

PEREGIAN SPRINGS COUNTRY CLUB

RESIDENT'S ASSOCIATION

Minutes of Quarterly General Meeting

Tuesday 16th June, 2015

Meeting Commenced at 10:00am

1. Attendance and Apologies.

Committee members in attendance: Pat Bowen (Chairman), George West (Treasurer), Terry Gleeson (A/Secretary), Margaret Gordon and Steve Hill.

Residents in attendance: 74. The Chairman declared a quorum was present and opened the meeting at 10am, welcoming residents.

Apologies:

John Davies, Jane Hill, Anne Iselin, Joy Goodey, Moya Robertson, Jackie Stewart, Frans Kroese, Viv Kroese, Joan Butterfield, Glyn Rutherford, Jeff Pearch, Marie Delahunty.

2. Confirmation of Minutes of previous meeting.

Moved Doug Rice, seconded Peter Newey that the minutes of the QGM held on Tuesday 17th March, 2015, be confirmed as a true and correct record. Carried.

3. Business arising from Minutes.

Pat Bowen informed the meeting that he and Body Corporate Chairman, Richard Hughes had on 27th March met with solicitor Phil Scott who is the accredited specialist in mediation law with firm Crouch & Lyndon Lawyers. Richard had provided all the relevant documents going back to the original presentation by Aveo's Andrew Macintosh. On 24th April, the Body Corporate received a letter from the solicitors containing their views. This included a recommendation to write to Aveo through Richard Andrews and attempt to have mediation with them. A subsequent letter was sent on the 7th May. (Richard Andrews confirmed back to the solicitors the receipt of the letter and advised he was forwarding the letter on to Aveo solicitors for advice).

Mr Scott questioned whether the village could challenge their status of being a closed village. Just because Aveo had changed their mind did not mean they have broken the law. Mr Scott also questioned whether the village could successfully mount a legal challenge. Issues he had pointed out included when people signed their P.I.D., a contract where lot 3 was written in and was clearly stated that Aveo could build at a future time. The second thing was that Sunshine Coast Council had given approval for

the development to go ahead. The third issue was the deficit Aveo had met and the keeping fees low to encourage people to come into the village. Aveo were not obligated to pay this deficit. Mr Scott went on to say that he could not give any firm advice on the prospect of success of a legal challenge until he hears from Aveo. Mr Scott may then need to seek further advice from a barrister. Pat said that in his personal opinion, pursuing the matter further would just get too expensive. Even though Richard and he were quoted a figure of \$4,500 - \$5,000 for legal advice, it was now at \$8,700.

Richard Hughes said that Aveo were now advising that improvements to the Manor would be completed by Christmas. This was a significant improvement on their original advice that any changes were five years away. Richard felt that the solicitor's letter had prompted Aveo into making changes earlier. He said that Richard Andrews had informed them that some compensation would be made because of lot 3 development. Pat said he would like to sit down with Aveo and discuss changes to be made.

Don Goodey asked whether Aveo have the right to build lot 3 and made to make changes at the manor. He was informed that Aveo do have the right to make further development and that P.I.Ds indicated that intent. David Gordon spoke about the closed village issue and ramifications for the Body Corporate. Pat said they were waiting on a letter from Richard Andrews which was expected at the end of the week. Kylie from Aveo had given Steve Hill a plan of changes for the manor and she said they would be finished by Christmas. Richard Andrews at the Finance Sub-Committee meeting said Aveo are prepared to spend \$500,000 on upgrading the manor. Marie Milner made comment about additional car parking and questioned whether the Body Corporate would have to fund. Pat said Richard Andrews has said on three occasions that if the village required additional car parks, that would need to be dealt with by the Body Corporate. Some suggestion was made that staff may have to park outside the village!

4. Inward Correspondence.

All inward correspondence has been dealt with and recorded in RAC minutes.

5. Outward Correspondence.

All outward correspondence has been dealt with and recorded in RAC minutes.

6. Treasurer's Report.

The Financial Report was presented by George West.

<u>Balance Carried forward at 1st March</u>	\$15,576
Deposits during the quarter	\$8,859
Main deposits.....Bar takings	\$7,843

Noosa Chorale Inc	\$200
Donations to knitters from Lions	\$200
Portofino fashion show	\$250
Mother's Day raffle	\$334
Payments during the quarter	\$7,460
Major payments.....Bar supplies	\$4,350
Mother's Day raffle basket	\$207
Rubbish skips	\$600
Knitters donation from Lions	\$200
Anzac Day costs	\$277
Social float/Petty cash top-up	\$313
Library books	\$382

Cash Balance at the end of May **\$16,975**

The Treasurers' Report is on the RAC Notice Board in the computer room if further details are required.

