

# Residents Association Quarterly General Meeting

Held December 15<sup>th</sup> 2015 at 2 PM

## Minutes:

### 1: Attendances and Apologies.

Residents in attendance was 57.

Registered voters was 51

Apologies was 18

### 2: Confirmation of minutes of previous meeting.

Moved by Doug Rice Seconded by Arnold Vandenhurk all agreed

### 3: Business arising from the minutes.

None.

### 4: Inward Correspondence.

None

### 5: Outward correspondence.

None

### 6: Treasurers report

The report is on the website and on the notice board.

**Residents Association Quarterly Treasurers Report**  
**September- October - November 2015**

|   |                  |
|---|------------------|
| <b>Money at hand on the 1st September</b>   | <b>\$10,159</b>  |
| <b>Deposits during the quarter</b>          | <b>\$ 9,410</b>  |
| <u>Main deposits....</u> Bar takings        | \$ 7,620         |
| Melbourne Cup                               | \$ 315           |
| Knitters & Sewers                           | \$ 1,475         |
| <b>Payments during the quarter</b>          | <b>\$ 7,569</b>  |
| <u>Major Payments....</u> Bar supplies      | \$ 4,901         |
| Knitters & Sewers (Leukemia Foundation)     | \$ 1,475         |
| Skip Bin                                    | \$ 680           |
| Memorial Service                            | \$ 331           |
| Web Site                                    | \$ 132           |
| Bowlers Trophies & presentations            | \$ 200           |
| Library Supplies                            | \$ 193           |
| <b>Money at hand at the end of November</b> | <b>\$12,000</b>  |
| Less unrepresented cheque                   | \$ 1,475         |
| <b>We started the quarter with</b>          | <b>\$ 10,159</b> |
| <b>And finished with (less U/P chq)</b>     | <b>\$ 10,525</b> |
| <b>An increase of</b>                       | <b>\$ 366</b>    |

**QGM finance sub-committee report, verbal, see below.**

**John Davies....Treasurer**

John Davies reported that there had not been a meeting of the finance subcommittee (FSC) as no figures had been available from AVEO until the end of November. These figures contained many mistakes and had gone back to AVEO accounts to be rectified. A meeting of the FSC is now scheduled for the first week in February 2016. John Davies made the point that if figures could have been available at the end of each month then the mistakes would have been discovered much earlier.

**7: Report from Sub-Committees:**

#### **DECEMBER QUARTERLY MAINTENANCE REPORT**

The Country Club gardens are looking great.

A lot of work has been done on the irrigation system and I believe it is working adequately.

The skips were well utilised. The next lot will arrive in April.

Our Site Manager Leigh has arranged for The Manor to be thoroughly cleaned next Saturday 19th December 2015.

A reminder to all residents to put all food items into bags before placing into the rubbish bins as in this hot weather the bins become very smelly. The BCC has authorised an expenditure of \$1600 for plants to be placed in specific areas in the village which will add some colour.

The gardening team of John, Viv and Addi, have worked extremely hard all year to maintain our village gardens. We wish them a happy Christmas and look forward to working with them in 2016.

Bronwyn West

## Bar

The report is on the website and on the notice board.

### **Bar Report for December RA QGM**

1. As you know the bar is normally open on Tuesday and Friday evenings and can be open at other times by arrangement - eg. Wednesday night for Snooker, Thursday and Sunday after bowls
2. In the three months Sep, Oct and Nov the bar banked over \$7500 for the Residents' Association.
3. Over the three months Tuesday averaged 21 patrons and Friday 34.
- 4 In October we had a visit from a travel agent who provided nibbles and drinks and in November about 60 celebrated the Melbourne Cup (but no-one returned that evening for Happy Hour).
5. We have two new bar staff: Tom Shaw has started already and Judy Wrigley will be starting in January.
6. We have introduced a "beer of the month" and for Dec it is Corona. I wonder what it will be for January?

John Weeden

## Social

The Chairman thanked Leigh Kersnovske the Village Site Manager for all her efforts during the past six months. Ray Larke will now be the social convenor and his first function will be Australia Day.

## 8: Reports from Activity groups – as required.

Bronwyn West read Desolie Gleeson's activity's report which is on the website and on the notice board. There was no Questions for this report.

The Maintenance report is on the website and on the notice board. There were no questions for this report.

The Chairman asked if any other activity groups would like to comment.

Mary Wearing -Smith said that although the Mah Jong group had taken a break if anybody would like to play please contact her. Margaret Gordon commented that the Solo group had had their Xmas party and had made a good contribution to the Bar revenue.

## 9: Body Corporate Report

Cheryl Hodges presented a detailed report which is on the website and on the notice board.

### **Report to Residents' Association Quarterly Meeting - 15/12/2015**

- Street Lighting - main areas of concern now - Beachgrass Cres. & Crestbrook Place as they will become thoroughfares for residents in the new extension. Although the Body Corporate wrote to Aveo asking for an upgrade of lighting throughout the village at Aveo's expense, the reply was perhaps to be expected - i.e. that once a project is completed and handed over to the Body Corporate, all responsibility for maintenance lies with the Body Corporate.

