

# **AVEO PEREGIAN SPRINGS RESIDENTS' ASSOCIATION**

## **Quarterly General Meeting**

**Meeting opened at 2.05 p.m., Tuesday, 15<sup>th</sup> April, 2025, at The Manor**

## **MINUTES**

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

There were 98 residents in attendance and 2 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**

Bob Gore V58 moved that the minutes of the previous meeting be accepted.  
Seconded by Denise Hattenfels V70.

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

#### **1. Residents Association – Constitution Review**

A Constitution working group was duly formed after asking for nominees consisting of:

- Ray Larke V94
- Archie Kennedy V179
- George West V133
- With John Parsons the Chairman.

One Meeting has been held so far.

Review of the Constitution will not be onerous. We will propose to change a few things that make sense. For example, 25% attendance is required for a quorum for a QGM. We struggle to get 25% to attend a QGM and might consider reducing it to 20%. We will put to the residents proposed maximum lengths of tenure for committee members. Turn committee over sensibly and in an orderly transition to refresh and bring new ideas.

We will have a paper for discussion and review in the next few weeks. Any proposed changes will be in accordance with the Retirement Villages Act and Regulations and ARQRV model committee guidelines.

Karen Wright V136 enquired why there weren't any women on the Committee. Chair, John Parsons responded that four nominations were received and those were all from men. Three were accepted.

## **2. 2025 Social Events**

To be discussed with Agenda Item 9.

## **3. Aveo Finance matters and future deficits**

To be discussed with Agenda Item 9.

## **4. Capital Replacement (the “future fund”)**

Chair, John Parsons provided information for residents to go away and consider. Aveo’s Capital Replacement Fund identifies items that need to be replaced, e.g., one manor lounge chair costs between \$200 - \$300 each for replacement.

Most of the village’s social life revolved around the Bar. As we move forward we would like to present to Aveo a long term proposal to expand the Bar. The Bar and its surrounds and include modifications to be able to serve patrons outside in the forecourt area.

In general terms the current concept includes – providing a servery from the bar in the window next to the sliding door to serve direct to the outside area. A wall would be erected between the Bar and Snooker Room.

The Bar would be an “L” shape and larger. To enable the bar stock to be kept securely in one area without having it stored in a number of unsuitable locations around the manor.

Covering the forecourt area outside with a cyclone/weather proof roof structure. This would cost maybe \$100,000.00 (or more) and this money could come from the Capital Replacement Fund.

We would propose that Aveo redirect some of the expenditure on the list. The Quantity Surveyors report could be used as a guide to redirect capital funds.

## **5. Big Ticket items e.g., Large screen TV**

We will always have money in the bank. We are not chartered to make a profit. What do you want to do with it? Buy a Big Screen TV, a Juke Box. It is your money. We welcome any feedback.

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

CM. Cosimo Ronconi gave a detailed power point presentation on screen of “Village Maintenance Frequently asked questions” covering a variety of topics which impact all residents.

Refer to Attachment 1 for the Community Managers Report.

## **5. Treasurer’s Report**

The Chairman welcomed the interim Treasurer Robyn Palmer to the position and thanked her for stepping up. The meeting thanked Robyn by acclamation.

Chair John Parsons presented the Treasurer’s Report.

The published Report contained some incorrect information based on previous estimates. The Hawaiian Night made a profit as with all Sue and Geoff's Events. The Chair acknowledged the effort of the Events Co-Ordinator's to ensure events either broke even or made a modest profit.

Refer to Attachment 2 for Financial Reports.

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

Refer to Attachment 3 for Sub-Committee Reports

Bar Coordinator – Kerry Jewell V148

Events Coordinators – Sue and Geoff Barden V50

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

### **1. Bowls – John Weeden V4**

John advised that bowls is played both on a Thursday and Sunday afternoon commencing at 2.00 p.m. Thursday is practice and laughs and Sunday is the competition.

There is a book in the Library under the window on which to write your name down. The lefthand page is for Thursday Bowls and the righthand page is for Sunday Bowls. If you want to learn to play bowls, please come on Thursday.

