

AVEO PEREGIAN SPRINGS RESIDENTS' ASSOCIATION

**Committee Meeting, Tuesday, 13th May, 2025, 9.15 a.m. Meeting Room,
The Manor**

MINUTES

Meeting opened at 8.58 a.m.

1. Attendance and Apologies

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

Apologies

Brian Palmer. Brian subsequently arrived at 10.35 a.m.

Definition:

"The Committee" means: The Residents Association Committee.

2. Confirmation of previous Minutes

Kerry Jewell moved that the previous Minutes be accepted.
Seconded by Judy Wrigley.

3. Present by Invitation

Community Manager (CM), Cosimo Ronconi and Assistant Community Manager, Isabelle Jones arrived at 8.58 a.m. and addressed the meeting, via CM's report refer to point No. 4 and left the meeting at 9.32 a.m.

CM, Cosimo Ronconi thanked Bob Jack for all the work he has done, not just on the Bocce Court, but throughout the village.

CM advised he has ordered a 5G Bundle for Dr. Strachan and he should be returning next week.

CM advised he has sold the gas heaters.

Chair, John Parsons enquired, will people be invested in the Bocce Court; will we be providing a facility that will work well for the residents. CM responded, yes.

Judy Wrigley enquired about the height of the step. CM responded the step is the height of a standard step. The Plan is to put some plants around the perimeter to make it more visually attractive.

Chair, John Parsons asked about this year's Quantity Surveyors Report. Is it the 3rd year and therefore a big report or is it more of a Summary report. CM responded it is the same one that we used before, but will be updated with changes. Changes could happen through the year. This year it could be a painting project. If I know of coming works, I will make a note then we will update it.

4. Community Managers Report

Refer to Attachment 1 for CM, Cosimo Ronconi's report.

5. Business arising from previous Minutes

5.1 Change of Liquor Licence

Secretary, Sharon Jack has commenced preparing the Application for a Community Other Licence and has had Consultation with the OLGR. The Statement of Regulatory Intent for Sign In Requirements was relaxed in 2021 and expired on the 31st March, 2025. The requirement that Sign In is not required has been extended for another year to 31st March, 2026, but that does not mean it is going to be extended again. The Committee recommended to defer any further action until after the 31st March, 2026.

5.2 EPOSNOW.

EPOSNOW is being imbedded into the RAC Financial System. Treasurer, Robyn Palmer is working with Sharon Jack to finalise the Accounting function.

5.3 Bus Trips

Our 2nd Bus Trip to Montville and Lunch at Secrets On The Lake has 40 residents booked on the bus and 4 self drive. Thank you Ray Larke for organising the Bus Trip.

5.4 Raffles

Chair, John Parsons proposed holding a Mid Year Raffle of Ronelle Bradford's generous donation of premium wines and Reidel Wine Glasses to be drawn at the Mid Year Dress to Impress Event. Chair, John Parsons to write the Flyer and provide details of the donation.

5.5 Anzac Day

Anzac Day was a great success with 110 residents and guests attending the Anzac Day Ceremony. The proceedings and speakers were well received. Brian Iselin was MC and did an excellent job of balancing the solemnity of the Event with some light-hearted humour.

Cost of providing morning tea for approx. 110 residents is \$540.

Kerry Jewell moved that the difference in costs previously approved, \$155, be approved to pay. Seconded by Bob Jack.

5.6 ARQRV

Brian Palmer, attended the ARQRV Webinar Zoom Meeting on the 8th April Refer to Attachment 2 for Brian's Report.

5.7 Bocce Court

Refer to Attachment 3 for an update on the Bocce Court from Sam Denny.

5.8 Drinks – Bar Prices

The increased drinks prices have been well received by residents with no negative comments being received.

5.9 Power Points for electric heaters

CM, Cosimo Ronconi, advised power points were being installed for the outdoor heaters.

5.10 RAC Constitution Review Working Group – Second Meeting

John Parsons, Chair advised the second meeting was conducted on Thursday May 8, 2025

Present were the working members: John Parsons (RAC Chair), George West, Arch Kennedy and Ray Larke.

