

3. WRITTEN QUESTIONS RECEIVED

Question 1: Various residents

Six letters were received with regards to the gardens in the common area ie. outside the village and the main entrance, stating weeds are bad and generally not looking good. The allocation in the budget shows that Main-Gardens has gone up significantly.

Answer:

Firstly we would like to note that all the garden areas, that is front and rear yards of the units, area around the community centre are "common areas" which does all require gardening maintenance. As all residents would be aware we have changed gardening and lawn contractors.

We always knew there would be a period of time during this changeover where we would have a transitional period before we get into a systematic programme.

For this village it has been a difficult changeover while most villages have welcomed this change seeing this as an improvement on the previous contractor.

The appointment of Dutts Cutts was not made lightly, as after 8 years of the previous contractor change can be challenge for staff and management, as change can be difficult at times.

However the owner of Dutts Cutts is very dedicated to this business and a hands on person, quite different from the previous. We have 100% confidence that the Dutts Cutts team will work with us to ensure the standard not only that we expect but Dutts Cutts expects is achieved.

The programme of gardening maintenance should be that each and every unit is attended to at some point and that the areas around the community centre / entrances and external verges are also included as part of the programme.

The gardening maintenance was never meant to be that the contractor dedicates their time predominately on entrances and verges while most residents never saw a gardener.

Time allocation must be spread to ensure a good standard is achieved and also ensure that part of the programme is that they work in a systematic manner to ensure all "areas" are attended. And the gardening allowance is now for 4 days a week.

It has been reported by residents direct to me, not at this village but others that they have never seen a gardener since they have been in occupancy, this was some 8 years, this should not happen.

We have also seen resale homes whereby upon a resident vacating in the rear yard there was bare dirt and then been advised that the resident never submitted a request form.

However if a resident would rather look after their own garden instead of the village appointed gardener please come and see Trish to fill in "no gardening required" form.

If any areas require more attention in order to meet the standard the owner of the village and management expects for the village grounds, Trish will manage and coordinate this work with Dutts Cutts.

We also understand that some residents do enjoy to maintain their own garden however there will come a time where perhaps the resident can no longer manage their garden and also may not submit a request form so, we want to ensure we avoid reaching a point where a garden that has been unkept as the cost of bringing it back to a standard condition is much higher than necessary if it were to be reviewed and attended to on a periodic programme.

Question 2: John Moore Unit 26

There has been discussion within the village regarding time allocated to family members to vacate a residence once a resident no longer resides in the village. It has been stated by some that 14 days is the time allowed, having checked my PID I can't locate this. I understand that after a resident ceases to reside within the village the maintenance fee remains payable until the unit is relet or maximum of 6 months. Please clarify what the rules are and further advise where the requirements are noted in the PID?

Answer:

When a resident "ceases to reside at a residence" it is normally for a couple of obvious reasons that is death or moving to higher care with no intention to return. We will refer you to your PID "Definitions" which defines what it means when a resident "ceases to reside at a residence" which notes that vacant possession is delivered if there is no intention of return.

If the last remaining occupant dies or moves to higher care with no intention to be returning the resident's rights are terminated and in turn the contract is terminated.

Which then means, the owner requires delivery of vacant possession of the unit, as under the contract (PID) the resident only had the "right of occupancy" to the unit and once they are deceased or moved to higher care with no possibility of return, this right is terminated. The right of occupancy is not transferrable to family members, it was the right of occupancy for the resident who signed the PID. With reference to a 14 days' notice to vacate a residence, this has been said to some exiting family members where we had already been waiting some 5 to 6 weeks for vacant possession.

We will also refer to clause 16.14 of your PID which states

"If the resident does not collect the goods within seven (7) days of leaving the Village, the administering authority may sell or otherwise dispose of the goods in any way at the resident's cost."

However the reality is that on average the owner does wait some 4 to 6 weeks for vacant possession and never in 17 years have we ever had to remove resident goods.

Question 3: Lesley Attrill and Adrienne White Unit 257

At an annual meeting in 2014 the then Operations Manager, Aldo Fonovic, told us we would receive annual maintenance fee statements. This has not occurred, when will we receive a statement to ensure payments are received and recorded correctly?

Answer:

The Operations Manager at the time may have said this but the issuing of statements was revised across all villages, due to the added expense to the maintenance account in printing costs and time spent by the Coordinator to deliver the statements, only to show a nil balance. The method in place is that any resident can come to see Trish at the admin office and request a printed copy of their current position or you may wish to provide Trish with your details and at the end of the financial year she will collate statements for those residents who would like a copy.

Question 4: Lesley Attril and Adrienne White Unit 257

St. John ambulance recommended the defibrillator in the Clubhouse be installed on the outside of the building to allow for quick access and the defibrillator in the Community Centre would be better placed in the foyer.

Answer:

We have noted this as comments and opinions.

