

**PEREGIAN SPRINGS COUNTRY CLUB  
RESIDENTS' ASSOCIATION  
MINUTES**

Friday 9<sup>th</sup> October 2015 at 2:00 pm in Gracemere Manor,

1. Attendance, Chairman, Pat Bowen; Treasurer, John Davies; Secretary, Judy Wrigley; members, Desolie Gleeson; Bronwyn West; Steve Hill and Jan Corlett, Village Manager, Sharon Bateman and Leigh Kersnovske, Village co-ordinator.
2. Minutes of previous meeting, moved by John Davies, seconded by Steve Hill that the minutes be accepted.
3. Business arising from previous meeting. Nil
4. Inward Correspondence:
  - 4.1 Copy of letter from Sunshine Coast Council re Pensioner Concessions.
  - 4.1b Letter from Ralph Haddrell re overcharging of rates to monthly accounts for all leased apartments
  - 4.3 Letter from Don Goodey re need for refurbishment survey.
  - 4.4 Letter from Village Co-ordinator re Arabian Nights request for subsidy.
  - 4.5 Letter from Body Corporate re parking
  - 4.6 Letter from Body Corporate re Plinth repair
  - 4.7 Copy of letter from B. Milner
  - 4.8 Copy of letter from Body Corporate re GST paid by Villa residents, Thursday 12<sup>th</sup> November
5. Outward Correspondence:
  - 5.1 Letter to Finance Controller, D Coughlan re invitation to next committee meeting to discuss local council rates issue and pensioner concessions.

**MOTION** That the inwards correspondence be accepted and the outwards endorsed. Moved by Steve Hill, seconded Janet Corlett. Passed

Residents should note that copies of all inwards and outwards correspondence are available for viewing on the resident's web site <http://www.psc.org.au> under the menu item "MINUTES" and sub item "AGENDA" look for agendas of committee meetings.

6. Business arising from Correspondence:

Ref 4.1 Discussion: The Village Manager reported that in regards to the pensioner concessions for leased apartment residents, Marilyn Kerr had made direct contact with ARQRV vice president, Mike Fairbairn and the Sunshine Coast Council. The Village Manager indicated that the best legal advice she had obtained from Aveo solicitors was to the effect that changing the council's view on pensioner concessions would only be achieved through people power. Sharon Bateman considered that the Resident's Association should follow the lead taken by Marilyn and

seek the support from the ARQRV and all Sunshine Coast Retirement Villages to put a joint strong case to local councilors and the Council.

In regards to Ralph Haddrells letter addressed by the Chairman, the Village Manager said that at this particular time of year all Aveo accounting staff had been tied up with doing work for the auditors and had not had time to deal with the matter of overcharging. The Village Manager went on to say that she believed there could be a couple of sources for errors to have arisen in the accounting of rates for lots in the Manor and she expected the Aveo accounting staff to take particular note. A thank you letter is to be written to Ralph.

Ref 4.2            Discussion:    The committee revisited the original discussions on refurbishment and the walk around on the 10<sup>th</sup> of June that members of the Resident's Association Committee and Body Corporate Committee, jointly undertook with Kylie Simpson from Aveo. It was considered that undertaking a further survey would delay refurbishment and considering the lack of interest from Village residents in deciding between Plan A or Plan B, the equality of vote (only 2 difference) and lack of interested residents generally, that the original discussions with the Aveo Project Development Manager, Kylie, should stand. Plan A would see an increased library area, one of the areas identified as having the most use. A letter was to be written to Kylie Simpson in this regard. A letter was also to be written to Don Goodey thanking him for his input but noting that the Village Manager had undertaken to follow through with his idea of a survey.

Ref 4.3            Discussion    The Committee agreed to support the Village Co-ordinator up to an amount of \$270 to assist with the costs of the Arabian night event. All residents are urged to reserve their tables for the night and ensure their payments are made to the office staff. Cut-off date is soon.

Ref 4.4            Discussion    Contents noted, Village Manager responded in above discussion re rates and concessions.

Ref 4.5            Discussion    Contents of letter from the Body Corporate Committee were noted and the committee was pleased to hear that the issue regarding parking around Gracemere Manor was being attended to

Ref 4.6            Discussion    The Body Corporate was advised that the minutes of the previous committee meeting noted that the repair would be paid from the maintenance line item in the GSF fund. A motion to pay that amount had been passed at that meeting.