The client of the working is the RAC Committee, who will ultimately make recommendation to be considered by the residents at either a special meeting or perhaps in conjunction with a scheduled QGM.

The group discussed the upcoming resident meetings that will be scheduled by Aveo Management on important matters such as the village budget (and any levy changes) and future care arrangements. The group agreed to defer our planned special meeting (after vetting by the RAC) until a later date. The group felt that too many meetings in a short space of time was not appropriate for residents to deal with.

So we'll plan to conduct a special meeting on any constitutional amendments at or around the QGM in October.

In the meantime, John Parsons will continue to develop the discussion paper for the group to consider.

The group agreed to reconvene in a few weeks.

6. Correspondence IN

Letter from Pat Bowen, Chair, BCC re restructuring of services to the village that would affect all residents. Refer to Attachment 4

Treasurer, Robyn Palmer moved that the inward correspondence be accepted.
Seconded by Bob Jack.

Correspondence OUT

Chair, John Parsons RAC email to Natallie Patterson re clarification and comment of proposal for village deficits. Refer to Attachment 5

Chair, John Parsons RAC vote on 2 draft motions put forward by Aveo to manage future village deficits. Refer to Attachment 6

Bob Jack moved that the outward correspondence be accepted.

Seconded by Kerry Jewell

7. Treasurer's Reports for April 2025

On April 6th drink prices were increased. Attendance at Happy Hour remain consistent with previous months, resulting in bar takings of \$4,475 for the month. There were no Social Events this month, however free drinks were provided to all residents who attended the QGM at a cost of \$319.00, and Birthday Cards (a complimentary drink) amounted to \$148.00. \$1917.00 raised by Raffles for the Bocce Court was transferred to Aveo's Bank Account. Easter eggs were distributed at Happy Hour on Thursday 17th April, with compliments from the RAC and Aveo. Aveo also contributed \$200 towards free drinks after selling some outdoor chairs, the proceeds of which were given to the RAC. This particular Happy Hour was enjoyed by all. A Wreath was purchased for Anzac Day costing \$100 and other than that costs for usual library books, stationery, bank fees, etc., remain consistent leaving our bank account balance at \$17,466 and Imprest Account \$4000, so we are in a pretty healthy position financially.

Refer to Attachment 7 for Financial Statement.

Kerry Jewell enquired why are we still paying for the CBA POS. Chair, John Parsons advised there is a problem at CBA with recognising accounts.

Treasurer, Robyn Palmer advised all cards have been linked to the wrong account and may need to be cancelled. Robyn is meeting with the CBA bank manager to try to resolve.

Secretary, Sharon Jack moved that the Treasurers Reports be accepted.

Seconded by Judy Wrigley.

8. Sub-Committee Reports

Refer to Attachment 8

Kerry Jewell – Bar Co-ordinator.

Sue and Geoff Barden – Events Co-ordinators

Refer to Attachment 9

The Committee requested the Event Proposal Form for the Mid Year Formal –“Dress to Impress” be updated with all costs and details, and will be approved by Circular Resolution.

Results of the Event Questionnaire have been collated and will be circulated to the residents.

Judy Wrigley moved that the Sub-Committee Reports be accepted.
Seconded by Treasurer, Robyn Palmer.

9. New Business

9.1 Accessing residents telephone and email details (with regard for privacy requirements).

Following discussions with CM, Cosimo Ronconi and Assistant Community Manager, Isabelle Jones it was decided the current arrangements will remain.

9.2 Aveo Proposal for village budgets and deficits.

Waiting for Aveo to respond.

9.3 Upcoming QGM and AGM in July.

Documents required for the QGM and AGM are to be reviewed at the next General Meeting on the 17th June.

9.4 Feedback on response to Event Questionnaire.

We received 106 responses to our Event Questionnaire. Therefore the numbers shown are close enough to a percentage of the total numbers.

As you can see, if you look at any one of the groups of questions, such as “what type of social events do you enjoy the most (Select all that apply). You will notice the numbers of preference add up to more than 100%. This is because you could select more than one box to tick.