Please contact John Weeden Villa 4 if you require further information.

### **2. Computer Club – Trevor Davis**

#### **Wi-Fi in the Manor**

The Wi-Fi service in the Manor ground floor, that many of you have been using, was sponsored by the computer club, for many years but paid for by our general services fund. Because we now have an alternative Wi-Fi supplied by AVEO, the Computer club service is to be shut down.

To log into the AVEO Wi-Fi you need to find "AVEO Guest" in the Wi-Fi signals on your phone or tablet and connect to it. You will then be asked for your mobile number and a pin will be sent to you to complete the connection.

This service is working well at the bar and in the theatre and library, so you should find it OK for your use.

#### **Digital Awareness training**

The computer club has arranged for some digital awareness training, paid for by a Government grant.

On Wednesday 16<sup>th</sup> April at 10.30 a trainer will be here to give us all an understanding of "safety on the internet". I welcome many of you to attend that session here in the lounge area to help us all to stay safe, despite the many scam phone calls, texts and emails that keep coming to us. The session will go from 10.30 to 11.30 and then followed by a Question and Answer session till 12.00

After lunch, at 1 pm to 2 pm in the theatre there will be a small class, 10 people, on the subject “Fun with Apps” and there are a few places left. See Trish Kelly to add your name. Bring your mobile or tablet with you.

Tony Lee SA230 asked about Spam phone calls. Chair, John Parsons recommended that Tony should attend the Digital Awareness training tomorrow.

### **3. Bocce/Pétanque Court – Sam Denny V142**

A new contractor, known to Aveo and approved for this work, Luke Jackson of Action Property Maintenance, is now on board. The plan has been amended to ensure good drainage by raising the surface rather than digging it in. Supplies are being sourced and the work is planned for early May and, weather permitting, should take about a week to complete.

The previous quote of \$7500 included a digger to excavate, tip fees and 10% to the main contractor. None of these are required under the new plan. We had \$5000 from the Aveo referral program, \$1917 in RAC account for Bocce Court from raffles, and a generous donation of \$2000. With the costs now expected to be less, we will be able to provide safety measures with landscaping, and steps with handrails, ensuring a very attractive and safe addition to the village.

Steve Hill V96 enquired about drainage. Sam Denny commented that the drainage problems had been addressed with the new design.

### **4. The Diners Club – Anne Marshall V152**

This year, the Diners Club have enjoyed two delicious outings for Lunch. Firstly, Sole, the lovely fish restaurant in the equally lovely Town of Seaside near Marcoola.

Secondly, Lucio’s, the authentic Italian restaurant at the Marina, Tewantin, where they make homemade pasta.

Our next Lunch is booked at Barefoot Bar & Grill, a relaxed restaurant overlooking Noosa River, on Gympie Terrace, Noosaville, where one can enjoy delicious food, value for money and good service, on Wednesday 4th June.

Please contact me, Anne Marshall on 0418 858 864 or Glenda Townsend on 5448 2202 if you would like to join the Diners Club.

#### **Sconetime.**

You are invited to “Sconetime “ at the Manor, on Wednesday 14th May ( the Wednesday after Mothers Day ) at 10-00am.

“Sconetime“ is a wonderful opportunity for older people (like us!), along with carers, family and friends to come together to make social connections with other people in our community, to make new friends over scones, jam and cream and a good cup of coffee or tea.

The cost is just \$8 per person!

Tickets will be on Sale from 11-00am to 12 noon and at Happy Hour on Friday 2nd May. So buy tickets for your Carer, Family and Friends.

Please try to bring the correct total if using Cash.  
There will be a Lucky ticket prize, light music and special gifts.  
Any profit will go to a Charity to be chosen by you on the day.

This event is generously sponsored by the Ginger Factory, IGA Peregian Beach,  
Clandestinos Coffee from Belmondos and Manawee Gardens

### **Jazz Junction**

A date for your diary!

The next Jazz Junction will on Tuesday, 27th May, in the Theatre, in the Manor,  
and will be presented by Deny and Hazel Birang.he

We look forward to welcoming you to this popular afternoon of Jazz which will be  
followed by Happy Hour .

