

PEREGIAN SPRINGS COUNTRY CLUB

RESIDENT'S ASSOCIATION

Minutes of Committee Meeting held Tuesday 14th April 2015

Meeting Commenced at 9:03am, the chairman welcomed committee members and the Village Manager (VM) and Co-ordinator (VC) to the meeting

1. **Attendance:** Pat Bowen (Chairman), John Davies (Secretary) Terry Gleeson, Margaret Gordon, and Steve Hill.
2. **Apologies:** George West (Treasurer)
3. **Minutes of previous meeting:** It was moved by Terry Gleeson seconded by Steve Hill that the Minutes of the previous meeting be accepted as a true record of proceedings. Carried
4. **Business arising from previous meeting:**
5. **Inward Correspondence:**
 - 5.1. **P.Wright:** Lions use of bowling green, a wet evening !
 - 5.2. **B Iselin:** Steve Hill pointed out an error in regards to the short history of the Village Memorial Stone and Flagstaff. That has now been corrected
 - 5.3. **A Vandenhurk:** Pat Bowens reiterated his concern that there needs to be a maintenance person in addition to the two gardeners. The Village Manager referred to the fact that ILU's are very much "User Pays", but asked for the matter to rest until her report. Village Manager explained to the Village Coordinator, the scope of the original PPS contract and how deficient it currently is. Pat mentioned that even though Home Service was very good, there were still many jobs that needed to be done around the village. Margaret asked the VM whether sales staff could be spoken to so as not to present incorrect statements about gardeners will do everything for them. VM replied that very strong representations had been made about correcting statements in literature given to new residents so as residents would be aware there are many household tasks still to be undertaken by new residents. Pat mentioned that Twin Waters had 4 outside workers plus VM and two staff, one of the workers being full time maintenance.
 - 5.4. **M. Vandenhurk:** Cleanliness of Manor, Pat asked that office staff check behind curtains to see whether cleaning had been done. Chairmen considered the letter to be very credible and it was now up to management to check on cleaning.
 - 5.5. **P. Charlwood:** contents tabled and noted. The secretary did apologise to the committee for the extent of the material distributed, but contended it was necessary to substantiate the committees decision to enforce the position that letters must be addressed through the Residents Association mail box and emails in certain cases will be blocked.
 - 5.6. **B. Millner:** Car parking statement at end of the Aveo presentation meeting was brought up at the meeting with the Operations Manager in the afternoon, who clearly articulated that Aveo would not be paying for any extra car-parking, it would be a Body Corporate matter and cost.
 - 5.7. **Richard Andrews :**

Aveo

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Pat Bowen
Chairman, Peregian Springs Residents Committee Aveo
Peregian Springs 21 Gracemere Blvd Peregian Springs Qld
4573

08 April 2015

Dear Pat & Committee,

Thank you for your letter dated Tuesday, the 10th of March 2015 raising concerns held by the Committee for the safety of serviced apartment residents in the event of a fire.

A serviced apartment resident's occupation contract stipulates that a resident must be able to live independently. Assessment of incoming residents is the responsibility of the village business manager and the serviced apartment nurse, not the sales manager. It is not uncommon for potential residents to be proposed by the sales manager, but rejected by the village business manager or the serviced apartments nurse if the available accommodation and care services offered are deemed inadequate for a resident's care requirements.

The occupation contract for a serviced apartment and independent living unit, as well as the *Retirement Villages Act 1999*, gives the scheme operator the ability to terminate a resident's contract in the event that an independent assessment of a resident's health has resulted in their unit being deemed as not suitable for their current care needs. Again, it is the responsibility of the village business manager to monitor the health and capability of residents to ensure that their continued occupation is appropriate and does not present an imposition or risk to village residents or staff.

