

PEREGIAN SPRINGS COUNTRY CLUB

RESIDENTS' ASSOCIATION

MINUTES

For Committee Meeting held Friday 8th July, 2016

9:00am in Gracemere Manor

1. **Attendance,** P. Bowen, Chairman;; J. Davies, Secretary;; J. Corlett, Tom Shaw, Steve Hill.

Apologies D. Gleeson, Treasurer; B. West;

The Chairman declared the meeting open at 9:02 am

Village Business Manager and the Co-ordinator joined the meeting at 9:08

2. **Minutes of previous meeting**

Motion That the minutes of the previous meeting be accepted. Moved by Jan Corlett, seconded by Tom Shaw. Passed

3. **Business arising from previous meeting**

The Chairman requested clarification on the membership of the meet and greet committee as one person said her name had been missed. The secretary explained that in fact it was the QGM minutes that were being referred to and the person's name was in print as assisting that group in the QGM minutes dated June 14th 2016 and placed on the notice board in the computer room.

It was also clarified that Margaret Gordon would continue her role in organising the meet and greet group with assistance from Jan Corlett and between them they would endeavour, on behalf of the committee and village co-ordinator, to encourage other volunteers who may have recently joined the village, to participate.

In regard to a resident's request about increasing the frequency of postal collections from the Manor office, the office staff indicated that they had approached the local Australia Post contractor to clear the letter box in the Manor, daily. The request was refused. Other suggestions were that residents might like to organise a volunteer group to collect any mail and take it

to the nearest post box. Meanwhile the bus driver will continue the service of a twice weekly collection.

4. Inward Correspondence:

- 4.1 Copy of letter to BCC re smoke alarms connected to Tunstall systems.
- 4.2 Bromilow Home Support Services, letter of introduction .
- 4.3 Letter from Body Corporate requesting copy of letter to Village Manager re RAC concerns.
- 4.4 Request from Village Co-ordinator requesting payment of fee for entertainer on Xmas in July function
- 4.5 Invoice from Daydream for pool furniture
- 4.6 Thank you letter from Ron Marshall

5. Outward Correspondence:

- 5.1 Letter to Trish Kelly re financial support for recycling seminar
- 5.2 Letter to Don Goodey re bus petition
- 5.3 Letter to Village Coordinator re call for assistance
- 5.4 Letter of appreciation to Ray Larke re social activities organisation.
- 5.5 Letter to Daydream Leisure Centre placing order for swim pool lounges.
- 5.6 Letter to Village Manager re RAC concerns.

6. Business arising from Correspondence:

Ref 4.1 The village co-ordinator asked if the committee could advise residents that the Tunstall alarm system is for **medical purposes** only and not for fire emergencies. Any fire alarms that are attached to the Tunstall alert systems must have a technician attend to disconnect the fire alarms from the Tunstall system. This would be at the owner's expense. Please always try to find time to read the Gracemere News, as facts about fire alarms and other aspects of your PID's are often explained.

When a Tunstall alarm is activated by a resident, a telephone call is originated directly to a Tunstall operator who will assist with the medical emergency. In this procedure the carer working in the Manor will also be notified by Tunstall to assist if needed.

Ref 5.6 The Village Business Manager was pleased to advise the committee that 5 new buses had been ordered for the Aveo portfolio of villages, according to the specifications

detailed by the two committees. The delivery date is uncertain at this time as all safety modifications requested by the committees were being installed.

The Village Business Manager, then requested time to reply to the committee's letter regarding the work load and attendance times at Peregian Springs that appeared to be not conforming to resident's expectations, due to tasks arising from the managing of two separate villages, Lyndsay Gardens and Peregian Springs.

Sharon indicated that in the first place her job description is one of business managing the village rather than on the spot problem solver. Management have arranged for the Village Co-ordinator (Leigh) to be the front and centre person to contact regarding any problems residents feel need to be remedied. Sharon herself has indicated that she can be contacted directly via mobile phone, land line or email. The details of such contacts are printed on her business cards and residents should not feel at any time that they can't make contact with her.

When Sharon was appointed to the management position at Peregian Springs some 2 years 4 months ago, she soon realised that there were many more problems associated with running Peregian Springs as a well organised retirement village than there was with Lyndsay Gardens. Sharon indicated that such problems meant she has spent some 80% of her time on Peregian Springs affairs and 20% on Lyndsay Gardens. Often her office desk at Buderim has been covered with Peregian Springs affairs that required attention.

