

# **PEREGIAN SPRINGS COUNTRY CLUB**

## **RESIDENT'S ASSOCIATION**

### **Minutes of Committee Meeting held Tuesday 10th February 2015**

#### **Meeting Commenced at 8:55am**

- 1. Attendance:** Pat Bowen (Chairman), George West (Treasurer), Irene Gibbons (Secretary) Terry Gleeson, Margaret Gordon, John Davies and Steve Hill.
- 2. Welcome:** The Chairman welcomed members to the meeting.
- 3. Minutes of previous meeting:** It was moved by George West seconded by John Davies that the Minutes of the previous meeting be accepted as a true record of proceedings. Carried
- 4. Business arising from previous meeting**  
All items covered on agenda.
- 5. Inward Correspondence.**
  - 5.1 Letter from P. Charlwood concerning comments made by the Manager in the Dec minutes.
  - 5.2 Letter from B. Iselin commenting on minutes of Dec meeting.
  - 5.3 Letter from N. Wallace concerning cleaning of the bins.
  - 5.4 Letter from P. Charlwood concerning the Manager attending the RAC meetings.
  - 5.5 Letter from M. Jordan concerning the village extension.
  - 5.6 Copy of a letter to the Manager from B. Sarsfield concerning the Art Group.
  - 5.7 Letter from B. Milner concerning the *Change of Community Management Statement*.
  - 5.8 Copy of letter from B. Hodges to the R. Andrews concerning white ants.
  - 5.9 Letter from E. Weideling re volunteer bus driving.
  - 5.10 Letter from BCC re purchase of a Digital Voice Recorder.
  - 5.11 Letter from BCC concerning legal advice re Lot 3.
  - 5.12 Letter from BCC concerning the procurement process and the proposed website
- 6. Business arising from Correspondence.**
  - 5.1, 5.2 and 5.5 filed and noted.
  - 5.3 will be discussed when VBM attends meeting.
  - 5.4 as per the RV Act the Manager can be invited to attend. This committee has decided to invite the VBM to attend the meeting to provide and listen to reports as this saves unnecessary correspondence. The VBMs' arrival and departure from the meeting will be noted in the minutes.
  - 5.6 Pat Bowen advised that he had met with Beth Sarsfield and discussed the issue with her. A meeting was then held with the VBM. This matter has now been satisfactorily resolved. The Art group will use the MPR on most Tuesdays unless a

RAC meeting is to be held. B. Sarsfield has been advised and is happy that the issue has been resolved..

- 5.7 and 5.8 were copies of letters to the BCC. They are filed and noted. Future information only letters will be tabled at the meetings rather than copied to all members in the interest of saving of resources.
- 5.9 E. Weideling asked for clarification of his responsibilities when driving the bus as a volunteer. One issue that needs management assistance is the securing of walkers as this is a problem for the drivers. All volunteer drivers are covered by the volunteer insurance policy so long as they adhere to the QLD Road Rules.
- The BCC requested \$100 to purchase a Digital Voice Recorder. It was moved by Terry Gleeson, seconded by Margaret Gordon that we purchase a recorder. The vote was carried, 4 for, 1 against and 1 abstaining.
- 5.11 deferred to general business.
- 5.12 The BCC have asked for further details on the proposed website. The prototype of the website has been completed and it is now ready for inputting of data. A launch of the website will be scheduled in due course. The BCC also advised that they are currently reviewing the issue of procurement which to date has been used by AVEO to ostensibly provide savings to residents. Further details will be provided in BCC minutes in the future.

## **7. Outward Correspondence.**

- 7.1 Letter to B. Sarsfield re Art Group.
- 7.2 Letter to R. Hadrell concerning opening of the bar on snooker nights.
- 7.3 Letter to M. Bridges concerning opening of the bar on snooker nights.
- 7.4 Letter to BCC re the procurement process.
- 7.5 Letter to A. Marshall re approval for shade cloth for pool.
- 7.6 Letter to E. Weideling re volunteer bus driving.
- 7.7 Letter to L. McCabe re volunteer bus driving.
- 7.8 Letter to B. Sarsfield re use of multi-purpose room.
- 7.9 Email to Secretary BCC re website.