## **5. Ladies Snooker – Cheryl Botha SA222**

The Ladies Snooker Club continues to roll along with 4-5 regulars enjoying  
friendly games every Tuesday and Saturday from 1.30 to 3.30 p.m. With cheers  
for good shots and chuckles for the near-misses, we've tried everything from  
pairs to mini competitions – with scores sometimes soaring into the 20's or  
hilariously diving into the negatives. It's all in good fun, and the real win is the  
laughter, banter and warm friendships. No need to sign up – just drop by for a  
hit, a giggle and and a good time.

## **6. Men's Snooker – Arnold Vandenhurk V114**

The Yearly Snooker competition has been going for 15 years or longer. The  
Snooker Competition for this year will start sometime in May 2025.

To bring the best out of all participants, we need to have as many names as  
possible. No experience is necessary. The handicap system provides an equal  
and fair opportunity for any player to win the trophy for the year 2025.

To enter the competition, please put your name and snooker experience on the  
sheet provided on the cupboard below the Snooker Notice Board.

Closing date will be 1<sup>st</sup> May, 2025. Please don't delay.

We play snooker every Wednesday morning and every Friday afternoon. Please  
come along and acquaint yourselves with the game and your fellow Snooker  
players. We hope to see you there.

We need to make the competition a success.

For more information please contact:

Arnold Vandenhurk Villa 114. Ph 54713329

Steve Hill Villa 96. Ph.53296921

## **7. Book & Movie Club – Trish Kelly V126**

Thank you for the opportunity to remind residents that we have a friendly Book  
Club which meets on the first Friday of each month in the Theatre. All residents  
are welcome.

On the third Saturday of each month, we show a special Movie in the Theatre. Last Saturday we had 21 residents who enjoyed “Knives Out” a very highly recommended movie. All residents are welcome to come to the Movies.

### **8. St Paddy’s night – Sam Denny V142**

Sam spoke about St Paddy’s Night. Numbers were down. It is a casual affair with some nibblyies, wedges, and one hour of music towards the end of Happy Hour. If you have any ideas for future St Paddy’s nights, please let me know.

### **9. Bus Trips – Ray Larke V94**

In Ray’s absence, Secretary Sharon Jack advised the next Bus trip is on Tuesday 20<sup>th</sup> May to Montville. Approx. 1 ½ hours shopping in Montville and then Lunch at Secrets on the Lake. Costing \$80.00 p.p. This includes the Bus and a 2 Course Lunch. This will be the last bus trip for a while. The next bus trip will be a Christmas Shopping trip to Ikea and North Lakes in November.

## **8. Body Corporate Report**

Chery Hodges V105, Secretary, spoke on behalf of Chair Pat Bowen who is on holidays and advised no report to submit as the Minutes go to everyone in the village. Cheryl acknowledged the new bench seating around the village and thanked CM Cosimo Ronconi for providing the funds to purchase 4 new bench seats and Bob Jack for installing the seats

Chair, John Parsons commented that Betty Heather V135 first suggested more seating throughout the village on the 30<sup>th</sup> August, 2024. 7 months from inception to completion. Not bad. The Chair expressed some disappointment that the quality of the seating had been compromised somewhat as a result of Aveo not funding the better quality seats. This will result in having to replace the seats in the future due to their generally inferior quality.

## **9. Chair’s Report: John Parsons**

### **Finances and Budgets**

We are rapidly approaching silly season or the budget preparation cycle as some folks call it. This budget round will be pretty important for us as Aveo have pledged to give us their draft proposal on how future village deficits will be treated. In plain language either the fees will increase or services will decrease. And we should all remember that this is wrapped up in the user pays principle which is the corner stone of federal government policy. In other words, if you use a service you will be required to pay for it. This should come as no surprise to residents. Our ageing national population is forecast to require more than 580,000 places in aged care facilities across the nation in the next 25 years and the trickledown effect will be felt by our retirement living and the ageing in place style of living that is offered with this type of accommodation.