Currently Sharon says that most of her time is devoted to Lyndsay Gardens due to the requirement that she be on site to sign off on jobs in the refurbishment contract. Sharon says that this state of affairs will shift later this month or early next month to being most of the time resident at Peregian Springs, to sign off on jobs as they arise.

Steve Hill queried Sharon about the split in responsibilities between herself and Leigh. Leigh's tasks include, adhering to the budget, adhering to the splits by processing invoices to the correct line items and correct share ratio. Leigh has to handle queries about invoices and contact Sharon if the queries cannot be resolved.

Sharon continued that both their jobs had been made a deal more difficult on arrival as the complex budgetary considerations for this village had not been understood well by previous management. As an example Lyndsay Gardens has just two accounts that control the financing of that village, whereas Peregian Springs has 7 accounts. Compliance issues had not been dealt with sufficiently to pass muster at an audit. All these matters are well in hand at this time.

The difficulties with the budget preparation for Peregian Springs occurred because accountants at head office made incorrect assumptions about how the accounts at Peregian Springs operated. It has taken since October for most of these errors to be eliminated by constant dialogue between local management and head office management.

Steve Hill continued by asking whether Leigh had received sufficient help from the office assistants. Sharon confirmed that Ailyn and Ally were and are very competent.

Tom Shaw asked about the increase in work load for Leigh once the 62, lot 3 residents join in the scheme. Leigh indicated that a request for an extra ½ a staff member had already been submitted.

Sharon ended by indicating that once senior management accept that not all retirement villages in their portfolios operate in the same manner, it might be possible to improve the outcomes at Peregrine Springs. There are plans afoot to provide more services to village residents, improve the income to the GSF accounts and so make it possible to employ more staff

The Chairman concurred that while being a member of the finance sub-committee he was able to view the large volume of work that Sharon had to undertake, to make the financial accounts correct at this village. Pat also said that it would be difficult for other village residents to comprehend the diversity and complexity of the range of tasks the local office management had to deal with and there was a need for the resident's association to make it better known around the village what those tasks are and how the village business manager's time fits into the scheme of things.

The Chairman added that in his opinion the sub finance committee meeting last week was very successful following the work Sharon had done in sorting out the mass of errors that had accumulated over the past 10 years. He said that even though there were a number of arguments during the meeting, all members, when they walked away from the meeting, thought there were satisfactory outcomes.

Tom Shaw again queried the increase in office work load that is about to occur with the introduction of some 30 new residents into the lot 3 group of villas.

Sharon then reiterated that during this period and because of the refurbishment, her time would be concentrated at Peregrine Springs and she should be in a position to assist Leigh with some of the extra work load.

The Chairman added that such an increase should warrant a full time Village Manager in addition to Leigh, who currently assists as the manager. Sharon agreed and said that she was advocating strongly that Leigh's position should be declared as the Village Manager, as that is precisely the outcome of her current job description and activities within this village.

The subject matter of all remaining correspondence was duly noted. There was no further discussion

Motion That the inwards correspondence be accepted and the outwards endorsed. Moved by Jan Corlett, seconded Steve Hill. Passed

7. **Treasurer's Report:** The treasurer was absent through illness.

8. **Village Managers Report.**

It was hoped that the Finance sub-committee would have updated budget figures by close of business today. Sharon said that a healthy debate had occurred at the meeting last week and members from the previous year's committee had been able to view and appreciate the detailed amount of background accounting work that was in evidence from the projected spreadsheets provided by Richard Andrews at the meeting.

Sharon appreciated the conversations from, and working cohesively with, the members to achieve better outcomes for all the village residents.

Refurbishment contract has been let and will commence once the Sunshine Coast Council has finalised its approval of the development application.

The new bus will be one of 5 ordered by Aveo. The buses are currently being modified to comply with request from the two committees re improved access, safety and storage facilities.

There are likely to be some changes within the Manor to allow for the introduction of a staff room to accommodate the on-duty carers. This is under discussion with the project manager of the refurbishment.