It was moved by John Davies seconded by Terry Gleeson that the inward correspondence is accepted and the outward correspondence be adopted. Carried.

## **8. Treasurer's Report**

The Financial Report was presented by George West.

<b>Cash available on 1 December 2014</b>	<b>\$18,864</b>
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<b>Deposits for Dec/Jan</b>	<b>\$10,773</b>
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Major deposits:

Bar Takings	\$5,051
Xmas Dinner payments	\$3,225

Knitting Club Contribution	\$1,700
Xmas Raffle contributions	\$600
<b>Expenses for Dec/Jan</b>	<b>\$13,760</b>

Major expenses:

Bar costs	\$3,611
Golden Roast Xmas Dinner	\$3,795
Leukaemia Foundation Donation	\$1,700
Endless Shade Pool shade cloth	\$2,002
Wine for Xmas Dinner	\$459
Top up of petty cash and social float	\$572

**Cash Available on 1 February 2015** **\$15,877**

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 Margaret Gordon that the financial report and payments made be accepted. Carried.

### **The Village Business Manager joined the meeting.**

George West advised that the finance committee, in commencing the preparation for the 2015/2016 GSF budget, has been looking at the splits for the carers' wages between the serviced apartments and ILUs. Currently the call-outs are running at 3 to 1, ILUs to serviced apartments but many of these are non-medical issues and should be dealt with by the resident in an ILU. Matters such as beeping fire alarms, TVs or dishwashers not working are not issues for the carers in the middle of the night. AVEO have made the decision to charge for call-outs for non-medical emergencies and residents will be invoiced. Further details will be in the newsletter. This should assist in keeping carers wages from rising further for which all residents pay.

George also highlighted that the nurses' wages are covered only by serviced apartments. ILU residents do not contribute to the nurses' costs and are not entitled to use her services. However a cost schedule is being prepared to enable IU residents to use the services of the nurse on a user pays basis.

## **9. Manager's Report**

The Manager reported as follows:

- Sharon highlighted issues with visitors to the pool area. Two major issues are unaccompanied visitors and food being taken into the pool area. It must be stresses to all residents that visitors must be accompanied by the resident into the pool area and must remain with them at all times. This is a safety and

accountability issue and has insurance implications in the event of an accident. Food in the pool area has become an issue with rubbish being left, grease being spilt on the concrete and glass bottles being taken in. New signs will be erected to state no food is allowed in the pool area and all visitors must be accompanied. Cleaning of the pool bathroom will be carried out weekly by the carers.

- With effect 16 Feb the carers will no longer deliver newspapers to the ILUs. Residents can pick papers up from the front gate or negotiate with the newsagent to deliver the papers (as the newsagent is receiving a delivery fee). A notice will be going out to residents.
- The carers will also no longer deliver notices to residents in the evenings or early mornings as they must be available at all times in case of an emergency or fire alarm in the manor.
- Sharon addressed the issue of the bins as per item 5.3. A complaint about the state of the bins was referred to the Health Commission and subsequently the Sunshine Coast Council. It appears a major issue with the odour in the bins is grass cuttings and weeds which ferment in the bins. Residents are asked to place these in plastic bags and leave out the front for the gardeners to collect. The gardeners will also clean the bins on a rotational basis.
- Morning tea to welcome Leigh was very successful and was attended by about 60 people. At this time the issue of verbal abuse of staff by residents was discussed. Whilst this only involves a small group of residents this bullying behaviour is unacceptable and will not be tolerated by the Manager or the Residents' Association. The resident who verbally abused Leigh in her first few days here has been spoken to but in future these residents will be named and written to by the RAC. This issue will be addressed at the next QGM on 17 March.
- Sharon advised that the catering arrangements are working really well. It is planned to re-commence the Saturday smorgasbord and the Sunday Roast in March. The next newsletter will contain details.