With regards to fire emergencies, our evacuation procedures call for all able-bodied residents to exit the building using the fire stairs. Typically, an indicator (such as a pillow) is placed on the external side of the front door by the resident upon evacuation to alert staff and emergency personnel that the room is empty. Residents who are unable to use the fire stairs are directed to remain in their room to await the arrival of emergency personnel.

Local fire services visit facilities such as Gracemere Manor on a regular basis to ensure that their staff are familiar with the building and nature of occupants.

Fire evacuation training is carried out at least once per year. Pat, I trust this response

Please do not hesitate to contact me should you have any further questions or concerns.

Yours sincerely

Richard Andrews

Territory Operations Manager Queensland Aveo

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Village Business Manager

Discussion: The committee was most concerned about the safety aspects associated with an older age group of new residents entering the village and in particular the Manor. Clearly the letter above, from the operations manager, indicates that Aveo sales staff are conforming to their objectives. The letter then goes on to state that it is all down to the Village Manager who has to shoulder full responsibility as to whether an incoming resident is sufficiently ambulatory as to be able to manage an emergency evacuation situation. The VM in turn has indicated that because a new resident presents as ambulatory and independent, the situation can change at short notice. The Chairman expressed concerns that some residents were not coming down to meals even after direction from the VM. The VM explained that residents can elect to stay in their rooms or villas and not socialize, it is a personal choice. Residents can elect to pay for extra services such as meal deliveries, totally within their rights.

5.8. Letter from Body Corporate solicitor advocating a formal approach to Aveo, re our concerns with the Lot 3 development. Solicitors' fees to be paid, requires a motion to be approved following the resolution at the last quarterly general meeting.

Motion: That the Residents Association approve the payment, up to an amount of \$5000 to the Body Corporate committee to cover legal advice in relation to the Lot 3 development.

Moved Steve Hill, seconded Margaret Gordan, carried unanimously

5.9. Letter from the Village coordinator requesting support for a band concert on 30th May 2015 at 2:00pm. There will be a cover charge of \$3 per resident to defray expenses.

Motion: That the Residents Association support the band concert to an amount of \$200 with proceeds from the cover charge being returned to the association.

Moved Terry Gleeson, seconded Steve Hill, carried

6. Outward Correspondence

6.1. Letter to VM re non-functioning dishwasher. VM reported matter resolved but has emphasized that residents should in the first place seek redress with problems from management and not take matters into their own hands and certainly desist from threats of legal action. In consequence the VM has requested Aveo Sales section to institute a procedure whereby new residents are able to view an inspection report carried out by sales staff that confirms all equipment in their new villa or apartment is functioning correctly. Keys can then be handed over. That should prevent problems such as this arising again. The VC said that incoming residents, as with any real estate purchase, should have both the property and documents viewed and inspected. And both the VM and VC

added that sales of villas and units can be done in an “as is” condition to sell at a lower price. Full refurbishments are not compulsory but naturally will allow Sales to achieve a higher sales price

6.2. Letter re skips and replacement of rosemary bushes noted as completed

6.3. Letter re safety discussed previously

6.4. Letter to Operations Manager re closed village statement has been followed up with interview with a legal firm and the two committees’ chairmen.

6.5. No feedback yet on morning tea gold coin donations.

6.6. Matter of B Milners comment about car parking dealt with earlier

6.7. P Charlwood letter tabled and noted

7. Business Arising from Correspondence

7.1. VM response to Rob Thompson re PPS scope of works, see VM report later

7.2. Bar license name, has been costed and authorized, just waiting for payment to process

8. Treasurer’s Report

8.1. View on the wall in the computer room

8.2. Overview

Discussion:-

The VC asked about what level of payment should social functions expect support from the Residents Association. Pat explained that in previous years it has been a condition that social events were self-supporting, that is, a cover charge plus maybe raising extra funds by way of raffles etc. It is not normal to expect the association to fund social events. It is still hoped that a social committee can be formed to assist the VC with her enthusiasm to provide a more active social calendar for all village residents.

The secretary is to write to the Lions Club and Noosa Chorale thanking them for their donations.