The two business owners Audra and Anna, who service the village residents in the Manor are to be offered 3 year contracts to continue. This will assist in formalising the current arrangements.

In the second week in August there will be an operations audit taking place, mainly within the Manor, so a person may be observed walking around checking various operations.

Sharon then drew attention to the upcoming resident's association AGM by observing that she hoped all village residents appreciated the amount of volunteer work taken on by committee members, who at Peregrine Springs particularly, advocated strongly for all village residents.

It is also important for village residents to understand that they all have an equal voice and have the right to see management, irrespective of whether they sit on a committee or not. Management does not see a committee member to be any more important than any other member of the village. However Management respects the positions of all committee members and their advocacy for all residents in the village and the time that is spent volunteering for their community.

8.1 **Village Coordinator Report**

Gardening & Maintenance:

- Termite inspections are completed, unfortunately 4 villas were encountered with active termites, BC & VC have initiated quotes for repairs.
- 44 maintenance requests for May & 4 gardening requests 12 office requests

- Manor common areas commercial clean postponed as a new contractor was required. Should be done this month by new contractor. Common area halls are in particular need.
- Another reminder to Manor Residents after 2 alarms in the last month occurred . **A friendly reminder to Manor residents that candles, toasters and any device causing smoke or excessive heat in an apartment will set off the fire alarm.** (Heaters are fine used in a safe manner.) This incurs a \$1330 fine from the Queensland Fire Service and will be forwarded to the offender. So please take HEED!

Social News

- Unfortunately Noosa Band was cancelled due inability to attend.
- U3A choir and St Andrews ensembles a big success. Thanks went to RAC for paying for morning tea for choir which was appreciated.
- Newsletter compilation – I spent a morning demonstrating the publisher program to the computer club, They have met to form a group who have compiled the July newsletter. I greatly appreciate their assistance and look forward to working with them. I think it's terrific that the residents are involving themselves in particular with this endeavour. They did a great first job.
- Street Greet Committee – a group of residents have volunteered to assist me with welcoming new residents in the village. We met to outline the positive effect we wish to have on new residents and distributed our "welcome pack of information" so everyone is informed correctly. The group will approach new residents in their street and introduce them to others and Buddy them to barbeques/ happy hour to help them assimilate and feel welcomed. I think this will be a great initiative. The older residents were surprised at the information which the VC distributes and thought it would have been helpful in the old days!
- Recycling visit by council -Trish has organised a visit by Council on the 13th. Management will follow up in newsletter with a summary & Outline of recycling. I encourage everyone to attend and participate in recycling correctly.
- **Christmas in July!** Please come and indulge in our festive fare without a sweat on **21st July at 4pm** happy hour, then a wonderful 2 course dinner commencing at 6pm, followed by entertainment by Frank Powell at 7pm. Cost \$25 \$23 for SA Thanks again to RAC for supporting this event financially.
- New stage launch is supposed to occur 19th 21st July of display villas by sales. Information will be sent by Sales.
- 29th July General Meeting of Body Corp regarding termite resolutions.

Leigh Kersnovske

Discussion

In relation to the setting off of fire alarms within the Manor residents must realise that no cooking whatsoever should take place within the serviced apartments. The village co-ordinator has stressed this point in her report and in the Gracemere Newsletter. A \$1300 fine knocks a big hole in anyone's budget, and the resident has to pay the account.

Jan Corlett brought up a matter concerning the editing of articles submitted to the editors of the Gracemere News. It had been felt that important information in one article had been omitted making the article itself of less significance.

The Village Co-ordinator responded by saying that editors were attempting to keep articles to a size where they could all be included in a 4 page newsletter. At times this might mean some articles were edited too much. A direct approach to the editor might assist to alleviate such omissions.

The Chairman asked when the next wash-down and painting of villas/apartments would occur. This is being held over until after the refurbishments have been completed.

Tom Shaw asked whether the current sales office was likely to be moved any time soon, so as the space could be used for the staff room. The Village business manager confirmed that the sales office location is permanent

9. Sub-Committees' Reports

9.1 Social Report

Numbers for Xmas in July are currently up to 70 residents attending.

Tom Shaw asked for it to be recorded that he was most appreciative of the sponsorship donations from the Sales Department, which included monetary donations, name tags, shirts and hats.