In addition, changes have been made to Queensland Retirement Living regulations. They are supposed to significantly improve the transparency, accountability and consistency of financial reporting by scheme operators. These came into effect on 1 July, 2024 and apply to village budgets and financial statements for the 2025/26 financial year. They also apply to Quantity Surveyor reports prepared during the 2024/25 year.

The changes require additional information to be included in budgets and in quarterly and annual financial statements. They will require new report templates in all three of our funds, the Capital Replacement Fund, Maintenance Reserve Fund and the General Services Fund.

Explanatory guidelines are expected to be published by the responsible government entity and we look forward to being able to review and scrutinise these documents.

In summary the main reason I'm telling you about these operator and both state and federal government changes is that none of us will be able to escape them or be immune from them. So I think one of the aims of this committee is to keep you informed of how these long term changes will affect you. Don't be frightened about the future but try and stay informed.

Now something a bit lighter but maybe equally as important. Social Events....there is a view being formed that fewer residents are attending evening events. Sue and Geoff, your event co-ordinators are trying to work out why this might be the case and we would like your assistance in this. Ultimately a survey might be commissioned to ask residents to anonymously tell us their thoughts on this but as a prelude to a survey I would like to hear your thoughts on this issue now. Let me give you a few thought starters.

Events- they are often held on an evening, they usually have live music and maybe a meal and some dancing. Is this the model that we would like to continue or are there other variations that we could try. Does the price of dine and dance events represent value for money? Are Pizzas a popular affair, would you like to see more or less Pizza nights? Your thoughts are welcome and I'll now open this to the meeting for your initial thoughts.

## **10. General Business**

### **Solar on the Manor**

**Kerry Jewell V148**

The proposal for the Solar Roof Project on the Manor in June 2024 resulted in explanatory questions from the Body Corp and the RAC. Our last correspondence was in August last year. No response. Why should we pay anything for a project they initiated. I would expect a reply in due course just out of common courtesy.

**John Davies SA204** commented to the Chair, I hope the plan is better thought through than Aveo's plan to introduce back in 2015, the ACAH (Aveo Care At Home) project at Peregian Springs which has resulted in deficits in the SA budget of \$100,000's due to the need for extra staffing to make the project work.

Tony Lee SA230 commented we should have Solar as there are savings.

**CM. Cosimo Roncini** advised we will get some answers soon.

### **Youths in the Village**

Suzy Nugent V21 asked what can be done about youths riding electric bikes and scooters at speed in the village. CM, Cosimo Ronconi responded to one occasion to ensure they did not return and asked residents to report incidents to the office.

## **11. Date and Time of next QGM**

15<sup>th</sup> July, 2025. 2.00 p.m. The Manor

**Meeting closed at 3.45 p.m.**



# ATTACHMENT 1 – Community Managers Report

## Village Maintenance Frequently Asked Questions:

### What is the Maintenance Reserve Fund?

- Residents pay this charge for maintaining and repairing (but not replacing) the village's capital items e.g., communal facilities, swimming pool.
- This fund may or not cover maintaining or repairing items in your unit, depending on the terms of your resident contract.

### What are the ongoing or occasional costs for repairs, maintenance, and replacement of items in, on or attached to the units are residents responsible for and pay for while residing in the unit?

- Unit Fixtures.
- Unit Fittings.
- Unit appliances.

### What is the difference between Leasehold and Freehold contracts related to maintenance & repairs?

- **Lease-hold Units:** Residents are responsible for maintenance & repairs. Aveo is responsible for replacements and Body Corporate Levies
- **Free hold Units:** Residents are responsible for maintenance, repairs, replacements and Body Corporate Levies.

### What are the Maintenance services offered to residents at the village?

- The Village offers a maintenance service or help residents to arrange repairs and maintenance for their unit.
- A full-time onsite Maintenance Officer is available Monday to Friday from 7am to 3.00pm.
- The Maintenance Officer is funded by resident levies.
- The Maintenance Officer is responsible to maintain Common Areas including the Swimming Pool, respond to issues requiring emergency repairs in Common areas and Residents units. If the Maintenance Officer is unable to conduct the repair, he will report it to the village management and assist in coordinating the approved contractors.