Overview of Treasurers Report for March 2015

Cash available on 1st March 2015 **\$15,576**

Deposits for March **\$3,062**

Major Deposits :

Bar takings **\$2,662**

Noosa Chorale Inc **\$ 200**

Donation to the Knitters from the Lions Club **\$ 200**

Expenses for March **\$3,663**

Major Expenses :

Bar costs \$1,980

No other major expenses this month

Cash available on 1st April \$16,406

An increase of \$830

9. Managers' Report RAC April 2015

- 9.1. Budget meetings with sub finance committee (informing all residents of sub finance committees suggestion's)
- 9.2. Meeting PPS, meeting with Robert Thomson & Richard Andrews.
- 9.3. QS report: Rob from Minitier & Ellison 9.30am, 17th April 2015
- 9.4. Serviced Apartments / Trials coffee pods / Trial additional menu services
- 9.5. Welcome morning tea.
- 9.6. Pest inspections, round 2 for the year at BC request.
- 9.7. General cleaning of Manor

Discussion:

The VM spoke to her first point wishing to draw to all Village residents' attention the important decisions being taken by the finance sub-committee on their behalf. It is essential that all residents understand that the removal of the carer charge from the ILU General Service Fund means that residents who entered the Village on the understanding, from their PID's, that there would be assistance at times of emergencies or other sudden events from the carer in the Manor will no longer continue. All calls to the carers for assistance will incur a charge. If residents feel unsettled about this change in the operation of the Village they need to write to the residents association to express any concerns they may feel. It is a committee decision not a management decision. All residents will need to take this into account when considering the budget for 2015/16 which should be available for perusal after the finance sub-committee meeting on the 24th of April.

On the second point, the VM outlined her discussions with Ron Thompson of PPS, about the original scope of the contract for gardening and maintenance not being adhered to and said that in future PPS will provide 2 personnel to carry out the gardening and in addition one person 2 days a week to carry out driving duties and maintenance. Surveys will be carried out to determine if the contract outcomes improve.

The Quantity Surveyor will be attending the Village on Friday 17th and will meet with all committee members from 9:30am

Manor residents are to receive an improvement in their coffee provision at morning tea time. A

self-serve system is to be instituted which will save costs of that activity each morning. If ILU residents wish to avail themselves of coffee it will need to be paid for under an honour system.

A further improvement will occur with a third menu item being added, with up market menu items, to each weekly calendar. If Manor residents wish to choose the third alternative there will be an extra charge.

Margaret started discussion on the welcoming morning tea for new residents and said she had only 12 names so far.

The VM congratulated the VC on her exuberance and vigour in attempting to revive the social activities.

Pat commented on the fact that the social activities for residents had declined but he was hopeful of setting up a social committee in the near future but meanwhile he thought the absence of the monthly dinners in the Manor had led to a decrease in the ability of residents to socialize. The VM explained that there was a need to calculate for full cost recovery otherwise Manor residents were subsidizing such events. It was also necessary in future that any dinner events organized to use the Manor dining room, have invitations distributed to Manor residents at least 1 day in advance of other residents, so that Manor residents did not miss out on a seat at such events.

The chairmen mentioned one of the big problems with the budget is also the return from casual meals sales. VM again emphasized that there has to be full cost recovery and it was pointed out that ILU residents several years ago pulled out of supporting, in their GSF fund contributions, a share in the costs of running the dining room facilities. In addition the Manor is almost full now, whereas a few years ago about 20 Manor residents were being supported on a meals budget for 48 residents, so there was much more scope for supporting casual meals in the dining room. The VM said that Joyce, the chef, was very approachable on helping out with providing food at social events.

The smorgasbord Saturday lunch is becoming more popular.

Other social events have been well supported, the Black and White dinner, River Deck.

The second round of pest inspections is commencing on 24/04 with a very special rate offered to residents to have their own apartment/villa pest controlled at the same time, by requesting same from Enviropest ph 5409 0616.