## **10. Sub-Committee Reports**

**Social:** Bronwyn West and Desolie Gleeson provide the following social agenda with request for funds as listed.

### **Thursday 12<sup>th</sup> February – Black, White & Pearl Dinner in the Manor SOLD OUT**

Bar Manager opening bar 5:00PM. Set up 1:30PM on the day, RA help required for this please.

### **Tuesday 17<sup>th</sup> March – Happy Hour, St Patricks Day**

Bar Manager providing Guinness and a "green" cocktail, Residents to pay. Light refreshments of cheese and crackers, on the bar tables followed by cocktail frankfurts and sausage rolls. We will liaise with Joyce in the kitchen for these items as per Australia Day. Cost \$6 per person.

### **Thursday 26<sup>th</sup> March, 2015**

Lunch at Riverdeck Restaurant, Tewantin, 12:30Pm. Two course lunch plus glass of wine \$27. Transport car pool unless a volunteer to drive the bus.

### **Wednesday 8th April, 2015**

Meet the Author Morning Tea - Cost \$6 pp. The Author is the librarian at St Andrews. Her book compliments Anzac Day.

**Mother's Day** - raffle set up after Easter to be drawn Friday 8<sup>th</sup> May at Happy Hour. Would RA allow \$200 to be spent on the basket of "goodies"? At Christmas the raffle made a great profit. It was moved by George West, seconded by Margaret Gordon that \$200 be allocated to make up the basket. Carried.

**Wednesday 25<sup>th</sup> April** – Fashion Parade with fashions by Portofino at 1:30pm.

### **Saturday 25<sup>th</sup> April, 2015 Anzac Day Service 10.30am**

Steve Hill arranging Program and Flyer: Catering: sandwiches, sausage rolls, Anzac Biscuits with tea/coffee. It is requested that the RAC pay for this brunch. Bar will open at midday. I was moved by Irene Gibbons, seconded by Steve Hill that \$500 be allocated to pay for the Anzac Day Brunch.

### **Thursday 14<sup>th</sup> May, 2015**

Mystic Mountain Tours - \$25 pp. Tour into the Hinterland itinerary being planned. Buy your own lunch.

### **Thursday 18<sup>th</sup> June, 2015, 1920's Dinner & Cabaret in the Manor.**

We have a Mr Smooth crooner, Dave Stygall in mind \$90 an hour. Would the RA pay for this we think we would require him for approximately 4 hours. It was moved by Terry Gleeson, seconded by George West that \$360 be allocated to pay for the entertainment at this function.

Pat Bowen acknowledged the excellent work being done by Bronwyn and Desolie without the assistance of a social committee.

### **Maintenance** - Terry Gleeson reported:

- The first joint meeting between the Maintenance sub-committee and Myles from PPS was held on 27<sup>th</sup> January. Detailed minutes of that meeting have been provided by the Secretary of the Body Corporate, Cheryl Hodges.
- Arrangements have been made for a few volunteers to clean the pool in Ron Marshall's absence.
- Luke McCabe has volunteered to drive the bus on Tuesdays & Thursdays.
- BBQs: A roster has been made up to cover the cleaning of the BBQs each month for the next year. The BBQs have been industrially cleaned and each of the gas bottles has been filled. Older BBQs have been discarded. Covers!!

- Home Assist: A speaker from Home Assist came to the Manor on 9 February and gave a talk on the services available, who may be eligible for this service and how to register as a client. Approximately 40 people attended.
- Enviro-Pest have been back in the village doing a second inspection for those ILUs, 32, who had suspect damp or other possible white ant activity.
- Three large BBQs have been cleaned and two smaller ones discarded. Covers are needed and it was moved by Terry Gleeson, seconded by John Davies that \$150 be allocated to pay for these covers. There are 24 people on the BBQ cleaning roster.

Pat Bowen raised the issue of the need for a full-time maintenance man in the village. As identified in reports above the gardeners are being taken away from their duties to drive the bus, clean the pool, clean bins and carry out minor maintenance. Whilst this is all in the PPS contract the fact is that all the work cannot be carried out by two people. This issue will be raised and discussed at the QGM on 17 March.