10. Other Business

No Other Business

Meeting closed at 10.44 a.m.

Next Meeting 17th June, 2025. 9.00 a.m. Meeting Room The Manor

ATTACHMENT 1

Community Manager's Report

Tuesday 13th March 2025

Last Committee meeting was held on Tuesday 18th March 2025

Items arising from Previous meeting:

Pool Chairs

The old pool furniture have been sold on Marketplace with all proceeds allocated to resident events.

Chef Manager & Staff Recruitment

Chef Manager Hayley Dimoski has resigned due to health reasons. We are currently in the final stage of recruiting a new Chef Manager. Additionally, we are hiring a Food & Beverage Assistant for two days per week.

Bocce Court

Action Maintenance has commenced the works on second on May 6th.

Power Points for Electric Heaters

Nickin Electrical has commenced the installation of the new power point. The old Heaters have been sold on Marketplace with all proceeds allocated to resident events.

Cosimo Ronconi
Community Manager

ATTACHMENT 2

ARQRV Webinar Meeting- 8/4/2025 Report – Brian Palmer

2nd meeting for 2025- 49 attendees

Chaired by Judy Mayfield- President

Presentation by Ray Jordan – Project Officer- Residents Support Desk

Presentation covered – Functions of Residents Committees, Committee Meetings, Committee Meeting Minutes.

Presentation went into the role of Residents Committees, sections of the Act that apply. I felt we already comply with the various points that were covered, the only points which I felt were of interest were on the terms of the Chairman and the Treasurer. While there is nothing specific stated in relation to terms, they felt that for the above two positions a term of no more than three years is preferable. They could still serve as a committee member or take another position.

Committee Meetings- went through procedures, raised the point the Village manager should have a standing invitation. As a recommendation they raised a suggestion that on occasion the Committee should invite two residents to a meeting just to give them an understanding of the issues and also as a possible recruitment tool for future roles. I felt that we comply with the points raised in relation to Committee meetings.

Committee Meeting Minutes- went through any business at meetings should be minuted, how the minutes should be distributed. We currently adhere to these points. It was mentioned that even meetings with the Operator regarding Draft Budgets should be minuted.

The session finished with a general message from Judy Mayfield regarding the point that due to regulatory changes there should be a lot more information on this year's Budget.

ATTACHMENT 3

Bocce/Petanque Court report – Sam Denny

The work on the bocce/ petanque court commenced this week with footings and concrete sleepers now in place. Crusher dust and gravel will be delivered next week weather permitting. The work to date and on order is well within budget.

In March I reluctantly agreed to the revised plan to raise the court above ground level with the following email to Cosimo.

"I fully understand the desire to get this job done as it will be 18 months since we first discussed this. I have expressed concern about the safety and user friendliness due to the new height proposed. I agree these concerns can be hopefully largely reduced with steps with handrails and extensive planting to "trick the eye" so players do not feel the effect of being 100mm above ground. I think this is a significant compromise but accept it may be necessary in order to complete the project."

Cosimos reply was *"Thankyou Sam"* so I assumed this was agreed. He also agreed my report to the QGM which included the following *"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"..*

Bob and I thought, with the revised plan to raise the level of the court, that there should be at least 2m planting around the court to ensure it felt more embedded in the landscape. This would also have been a safety measure to stop unsafe access all around the court by having two safe access points. The cost of the planting would be covered by the bocce court money. Several low maintenance plants currently used in gardens around the manor were identified as suitable. It was thought the maintenance of these plants could be done by a small "friends of the bocce court' group Sam is enlisting to help encourage players, team events, and generally keep the court and equipment in order.

This raised court was deemed by Aveo to fit within the requirements of a step and therefore not seen as a trip hazard so Cosimo has said only one access point with a handrail is required. He is concerned about potential ongoing maintenance costs of more planting and wants just one row of low- growing plant against the sleepers.

My concern is that this will not be a safe or attractive addition to the village as we assured the QGM.