### What are the Services that the Village Maintenance officer conducts in your unit at no additional charge for Resident?

- **Check on issues reported by the Residents, Committees, and Village staff:** Inspect the issue, report it, and arrange external contractors for repairs if required.

- **Annual replacement of battery for Smoke Alarms:** (Unless an Electrician is required). Battery to be supplied by Resident or to be on-charged on Resident's levies if supplied from the Village stock. Excludes detectors equipped with a 10-year lithium battery.
- **Annual Check of Garage door:** Visual check of door operations. Report to Resident if a professional service by external contractor is recommended.
- **Annual Check of Hot Water System:** Visual check of Hot Water System operations. Complete pressure valve release procedure in accordance with the system instruction.
- **Replacement of light bulbs:** (Unless a licensed Electrician is required).

Lights to be supplied by Resident or to be on-charged on Resident's levies if supplied from the Village stock.

- **Replacement of track wheels for sliding door and sliding windows** (if required, and unless a licensed builder is required).

Track wheels to be supplied by Resident or to be on-charged on Resident's levies if supplied from the Village stock.

## **What are the additional Maintenance Services available to Residents?**

The following services are available to residents at the cost of \$ 15.00 per 15 minutes or part thereof plus cost of materials. Additional services are on-charged onto the resident levies and cannot be paid in cash. All monies recovered are deposited into the General Services Fund to offset the cost of the Maintenance Officer

- **Handyperson repairs.**
- **Kitchen Rangehood Filter cleaning.**
- **Pressure Cleaning.** (Driveway, patio, windows)
- **Home drains treatment.**
- **Air conditioner filter cleaning and ceiling fans cleaning.** (Unless an Electrician is required)

## **How do I book the village Maintenance services?**

- **To report Emergency faults please call Reception on 5448 3742.**
- **All other requests must be entered in the maintenance book located at Reception and are subject to staff availability. Ad hoc requests cannot be performed.**

## ATTACHMENT 2 – TREASURERS REPORTS

### AVEO PEREGIAN SPRINGS COUNTRY CLUB – ACCOUNTS FOR MARCH 2025

Bar Takings EFT		\$3487.00
Bar Takings Cash		\$1298.00
Social Events EFT		\$3480.00
Social Events Cash		\$705.00
TOTAL INCOME		\$8970.00
<b>EXPENDITURE</b>		
Bar Supplies	\$2400.00	
Social Events Purchase	\$4528.00	
Eftpos Etc	\$171.00	
Book Club	\$254.00	
ARQRV Sub	\$46.00	
Stationery & Office	\$9.00	
HH Nibbles	\$63.00	
TOTAL EXPENDITURE		\$7471.00
NET SURPLUS		<u>\$1499.00</u>
<b>CASH BALANCES</b>		
At 31 March 2025		\$22167.00
Less at 1 March 2025		\$20668.00
Cash Flow Surplus		\$1499.00
<b>RESIDENTS ASSOC ASSETS</b>		
Cash at Bank		\$19167.00
Imprest Account		\$3000.00
Bar Float		\$250.00
Bar Stocktake		\$3560.00
LESS		
Computer Club Funds		-\$3000.00
Bocce Court Funds		-\$1917.00
TOTAL ASSETS		\$21060.00

