

17/10/2014



Golden Grove
A LIFESTYLE SA COMMUNITY

Question 4 : Please provide a date for the distribution of the laminated card and booklet for residents?
Answer : This item is on the agenda; it is prioritised and is coming soon.

Question 5 : Please provide a date for the change-over of emergency buttons in the community areas?

Answer : The emergency buttons in the Community Centre and Clubhouse will be changed over to red and will be illuminated. Once pressed they will flash red to indicate they have been pressed and an ambulance has been notified. This is also coming soon.

Question 6 : Please provide a date for the key box key replacement?

Answer : The plan for the key box replacement, as suggested by the Residents' Committee, is that the locked box number will be changed and a key placed in this box for emergency services only. This number and key will not be accessed by the resident at any time. The current key in the box will be handed back to the resident as their "spare" key which can be given to a relative or placed in a secure location. This process will be coordinated by Trish.

Question 7 : In regard to a visual audio indication of an emergency in the toilet area, can you provide a date this will be installed?

Answer : It is impossible to fool proof the whole system however we can continue to review our emergency procedures and discuss as a community the practicalities.

Question 8 : When will the meter reading be automated to ensure accurate and viable electricity bills?

Answer : Lifestyle Utilities are looking at electronic meter reading and are hopeful to have a solution this financial year.

Unit 283 John Linhart - Question 9 : Why don't we use a regular power supply company instead of Lifestyle Utilities?

Answer : In 2008 SA Power networks deemed they would only deliver power to the boundary for any large projects such as shopping centres/retirement villages etc. so this situation was forced upon us. This is a good thing though as Lifestyle Utilities is able to buy power in bulk from the retailer and distribute power to all residents and take advantage of economies of scale.

Unit 148: John Stephens - Question 10 : The carried forward total equity shows \$25K surplus, once the village is completed will this be carried forward?

Answer: The amount will be carried forward to this financial year.

Question 11 : Does the bar sales contribution accumulate?

Answer : The bar profits are paid into the Maintenance account and can be spent as part of the overall maintenance expenditure as agreed between the Coordinator and the Residents Committee.

Question 12 : Where is the caravan storage shown in the budget?

Answer: It is shown as general revenue, but will be shown as a separate line item in future reports.

Question 13 : The owners' contribution for 2014/15 is \$149K, if you deduct the annual fee from the 25 units yet to be occupied which could be about \$90K what happens with this difference.

Answer : The owner's contribution is a budget amount only. This amount is a contribution by the owner for the shortfall in maintenance fee income up to a 100% village capacity.

Unit 80 June Foote - Question 14 : What can be done to ensure ambulances can find our houses easier?

Answer : Every unit has been given GPS co-ordinates which will be uploaded to all GPS tracking devices. This means emergency services and the general public will be able to enter your unit number and address and be given directions to your door. Our village has already been plotted and this technology will be available by April 2015.

Unit 101 Peter Anderson - Question 15 : With regards to garden what is the difference between maintenance and CIRF?

Answer : The CIRF account is used for the cost of replacing capital items such as the bark replacement program. For general garden maintenance, including minor plant replacement we would use the maintenance account.

Unit 112 Paul Mills - Question 16 : Is there a balance sheet for CIRF?

Answer : Included in your package with the Notice to Convene Annual Meeting there is the Profit & Loss (Budget Analysis) form showing CIRF expenditure for the last financial year July 2013 to June 2014 and on the following page there is the CIRF budget for 2015. There was no balance sheet issued.

Comment - Unit 252 Bryan Mason : I would like to make a comment to recognise the work done by our Residents Committee and acknowledge the importance of this role and the contribution they have made. Round of applause given by all residents.

Unit 60 Brian Coward - Question 17 : With regards to plant replacement the ground is concrete and new plants are dying.

Answer : We have recognised the poor quality of the soil and when we replace new plants we are checking the irrigation, adding top soil and slow release fertiliser to assist the plant growth. We will continue to monitor and work with the residents to maximise our efforts.

Unit 229 Chris Matthews - Question 18 : With older villages do we have a written schedule of refurbishment?

Answer : Yes we will be issuing a schedule however we would also be looking at issue on an individual basis. For example if an accountant is telling me carpet needs replacing every 15 years and your carpet needs replacing sooner it will be replaced as needed.

Unit 257: Leslie Attrill - Question 19 : There are gardening concerns with some of the common areas.

Answer : I do have a monthly schedule that incorporates all major common areas e.g. Clubhouse, picnic area, Community Centre, gate entrances, verge areas surrounding the village. With smaller areas between units I rely on you, the residents, to let me know through the Maintenance Request Forms where there are issues. I always appreciate your feedback on specific concerns which I can then address.

Question 20 : I have an outstanding issue regarding Maintenance payments which I have not heard back.

Answer : Please direct to Trish and she will follow up.

Unit 302: Rose-Marie Richards - Question 21 : Will the camera in the foyer be recording as well as other cameras in the village?

Answer : As part of our infrastructure upgrade all cameras will be recorded visually on a 4 week cycle.

Question 22 : I have concerns with security at the gate entry.

Answer : I appreciate that it is not a fool proof system however it would be seen as a deterrent and when the cameras are recording this will provide further security.

Unit 266 Alan Wilkinson - Question 23 : What is happening with the replacement of cracked tiles?

