residents Handbook which is given out to all new residents.

**7.4** Cheryl Botha, SA 222, We have started a Ladies Snooker Group and it is now up and running on Tuesdays and Saturdays 1.30 to 3.30 p.m. Marty Duell encouraged me to start and thanks to Marty for teaching the Ladies and Arnold for printing the Rules. All Ladies welcome to join and have some fun.

## **8 Body Corporate Report: Pat Bowen, Chairman Body Corporate Committee**

At the recent meeting of the Body Corporate Committee a decision was made to write to Natalie Patterson (Chief Operating Officer) to express our concerns about the proposed suggestion to install Solar panel on the roof of the Gracemere Manor.

The proposal cost for the installation is \$56,000 and a suggested cost, to the residents would expect to contribute is about \$8,000.

It is not the proposal that the committee objects to, it is why should the residents have to contribute to the installation?

The benefit to Aveo it appears to show their contribution to reducing our environmental footprint.

It will contribute to Aveo assets and be more appealing for future sales.

The committee believes the outlay should be a Capital cost to Aveo.

The issue then, who will be paying for maintenance and repairs in the years to come?

The benefit of Solar Panels will reduce lighting cost to the Manor and some street lighting.

But there is no benefit to residents in the village who will still be paying their own levies.

If Aveo expects the residents to contribute to the scheme it has to come back with a proposal to benefit ALL residents.

## 9 Chair's Report: John Parsons

Hello everyone and welcome to the QGM for October. As this meeting is the first full quarter report from your new committee, I thought it was appropriate to spend a few minutes to report on our activities and I'll leave it to you to judge whether we have been successful or otherwise.

The first thing I want to do is to acknowledge the number of people who have approached the committee with ideas for events, activities and other ideas and initiatives. Some of these have been quickly actioned and have been very successful and well received by residents. These include (and please forgive me if I leave anyone out or omit a suggestion), the (re)introduction of lucky draws at Tuesday HH, thanks to Noel for that. Nibbles at Friday HH, thanks to Hazel and Pam and others. The formation of the Meet and Greet team to get new residents better settled into village life. Thanks to Bronwyn, Gary, Leonie and Prue .

Fund raising raffles have been introduced to HH to help get a few bucks in for specific items such as the Bocce Court. Free sausage sizzles which we hope will become a regular feature of HH on a monthly basis courtesy of Bronwyn and Archie. We hope to introduce the first of these in November.

Who could forget Hazel and Denny's Olympic day held just a couple of weeks ago. The gestation period was long but the resultant child was pretty exceptional. It was a fun day and the rain held off for us to enjoy the outdoor sports. Then we tucked into a delicious spit roast. It was indeed a great day. Special thanks should go to the army of volunteers that helped Denny and Hazel on the day. A special shout out to Marty Duell and to Peregian Beach Mitre 10 for their assistance to the event.

Our regular events keep bobbing along with Sue and Geoff leading the organisation for those. They have planned for some events in the new year with Jonny Spitz and the Pizza van sure to be another hit on their return. Upcoming we have the Melbourne Cup Day event which we are catering for without an Aveo Chef. Judy has got a team together to make sure that event goes smoothly. And just on that note, please remember that following this meeting you can book and pay for that event at HH. It should be a good day with horse racing Calcutta's, fashions on the field lunch, sweeps and or course the race that stops a nation.

On less social matters we've got the new bar fridge and its attendant cupboard installed . Thanks to Bob for getting that done without too much fuss. Speaking of the bar our EFTPOS system is working well and giving us more flexibility when paying for drinks and events.

On the Aveo front we have a couple of as yet unresolved matters with village deficits and the roof top solar project. You can be assured that the committee is working hard to ensure we do not pay a dollar more than we need to and the projects suit our needs not just Aveo's.

I did intend to introduce another couple of topics around possible RAC constitution changes and finances but the committee needs to kick those issues round a bit more so I thought we'd hold those discussions for maybe the next QGM.

That's about it from me, as always, we are approachable and open to suggestions and new ideas so bang our doors down.

Thank you and I'll now invite questions from the floor.

