

AMENDED 6/3/2020

Lifestyle SA Meeting Notes 2nd March 2020

Meeting held at Lifestyle SA head office King William Road Unley

at 1.00pm on 2nd March 2020.

Present: Roxanne Norris, Lisa Norris, Brian March & Lyn Kennedy

This meeting was at the request of Lifestyle SA following an email from Anna Spencer and contact from fellow residents regarding village issues.

It was a far-reaching conversation on many issues that lasted around 2 hours, detailed below are the key points from the meeting.

1. We outlined to Lifestyle SA our understanding of the current feelings of the Village and actions being considered by residents.

2. We indicated the addition of Paul Hosking's regular village visits was helping with communications, although the Village Coordinator needs to have greater involvement. However, long-standing outstanding issues concerning residents remain.

3. **Carpet Replacement.**
 - Lifestyle is currently developing a special request / approval form for carpet replacement.
 - A resident will need to complete this request form which will be cross referenced against your specific Residence Contract, terms and conditions for approval and a visual inspection may not be necessary.
 - Concern was expressed at the effect on the CIRF Budget.
 - If a resident is unable to get family assistance or is unsure who to call to arrange moving their furniture, they are to advise Lifestyle who will assistance them in sourcing a removalist at the residents' cost.

AMENDED 6/3/2020

4. Solar Panels.

- Lifestyle SA is not going to sell the benefits or otherwise of Solar Panels. It is not their business; they express concern at the age of the systems at Forest Place.
- We outlined to them the potential savings to residents with solar panels, including that any potential problems will be covered by contents insurance which was a requirement to receive approval to install solar panels.
- Solar Panels are treated the same as any resident Alteration and Addition, in that they will be offered to the new resident but if they do not want the solar panels, these are removed.
- Lifestyle indicated that it would cost residents between \$2,300 and \$3,000 to remove solar panels, stating this is what they are advising potential new residents.

5. Changeover unit gardens

- A series of photographs of changeover gardens were shown highlighting unit 98, before and after, along with several older changeover units. (180, 204 & 89).
- The village coordinator has responsibility for changeover gardens, it was not to be a destruction of the garden but only the removal of old woody plants, with a variety of mature plants including flowering types to be replanted.
- Lifestyle where amazed that so many of the same plant are being used, unit 114, has 17 of the same plants. Unit 26 is typical of what a changeover unit should look like, new residents can also plant their own plants.
- It was agreed that these gardens are not to an acceptable standard and needed to be rectified, we have provided Lifestyle with a list of units needing attention. (3, 6, 32, 47, 64, 66, 84, 98, 114, 138, 168, 180, 192, 204).
- It was agreed, that when shrubs are removed that expose retaining wall step drops, a safety fence will be fitted.

6. Removal of Residents' Alterations and Alterations

- Your residence contract operates as a lease agreement, which upon termination requires vacant possession on leaving.
- Residents who have installed approved Alterations and Additions, such as exterior blinds, floor tiles / boards, etcetera, will be offered to the new resident but if they do not want an item, they are removed. Residents approve of these items being removed, but when the property becomes Lifestyle's responsibility they are automatically removed.
- Curtains, ceiling fans and grab handrails will automatically be removed.
- Most outgoing residents and their families want a quick easy settlement, if these items are retained it can delay the sale process.

7. Maintenance Budget Surplus

- As was discussed at the Finance Meeting last Thursday, we requested that Lifestyle present plans for a village improvement program in next year's budget using the Maintenance budget surplus funds of around \$77k.
 - Residents Garden refurbishment (new plants & barking)
 - Community Centre gardens tidy up.
 - Clubrooms gardens tidy up.

8. Changeover unit refurbishment.

- Lifestyle advised that all units will be presented to the market as new however the level of refurbishment will vary from unit to unit and is depended on the new lease premium (i.e. sales price).

AMENDED 6/3/2020

Prepared by:

Brian March & Lyn Kennedy

3rd March 2020

Agreed as correct by:

Lisa & Roxanne Norris

Lifestyle SA