

**GOLDEN GROVE LIFESTYLE VILLAGE  
MINUTES OF ANNUAL MEETING  
MONDAY 25<sup>TH</sup> OCTOBER 2010**

**1. PRELIMINARIES**

**Meeting Attendees:**

Residents of Golden Grove Lifestyle Village (as per list in office)  
Simon Kaye, Lifestyle SA  
Stephen Norris, Lifestyle SA  
Caron Sayner, Lifestyle SA

**Apologies:**

As per resident list in office

**Introduction**

Caron Sayner opened and welcomed residents to the Annual Meeting of Lifestyle SA at 2.05pm.

**2. AGENDA ITEMS**

Caron advised that every resident would have received a Notice to Convene an Annual Meeting which included information relating to:

- Audited statement of income received from residents and expenditure of that income, for the previous financial year.
- Statement of estimates of income from residents and expenditure of the income for the current financial year.
- Statement of estimates of income and expenditure for the current financial year in relation to any capital item funds.

In relation to the statement of estimates, this is the budget for 2010/2011 and residents were invited to submit any written questions to the administering authority at least seven days prior to the meeting held today. The answers to those questions were issued in writing to all residents prior to this meeting.

Caron advised an increase of 2.6% will be applicable for this current financial year and is effective from 1<sup>st</sup> July 2010. If residents have prepaid any maintenance beyond this date, Lifestyle SA will issue residents with a statement of any shortfall contributions due.

Simon Kaye advised the CIRF (Capital Items Replacement Fund) actual expenses relating to flooring \$362, garage doors \$660, paving \$1188 and Pool Spa \$858 he would need to double check on .

**NB** further review after the meeting this work was not found to be faulty workmanship

### **3. QUESTIONS FROM THE FLOOR**

#### **UNIT 90 Doug Ramsay**

What does this financial year cost for the community centre electrical \$290.40 relate to, as well as plumbing \$845.10, how much of this is warranty work? What warranty work relating to electricity and plumbing were carried out?

#### **Response (Simon)**

There is no charge for warranty work. Last financial year any maintenance work for the community centre would have been carried out under warranty however this coming financial year, warranty work will decrease and the cost of maintenance work will increase.

Costs are based on known facts from other villages, we know the historical data therefore this is the basis of budget figures. Budget figures are based on full village occupancy.

#### **UNIT 346 David Hancock**

My PID states my maintenance fee cannot be increased until July 2011.

#### **Response (Simon)**

That is correct, you are already paying the new amount which was effective at 1<sup>st</sup> July 2010. Your next increase will be 1<sup>st</sup> July 2011.

#### **UNIT 25 Ingrid Victory**

The proposed budget for 2010/2011 for roads and paving, is there a warranty aspect?

#### **Response (Simon)**

All new roads and paving are under warranty, as this is new work. The budget is designed for any future repair work.

Simon stated he is working closely with the Finance Committee to create a relevant budget

#### **UNIT 20 Pat Jones**

Under the capital items replacement fund the cost of paving (residence) \$1188.00 should this not be under warranty?

#### **Response (Simon)**

As I explained at the start of the meeting there are some items that I will need to go back and check on. **NB** further review after the meeting there was no evidence this work was found to be faulty workmanship

#### **UNIT 44 Andy Marr**

When can we start to pay electricity bills by B'pay?

#### **Response (Simon)**

Improved payment options are in the pipeline however we are unable to give a date at this time.

Builders warranty work issues, some have been outstanding for two years, when will this be attended to?

**Response** (Caron)

I am currently in the process of going through your email regarding builders warranty work. Once complete I will forward to Simon and Dave Good (Fairmont).

**UNIT 296 Dennis Blackmore** (on behalf of the Residents' Association Committee)

Gardens in the village common areas are disgraceful. Are gardening hours going to be increased?

**Response** (Simon)

Garden hours do need to be increased as the village gets bigger. Simon stated 8 hours are allocated per week. **NB this was incorrect it is 16 Hours per week**

**UNIT 142 John Trueman** (on behalf of the Residents' Association Committee)

Has grave concerns regarding staff turnover in administration and maintenance/gardening. What is the problem and what action can you take to retain staff? Do we have sufficient personnel to fulfil job and person specifications?

**Response** (Simon)

At this stage, for the size of the village, one estate coordinator is sufficient.

**UNIT 70 Bob Lineage**

Weeds not being attended to and bark chips so thin in some areas.

