

27 Oct 2011

3. QUESTIONS ASKED AT ANNUAL MEETING

UNIT 147 Trevor O'Brien

Can Lifestyle give the residents an expected lifespan for the fittings in the units? This could mean that if the carpets for instance have an expected lifespan of say 10 years, there could be a formula that could be used to work the proportion to be paid by each party e.g. If three years have elapsed the costing could be 2/3 by previous resident and 1/3 by Lifestyle. Using this type of formula it would take away any perceptions of being excessive costs. My concern is that if we have to leave after say 10 years and there is no formula Lifestyle could charge me or my estate for completely new carpet and or fittings even though they have met their use by dates and therefore the unit would be refurbished at no expense to Lifestyle even though they were due for replacement by Lifestyle.

Response: (Jenny)

When a home is vacated under "the Act", we must stick to the legislation. We go through every room in that house with a Premises Condition Report before keys are handed back. As an example, in one of the Villages we had one instance of a very well presented home but the resident had a pot plant that caused a stain underneath it and was charged for carpeting of the whole home. Normal accounting processes are used. Refer to your P.I.D.

UNIT 44 Andy Marr

Is it correct that Lifestyle SA do not recognise the Residents' Association?

Response: (Gillian)

That is correct, under "the Act" Lifestyle SA (AA) is to deal with issues raised by the Residents' Committee.

Response: (Jenny)

The Residents' Association is there to hold the Liquor Licence. Lifestyle SA is waiting on further information from the Office of the Ageing (OFTA). Jenny has personally spoken with Vanessa Clarke, OFTA who confirmed she was meeting with "higher heads" mid-October to clarify the situation i.e. social activities and sub-committees should come under the Committee for insurance purposes.

Andy Marr stated all his questions were not answered – Refer to attachment.

UNIT 148 John Stephens

John notified the meeting of an apology for the Atkinsons. John stated five of his nine questions were not answered. - Refer NOTE

When did the Clubhouse open?

Response (Gillian)

I believe it opened on 4 July 2011. - Refer to attachment.

John Stephens

The Budget is from 1 July 2011, therefore should only be CPI as per the PID.

John then read out his questions not answered.

UNIT 338 Roger Adamson

Roger stated his questions not answered – refer to attachment.

How many queries per day does the office receive and how many are referred to Head Office and then to Tribunal.

Response (Gillian)

At the front counter we get many enquiries of a day to day nature, however, hardly any are needing to be referred to head office. We are not aware of what goes to Tribunal. Lifestyle head office has confirmed our initial advise to you.

UNIT 179 Cliff Burleigh

When will increase be in effect?

Response (Gillian)

From 1 November 2011.

UNIT 151 Kevin Fry

Why so long for insurance repairs?

Response (Gillian)

As you would be aware, any insurance job goes through a lengthy process including assessors; tender/quotes - which the insurance company goes through thoroughly before accepting and then the actual work itself; not to mention the paper trail involved.

UNIT 20 Pat Jones

Why staff did not know that all questions had been answered?

Response (Gillian)

To the best of our knowledge all questions were answered. However as stated by Jenny earlier, Lifestyle SA may have bundled answers together if it was considered questions were of a similar nature. We only received the answers late yesterday.

UNIT 147 Trevor O'Brien

If we reduce our costs, does that save us or are we bundled in with other Villages.

Response (Gillian)

The Budget is only for this Village. Any savings or reductions at this Village would therefore only affect this Village.

UNIT 338 Roger Adamson

Stated he was not happy Lifestyle SA did not provide the answers.

UNIT 44 Andy Marr

We are not looking at accepting the Budget, the Committee afterwards will be taking vote from Residents.

UNIT 338 Val Adamson

The onus is on Jenny as Lifestyle SA representative to check all questions.

Response (Jenny)

Answers will be provided within 14 days in writing to all residents through the minutes, not just to individual residents. Until the Tribunal rules otherwise, this is the Budget, so until then the Budget is in force as from 1 November 2011.

UNIT 148 John Stephens

*I have spoken to the Elms, Forest Place. They will reject the budget but perhaps we should try to resolve this internally.
What fees are outstanding?*

Response (Jenny)

The only outstanding fees we are aware of are from rollover units.
Further to this question the outstanding maintenance fees as 30 June 2011 totalled \$2,873.05 represented on the Balance Sheet, Receivables – Residents. This amount comprised of 9 residences all of which were occupied as at 30 June 2011.
This fees did not represent vacant homes.

UNIT 112 Paul Mills

I would like a copy of the answers from Head Office Jenny presented today.

Response

Copies of the questions answered in will be available for collection from the admin office.

UNIT 296 Dennis Blackmore

Someone who could answer Budget questions from Lifestyle SA should be here today.

UNIT 36 Glynnis St Hill

I'm not aware of Jenny being 2IC to Roxanne, does that mean we get a reduction in fees?

Response (Jenny)

There is \$55,000 showing in the budget for staff costs, but I can assure you that neither Gillian or myself would work for \$55,000 combined.

UNIT 298 – Vera Pitkin

The gardens should be in a presentable condition. I have only seen gardeners three times in the years I have been here.

Response (Gillian)

We have two gardeners for 32 hours each per fortnight. They are constantly busy. They collect a job list from office when they arrive each morning. If a resident feels they have outstanding gardening requirements they only have to put in a maintenance request form and these will be logged and prioritised. Gardeners also do a check around the village as they work and have a seasonal schedule such as trimming daisies or lavenders throughout the village when finished flowering.

UNIT 181 Kathleen Freel

Lifestyle does not look after gardens. I've been in for four months and have dead plants needing replaced by developer and not happy about state of lawn. I have put in a request but feel nothing done.

Response (Gillian)

As it is a new unit, this has been followed through with developer as we cannot expect residents' maintenance fees to pay for new plants in a new unit as no one would be happy about that. Don't think that as I drive through every day and see lawns needing cut or gardens weeded that this goes unchecked. This is all recorded and always followed through.

For all residents, I also get maintenance request forms with dates a week old or a wrong date but only just deposited in the box so we date stamp these in the office with the date we collect it. If you have a matter that's priority or urgent please bring to the attention of the office so it can be logged accordingly.

UNIT 180 Vic Watson

I'm not happy with look of lawns.

Response (Gillian)

I have already spoken to Mr Clip to schedule fertilizing, etc.

UNIT 296 Allison Blackmore

There are weeds at the back of the Community Centre along the rocks.

Response (Gillian)

I already have this issue taken care of, in fact gardeners were here at the beginning of this week and this was the main priority before commencing any other work.

UNIT 298 Vera Pitkin

There are also weeds over the back fence.

Response (Gillian)

I have already spoken to the developer on this issue to get something done urgently.
(Refer NOTES).

Gillian then asked those present if there were any more questions to be raised relating to the Budget. As there were no more show of hands, Gillian thanked all for attending.

4. CLOSURE

The meeting was declared closed at 11.22am.