Ref 4.7            Discussion    As the letter was addressed to the Village Manager, Sharon indicated that she would reply to Brian Milner about the paper delivery issue. However a number of committee members noted that some village residents were doing the neighbourly thing and collecting the papers from the foyer of the Manor and delivering them to villas in their streets. Such actions are to be applauded and other streets in the Village might like to follow their examples. Another discussion point centred on the fact that it is the newspaper shop owner who collects money from residents to deliver papers to their doors and it's this person who should be written to.

Ref 4.8            Discussion.    It was expected that villa owners who are affected by the GST issue will attend the meeting.

Ref 5.6            Discussion    as above in 4.1 and 4.1b

7.            Chairmans' Report    Pat Bowen reported that he had been invited to a lunch in Brisbane to meet a number of Aveo principal staff and chairpersons from other retirement villages. Aveo

CEO spoke about the future plans for retirement village expansion and recorded that they expected to construct a further 8000 villas per annum Australia wide up until 2018. Pat also mentioned that Aveo will be expanding their health care facilities within their retirement villages. The Village Manager expanded on the discussion by saying that on the Sunshine Coast there is likely to be appointed a "Wellness" expert who would be available at no cost for consultations with village residents.

## 8. Treasurer's Report: Below

### Treasurer's Summary Report 09/10/2015

Bank Balance at 01/09/2015      \$10,159.77

Deposits (Bar Takings)              \$ 2193.69

#### Expenses:-

Bar supplies                              \$1,428.74

Social top up                              \$ 129.10

Petty Cash Top Up                      \$ 189.40

Bar Manager petrol                      \$ 132.00

Total Expenses                          \$1,879.24

Bank Balance at 30/09/2015      \$10,474.22

An increase of \$314.45

John Davies

Treasurer.

Discussion: The treasurer presented the bar report from John Weeden. Average attendance at Tuesday Happy hour has been 22 and on Friday 34. 3 Functions in September, Tuesday 15<sup>th</sup>, QGM and AGM of Resident's Association Committee. Wednesday 16<sup>th</sup> Doug and BJ's 80<sup>th</sup> celebration. Thursday 17<sup>th</sup> International Dinner.

"Beer of the month" for September was Kronenbourg 1664 and for October it will be Arc Valley.

MOTION      That the treasurer's report be accepted. Moved by John Davies, seconded by Steve Hill. Passed.

Residents Association Report for September											
Date	Cheque	Detail	Main	Imprest	Bar Takings	Social	Sundry	Bar	Bar	Petty	
	No		Account	Account		Committee		Supplies	Expenses	Cash	
		Balance carried forward	\$10,159.77	2,037.78							
		<b>DEPOSITS</b>									
1-Sep		Interest	0.19		0.19						
15-Sep		Bar Takings	1,209.00		1,209.00						
23-Sep		Bar Takings	984.50		984.50						
		<b>Total receipts to 30th Sept</b>	<b>2,193.69</b>		<b>2,193.69</b>	-	-	-	-		
		<b>Payments-</b>									
7-Sep	143	Bar Supplies	241.43	241.23				241.43			
		Dan Murphy's		- 241.23							
7-Sep	144	Ron Heather, Petrol Allow	132.00				132.00				
11-Sep	145	Bar Supplies	63.20	63.20				63.20			
		Coles		- 63.20							
11-Sep	146	Social Club Float top up	129.10			129.1					
		Petty Cash top up	189.40							189.40	
14-Sep	147	Bar Supplies	507.33	507.33				507.33			
		Dan Murphy's		- 507.33							
22-Sep	148	Bar Supplies	616.78	616.78				616.78			
		Dollar Tree		- 5.00							
		Dan Murphy's		- 139.00							
		Dan Murphy's		- 38.90							
		Dan Murphy's		- 438.88							
		<b>Total Payments to 30th Sept</b>	<b>1,879.24</b>			<b>129.1</b>	<b>132.00</b>	<b>1,428.74</b>	<b>0.00</b>	<b>189.40</b>	1,879.24

Treasurer's Report follows on the next two pages and will be pinned up on the notice board in the computer room