The Village business manager said that whenever there were events at Peregian Springs involving our own bowling green that she would be able to assist with some sponsorship. Sharon also pointed out that the Peregian Springs name tags had pins for fastening, rather than using magnets which had a potential for interfering with pace makers.

9.2 Maintenance Nil report, member absent overseas

9.3 Manor

The Fair Go4pensioners Alliance received a reply to the village's petition from the Sunshine Coast Council in regards to granting pensioner concessions to residents changing from their owned home situation and entering into leased accommodation within Aveo Peregian Springs retirement village.

Although the Council's response was totally negative in responding to their need to cease stopping pensioner concessions after such a move, they did say that this was the first time councilors had debated the issue, but still came up with a decision to not grant concessions to residents in leased accommodation units.

Meanwhile Manor residents have continued to extend a welcome to many new arrivals into the apartments. Residents have also given a warm welcome to Sarah a new addition to the caring staff.

Mystery tours organized by Judy Wrigley continue to be well supported in travelling to mysterious places. Another tour is organized for later in July.

Discussion

The village business manager added that Richard Andrews is part of a group which is represented on the local council and is advocating for the introduction of concessions for residents entering leased accommodation units. The Chairman thanked John for the effort put into getting the petition to Council and the Village manager concurred.

9.4 Library Report

The library ticks along quite nicely with the odd nuisance such as 'book dumping' by new residents! and the occasional non-signing of the pink book for the RAC donations.

It would be good if we can have adequate notice of a definite start date for renovations so that residents can be informed by a letter drop. It has been suggested that readers might like to borrow enough books to last them through the renovations and not return them until the new library is up and running. I've been told that the start date is early August, but how can one be sure in this uncertain world!

I've discussed with the library helpers (Jill, Vivienne, Valerie and Patricia Jones) that we make a small alteration to the Large Print section. We feel it would be better to organise them by genre rather than by author. This because the spines are so full of labels it's hard to spot the authors name. This will aid the helpers and probably the readers too.

It's found that the books in the 'Classic' section are rarely if ever read. So we wonder if we should close this section eventually depending on shelf space in the new library.

I would be grateful for any comments that the committee cares to make on these matters.

Thank you for your support.

Hilary

Discussion

The secretary pointed out that Tom Shaw had a good suggestion for assisting Hilary with the task of storing the books during the refurbishment process. However the suggestion was overridden by a statement from the Village Business Manager that there would be no need for residents to become involved, since the refurbishment contract required the contractor to organise the removal and storage of the library books.

Steve Hill asked the question re what sort of storage/office area would be used by the contractor. The Village Business Manager said that they would be bringing a container onto our site which would serve as their office and general meeting area.

9.5 Activities nil report at this time as no changes to current activities list

Bar Report

Tuesday Happy Hour averaged 26 patrons, Friday 40 and after Dinner at the Pool Cafe on 18th 25 came back to the Bar.

Bowls is becoming more popular on Sunday afternoons and we are getting over 30 bowlers and "groupies" in the bar afterwards.

"Beer of the Month" for May and June was Heineken (all sold out) and for July will be Stella Artois.

Best wishes for responsible drinking. John W

Discussion

Tom Shaw was congratulated on the increasing numbers from the bowlers group who regularly support the bar in ever larger numbers on Thursdays and Sundays.

9.6

Finance Committee report.

The chairman reported that the meeting went well and in previous years members of the committee had not understood the complexities behind the preparation of the budget. Village residents should understand that a great deal of work goes into obtaining suitable outcomes for all residents. It has been to the benefit of this village that there is now a manager who has stayed around long enough to understand fully the workings of all the financial accounts in the village.

The Village business manager also concurred and added that Richard Andrews has spent most of the week finalising the Peregrine Springs budgets and has been able to call her frequently this week to obtain informed opinions on any question he had about any of the numerous accounts.

Motion that the reports be accepted, moved by Jan Corlett, seconded Steve Hill. Passed

The Village Business Manager and Co-ordinator left the meeting at 11:04

10. General Business

Nil

Signed

Signed

Chairman

Secretary

Date

Date

Date and time of next meeting, Friday August 9th 2016 at 9.00 AM

Date and time of next AGM, Tuesday September 13th 2016 at 2:00pm

Meeting closed at 11:06