## TREASURERS REPORT THREE MONTHS TO 31 MARCH 2025

	QUARTER Three months to 31st March 2025	Last Quarter
Bar Takings EFT	\$8666.00	
Bar Takings Cash	\$3901.00	
S/Events/Raffles	\$5480.00	
S/Events Cash	\$1995.00	
<b>TOTAL INCOME</b>	<b>\$20042.00</b>	<b>\$23537.00</b>
<b>EXPENDITURE</b>		
Bar Supplies	\$7172.00	
Bar Expenses		
S/Events/Raffles	\$6677.00	
Eftpos Fee	\$511.00	
Book Club	\$497.00	
ARQRV Sub	\$90.00	
New Pool Cushions	\$556.00	
Stat/Office	\$9.00	
HH Nibbles	\$63.00	
<b>TOTAL EXPENDITURE</b>	<b>\$15,575.00</b>	<b>\$24097.00</b>
<b>Net (Deficit)Surplus</b>	<b>\$4467.00</b>	<b>-\$560.00</b>
<b>Cash Balances:</b>		
<b>At March 25</b>	<b>\$22167.00</b>	<b>\$14701.00</b>
<b>Less at Jan25</b>	<b>\$17700.00</b>	<b>\$15261.00</b>
<b>Cash Flow/Deficit/Surplus</b>	<b>\$4467.00</b>	<b>-\$560.00</b>
<b>Residents Assets:</b>		
<b>Cash at Bank etc</b>	<b>\$19167.00</b>	<b>\$14701.00</b>
<b>Imprest Acc</b>	<b>\$3000.00</b>	<b>\$3000.00</b>
<b>Bar Float</b>	<b>\$250.00</b>	<b>\$250.00</b>
<b>Bar Stocktake</b>	<b>\$3560.00</b>	<b>\$4163.00</b>
<b>Less</b>	<b>-\$3000.00</b>	<b>-\$3000.00</b>
	<b>-\$1917.00</b>	<b>-\$1917.00</b>
<b>TOTAL ASSETS</b>	<b>\$21060.00</b>	<b>\$17197.00</b>

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

### **BAR CO-ORDINATOR – KERRY JEWELL**

Thank you to everyone who give their time to make social events and special occasions a resounding success. In simple terms if you guys don't turn up the bar doesn't happen. Thank you also to Bob & Sharon Jack who are not included in the bar rosters, however, always step up and help during busy times.

Bob Jack continues to run random number draws, and lucky number prizes on Tuesday nights for a bottle of wine.

The Sausage Sizzle's we have held are always also a huge success, and we will continue to hold them in the future.

Thank you also Hazel & Denny, ably assisted by Pam for providing us with snacks at Friday Happy Hours.....greatly appreciated.

Tuesday night happy hours continue to be supported by special event payment evenings.

Sharon Jack ran a training session on the new "Standalone Payment System" which facilitates payments if the Wi-Fi system is down.

We are almost at the end of the full implementation of this payment system, and we are all very appreciative of the time and effort Sharon has contributed.

Sharon is also working on a change of Liquor Licence which will allow us to take on more bar volunteers as not everyone will require an RSA certificate.

We currently have (9) qualified Bar Volunteers. I would like to thank you all for firstly volunteering and subsequently giving your time to make the bar the success it is. You are a special member of the 3% club of volunteers.

All we ask is for tolerance, & respect.

Kerry Jewell

## **EVENT CO-ORDINATORS – SUE AND GEOFF BARDEN**

### **Hawaiian Night**

We had a fantastic time at our Hawaiian Night in March, thanks to the talented Johnnie Spitz, who brought some great vibes and was a hit with everyone! We were also pleased to welcome back the Daddows Wood-Fired Pizza Van, who served up their delicious pizzas for all to enjoy. Although we didn't have as many attendees as we had hoped, we were pleased to see 68 of our residents join us.

### **Photos for Events**

Also, if any of you have photos of any of the events, please feel free to send them to us, and we will do our best to include them on the Manor TV.

### **Questionnaire**

To gain a better understanding of what our residents are looking for and to better comprehend the drop in attendance, we fully support the idea of sending out a questionnaire. Your feedback is important to us!

### **Booking Sheets**

Looking ahead, we will go back to putting out the booking sheets two weeks before payment so everyone can get together and form their own tables. On payment day, we'll be collecting from 11 AM to 12 noon and again from 4 PM to 6 PM, giving everyone a chance to pay at a time that works best for them.

### **Formal Night – Dress to Impress**

Not everyone was happy with our idea of a Masked Ball, so for our next formal night on Wednesday, 25th June, we have changed the theme to "Dress to Impress – Black, White, or Any Colour You Like." We will be served a delicious two-course Thai menu prepared by Chen, who used to run a fabulous 5-star restaurant in Coolum. To top it all, we will welcome back the very popular Maurice Milani. This is something to look forward to, and we hope to see you all there!