Cash Book Balance F/ward	10,159.77	Bank reconciliation at end of Sept			
Plus Receipts	\$2,193.69	Bank Balance		10,474.22	
		Plus O/s Deposit			
Less Expenditure	1,879.24				
Cash Balance at end of Sept	\$10,474.22	U/p Cheque			
		Cash available at end of Sept		10.474.22	

Bar report to end of Sept						
Sales September	\$2,895.00				ASSETS	
Opening Stock	2,956.80					
Plus Purchases	1,591.00				Bank	\$10,474.22
Less Closing Stock	2,698.00				Imprest AC	\$1,808.98
Cost of Sales	1,849.00				SC Float	\$200.00
Gross Profit & Percent	1,045.20		56%		Bar Float	\$200.00
Less Bar Expense					Petty Cash	\$186.50
					Bar Stock	\$2,698.00
					Total	\$15,567.70

**9. Managers' Report Resident's Association Committee Meeting 9th October 2015**

9.1 Monthly dinners. Discussion. It was felt that they should continue as they acted as good social occasions bringing village residents together and helped to increase monthly bar sales.

9.2 Finance Sub-Committee, Richard Hughes, Pat Bowen, John Davies will be the members of the Finance Sub-Committee this year, it is my intention this year to ask George West to be a member of the Finance Sub-Committee, I am aware George doesn't sit on any committee this year. However, I am going to invite George to be a member of the Finance Sub-Committee for Finance Year 15/16 & preparing for Finance Year 16/17. I made the same request last year asking for Ralph Haddrell. I feel it is important to have George on the Finance Sub-Committee; he is an important part of this group, I hope George accepts the invitation. I want to thank Ralph Haddrell for his time & effort last year, he was an important part of the budget process, an awful lot was achieved last year with the splits, wages, electricity etc. These will not be addressed again for financial year prepping 16/17.

9.3 Newspaper delivery, letter received from Bryan Milner.

9.4 Serviced Apartment residents that are interested, we will be having a meeting showing the budget actuals for a full quarter, SA residents will be advised of the date.

Village Business Manager Sharon Bateman

**10. October 2015 Village Coordinator Report to Residents Association.**

**Maintenance -**

The paving project is complete with areas of concern repaved and brought up to height to avoid trip hazards. I believe the contractor has done an excellent job and certainly spent more hours than quoted to complete the works.

I instigated repairs for a protective housing to protect the solar pool pump. The contractor has done a good job of this also.

The Memorial RSL plinth has been completed and looks very reverential and sturdy. The paving behind for the flag raising has been improved to avoid tripping hazards as well. Once again money well spent. The Body Corporate is expecting the Residents Association to cover this expense in light of Residents Associations historic responsibility for the project.

**Irrigation-**

The Pump House was requested to do a 3 day investigation to determine the current capacity & repairs of the Villages Irrigation System.

**Outcome**

The village is now running from the dam being, and the pumps servicing the dam were shorting out due to decayed aged wiring and are being replaced by the Body Corporate.

The pump to the dam has been restored including unblocking filters. The dam supplies about a months' worth of water at our current usage. Once the water collection pumps are restored this will push tank water to the dam whilst rain tops these tanks up.

Broken solenoids have been replaced and small works to be completed by our gardening team as recommended by the Pump House.

Blocked mains backflow valve is now repaired.

There is so much pressure now from the dam water that this has had to be reduced.

Cut pipes have been repaired and solenoids which were just running have been replaced

Plans have been created indicating all major piping and solenoid distribution for future use. - this does not include individual gardens as these systems run underground in convoluted patterns.

This has been a major project with many hours of the Village Co-ordinator's time analysing plans, understanding the water collection systems to provide a scope of works for the pump house staff.

The gardening team were also involved with supervision and knowledge of grounds. I believe this has been a worthwhile investment moving forward the village has a working irrigation system and there is now a comprehensive layout of the irrigation and water collection systems for future management.

#### Recommendations -

That a strobe alarm light be installed on the dam pump and residents/gardening staff check weekly to warn when dam/tank levels are low.

Communicate with Aveo regarding Lot 3 plans in terms of irrigation

.