ATTACHMENT 4

Body Corporate for Aveo Peregian Springs Country Club - C.T.S. 31142
21 Gracemere Blvd.,
Peregian Springs. Qld. 4573

*Natalie Patterson,
Chief Operating Officer, Aveo
Level 11, 35 Clarence Street,
Sydney. NSW.2000*

6/05/2025

Dear Natalie,

After your presentation on Thursday, 1st May, 2025 regarding the restructuring of services to the village that would affect all residents, the Body Corporate Committee met the following day to discuss your suggested changes.

The following points are our responses to your presentation -

Proposal 1

Committee members fully support the Aveo Care at Home budget to be transferred from the GSF to the ACAH budget.

Currently all residents are responsible for all costs related to this service, irrespective of whether they use this service or not!

The ACAH budget will provide all Health and Aged Care services funded separately from the GSF, and will be available to residents in the village in the future if required.

Committee members question the legality of the fund being in the GSF in the first place! This fund was not put to the residents to vote on for approval to add to the GSF.

Also note that the Aged Care at Home income total of \$157,780 for last year was paid to the Serviced Apartments' budget – not shared through other budgets!

Proposal 2 The removal of overnight, onsite emergency response.

This is a complex situation in that to change this service it would require the approval of 106 residents out of the whole village total to change their contract before the whole village could vote! This is most unlikely to transpire.

Committee members still believe that this matter should be pursued because of the cost savings of \$41 per month to all residents to get rid of this expensive service.

Finally, Committee members recommend that Aveo take more responsibility for the Serviced Apartments' budget.

We believe that because of the decision to offer all services to the residents including all meals, laundry, apartment cleaning, the SA budget is blowing out!

Over the years, ILU residents have been asked to increase support to the Serviced Apartments and we have, and continue to do so, contributed to services which we are not using!

This is not user pay – just totally unfair!

Over the years, Aveo have been fair regarding Deficits, and have supported the village but it could change in the future.

Therefore, it is important that we work within the Budgets to eliminate future Deficits as much as possible.

Kind regards,

*Pat Bowen
Chairman, Body Corporate Committee*

*Cc Lee- Ann Olin, Regional Operations Manager.
Cosimo Ronconi, Community Manager.
John Parsons, Chairman, RAC.*

ATTACHMENT 5

Subject: Proposal for Village deficits

The RAC has a meeting on Tuesday May 6 to discuss the implications for the proposed way forward in relation to village deficits. My apologies to the committee members for not consulting you on this before I write to Cosi, however time is of the essence.

I have taken the liberty of writing to you to get clarification and/or comment from your senior managers ahead of that meeting.

Can you ask Natalie et al. to review these matters and respond before our Tuesday meeting (so we can formally respond to Aveo management next Thursday as agreed at our meeting yesterday).

Matters to address:

- a) Can you confirm in writing that Aveo will make good on the village deficit that remains current as of June 30 ,2025.
- b) Can you confirm that although there are savings to be made in monthly levies via adoption of the motions in Phase 1 and Phase 2 of the proposal, that these are in reality, costs avoided and not a levy reduction as these costs may be overshadowed by an increase in levies charged from other costs increases. I am very sensitive to not sell these changes as a reduction in monthly levies as this would be misleading.
- c) Motion 1 voting- please confirm that the hurdle is 50% plus one vote of the people who vote at the meeting or is it the residents who are eligible to vote. Will proxy votes be required or permitted? Please clarify the voting procedures.
- d) Motion 2 – please clarify that this phase is a two step process, ie the first step is that all 106 ILU residents who have the 24/7 emergency provision in their contracts have to agree to the change in their contract before any motion can be put to the residents . Also confirm that the voting procedures for Motion 2 are similar as for Motion 1.
- e) Please advise that in all likelihood that residents will be asked to consider and vote on two motions, will these be put separately in two residents meetings or is it Aveo's intention to conduct one meeting only ?
- f) Emergency call out using either the offsite monitoring system or the PCA/ service attendant- can you please make some statement that any residents can call 000 in an emergency for assistance, there is no requirement to use the Aveo provided monitoring system – this very important aspect seems to have been overlooked in this discussion.