- Quote obtained for cleaning of driveways & roads throughout the village - \$9,300 was considered NOT to be a priority at this time with so many other more pressing matters, eg. TV antenna repairs, Termite Inspections, Irrigation system overhaul, constant plumbing and drainage issues.

Some of the big expenses BC had this year have been - painting & wash down, garage door motor replacements, arborists, timber replacement on a number of villa door surrounds, guttering repairs where water was overflowing and/or not draining correctly.

- Termite Inspections have been increased to six monthly in the hope that early detection will result in containing any infestation.

Villa 17(unoccupied ) has sustained extensive damage which as you all know becomes a Body Corporate responsibility. This, and no doubt other discoveries of infestations, will continue to place a strain on Body Corporate finances for many years to come.

- The irrigation system throughout the village has had a complete overhaul and is now working well. For residents' information, the sprinklers come on at approx. 2 - 3am so that the ground receives a good soaking before the sun can evaporate too much water!!

A plan of the watering system for the whole village was created and a maintenance schedule put in place to keep the system working at its maximum.

We received a quote to sink a bore for a source of subterranean water but with no guarantee of finding any, the Body Corporate decided not to go ahead with this project.

- In November a meeting was organized with Kirsten George, National Accounts Manager for Aveo & Lisa Baker, Manager, Accounts (Aveo, Queensland) and residents who are Freehold owners - 14 Villas were represented. This meeting was to try and clarify the difference in payment of the GST that exists between Freehold residents and Leasehold residents.
- The Body Corporate has allowed \$1,600 for the gardeners to plant "colourful" plants outside front entrance and at strategic places in the village. The most frequent comment I hear regarding the plantings in the village is "We need more colour!"
- We have also written to Aveo regarding the supply of an emergency generator for use in power outages. The lack of such was very evident during the Christmas in July dinner. Fortunately on that occasion the meal had already been prepared and cooked and having only candles and torches whilst eating the meal didn't seem to dampen residents' enthusiasm or sense of humour during the evening!

The biggest problems came at the conclusion of the evening - many villa residents had brought only their garage door remote controls to gain entry to their villa so of course we had staff driving around the village with the master key for residents to gain entry AND, I believe, without lights on the golf buggy many scary near misses occurred with garden beds and dare I say it - bollards!!!

The Manor residents presented a much bigger problem as without the lift operating, many residents needed a great deal of assistance getting up the stairs to their apartment!!

- A great deal of the Body Corporate's time has been taken up with many aspects of the new Lot 3 development. When completed this section will need to be included in a new Community Management Scheme, so much discussion has ensued surrounding a number of points.

At this point I would like to reassure residents that at no time has Aveo **PRESSURED** the Body Corporate Committee to sign the new agreement.

In fact I believe just the opposite has been the case - Richard Andrews in fact suggested that as the process is "a bit involved and complicated" that we get in touch with Cathy Pashley, a strata consultant, owner of a strata management business on the Sunshine Coast and a trainer for the national strata association, to explain some of the complexity overlay involved with a strata retirement village. Richard was also very happy to cover the cost of a visit to the Committee by Cathy.

Cathy's visit was very valuable in clarifying for the Body Corporate Committee a number of their responsibilities. Cathy also suggested that we approach Aveo to pay for a local solicitor to review both the existing CMS as well as the new CMS.

A letter was sent to Richard Andrews and an immediate reply from him that "Yes" he would be only too happy to allow an amount of \$2,000 for this purpose.

Andrew Suttie, a solicitor at Peregrine Beach, subsequently reviewed the documents and we have to hand his reply and suggestions to move forward with this process.

There is still much work to be done but with the Christmas break upon us, much of it will wait for the New Year.

Pertinent points which benefit residents most, i.e. extra car parking spaces and final plans for the refurbishment of Gracemere Manor, are still to be seen and residents should rest assured that these two items will be seen on paper and signed off on by Aveo before this committee proceeds with any signing of a new CMS!!

In a letter from the Body Corporate Committee a few months ago to Aveo, we urged Aveo to provide extra car parking spaces at their expense as a gesture of goodwill to residents. Aveo agreed and this item will now be at Aveo's expense, as will be the new front entry security gate. The new gate was to be installed at the same time as the gates on the new extension but we have recently asked that "ours" be installed ASAP - Sharon Bateman was to follow this up! Today, Troy Thompson, Lot 3 Development Manager, advised Sharon Bateman that he will give a definite date for installation of gate on 4th or 5th January.

Leigh Kersnovske gave us an update on the Lot 3 development at our last meeting - infrastructure works have finished and 4 house pads completed with another 6 to be done in the first stage. Apparently the new homes will be similar in appearance to the rest of our village and will include several split level villas. Four units will be handed over at the end of March and the other 26 at the end of May.