#### Resident Activities.

There is plenty on in October, firstly the Arabian night's dinner on the 22nd Oct. A belly dancer is expected at Happy Hour VERY HAPPY! A Persian meal followed by entertainment by REWIND jazz band afterwards. We hope everyone can make it and RA encourages attendance. There is a Melbourne Cup function at 1 pm with a champagne and canapes and prize for best dressed. Christmas by Candelights function in December with a choir to do a singalong. The Residents Association's "Social Committee" will be taking over the social activities after Christmas. I will continue (as long as popular although maybe reduced) the dinner nights in the Manor for all residents, as they appeared to be well attended and feedback has been that they were enjoyed. I would hope the RA will continue to support Managements efforts to bring entertainment to all residents in the village, as Management will support the newly formed Social Committees efforts to provide additional activities. I would like to take this opportunity ahead of time to thank the Volunteers who have assisted me so willingly and have done such a fantastic job in decorating the tables, setting up and supported the functions so enthusiastically. THANKYOU!

#### Safety & Security

The lighting update is also complete the solar bollards have been placed at the end of Links/Seagrass, a few more opaque glasses will be replaced however. I am informed that the Body Corporate will hold off further repairs on lighting in the village until a response from Aveo is received regarding the other streets upgrade.

The Village Co-ordinator has spent considerable time upgrading the "Evacuation Plan for the Manor" and will progress implementation of this by training volunteer "Fire Wardens" before proceeding to SA's fire drills for all residents, it would be expected that residents will attend and support these drills for theirs' and staffs' safety.

The next phase will be to review the Village's Evacuation/Disaster Management Plan.

#### Compliance

The office has requested updated resident information from all residents and encourages residents to comply for their own safety. Whilst a lot of residents have returned their forms there is still a lot

outstanding.

All of the Fire equipment including safety lighting, fire panel, hydrants, exits signs, smoke detectors etc have been made compliant by "Creative Fire" in the annual compliance inspection 1/10 2015.

### **Refurbishment of the Manor**

The majority vote by residents was for Version B plan. I have had no further information as to the start date of the project.

Leigh Kersnovske  
Village Coordinator

## **11. Sub-Committees' Reports:**

### **11.1 SOCIAL REPORT AUGUST 2015**

Desolie Gleeson spoke for the Social committee explaining that Ray Larke will be the convenor and is expected to take up duties in the New Year. Desolie was aware that Ray was in the planning process for a few events. Currently it's very much a join and help action with the Village Co-ordinator to arrange events. The next event will be the Arabian Night dinner and entertainment followed by the Melbourne Cup in November. It is expected that the Cup day will be based around a glass of champagne and sweeps and would start about 1pm. The Village Co-ordinator will organize for a flyer to be circulated about Melbourne Cup Day. The Christmas function will be based around a "carol sing along" with a local choir, Desolie said that a substantial Christmas raffle would be organized with tickets going on sale late November.

### **11.2 Maintenance Report**

Bronwyn West indicated that there was no maintenance report at present. The Village Manager expressed the opinion that the most suitable option would be for the maintenance representatives from both the Body Corporate Committee and Resident's Association Committee to meet regularly to review all maintenance matters. The PPS manager, Myles, should not be expected to attend such meetings and it is not expected that members of committees would be issuing instructions to the manager which could change the scope of works. Ideally it was considered that maintenance meetings would occur monthly with Leigh and maybe John from the PPS staff, together with one representative from the Body Corporate Committee and Resident's Association Committee.

### **11.3 Manor Report**

1. Medical Room – Could there be a refurbishment or at least new chairs for the patients to sit in, as present chair is falling apart. **Discussion.** Village Manager said it will be attended to
2. Concern about the pool being used 3 times a week for aerobics and people coming in from outside to join the aerobics, using our facilities which we pay for. **Discussion.** Generally it was felt that all Village Residents were entitled to have a friend accompany them to an

aerobics activity and as visitors to a resident they were entitled to park for 1 hour. It also made it possible for such visitors to buy into Aveo when they are able to experience the facilities we enjoy. Currently one such visitor has put a deposit on a villa.