## **10 General Business**

### **10.1 Bocce Court**

Max Thomson, SA 241, asked was the eastern side of The Manor considered as a location. Sam Denny and Bob Jack, responded the eastern side location is in full sun, no shade and there is no seating. Sam assured Max there would be rules regarding hours of use and noise.

Chair, John Parsons, asked for a show of hands for the concept for the Bocce Court. The result was an overwhelming majority of attendees were in favour of the Bocce Court.

Chair, BCC, Pat Bowen, raised maintenance costs concerns and if a vote was required. Sam responded, unlikely due to wording of the Act. Chair, John Parsons said this would be followed up with Head Office.

Karen Wright, V 136, asked were there any maintenance costs following Pat Bowen's comments.

Bob Jack, responded, very little. The edges are concrete and the Court is gravel. Spraying some weeds occasionally may be required.

**10.2** Jan Corlett, V 93, suggested instead of photocopying the Quarterly Financial Report and putting copies on the chairs, perhaps it would be better to email to residents to read prior to the QGM so they could prepare their questions. The Chair agreed to this change.

**10.3** Chair, BCC, Pat Bowen, mentioned happy with grounds and gardens. Hedge have turned it around.

### **10.4 Solar**

Chair, John Parsons gave an update on the proposed installation of Solar at The Manor. Refer to Chair, BCC, Pat Bowen's Report Point 9.

**10.5** Dennis Murphy, V 118, Does the proposal heat the Pool? Chair, John Parsons, responded that it was a good question that has not been answered.

**10.6** Judy Wrigley, SA 202, If they go ahead with the Solar will that increase our Insurance payments. Chair, John Parsons, probably. Such an installation would require access to the roof, panels maintained, etc., That would all come at a cost.

**10.7** Karen Wright, V 136, The benefit is the reduced cost of electricity with Solar reduction in costs for the Common Area. Chair, John Parsons, Capital Cost \$57,000.00. There has been no explanation of maintenance costs from the project by Aveo.

**Meeting closed at 3.04 p.m.**

**11 Date and Time of next QGM – To be advised**

## **ATTACHMENT 1**

### **CM, COSIMO RONCONI REPORT**

#### **Manager's Report RAC QGM 22 October 2024**

I would like to thank the Residents Committee for inviting me here today to present the Community Manager report for the last quarter.

First, I would like to welcome our new Regional Operations Manager, Lee-Ann Olin and State Manager Julie Andrews who came earlier today to meet to the Resident and Body Corporate Committee. I look forward to working with Lee- Ann and Julie. I would like to take this opportunity to thank Nole Beardwood who has been Guardian angel of Peregian Springs for many years, first as Community Manager and then as Regional and State Manager. Nole is transitioning into his new role of Group Resident Services Coordinator, and I am sure that Nole's expertise will bring value to drive positive changes in the Service space for many Aveo Communities across the country. Please join me to extend a big thank you to Nole and wishing him all the best for his new role!

The annual Resident Satisfaction survey closed last week, and we would like to thank all the residents who took the time to complete the survey online or on paper. Black Sheep, the external company that facilitated the Survey, came to the village last week and helped a good number of residents to complete the online survey, including a resident 102 years old.

I really look forward to sharing the survey results with you as soon as they get back from Black Sheep so we can start working on a new action plan to focus our efforts on the direction indicated by our residents this year.

General update of the main village works occurred in the last quarter:

- Garden and Grounds: The annual tree lopping was completed last week by the arborists. This work was arranged in consultation with the Body Corporate with the aim of keeping the tree height under control and especially ensuring the tree branches are kept away from unit roofs and gutters.
- The Hedge Team continues to perform very well, the general maintenance of the gardens is progressing in line with their contractual duties, and it is monitored by management and Body Corporate.
- Higgins has almost completed the annual wash of all Villas and the painting of the grey timber elements in the newer part of the village. We are planning a final inspection of the works prior to signing off the completion of year 1 of the Painting Maintenance Programme.