- The Body Corporate Committee is most appreciative of the constant time consuming work Leigh does to keep all maintenance jobs under control and the list that is presented to the BCC at each meeting is certainly far, far shorter than at any other time in my memory at least!!
- Final reminder to everyone - all maintenance requests, no matter how big or small, should be either recorded in the Maintenance Book or if in doubt, check with Leigh who can then tell if it is a Body Corporate responsibility and if so will then advise who to call as the approved service/repair person.

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Discussion:-

Frank Gava asked that given the sprinklers came on at 3 AM, how did you know if they were not blocked? Cheryl Hodges replied that if you had any doubts you should put this in the book and PPS will check them out. Colin Wearne asked for a regular monthly check to be carried out. Jill Ashenden commented that a tree had been taken out at her Villa and this was now an ant's nest. The Chairman said she should write to the Body Corporate regarding this matter.

## 10: Special Resolution.

The Chairman explained the need for this resolution as the committee could not function without a secretary. He asked for the residents support as a majority of 75% was required to accept the resolution. Cheryl Hodges asked if there was any ruling on this issue within the Retirement Villages Act, the Chairman replied that there was no mention of this matter in the RVA. The Chairman asked if anybody would like to speak for, or against the resolution. There was no response. The Chairman said that voting would be by a show of hands and asked if the meeting would approve Karen Wright, Tom Shaw and Steve Hill as vote counters, with Terry Gleeson being the scrutineer who would tall up the votes. This was accepted by the meeting.

The result of the vote was, eligible voters 51. For the resolution 51, against the resolution 0.

The resolution was passed unanimously.

## 11: General Business.

John Davies gave a presentation to the meeting explaining the pension discount issue with the Sunshine Coast Council. He demonstrated the difference in costs for council rates to lease residents compared to free hold residents. He went on to show that two identical service apartments have different rate categories and the lease resident receives no pension discount. This all results in the lease resident paying much more for council rates than the free hold resident. John Davies explained the process that the committee had gone through with the council saying several letters had been sent, and received, from the council with the result being that the council will do nothing this fiscal year, but may look at the matter for next fiscal year. John Davies made the point that other councils pass on the discount to lease residents in retirement villages and that AVEO have undertaken to pass on any discounts received from the council to the applicable residents.

### **Summary of slides presented at the meeting**

#### **PETITION**

- 2012 LOCAL GOVERNMENT REGS. GIVE POWER TO COUNCIL TO GRANT CONCESSIONS
- IF 1) LAND OCCUPIED BY PENSIONER
- IF 2) SCHEME OPERATOR IS NOT MAKING PROFITS
- SECTION 123 CLARIFIES SITUATION FOR PENSIONERS. ...MAY GRANT.... IF OWNER PASSES BENEFIT TO PENSIONER

#### OTHER FACTS

- AVEO HAVE ALREADY NEGOTIATED WITH GOLD COAST COUNCIL TO OBTAIN PENSIONER CONCESSIONS
- A SUNSHINE COAST RESIDENT MOVING INTO A LEASED APARTMENT WILL PAY EXTRA \$1400 PA
- SUNSHINE COAST COUNCIL CHOOSES NOT TO RE-CATEGORISE ACCORDING TO SPECIFIC CRITERIA

#### PLEASE SUPPORT

- YOUR RESIDENT'S COMMITTEE NEEDS YOUR SUPPORT IN THIS MATTER WHETHER YOU ARE FREEHOLD OR LEASEHOLD
- THE SITUATION IS TOTALLY INEQUITABLE
- PLEASE SIGN THE PETITION WHEN IT IS FINALISED AND PLACED IN THE OFFICE

Marie Milner said that the ARQRV have a sub-committee investigating this issue. She said that the ARQRV had tried to get this written into state legislation but this was defeated. Marie Milner said that if the committee decided to put a petition together then all residents should sign the petition. The Chairman said that this was a community matter and all free hold residents should support their lease neighbours. David Gordon asked what was happening in other villages within the council area. The Chairman explained that most other villages were attacking the issue in a similar way to Peregrine Springs. Tom Shaw commented that local council elections will be held next March and the committee should make all candidates aware of the issue. The Chairman said that this will be done. Judy Wrigley commented that the current local council member was ineffective. Marie Milner said the committee should lobby the existing State member and all candidates for the local council.

Mary Wearing-Smith said that the letter box located at the office used to be cleared every day, however this is not happening now. The Chairman said he would talk to management about this matter.

Bryan Milner told the meeting that Les Armstrong had retired from the ARQRV, he also stated that the annual fee was now due. Bryan Milner went on to congratulate Judy Wrigley on becoming the first female bar volunteer. He informed the meeting that new residents were moving in to find faulty appliances despite the fact that AVEO have predicted a profit of 80 million dollars for next fiscal year.

Arnold Vandenhurk commented that when the new gate is installed at the entrance to the Manor, those residents who have already payed for a remote will need to purchase a new one and this is not acceptable. Cheryl Hodges said that this is not the case and all existing remotes will only need to be re-programed to suit the new gate. The Residents Association Committee will write to management regarding this issue.

There being no more general business the Chairman closed the meeting at 3 PM.