**Response** (Simon)

Definitely something we can look at. I can't give a date today but bark replacement is part of ongoing gardening maintenance in all villages.

**UNIT 63 Margaret Murray**

The bowling club lights are on all night. Are we paying for them?

**Response** (Simon)

The builder is paying for the lights while the clubroom area is still under construction.

**UNIT 18 Ian Norman**

Thinks it's a disgrace for a maintenance person to be driving around the village in their car with step ladders hanging out the back. Looks very unprofessional.

**Response** (Simon)

We can provide a vehicle for the maintenance person if the residents wish to pay for it, we can review for the next budget

**UNIT 298 Vera Pitkin**

In my PID it states Lifestyle SA is responsible to maintain lawns and gardens. It is not to an acceptable standard. Gardening hours are certainly not enough.

**Response** (Simon)

This will be looked at as the village increases.

**UNIT 150 Jeff Wegener**

Is there some way the resident committee can have some sort of say in staffing?

**Response** (Simon)

No, this is the responsibility of the administrating authority, Lifestyle SA.

Jeff stated the source of the problem in the gardens is the soil, it's not good soil. The soil is not fertilised and plants are dying. Plants that have survived are due to the resident's spending money on fertiliser and doing it themselves. There needs to be more consultation with Lifestyle SA.

Lifestyle Utilities accounts - the rates per kilowatt hours are incorrect, as is the supply charge. Break fees from previous suppliers haven't been passed on.

**Response** (Simon)

Any problems with power bills will be rectified.

**UNIT 147 Trevor O'Brien**

Nurv – Tardis when will more lines into the village be installed?

When will we be able to make internal calls to other villages?

**Response** (Simon)

Stephen Norris will talk about this after this meeting has concluded.

**UNIT 80 June Foote**

Between 3pm and 5pm I cannot receive incoming calls or make outgoing calls. Other residents are affected as well.

When you ring Tardis there is only one young guy called Sam, he answers all the calls there no matter what number you ring.

**Response** (Simon)

Stephen Norris will talk about this after this meeting has concluded.

**UNIT 166 David Knight**

Has been overcharged on his Lifestyle Utilities account, the kilowatt hours used is incorrect.

**Response** (Simon)

See me after the meeting.

**UNIT 117 Brenda Munn**

Can the emergency key box pin number be changed?

**Response** (Simon)

Yes, pin numbers can be changed. Simon will contact SA Electronics.

**UNIT 294 Brenton Meyer**

Stated when their neighbour turns on their water tap outside, the hot water service ignites.

**UNIT 18 Ian Norman**

The gas heater issue was raised with Lynne previously. Told it always happens to every unit.

**RESPONSE** (Simon)

Caron will chase up this matter.

**UNIT 166 David Knight**

Key box pin numbers are set by SA Electronics and cannot be changed. They are a preset number. Confirmed by U150 Jeff Wegener; emergency numbers are preset as per Allan from SA Electronics.

At a previous meeting there was no mention of the company name of the offsite monitoring company. Is it RAA monitoring?

**RESPONSE** (Simon)

Yes that is correct, the RAA.

**UNIT 147 Trevor O'Brien**

Who pays for false alarms to the community centre.

**RESPONSE** (Simon)

Lifestyle SA to pay.

**UNIT 78 Ray Evans**

Asked Mr Norris how he was feeling hearing all these complaints.

The call out Saturday night was possibly a visitor to the toilets and not a resident.

**RESPONSE** (Simon)

Advised covers have been put over the emergency buttons in the community centre.

**UNIT 90 Doug Ramsay**

On more than one occasion he has pointed out there is no emergency button in the workshop area. Is there a plan to install an emergency button in the workshop area?

**RESPONSE** (Simon)

Agreed there needs to be one in the workshop.

**UNIT 295 June Millan**

It's my gas heater that ignites when the cold water taps are turned on. The gas man said there is nothing that can be done. There is always a strong smell of gas.

**RESPONSE** (Caron)

Caron will follow up.

**UNIT 148 John Stephens**

Question for Stephen Norris: what is the latest situation for solar power and grey water?

**RESPONSE** (Stephen Norris)

The solar subject is high on the agenda. Test questionnaires have been sent to residents at Happy Valley and we are waiting on the responses. Solar panels would be the residents' responsibility to maintain and remove and make good when you leave.

Gray water – the 3<sup>rd</sup> pipe system is installed and we are waiting for TTG Council to pass and connect the project.

**4. CLOSURE**

Annual meeting closed at 2.50pm.