- Over the next couple of weeks, we will be receiving the new Umbrellas for the Swimming pool and the new Perspex panels for the pool gate. Some of the outdoor furniture around the pool has been removed due to the deterioration of the plastic material which it was reported to cause skin irritations. We are currently seeking quotes for new furniture. In the meantime, we placed some other plastic chairs.
- The new electric BBQ has been installed and it works very well. This project was financed by Aveo to address safety issues associated with Gas BBQs. The old BBQ have been given away for free on Marketplace.
- The new fridge for the BAR is working very well and it represent a great ergonomic improvement for the Bar volunteers. I would like to thank Bob Jack for all his work and support in rearranging the Bar set up.
- Staff Changes: Chef Ashley has left us early in October after just 3 months of service and I am glad to announce that we have recruited a new Chef Michael Sajko who will be starting Monday next week! Micheal brings a 30 years' cooking and management experience first as Executive Chef in Hotels and Restaurants and then as Business Owner and Caterer. I trust that Micheal calm and pleasant personality will be a great addition to the Peregian Family, and I really look forward to welcoming him to the Community next week.
- I really need to thank Chef Ann that has offered her valuable help to coordinate the restaurant operations during the transition and train the new Chef!
- We are also recruiting a new Administration assistant to replace Carolin Rip who has resigned last week.
- Maintenance: Residents will soon receive a notification regarding the visit of our village maintenance officer Mark to conduct the annual RCD testing, change the batteries to those Smoke alarms with 9v batteries and to test the pressure valve of the Hot water systems. And check flexi hoses. Based on 10 minutes per unit, the task will take Mark the first 2 weeks in November if he can work interrupted. This means that residents will be asked to hold off any non-urgent Maintenance requests until the second part of November. We must ask residents to the patient and to write down any maintenance requests in the Book near the Hair salon. Please let reception know if they have any urgent issue that requires attention. Also I would like to thank Mark for the great work is doing every day to provide Maintenance service to the Community and Bob Jack who after helps Mark around the Manor like managing the skip bins!



## ATTACHMENT 2 - TREASURERS REPORT

### Three Months to 30 September, 2024

	This Period	Last Quarter
Bar Takings ETF	10,411	
Bar Cash	4,858	
Social Events ETF	2,865	
Social Events Cash	775	
Computer Club Grant	3,000	
Raffle Sales	<u>540</u>	
<b>Total Income</b>	<b><u>22,449</u></b>	<b><u>16,264</u></b>
	-	-
<b>Expenditure:</b>		
Bar Supplies	9,825	
Bar Expenses	158	
Social Events	8,831	
Liquor Licence Fees	780	
CBA Mcht Fees	251	
Library Books	362	
Office Supplies & Sundries	339	
Free Drinks (AGM)	288	
Happy Hour Nibbles	100	
New Eftpos System	839	
Bar Reno Fittings	58	
Outside Sit Area Lighting	226	
Raffle Prizes	<u>76</u>	
Total Expenditure	<u>22,333</u>	
<b>Net Surplus</b>	<b><u>116</u></b>	<b><u>4,310</u></b>
<b>Cash Balances :</b>		
At 30 September, 2024	15,261	15,055
Less, at 30 June, 2024	<u>15,055</u>	<u>10,745</u>
<b>Cash Flow Surplus</b>	<b><u>116</u></b>	<b><u>4,310</u></b>
<b>Residents Assoc Assets :</b>		
Cash at Bank etc	15,261	15,055
Imprest Bank a/c	3,000	3,000
Bar Float	250	250
Bar Stocktake	3,645	4,255
Less, Bocce Funds	-464	-3,140
Computer Club Funds	<u>-3,000</u>	<u>0</u>
<b>Total Assets :</b>	<b><u>18,692</u></b>	<b><u>19,420</u></b>

## **ATTACHMENT 3 - SUB-COMMITTEE REPORTS**

### **Bar: Kerry Jewell**

The number of residents attending Happy Hour nights continues to be encouraging. We are getting over 50 on Friday's, and 30+ on Tuesday's.

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.

A new lockable shelving unit, to compliment our Refrigeration unit has been installed by Bob Jack and it not only looks good, but it is also doing the job.