Thanks Cosi,

Looking forward to your response

John Parsons

Chair, Peregian Springs Residents Association

ATTACHMENT 6

Subject: RAC and Proposed Motions put forward by Aveo for future deficits

Good morning Natalie,

As previously advised the Residents Association Committee met this morning to consider our position on the two draft motions put forward by Aveo to manage future village deficits as outlined in the presentation and meeting held on May 1, 2025 with the combined Body Corp and Residents Committees.

I can advise that committee members chose to exercise an individual conscience vote as a result of each member having regard to their own personal circumstances and different styles of residential contracts in place for each committee member.

The voting result was as follows:

Endorsement of the two draft motions:

4 members in favour

2 members against

1 member abstained

Thus there was a majority of committee members in favour of the proposed motions being put to a residents meeting, however there was not unanimous support.

Regards

John Parsons, Chair, Peregrin Springs Residents Association

ATTACHMENT 7

RESIDENTS ASSOCIATION FINANCIAL STATEMENT - APRIL 2024		
DETAIL	MAIN ACCOUNT	IMPREST ACCOUNT
Balance Brought Fwd	\$19,166.75	\$3,097.50
BAR DEPOSITS		
Eftpos	2,501.20	
Cash	1,465.00	
FOC		
Birthday Cards	148.00	
Free Drinks After QGM	319.00	
Lucky Draw Wines	42.00	
TOTAL RECEIPTS	4,475.20	
PAYMENTS		
Merchant Fee CBA	24.50	
EPOSNOW	145.20	
Bar Purchases	1,255.85	1,019.00
Library Books	124.00	
Stationery & supplies	158.42	
Anzac Day Wreath	100.00	
Easter Eggs	268.00	
Reimburse Aveo	-249.00	
Promotion Lucky Draw	42.00	
Promotion FOC QGM Drinks	319.00	
Promotion Birthday Cards	148.00	
Transfer to Imprest A/c	1,922.00	-1,922.00
TOTAL PAYMENTS	4257.97	-903.00
Balance at 1 April	19,166.75	3,097.50
Plus Receipts	4,475.20	903.00
Less Expenses	-4,257.97	
Transfer Bocce funds	-1,917.00	
CLOSING BALANCE	17,466.98	4,000.50
ASSETS		
Main Account	17,466.98	
Imprest Account	4,000.50	
Bar Float	250.00	
Bar Stock	3,780.76	
TOTAL ASSETS	25,498.24	

ATTACHMENT 8

BAR CO-ORDINATORS REPORT – 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.

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

Thank you also Hazel & Denny for providing us with snacks at Friday Happy Hours.....greatly appreciated.

Tuesday night happy hours continue to be supported by special event payment evenings, which last week included Friday HH making it a very busy night.

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 currently training Robyn Palmer in producing and using the information the many EPOSNOW system reports produce. Thanks Robyn, for taking this onboard as it will not only ease the workload on Sharon and myself it should also assist you as Treasurer.

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.

ATTACHMENT 9

EVENTS CO-ORDINATORS REPORT– SUE & GEOFF BARDEN

Formal Night – Dress to Impress

Our upcoming event titled “Dress to Impress – Black, White, or Any Colour You Like” is scheduled for Wednesday, 25th June, featuring entertainment by Maurice Milani. We have consulted with Chen and arranged the following menu options:

- Penang Chicken Curry (mild)
- or
- Cashew Nut Stir-Fried with Prawns or Beef
- Dessert options will be confirmed by Chen at a later date.

Ann has graciously volunteered to assist Chen in determining the price for the food for this event and is expected to provide the information by Friday, 9th May.

Booking sheets will be available in the Manor on the events table, adjacent to the Hairdresser, starting on Tuesday, 3rd June, at 9:00 AM. Attendees will have the opportunity to select their preferred meal when reserving their tables.

Payment will be accepted on Tuesday, 17th June, between 11:00 AM and 12:00 PM, as well as during Happy Hour from 4:00 PM to 5:30 PM. As we will be unavailable during this time, Bron Kennedy and Pam Hone have generously agreed to manage payments at this time.

The flyer with all details will be in next month’s newsletter and emailed to residents at the beginning of June.