Pat complimented Terry on the outstanding job he is doing in the role of maintenance representative on the RAC.

**Manor Report – John Davies reported:**

- Excessive speed is still an issue in the village and John asked whether the VBM could look at painting speed limits on the road and installing a speed bump near the main entrance to slow down vehicles. Sharon will investigate.
- An incorrect invoice statement had been issued to a resident but this matter has now been resolved.
- A few serviced apartment residents are making adverse comments about the catering which are not the general opinion of the majority of residents. If a resident has a valid comment they should make a complaint to the catering committee.
- The fire alarm sounding recently at 6am resulted in an unnecessary and chaotic evacuation due to the carer being involved in delivering newspapers elsewhere in the village. As discussed in the VBM report this will no longer be an issue.
- Fire alarms in the independent living apartments are not suitable and have resulted in unnecessary fire alarms. The VBM is investigating an alternative heat alarm.
- John has also witnessed an ILU resident bullying care staff. This issue has been discussed and will be raised at the QGM.
- New Years' Eve was a disappointing turn-out.

**Finance Committee – George West reported:**

**Finance Sub-Committee Meeting: held on the 30<sup>th</sup> January 2015**

Attendance : George West ,Pat Bowen, Steve Hill, Richard Hughes, Judy Wrigley, John Weeden, Ralph Haddrell, Sharon Bateman, Debbie Coughlan, Abby from Head office accounts,

**GSF. Service Apartments:**

At the end of the first six months of this fiscal year, income is under budget by \$ 28,500 and expenses are under budget by \$3,600. A total deficit of \$24,900 not a good result. Keep in mind that AVEO pick up any deficit at the end of the fiscal year.

### **Income short fall is as follows:**

Additional services are under budget by \$11,000 however invoices for additional services have been sent to residents in January for services provided for the previous 3 months, consequently there will be a recovery in January's figures.

Casual meals are under budget by \$9,500 for this first six months of the financial year. Last fiscal year's total income from casual meals was \$44,000 it could mean that this year's figure of \$44,000 may have been over estimated.

Sundry income is under budget by \$2,000. The reason for this is unclear and needs clarification.

### **Expenses:**

Salaries & Wages are over budget by a large \$18,500. When the on costs expenses are added, then total expenses relating to salaries & wages are \$21,400 over budget for the first half of this fiscal year. The answer given by management is that this is due to the carers carrying out additional work in the restaurant. The issue is that although the associated expense items, contractor catering –food and contractor-catering service, are below this year's budget by \$29,400, Decembers expenses for these two related items was over budget by \$13,000 for one month only ?? This needs to be monitored carefully until a clear picture evolves of what the actual impact the labour component is having on restaurant costs prior to next fiscal year's budget being evolved.

Cleaning-consumables are over budget by \$10,000 for the year to date due to an unexpected bill from the previous restaurant caterers for \$25,000. Management have been asked to follow this up as this expense should be met by AVEO who agreed to this contract in the first instance.

The under budget expense result for the GSF-service apartments so far this year is due to the under budget performance of catering related expenses and lower than expected electricity costs. The concern is that while income remains below expectations, the gain in expenses will evaporate if catering expenses continue at December levels, thus increasing the deficit as the year goes on.

### **GSF. ILU's**

Thank goodness the ILU's GSF is not as complex as the serviced apartments! There is only one income stream (your levies) which is predictable and stable during the fiscal year. Expenses are also easier, no restaurant or catering services/cleaning to worry about.

Income is on budget for the first six months of this fiscal year as expected. Total expenses are under budget for December by \$3,000 and so far this fiscal year by \$21,300.

### **Expenses :**

Major under budget items are salaries & wages by \$11,000 for the first half of this fiscal year, however December was over budget by \$1,400 due to extra hours being worked to cover for the absence of the village co-ordinate, it would be expected that this over budget result will be repeated in January/February until the new co-ordinator becomes familiar with the tasks associated with this position.