3. Some residents are not happy about the Thursday mystery trip, pointing out that one of the deciding factors for their decision to move into the Manor was two shopping trips a week, and that the mystery trip takes out the trip to Civic on a Thursday which for the manor residents is a popular trip. Any suggestions? **Discussion** All Manor and Villa residents have to be aware that the decision to introduce Mystery tours was an initiative of the Resident's Association Committee and was supported by management to aid those residents who rarely had the opportunity to travel outside the gates of the Village. The arrangements to support this initiative could only be completed by using the services of the PPS bus driver who is under contract to Aveo. The contract does not extend to weekends.
4. Complaint about food from a resident, requesting much plainer food, as has problem with spicy or rich food. **Discussion** In all such cases it is important that Manor residents discuss their dietary requirements with the chef, Joyce.
5. Bathroom vents - who is responsible for cleaning them in owned units, ILA's, leased and limited lease apartments. **Discussion** The Village Manager will arrange for PPS staff to initiate a maintenance schedule to clean bathroom vents approximately twice per year in all serviced apartments and leasehold apartments.
6. Big thank you to Gloria Nunn for supplying pumpkin, ginger and date scones for morning tea on Monday public holiday. A thank you letter is to be written to Gloria.

Judy Wrigley

#### 11.4 Commemorations

Steve Hill indicated he had no report to present. Due to the recent completion of repairs to the memorial Steve said arrangements were under way to have a service on the 11/11/2015 and requested support for \$220 for the event.

Motion. That \$220 be assigned to the Remembrance Day event. Moved by Steve Hill, seconded by Bronwyn West. Passed.

#### 11.5 Activity Groups report for the Resident's Association meeting

- There are 16 activity groups in the village and it is my aim to talk to each co-ordinator in the next couple of months.
- Currently there are 3 aqua classes in the village. These are proving to be very popular and the benefits to our well-being are great. I believe Linda is starting her class on Friday 9<sup>th</sup> October at 10.15am. Deb does another class on Tuesday at 2.30pm and the starting date is to be confirmed.



- The 1<sup>st</sup> and 3<sup>rd</sup> Wednesdays of the month at 10am, the Knitters Circle meet in the private dining room at the Manor. Although this activity is called the Knitters Circle anyone doing craft of any kind is most welcome. Lots of chatter and swapping of patterns and ideas take place.
- Mah-Jong is played on Wednesday at 1.30pm in the Manor. Anyone wishing to join the group is most welcome. Mary Waring-Smith is the co-ordinator and is always happy to give lessons.

I will have information on other groups for the next meeting.  
Desolie Gleeson.

## 12. Publicity Officer

The Chairman pointed out that this year it was expected that the publicity Officer, Jan Corlett, would work in with Leigh to write articles on behalf of the Resident's Association to be inserted into the Gracemere Newsetter.

MOTION That the reports be accepted, moved by John Davies, seconded Desolie Gleeson. Passed

The Village Manager and the Village Co-ordinator left the meeting at 12:25am

## 13. General Business

13.3 Nominations for future committees, should they include a resume of past experience?

**Discussion** The committee members generally concluded that new residents to the Village would take the opportunity to ask other residents about the qualities of candidates for positions on committee. There was an option for candidates to stand up and present themselves at such meetings. It was felt that it be left to the discretion of the candidates

13.4 A proposition has been put forward to consider the method of voting at meetings. It was suggested that the vote be changed from one vote per residence to one vote per resident.

**Discussion** The treasurer provided a time line of previous attempts to make such alterations to the constitution to achieve such an aim

13/06/2006 Resident's Association Committee AGM minutes one vote per villa (residential unit)

07/10/2008, Resident's Association Committee, committee meeting, resolved not to change the one vote per accommodation unit provision of the Constitution

26/01/2009, Resident's Association Committee, committee meeting, a resolution brought the one vote per villa into conformity with sections 128 and 133 of the Retirement Villages Act.

03/03/2009, QGM meeting, Resolution to change the Constitution on voting from one person per villa to one vote per person FAILED.

It was also revealed that the current numbers of residences in the village with either 1 or 2 occupants is

2 persons      56 villas and 6 Manor apartments

1 person      56 villas and 35 Manor apartments.

The committee resolved not to alter the constitution.

Date & time of next Committee Meeting: 9:00am on Friday 13<sup>th</sup> of November

Date of next QGM's: 15th December 2015, 16<sup>th</sup> March 2016, 15<sup>th</sup> June 2016

Meeting Closed 12:45 pm

Judy Wrigley

Secretary