Changes to the process of cleaning the ground floor of the Manor is being considered and the VM has sought quotes for contractors to carry out the work. It was mentioned that any contractors engaged would clean toilets once a week. Further discussion is likely.

The VC put in a request to have support up to \$200 for a concert band to perform on Saturday

afternoon, 30th May in the Manor. A subscription of \$3 a head will be requested from residents to defray costs.

Motion: That the association support the concert band event up to \$200 on the proviso that attendees pay \$3.

Moved Steve Hill, seconded Terry Gleeson. Carried

10. MAINTENANCE REPORT, APRIL 2015

- 10.1. The monthly meeting of the Maintenance sub-committee was not held during March.
- 10.2. PPS have had the mould on the bowling green assessed. The report indicated that a new type of spray is required. PPS waiting on response from Aveo.
- 10.3. The five week gardening cycle has gone out to a seven – eight week cycle. Aveo currently negotiating with PPS for an extra gardener.
- 10.4. Some solenoids and sprinklers have not been working correctly since the recent rain. PPS will attend to by end of April.
- 10.5. PPs have been advising residents who want light globes etc. changed to contact Home Assist.

11. Manor report

- 11.1. Village Manager met with Manor residents on 13/03/2015. Discussed food and kitchen supplies. > 70% considered current arrangements more than satisfactory. A useful meeting.
- 11.2. updated discussions on safety matters with Village co-ordinator, to take place on Wed 15th at 10:00am
- 11.3. Weekend use of the restaurant busy, so collecting payments from casuals becoming difficult to track as carer is busy helping residents pick items from the smorgasboard.
- 11.4. Residents have asked whether Aveo staff pay for casual meals or there is some sort of offset to meet those food costs.
- 11.5. Mystery Tour organized by Beth Sarsfield was a success and Manor residents are looking forward to the next tour.
- 11.6. Manor resident in limited lease apartment being asked to replace air-conditioner herself. Should it be a capital replacement item for a leased apartment?

- 11.7. Some Manor residents have expressed their dismay at quality of fruit being supplied to them. Oranges dry inside, some fruit black inside
- 11.8. The licensee name change re the bar liquor license has been costed and the order placed. Awaiting approval and payment.
- 11.9. Splits in shared expenses between serviced apartment residents and villa residents still under consideration and remain contentious in particular areas, such as salaries and wages and telephone costs. Without substantiated costings, difficult to determine a suitable split. Some concern about 30% of village population (Manor residents) paying 50% of some costs.

Discussion:

The secretary was asked to write thank you letters to Beth Sarsfield and Luke McCabe for their parts in organizing and running the Mystery tour.

The secretary was meeting with the VC to tie up some loose ends of safety procedures in the Manor during emergencies.

The secretary brought up the matter of accounting for casual meals at such times. The VC indicated that all staff have to pay for the cost of meals taken but acknowledged that carers are often too busy serving Manor residents at lunch times to collect ILU resident's lunch fees. The VM indicated that in future all casual meals will need to be paid for at the time of booking.

In the case of limited lease residents having problems with items in their apartments such as electrical or plumbing it is still their responsibility to have such items repaired. If items have to be replaced then it is Aveo's responsibility.

Discussion then ensued on the fixing of equitable share ratios for Manor residents and ILU residents in areas such as telephones and office staff. The VM indicated that a full examination of such line items will take place at the budget meeting on the 24th of April. It was mentioned that there is some concern amongst Manor residents that they are paying 2.6 times more than ILU residents to share the same facility.

Village manager then outlined the reasons for putting the costs of pest control back into the GSF fund accounts rather than the Maintenance reserve accounts. The VM went on to explain the need for a significant increase in Body Corporate fees to cater for the white ant problem that has surfaced in many villas and added that amongst all retirement villages, Peregrine Springs pays the lowest Body Corporate fees.

