

GOLDEN GROVE LIFESTYLE VILLAGE

MINUTES OF ANNUAL MEETING

27th OCTOBER, 2009 10.00AM

1. PRELIMINARIES

Meeting Attendees:

Residents of Golden Grove Lifestyle Village
Simon Kaye, Lifestyle SA
Lynne Bruce, Lifestyle SA
Tom Hanna, NURV Telecom

Apologies:

As per list in office

Introductions:

The Annual Meeting was brought to order by Lynne Bruce at 10.05am

Minutes recorded by:

Simon Kaye, Lifestyle SA
Lynne Bruce, Lifestyle SA

2. AGENDA ITEMS

Discussion of financials received in 'Notice to Convene Annual Meeting'.

Simon thanked residents for their support and acknowledged the changes over the last 12 months in our rapidly developing village.

Simon gave residents an update on what was happening with the power in the village: ETSA have looked at their distribution system and have decided to only supply power to the distribution boxes within the village. For this reason Lifestyle Utilities have taken up the option to provide power to the units. They will be able to offer approximately a 10% saving on consumption costs. Residents are still able to choose their service provider, if they wish to do so. Upgrades of distribution boxes are currently happening within our village.

Simon clarified to the residents that the forum of the Annual Meeting was for questions from the floor in relation to the financials. Any other issues were to be directed through the front office or the Residents Association.

3. QUESTIONS ASKED AT MEETING

UNIT 51 John Price

What are the roles and responsibilities of the staff in the village? I would like a copy of the position documents. Also what does the management fee cover?

Response: (Lynne)

I believe this was covered in the answers to the written question submitted prior to the meeting. These answers were placed in your letterboxes yesterday.

There is a list explaining what fees and staff responsibilities are.

We cannot issue staff position documents to residents; however I will follow up and see if there is a generic one.

Follow up:

Maintenance Person:

- 1) Attend to day-to-day maintenance and preventative maintenance of the Village in accordance with the maintenance schedules and as instructed by the Estate Coordinator or as per resident request schedules.
- 2) Liaise with coordinator and residents as required.
- 3) Be responsible for other recreation equipment where provided.
- 4) Assist with cleaning and gardening as directed.
- 5) Perform other duties as directed by Village Coordinator from time to time.

Village Coordinator

- 1) Responsible for the smooth day-to-day operations of the village.
- 2) Supervise any staff employed or contracted at the village.
- 3) Oversee the collection of regular payments of operating fees from residents.
- 4) Ensure cleaning, maintenance, gardening and general repair work is completed by the appropriate contractors.

UNIT 8 Noel Garnaut

We were originally informed that the bowling green and clubroom area would be completed last year. When will these facilities be available?

Response: (Lynne) At this stage approximately June 2010, I will follow up again.

3/11/09 Followed up with the builder, and at this stage the estimated completion date is June 2010.

UNIT 296 Dennis Blackmore

When will recycled water be in use in the village?

Response: (Lynne) The village is ready to go, we are waiting for the infrastructure outside the village to be completed and then we can be connected. I don't have a time frame for this.

UNIT 80 June Foote

We were not told plants were being moved this morning.

Response: (Lynne) I was not aware that they were, but this has happened because of the upgrade of the distribution boxes. I will find out from the contractors where they will be working in future so I can inform residents.

3/11/09 Followed up with the contractor and they will advise me before work commences so I can inform residents.

UNIT 51 John Price

When will we be able to pay accounts via website?

Response: (Tom) The site is still under development.

UNIT 65 Dennis Overton

Why has the Management Fee nearly tripled from last year's budget? It has gone from approximately \$70,000 to \$253,000?

Response: (Simon) The management fee has not tripled. The budgeted figure for 2008 was \$235,248.00, the actual was \$71,729.16. The budgeted figure this year is \$253,344.00.

The actual charge is based on the number of homes occupied, the budget figure is based on the total number of homes.

UNIT 18

What happens with maintenance that residents can't manage, for example changing light globes.

Response: (Lynne) This is not a question for this meeting however I will answer it. Light globes are a consumable and as such don't come under the maintenance fee. Having said this, if a resident was unable to change a light globe I would get Darren to do this, as has been done in the past.

UNIT 63 Margaret Murray

What is happening with solar power?

Response: (Simon) Part of solar power is to have a different meter installed, and this will be done with the change of provider. Although we will still look at solar, it is not our main focus at this time.

UNIT 50 Alan Douglas

Do we to have our power from Lifestyle Utilities?

Response: (Simon) No, you can still choose whichever service provider you want.

UNIT 32 Bey Sharp

The speakers in the main hall are not good. What is happening with this?

Response: (Lynne) I have spoken to the contractor regarding this and they are waiting on parts to upgrade. I will follow up with them.

3/11/09 Email sent to contractor for update, will advise Residents Association when we have further update.

UNIT 17 Kel Johnson

Can we have a radio microphone, as it is extremely difficult to hear in the main hall?

Response: (Lynne) This is a good idea, I will follow up.

Follow up: Lifestyle SA have provided the current system. If cordless microphones are required it is the Residents Association who will purchase these.

UNIT 298 Vera Pitkin

What happened about the salt damp question I submitted before the meeting?

Response: (Lynne) I have followed this up and the engineer is currently looking at the problem and he will give us the best option on how to address it. The problem is called 'Slab Edge Dampness', not salt damp. It has a lot to do with the alkalinity in the soil.