Thank you again Bob!

Since last month's report we have in addition provided a full bar service for the Kings of the 50's night, and the Village Olympics.

Thank you to everyone who gave their time to make these social events a resounding success. We also had a big night at Happy Hour on 1<sup>st</sup> October when a new system of booking, and simultaneously paying for a special event was introduced. Thanks Robyn, for assisting me in getting through the night.

Sharon Jack is still working very hard on ironing out some issues with the implementation of the new Eposnow payment system.

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

### **Events Sub-Committee: Sue and Geoff Barden**

#### **Kings of the 50's – Wednesday, 25<sup>th</sup> September 2024**

It was a great night but disappointingly, not as well attended as we would have liked, with only 71 residents and guests booking. However, all those who attended had a great night with fabulous music and dancing. The professional male dancer was a great hit with the women as he twirled us around the dance floor.

#### **Book & Pay**

We tried out this new system for Hazel & Denny's Olympics Day event and found it to be a great success. From now on booking sheets will come out on the same day as payment is due. This will avoid chasing up residents who have booked and simply forgot to come and pay on the day. This is time-consuming and as volunteers, something we do not wish to keep doing.

## **Christmas Fest – 4<sup>th</sup> December 2024**

As Ashley, our chef has resigned we have no choice but to book a catering business called Catering To Dine For. They will produce a buffet-style two-course Christmas dinner. The staff will plate the meals, and we ask if Cosi and his staff would be able to serve the residents at the tables FOC given the circumstances.

Once the meal has finished the plates will be cleared from the tables and washed by the catering staff or can be put on trolleys to be professionally cleaned by Cosi's staff. Please advise which you prefer.

If 90 residents attend it would be \$2250 (\$25 pp) plus \$658 (staff) = \$2908. Plus \$250 is required (see below) which equals \$35 pp. The profit from the bar takings should cover Ravie's fee of \$400.

Can we offer this event to our residents at \$30 pp or would the RAC prefer \$35 pp.? There will **NOT** be a cap on the number attending as we know many residents felt they missed out on the Christmas Fest last year.

We require \$250 for tablecloths, napkins, crackers, and decorations. Please advise if this is agreeable to the RAC.

## **Johnny Spitz – To move from Wednesday, 19<sup>th</sup> March 2025**

We want to change the Johnny Spitz booking date to Wednesday, 12<sup>th</sup> 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 - REPORTS FROM ACTIVITY GROUPS

IT 4 Retirees Pty Ltd – Expression of Interest



<b>Name (Required)</b>							
<b>Unit Number (Required)</b>							
		<b>AVEO Country Club, Peregian Springs</b>					
<b>Email address (Optional)</b>							
<b>AGE (Required)</b>							
<b>Please circle the courses &amp;/or topics on which you are interested in learning more?</b>							
<b>Apple iPad &amp;/or iPhone course</b>		Basic		Intermediate		Advanced	
<b>Android smartphone &amp;/or tablet course</b>		Basic			Advanced		
<b>Windows 10 course</b>		Basic			Advanced		
<b>MacBook course</b>		Basic			Advanced		
<b>Photobook course</b>		Yes			No		
<b>Facebook course</b>		Yes			No		
<b>Travelling with your devices course</b>		Yes			No		
<b>Would you be interested in private lessons?</b>		Yes			No		
<b>Please circle the topics on which you are interested in learning more?</b>							
Taking & Storing Photos	Scams & Viruses	Internet	Apps	Phone & Data Plans	eBay, Gumtree & Marketplace	WhatsApp, Messenger & FaceTime	Social Media
Email	Online Shopping	Online Banking	Electronic books	Uber & Public Transport	Upgrading hardware & software	My Aged Care	MyGov
Smart Homes	My Health Record	Fitbits & Apple Watches	Recording your Life Story	Your Digital Legacy	Editing Photos	Music	TV & Movie Streaming
<b>Please list below your devices and what else you would like to learn:</b>							
<b>Would you like to receive emails from IT 4 Retirees?</b>		Yes			No		