Water rates continue to deliver an under budget result, \$500.00 in December and \$5,600 so far this fiscal year.

Repairs & maintenance gardens & Grounds are under budget for December by \$600.00 and so far this year by \$3,300. However Contractor-Gardening/Mowing (PPS) is over budget year to date by \$2,200 cancelling this gain out.

Over budget items for December and this fiscal year so far are printing/postage & stationary by \$253 in December and \$900 year to date.

The only other over significant over budget item is pest control for December of \$3,000, and year to date \$3,000. Management are insistent that this should be in the MRF 134 !! and the change will be made.

### **MRF'S 134/183**

Both of these funds are within their budgets for this first six months of the fiscal year.

December was over budget due to costs associated with the Higgins painting project (the sinking fund pays for the ILU's) however at the end of December year to date the MRF 134 was under budget by \$2,000 and the MRF 183 was under budget by \$800.

### **Summary :**

**GSF-Service apartments still have many issues to be resolved before next fiscal year's budget preparations.**

**GSF-ILU's performance this year to date is under budget and going well.**

**MRF's are within their budgets year to date.**

A meeting has been scheduled for March 13<sup>th</sup> 2015 to begin the budgeting process for next fiscal year. This first meeting will address the percentage split of expenses common to both the Service apartments and the ILU's, for example...wages and salaries, electricity, carers call outs ETC.

A 15 page submission on this issue has already been received from John Davies relating to the service apartments, the sub-committee would welcome any other thoughts; please forward them to me for distribution to the rest of the committee.



**Commemorations** – **Steve Hill** advised that preliminary planning has commenced for Anzac Day and that St Andrews has agreed to participate.

**Activity Groups** – **Margaret Gordon** reported:

- Aqua aerobics is very happy with the shade cloth.
- Knitters meet Mondays and Wednesdays and are also involved with helping out at St Andrews.
- Bingo is now running alternative Fridays and Saturdays.
- A new Art Appreciation group is planned, to be run by Don Goodey. The first meeting is scheduled for 12 February.
- All groups are now back after the Xmas break.
- Bowls is on Thursday at 4pm and Sunday at 3pm.

Pat Bowen advised that a very successful lunch took place at the Coolum Hotel to thank the volunteers. Nine people attended and were picked up by the hotel bus.

Pat Bowen also thanked George West, Sharon Bateman, Pat Charlwood and Mick Wallace for assisting in rectifying the problem with the bar licence prior to Xmas.

It was moved by John Davies seconded by Terry Gleeson that the sub-committee reports be accepted. Carried.

**The VBM left the meeting at 11:45.**

## **11. General Business:**

11.1 Lot 3: The BCC has written stating that they believe a combined effort is required from both themselves and the RAC to contact the ARQRV solicitor to gain definite legal advice on several issues surrounding the development of Lot 3. These issues are:

- Whether we are a 'close' village
- If we are no longer a closed village why did residents have to pay an increased monthly levy of \$50
- What is the process AVEO need to go through to add the Lot3 development to our existing Community Management Scheme?

There are a number of other issues also on which we believe we need answers and guidance.

There was considerable discussion on the 'closed' village and as this is not a recognised legal term whether it is a policy or legal issue. The financial implications surrounding surplus or deficits as outlined in the Act were also discussed. On balance it was decided that legal advice should be sought and this will be by the Chairs of the BCC and RAC.

11.2 The issue of the appointment of a maintenance man has been discussed and will be raised at the QGM.

11.3 The prototype of the website has been viewed by all committee members. It now remains for the content to be uploaded. A launch will be scheduled later in the year.

11.4 John Davies queried why some things contained in reports he submits are not included in the minutes. Pat Bowen advised that the minutes are only a summary of discussions and reports and it is the Secretary's role to highlight all the issues for residents without including unnecessary detail.

**12. Date and Time of Next Meeting:**

Committee Meeting Tuesday 10<sup>th</sup> March at 9.00am.

Quarterly General Meeting Tuesday 17<sup>th</sup> March at **10am**

**13. Close of Meeting:** The meeting closed at 12.26pm.