UNIT 78 Ray Evans

What is happening with fencing around gardens?

Response: (Lynne) Explanation re requirements being met as per regulations.

Bob Wainwright, President of Residents Association, explained to residents that a submission is going into Lifestyle SA on this subject.

UNIT 62 Jean Marchant

I do not believe we get any gardening done.

Response: (Lynne) The gardeners are contracted to our village for 16 hours per week. We endeavour to make sure all gardens are weeded. There is a message on the channel asking residents to advise the office if they need their gardens weeded.

UNIT 63 Margaret Murray

Gardeners are dropping their cigarette butts in the gardens. And the soil from the rock wall at the back of my home is washing out with the rain.

Response: (Lynne) I will follow up with the gardening contractors re the cigarette butts. I will get Darren to look at the rock wall.

Follow up: Have spoken to the gardening contractor. Soil will be filled into rock wall.

UNIT 300 Graham Cuell

I have sprayed the weeds out the back of my home. Do I need to remove them?

Response: (Lynne) I will have the gardeners remove them.

UNIT 294 Brenton Meyer

When will irrigation be turned on?

Response: (Lynne) I believe Simon and Debra recently addressed this in a Resident Association meeting. (Simon) The irrigation will be turned on the first week in November.

UNIT 298 Vera Pitkin

What is happening about grass in the builders area?

Response: (Lynne) This has been followed up by both Deb and myself on separate occasions. It will be cleaned up, if in fact it hasn't already been done.

UNIT 86 Mary Absolom

Some of the street lights are not working, when will they be fixed?

Response: (Lynne) The electricians have been looking into this for the last week, and I believe it is a maintenance issue, not just light globes. They are working on the lights today.

UNIT 100 Betty Pfeiffer

There are not many visitor car parks by our house. Where can visitors park if they have difficulty in walking.

Response: (Lynne) They can't park in the streets as we need to have access for emergency service vehicles. I suggest that if they have a disability then have them dropped off at your home and then have another person park the car in visitor car parking.

UNIT 32 Bey Sharp

Have you considered having a chaplain for all Lifestyle Villages?

Response: (Lynne) Not to my knowledge. I will suggest it to management.

Follow up: This has been looked into in the past. As Lifestyle SA Villages are independent living units and there are many different denominations residing within the village it was decided to leave it up to the residents themselves.

UNIT 148 John Stephens

In relation to the budget, how do you compare actual expenditure to your predicted budget? If the total expenditure of 348 homes is known then scale down to 220 and then make actual comparisons for expenditure. The budget is supposed to be a representation of the best prediction for the coming year. You must be able to revise your budget down to show the occupancy of approximately 210 homes. You can't compare the actual budget, so what does the budget mean? It needs to be changed.

Response (Simon) Our method of budgeting is approved by the Office of the Aging and complies with the Retirement Villages Act.

UNIT 78 Ray Evans

There is no croquet lawn, and yet we were told there would be one when we bought our unit. Is it going to go on the bocce court?

Response: (Lynne) This was originally planned for the lawn at the back of the community centre, but management decided not to go ahead with it. There is no provision for croquet in the in the new club and sporting area.

UNIT 51 John Price

There is a lack of communication about things, like in the previous question.

Response: (Lynne) I endeavor to keep the residents informed as to what is going on, however sometimes I am not aware of what is happening.

More questions were called for, none forthcoming.

4. CLOSING

Annual meeting closed at approximately 10.50am

**QUESTIONS SUBMITTED PRIOR TO MEETING BUT ACCIDENTLY
OMITTED TO BE ANSWERED**

- 1) Ensuring that unsupervised children do not wander the village.
Response: This is the responsibility of resident whom the children are with.
- 2) Ensuring that 'inside' dogs can be contained within the property borders if they are outside.
Response: This is the responsibility of the resident who owns the dog.
- 3) Ensuring that pets cannot walk on other residents properties.
Response: This is the responsibility of the resident who owns the dog.
- 4) Ensuring that regular mowing of lawns is performed, and advising residents when mowing will be performed.
Response: Our contract is for 20 cuts per year, which is approximately every 2 – 3 weeks, depending on the season.
- 5) Ensuring that regular weeding of the gardens occurs.
Response: Our contract is for 16 hours per week. The contractors have had problems with staffing, but have now sorted things out. There is a notice on the community channel for residents to contact the office if their garden has been missed and it needs weeding.
- 6) Ensuring that cars are not parked on the roadway.
Response: Please refer to your contract page 47 under the heading PARKING 14 (1)
- 7) Replace the broken venetian blinds in the theatre and dining rooms.
Response: The blinds on the doors are not being replaced, due to continual damage in this and other Lifestyle SA villages.
- 8) Fulfilling the promised functionality of Lifestyles Web Site.
Response: This web site is still under construction.
- 9) The installation of appropriate fencing to allay safety concerns of residents.
Response: As each stage of construction is finished the Architect comes on site to inspect areas where balustrade fencing is required. The regulations state where there is less than 1 meter between the edge of the path and the wall, a balustrade fence will be installed.
- 10) Ensuring that the lack of caravan sites is addressed, particularly as advertising indicates that the facilities are available.
Response: This village has been assigned 44 caravan sites, there is no provision for any extra sites.

PLEASE NOTE: Carol Price will undertake to voluntarily check lawns and gardens for approval of work done – before payment.

Response: This is the responsibility of the Estate Coordinator on behalf of the Administering Authority, Lifestyle SA.