It was moved by George West, seconded by Terry Gleeson that the financial report and payments made be accepted. Carried.

Finance Sub-Committee Report Presented by George West

The Funds

The serviced Apartments GSF has a deficit of \$62,700 at the end of April 2015.

The ILU's GSF has a surplus of \$33,700 at the end of April with another \$9,696 surplus outstanding from last fiscal year (F13/14). Details are in the monthly Finance Sub-Committee reports for each month and fiscal year to date. The latest report is on the notice board and on the Residents' Committee website.

Budgets:

Budgets are close to being finalised. Some changes need to be addressed in order to achieve the final draft. It must be remembered that it is the service providers (Aveo) responsibility to produce budgets which are presented to all residents for approval at a

budget presentation meeting. The budgets are only set after approval has been secured. If the increase is more than the CPI when items specified in the Retirement Villages Act, division 7, section 107 items (a), (b), (c) and (d) are excluded, then a special resolution to be put to a vote at the presentation meeting will need to take place in order to approve the budgets. The Finance Sub-Committee's task is to provide input during the budget formulation process. However the final budget is Aveo's. Having said that, Aveo accepted the committee's input on the vast majority of budget line items, with a few exceptions that are Aveo's decisions.

What happens now is that after the final draft is ready, Aveo will send copies of all budgets to the residents involved, i.e. the Serviced Apartment budgets to the S.A. residents and the ILU budgets to the ILU residents, each with a notice of the presentation meeting which must be at least 21 days in advance. All residents then have 21 days to examine the budgets. During that time, should any resident wish to have any questions answered by the sub-committee, then please contact any member. They are Richard Hughes, John Weeden, Judy Wrigley, Pat Bowen, Steve Hill, George West and Ralph Haddrell. Residents may also ask questions of Aveo at the meeting. At this stage, prior to last minute changes ILU Free Hold residents are looking at an increase in levies of approx. \$22.60 per month & Free Hold Lease Back residents of \$24.50 per month. This includes an increase of \$5.40 per month in the Body Corporate contribution. Serviced Apartments are more complex as they cover six different types. The proposed increases are around \$66.00 per month with larger increases for limited lease residents, which are still being discussed.

Beth Sarsfield asked whether upstairs in the Manor was regarded as a low care nursing home. George West said the term was low care facility. He said they had written to the Village Manager asking whether Aveo are receiving government subsidies and what is the situation. George pointed out that Aveo was quoted in the Australian newspaper recently of saying that older Retirement Villages were classified as low care facilities. Pat Bowen believed it would apply to all of the village, not just the Manor.

Marie Milner asked whether residents are covered for insurance against white ant damage. Pat Bowen said a lot of insurance companies won't give cover for white ant damage. Richard Hughes said the Body Corporate had received quotes of \$156,000 to install white ant barriers. This would be a very high price to ask residents to pay. Two residences have had to be restored at a cost of \$24,000. Aveo will not pay for their restoration.

Anne Pooles asked what if they didn't agree with the budget. George West said residents could vote against it. In which case Aveo would have to re-visit the budget.

7. Reports:

7.1 Social:

Desolie Gleeson gave the report on behalf of herself and Bronwyn West, who have shared the role of social convenor since the beginning of the year. Desolie said it had been a very interesting time for them over the last few months. They had tried to accommodate all tastes as far as social functions and outings go. We started off with Australia Day celebrations then in early February we had great success with the Black, White and Pearl dinner. In March we went to the River Deck restaurant for lunch, which was well attended. During April we held a 'Meet the Author' with Allison Paterson, a very interesting lady who had written Anzac Sons. This function was a good lead in to Anzac Day celebrations held on the 25th. We also sold tickets in the Mother's day raffle which was then drawn on the 8th May and won by Joy Goodey. A nice profit was made on the raffle.

At this point I would like to thank Bronwyn as Terry and I had packed up and left town by the end of April and Bronwyn was left to carry on alone. She ran a great bus tour to the hinterland with everyone enjoying a wonderful day out. Last on the agenda is the 1920's dinner on the 18th June to which we have had a very good response. I only arrived back in town on the 8th June after Bronwyn had done all the work for the dinner. Thanks again Bron. As this is our final function, we look forward to having a break and hope someone will volunteer to keep the social activities going. Thank you.