Margaret Gordan asked about residents receiving reports on their villas from Enviropest inspections. The VM said they would.

Pat asked, following on from the Manor report, when are the tables and chairs in the bar area going to be replaced. The VM explained that because of lot 3 development, she'd been asked to shelve the request. It was resolved that the secretary write to the VM requesting urgent attention to the matter.

Terry Gleeson asked about the replacement of the automatic gate at the front entrance. The VM replied that it was to be replaced with the same type of gate to be installed in the lot 3 development. In the case of all emergency calls to the Tunstall alarm system and it will be their operators who have to arrange for the ambulance to come to the village and enter through the electronic controlled gates. So it will need to be decided what sort of control system is adopted for the gates that will let the ambulance enter

Steve Hill summarized that the budget discussions on the 24th of April will more clearly outline sharing of costs. The VM agreed and said actual figures would be available for that meeting.

The VC left the meeting

The secretary mentioned that the treasurer wanted to clarify an issue raised by Marie Milner at the last quarterly meeting about Aveo paying only a limited deficit for the Manor. The VM confirmed that Aveo would be meeting the full deficit.

12. Finance Committee Report

April 2015

Based on February 2015 and Year to Date fiscal 2015 reports

GSF-Service Apartments:

Income continues to perform well below the expected budgets, being down by \$4,600 for the month and now \$35,700 below budget YTD.

Expenses for February were less than budget by \$1,600, a pleasing result. Expenses YTD are now over budget by \$13,400.

Salaries and Wages were higher than budget for the month by \$2,600 and now higher YTD by \$39,400. However at last costs associated with catering were under the budget for February by \$6,400 and are now \$32,600 under spent YTD. If this trend continues then there is a good chance that catering expenses, including the wages for carers serving meals, will be on budget by the end of the fiscal year (we hope).

GSF-Service Apartments added \$3,000 to the deficit in February which is now \$49,100 for this fiscal year so far.

GSF-ILU's:

Income is slightly above budget for February due to a contribution of \$147 from “sundry income” I have no idea what this is but its welcome!. Year to Date, Income is now slightly over budget by \$404 thanks to the mysteries sundry income and higher than expected interest payments.

Total expenses for February were greater than budget by \$4,300 however this was due to an expense for pest control of \$4100 that should not have appeared in this fund. This cost should be reversed out accordingly. YTD total expenses are below budget by \$20,000.

GSF-ILU’s so far this fiscal year has a surplus of \$20,400. Add last year’s surplus of \$10,000 to get a total YTD surplus of \$30,400.

MRF-134:

This fund continues to perform steadily with no surprises. February income was slightly below budget by \$84 and is now right on budget for this fiscal year so far.

Expenses were less than budget for February by \$578 and are now below budget for YTD by \$2,300.

MRF-134 is in good shape with a surplus of \$2,300.

MRF-183:

Again no issues with this fund with income for the month, and YTD right on budget.

Expenses for February were under budget by \$735 and are now under budget YTD by \$2,400.

MRF-183 has a surplus of \$2,500 for this fiscal year so far.

Budgets:

The outcome of the meeting on March 19th to discuss all the common expenses between the ILU’s and the SA and how they should be split formulated changes from this fiscal year’s arrangement.

A significant change was that ILU’s will no longer pay for 50% of carers salaries after normal hours, at weekends and during public holidays.

ILU residents must use their emergency call button when they need emergency help and the systems operator will respond accordingly. Should any ILU resident contact the carer during the specified times above for any assistance they will be charged for this service. The amount will be credited to the appropriate GSF-SA account as all salaries and wages costs for carers will be in the GSF-SA budget.

It was also agreed that the office staff salaries and wages will be split 50/50 and not 80% ILU’s and 20% SAs as is the current arrangement.

Other split changes were made to, Administration, telephone costs, the bus and the PPS expenses.

The next meeting is scheduled for April 8th 2015.