Answer : We will be publishing a document of standards and if it does not meet this standard they will be replaced.

Unit 285 Roger Perks - Question 24 : With the upgrades to cameras and meter reading who will meet these costs?

Answer : With regard to camera upgrades, these changes are to create a safe work environment as well as increase security within the Village and have been budgeted for in the CIRF. Meter reading upgrades will be a Lifestyle Utilities cost.

Unit 294: Brenton Meyer - Question 25 : When I use my external tap with the trigger nozzle the gas fires up which means there is an added cost involved.

Answer : This is caused by a change in water pressure and is very difficult to control. We will seek further advice from Consultants.

Question 26 : The Sands Village were given a grant for sporting equipment, can we?

Answer : This seems like a good idea and should be actively sought through the Residents' Association.

Unit 79 Peter Butters - Question 27 : Will the rendered brick wall continue in the last stage of the development?

Answer : No, part of the approvals for council was the use of differing fence types to break up the scale of the development.

Unit 148 John Stephens - Question 28 : Will Lifestyle SA assist us with our current council enquiries, undertaking to obtain a reduction in our council rates?

Answer : Yes we would be happy to assist. Lifestyle SA has also been working with the Valuer Generals Office and has negotiated a zero value on any Community facilities in our villages.

Comment - Unit 120 Peg Ford : With regard to the upcoming council elections Cr Jim McLafferty and Cr Lucas Jones are up for re-election and are both sympathetic to reducing rates for retirement villages.

Unit 80 June Foote - Question 29 : We have had problems with gate 1 over the last two weekends; I think it was hit by a car.

Answer : The gate had been hit by a car and has since been repaired. If there are any further issues with the gate not operating on weekends please contact the 1300 772 158 for RAA Monitoring.

Unit 26 John Moore - Question 30 : What caused the increase to the telephone account in the year ending 30 June 2014?

Answer : Unfortunately two electricity accounts were mistakenly coded to telephone in the 2013/2014 accounts, making this line item \$6,706. This did not effect the "bottom line" as the electricity amount was understated by the same amount.

Question 31 : Why are we paying for line rentals on Community Centre telephones?

Answer : These lines are kept open to the Telstra network. Lifestyle Utilities pass on these costs at a discounted rate.

Question 32 : Some residents have cancelled their telephone but still have the telephone for the Smartlink connection to RAA. Why are they not paying for the line rental?

Answer : The cost of maintaining an open line to RAA monitoring is included in the maintenance fee paid by each resident.

Unit 2 Tony Bowen - Question 33 : The 50% contribution from the bar sales does not marry up to actual paid?

Answer : The calculations are including the June payment, however this was banked in July and will be included in the next financial year.

Unit 252 Bryan Mason - Question 34 : There is a problem with the time it takes to get hot water to the tap.

Answer : Yes it can be a problem because the water is heated in one location and then must travel to the tap. At some villages residents have fitted a small caravan type instant hot water unit under their kitchen sink. This would be up to the individual resident.

Unit 74 Gloria Ferguson - Question 35 : Can we install solar panels?

Answer : Each resident can install up to 6 panels at 1.5kw total as per application to install a solar energy system. The Ferns have installed solar panels to their Community Centre and have saved approximately \$7K in a year which looks like a 10 year repayment cycle.

4. CLOSURE

The meeting was declared closed at 12.00pm.

The following two questions were received late and were not tabled at the meeting

Unit 147 Trevor and Annette O'Brien - Question 1 : Can we change the way we sterilize the water for the swimming pool from chemical to salt water chlorination as some residents have an allergic reaction to the chlorine.

Answer : This would involve replacing the current chlorine dosing equipment at considerable cost. There are popular misconceptions re salt water pools. Salt water is not capable of providing any sanitation for pool water without electrolysis. During electrolysis salty water is forced across a special metal cell that is charged with an electrical current. This process creates chlorine. This chlorine has an identical chemical structure as



purchased chlorine.

Question 2 : Can we install a disabled shower at the pool area, perhaps in the current disabled toilet near the entrance to the billiard room?

Answer : There would be considerable cost involved. The current disabled toilet is designed to allow for a carer and disabled person room to move. To introduce a shower into this room may make it non-compliant and may create a slip hazard with water on the floor of the toilet.

Question 6 :

Has the Administering Authority considered the feasibility of installing a solar power system to the clubrooms to offset the high cost of common power? Can another supplier be considered?

Answer :

Yes, although more information is required prior to any decision being made. Another supplier has been contracted achieving the same rate for electricity for the next 12 months.

Question 7 :

Can small "back yard grassed areas" be converted to paving or artificial grass to minimise maintenance costs.

Answer :

Yes - the individual decisions require both the Resident and the Resident's Committee, as the facility changes (requiring Resident's approval) and the cost of completing the work will need to be resident funded (requiring the funds to be raised by the Committee).

Question 8 :

What actions are planned to make good the cracking and painting of the external wall between gate 1 and gate 2.

Answer :

We are aware of the problem and can confirm that work will be done to repair the cracking and peeling paint over the next 12 month period.

Question 9 :

What is the current position of the Emergency Services Levy in relation to the residents of this and other villages.

Answer :

Our enquiries confirm that the Emergency Services Levy applicable to the village's residential component at Golden Grove is being correctly charged as a cost of the maintenance fees. This is a major topic for the industry and will be resolved over the coming months.