Pat Bowen told the meeting that the Residents' Committee needed a social coordinator & called for volunteers. Leigh Kersnovske, Village Coordinator, said she was happy to fill that role if someone couldn't be found. She would however, need support in setting up tables, decorating etc. Beth Sarsfield said we badly need a volunteer bus driver following Luke McCabe's retirement. Quite a few people in the Manor had no means of attending outings.

7.2 Bar:

John Weeden read the Bar Report in the absence of Ron Heather:

- Profit from the bar over the last quarter has been approx. \$3,000, all of which goes to the Residents' Association for use on residents' benefits.
- We have introduced a new 'Beer of the Month' promotion. For May it was Asahi, a Japanese beer and for June it is Grolsch from Holland.
- We also have a 'Cocktail of the Quarter'. The next one will be for the end of the financial year, to be served on Tuesday 30th June.

- As you know we have Happy Hour (actually two hours) from 4pm on Tuesday and Friday afternoons.
- When you get your birthday card from the Aveo office, bring it along to the bar and we will help you celebrate with a free drink.
- I would like to thank the residents who support the bar (remember profits go back to the Residents' Committee) and also the volunteer bar staff of Ray Larke, Richard Hughes, Ron Heather, Keith Van Rangelrooy, Mick Wallace, George West and John Weeden.
- If you are planning a function in the Manor and you would like the bar open to supply drinks, please contact Ron Heather.

7.3 Maintenance:

Terry Gleeson provided the following report:

- Since the last quarterly meeting, a new gardener, Addy, has joined John and Viv on the gardening staff. Addy works here on Mondays and Thursdays.
- The gardeners are now on their winter maintenance cycle and are currently spraying for mould, weeds and pests. They will be working with The Pump House shortly to overhaul the irrigation system. In July, they will be pruning hedges and bushes while the arborists are here, to take advantage of the mulching machine that will be available.
- The village is on a 7 week gardening cycle and this should be maintained throughout the summer.

7.4 Manor Report:

Don Goodey read the Manor report in John Davies absence.

- Catering in the Manor restaurant has significantly improved over the last few months. Most Manor people would say yes, it has significantly improved.
- There have been concerns raised by Manor residents about the sharing of common village expenses being inequitable when split 50/50. There are 127 residents living in ILUs and 48 in Apartments, which represents a 72% to 28% equitable share ratio for ILU/Manor residents.
- An O.H&S audit has been conducted with the Village Coordinator and the Fire Brigade.
- Management has attended to alterations in ILA apartments.
- Various initiatives that have been introduced by the Village Manager & Village Coordinator are returning positive results to Manor residents
- The Village Coordinator has been active in conducting well supported activities for both ILU and Manor residents

7.5 Book Club:

Trish Kelly read the Book Club report.

- We have a new librarian, Hilary Warburton, who has agreed to carry on from Erika (Bulli) Sliwa who has been looking after our library for over 10 years. We would like to thank Bulli publicly for her years of wonderful work in the Manor library.
- Our book discussion group is very active and enjoy reading a new book each month. We are given eight copies of the same book from the Sunshine Coast Library. These books are handed out to readers so that we can all read the same book that month. We welcome any new residents who would like to join. We meet on the first Friday of the month at 9.30am. We will try to organise for any books that we have read that have been made into movies, to be shown in the theatre.
- Bulli has kept a list of ALL the books purchased for the library and it is intended to make a record of all the titles and authors. Bulli has a list of at least 12 books which have never been returned to the library. We will have this list in the library and hope that some of the books from the RAC grant will be returned. The large book donated by Karol from the Sales Office covering the history of the Coolum Beach Surf Life Club has been missing for a long time. We hope it may turn up on a coffee table one day.
- The new books of the month are listed and placed in the library on the first day of the month and they are borrowed almost immediately. Some residents have mentioned that they never get a chance to borrow these books. We ask that borrowers only take one new book, read and enjoy it and then return it to the library for other residents to enjoy. Hilary will be asking residents to nominate books to purchase and Annie will try to source them.
- We have a selection of Audio or Talking Books which were donated by the Coolum Library. These are cassettes and are not borrowed often. We intend to dispose of these Talking Books. So if any resident would like to keep any, please come and take them.
- We thank residents for donations of good quality books and any duplicates are re-gifted to Arcare or to a charity, as our library is nearly full. Thanks to the Residents Assoc. Committee for continuing the grant to buy new books.

7.6 Computer Club:

John Weeden read the Computer Club report in the absence of Trevor Davis.

- The Computer Club continues to meet on Wednesdays at 9am for an hour to learn from each other with our varied experiences on the World Wide Web. This is both interesting and entertaining & keeps our brains active.
- We have developed a web site called **gracemerecc.org** and all residents are welcome to view the various entries from our members. We are building up a

library of information, photos and videos that can be viewed on our web pages. We also have established links to other sites of relevance.