George April 6th 2015

13. Commemoration Report:

- 13.1. Steve said that Anzac Day arrangement are well in hand, with a few fine details to be clarified. Steve requested that new wreathes be purchased .

Motion: That new wreathes be purchased for Anzac Day approximate cost \$20.

Moved Steve Hill, seconded Terry Gleeson. Carried

Discussion:

The chairman indicated that Steve had also prepared a discussion outline on proposed alterations needed to the Manor in preparation for meetings about Aveo's proposal yet to be submitted in detail to the residents.

It was resolved that the secretary write a letter to the VM requesting urgent action to obtain copies of the plans and the mock up proposed by Kylie at the Aveo presentation.

Much discussion ensued in principle agreeing with many proposals suggested by Steve but adding that the ILU kitchen could be moved to the current location of the library then extended out onto the forecourt between the Manor and the bowling green. Margaret added that in winter time it could be somewhat cool in that area.

Steve said that there had been no indication to date on how much money Aveo were prepared to spend on alterations.

14. Activity Groups Report:

- 14.1. Book Club- They usually have about 13 people attend on a Friday once per month as per the calendar.
- 14.2. They get 8 books per month from the Sunshine Coast library to read which they share around.
- 14.3. Bulli is now buying the books once a month from the \$200 donated from the Resident's Association. Hilary and Jill are sorting the donated books some of which go to a charity and or Arcare.
- 14.4. They have just bought more labels which the Resident's Association pay for.

14.5. Apparently they are getting someone in to look at the shelving arrangement.

14.6. Art Circle- Seems to be going well with about 6 people attending on a Thursday afternoon.

14.7. Bowlers- The bowling green has a mildew problem at the moment. They have had someone looking at it re fixing the problem. They are looking forward to Domaine Retirement village probably coming here for a day out early in May. This has not been confirmed yet.

14.8. Aqua Aerobics -- is seeing if the weather is still warm enough.

14.9. Canasta-1 am trying to enquire whether Canasta is still on, on a Monday night.

14.10. All other Activity groups seem to be busy. M.GORDON.

Discussion: Margaret suggested that as a matter of courtesy if residents find that they are unable to attend a regular activity to please inform the convener of that activity of their non attendance.

It was resolved that all reports be accepted.

15. General Business:

Terry Gleeson asked the VM to comment on why there had been a shift in the age profile of new residents to the older age group. The VM replied that some years ago that residents in the main were looking for a life style choice especially socializing and community, now it's more about ensuring a safe and caring environment for partners that may be on their own in the future. It's not possible to discriminate age wise. Currently the entry age limit is 65.

It was proposed that the secretary write to the operations manager requesting that the entry age be reduced to 55 to encourage a younger cohort of new residents to reside in the village and so ensure a continuing influx of new ideas and enthusiasm to maintain the village atmosphere that has been the Peregrin Springs community outlook for many years.

The VM indicated that the poor night lighting of the village streets has led a few residents to say that they don't attend functions because they don't feel safe walking at night to the Manor. This is a matter under consideration currently and will need to be looked at with the addition of lot 3 residents.

The **Village Manager** left the meeting at 11:53

Web page of the resident's association on trial is at www.psc.org.au a number of the items in the menu bar are currently still under construction.

Important note for End of Month BBQ. This will be postponed until the following Friday 1st May. This is due to the 100th anniversary of the landing at Gallipoli arrangements in setting up the area for Anzac Day on Saturday 25th April. As there are 5 Fridays in May this should fit in quite well.

Margaret Gordan asked that since there would be no May meeting could the remainder of the committee meet, if needed, prior to the next meeting in June. The chairman agreed that this would be alright and the secretary advised that he would keep committee members informed as and when matters arose.

Meeting closed 11:55am

Next committee meeting Tuesday 9th of June at 9:00am, in the theatre in the Manor

Next quarterly general meeting 16th June in the Manor at 10am, Terry Gleeson acting secretary.