- Lately at club meetings we have explored the following:
 - “Cloud” services – Drop Box and iCloud.
 - Photo management and emailing.
 - Shopping on-line.
 - Security and safety issues.
 - Data back-ups.
 - Putting music on your mobile device.
 - Using a word processor to create professional letters and forms.
- At the end of June we plan to visit an electronics retailer to see what’s new on the shelves. In July we will spend some time looking at the tricks and shortcuts for getting the best out of your tablet.
- All residents are welcome to join us on Wednesdays at 9am in the theatre.

7.7 Activity Groups:

Margaret Gordon gave her report on the 16 different activity groups.

- The Wu Tao dance class has now commenced. They meet at 9.30am on Tuesdays. There are presently about 14 people attending.
- Aqua aerobics has finished for the time being. In its place, Deb the aqua aerobics instructor has commenced a Tuesday exercise class at 2.30pm.
- The men’s Bridge group is going well and meet at 1.30pm on Tuesday afternoons. There are currently up to 9 players.
- The knitters group meet at 10.30am on 1st & 3rd Wednesdays. At present, the knitters are busy making toys for their end of year sale which is usually held on the last Friday in November. They are also knitting squares to make rugs to send to war torn countries. This project is combined with the Peregrine Springs Lions Club who have donated \$200 towards wool for the project.
- The Thursday Art group meet at 2pm with 7-9 people attending. Don Goodey gave a talk a few weeks ago on the history of art which included pictures of art created by some of the very old artists.
- The Solo group meet at 1.30pm on Friday, with up to 20 people attending. There are prizes at the end of each month for good scores.
- Bowls are played at 2pm on Thursday & Sunday afternoons in the cooler months. Our bowlers entertained a bowling group from the Domain Retirement Village a few weeks ago. Bowls were played in the morning, followed by a BBQ lunch with more bowls in the afternoon. If you would like to learn or have a practice on Thursday, put your name in the book that is situated in the library.

7.8 Commemorations & Manor renovations

Steve Hill gave his report.

- Commemorations service went well on Anzac Day. A similar commemorative event will be held on Remembrance Day, Wednesday, 11th November. Steve spoke briefly about the history of the memorial stone and flagstaff at the rear of the Manor building and the possibility of raising the flag on other significant occasions.
- With any renovations at the Manor, Aveo did not provide any conceptual drawings. We were given little time to put in our requests to Aveo for changes. We received drawings last week that didn't include any of the ideas we had put forward. We took Kylie (Portfolio Improvements Manager, Aveo, Brisbane) around last Friday and showed her what we wanted done. Out of her visit, we are hopeful that Aveo will take on board some of the changes that need to be addressed such as the lack of space at the last Christmas dinner. With the inclusion of lot 3, we will need some improvements.

7.9 Body Corporate:

Richard Hughes reported on outstanding matters

- The front entrance gate to be replaced and paid for by Aveo lot 3 development.
- Work has started on safety barriers in Crestbrook Place.
- Work on improved lighting in the village is about to start in Links Avenue & Sea Oak Drive.
- General maintenance & gardening has improved. Residents are reminded to write any maintenance requests in the office book.
- Arborists are coming to the village in July. There have been problems with tree roots invading pipes & drains. Larger trees will be cut back fairly hard, which should stall any root growth for two years.
- Termites – there will be twice yearly inspections.
- Painting of villas is almost completed.
- Effect of lot 3 has been discussed. Hopefully we will get meaningful upgrades in the Manor.

8 General Business:

- Lois Walker said that these quarterly meetings coincided with bus outings on Tuesday mornings, which is shopping day for residents of the Manor. She also added that there was a feeling that ILU and SA residents are separate groups. Pat Bowen said these matters would be discussed at the next committee meeting.
- Pat raised the subject of complaints being made to women at the front desk. He said we have to be more patient and courteous towards them and must not be abusive. Pat went on to say that it would be better if complaints were raised with members of the two committees

- Pat spoke about putting all inwards and outwards correspondence on the website **pssc.org.au** as well as minutes of committee & quarterly meetings.
- BJ Hampton raised the issue of volunteer bus drivers and also she had heard talk that our white piano was going to be replaced with one of a darker colour.

9 Date and Time of next meeting: Tuesday, 15th September at 10.00am.

10 Close of Meeting: Meeting closed at 11:30am.

T. Gleeson, Acting Secretary.