Question 5: Maxine and Ray Fry Unit 48

We were wondering why our request for a handicap safety rail to be installed in the shower would only be approved if we agreed to remove the rail upon vacating and bear the costs to reinstate to its original specifications?

Answer:

Modifications are approved on request, however as per your contract the house must be returned to standard upon vacating. Please note all homes have some grab rails in the standard design, and remembering this is not an "aged care facility". When the home was first inspected one would assume you must have liked the design, fixtures and finishes of the unit when you first purchased which did not have multiple grab rails just our standard so give future purchasers the same privilege, to feel they are buying a new home and not one that has been lived in.

Question 6: Margaret Atkinson Unit 149

Some repairs to unit facades are being replaced, should this be covered by Fairmont?

Answer:

The owners of the Golden Grove Lifestyle Village engaged Fairmont Homes in 2006 to be the builder of the Golden Grove Lifestyle Village. The work in relation to the facades completed by Fairmont was not a breach in construction. As such this repair work carried out to the façades is paid from the CIRF which is the account fund established for this type of work ie, Irregular and long term maintenance.

Question 7: Rosanne and Robert White Unit 126

In the CIRF budget for 2017/18 Community Centre last year was \$21750, Actuals was \$31967 which included a \$5K credit for the sale of a vehicle, New Budget is \$25000. Should budget be \$40K?

Answer:

In Community Centre actuals we saw approximately \$8000 spent on air conditioning sensor replacement in the pool/spa area, \$1800 on billiard table cover replacement, \$2600 on replacement signage within the village, \$5000 on replacement irrigation ball valves. We do not anticipate these expenses to be incurred this financial year.

Question 8: Rosanne and Robert White Unit 126

In the CIRF budget for 2017/18 Electronics last year was \$33500, Actuals was \$30992, New Budget is \$80000 why is there an increase of \$49000?

Answer:

The budget allowance of \$80,000 for the coming year relates to the required changeover of smoke alarms to half of the village, 10 years old.

Question 8: Various residents

Questions raised regarding Savant Energy and the ability to "shop around" for another provider.

Answer:

This has been a topic of discussion and as the village is part of an embedded network this option has not been available however recent information provided to us by Savant Energy is that residents will have freedom of choice. As from 1st December 2017 and in line with embedded network rule changes following the Power of Choice review, residents will be free to choose their electricity provider. The Australian Energy Regulator will implement these changes which provide consumers with further options in the way they use electricity. At this stage I do not have any additional information from Savant, who also are awaiting the Australian Energy Market Operator to release additional information. The AEMO will issue information direct to energy customers who are part of an embedded network system.

4. QUESTIONS ASKED FROM THE FLOOR

Question 1: Andy Marr Unit 44

Will you confirm with the owners of the village what is happening with the changes to the electricity provider and let the residents of the village know?

Answer:

Yes, we will provide further information in relation to the changes to the electricity provider once confirmed with the owners.

Question 2: Graham Cuell Unit 300

The Maintenance Group was formed about 8 years ago and we picked up the facia issues to the units and Community Centre, why isn't the builder responsible for these repairs?

Answer:

Part of the contract the village owner had with the builder was that the builder would attend to "building defects" within a 3 month period. Repair work carried out to the facias were not breaches in the construction. The CIRF account has been established for this type of work i.e., irregular and long term maintenance.

Question 3: Chris Matthews Unit 229

Rebarking has been undertaken to the earlier stages in the village when will this be carried out for the other stages.

Answer:

Trish replied: I have been in discussions with Dutts Cutts and this will be happening after Christmas, unfortunately it could not happen prior to this with conflicting schedules for the Spring Rejuvenation program which has included fertilising and spraying of the lawns.

Question 4: Kate Mills Unit 112

Why do we pay so much for advertising costs when we move out when we have a waiting list here at Golden Grove?

Answer:

The Sales commission is based on 2.5% of the new purchase price as stated in your PID. To have a waiting list for a village requires continuous advertising whether there are homes available or not. Our advertising campaign is to ensure we establish the Lifestyle SA brand which in turn creates the public interest and waiting lists. This process is to try to achieve a quicker sale for the outgoing resident who may have a new financial commitment to care facilities. We do not wait for units to be vacated to only then start the advertising campaign, we advertise continuously.

Question 5: John Stephens Unit 148

With the grab rail issue and touching on other alterations made by residents is there any discretion?

Answer:

Yes if changes have been made and the incoming resident sees these changes and accepts them they would remain with the new occupant taking on responsibility of maintenance.

Question 6: John Stephens

Would you consider a written procedure that outlines this to be made available to all residents and families?

Answer: John Stephens

That is a good point. There will be some changes under the Retirement Villages Act effective from the 1st January 2018 and we will hold a meeting with all residents to discuss these changes and this procedure will form part of the review and will be discussed.

Question 7: John Stephens

With council rates and how much we pay we have plans to approach the Tea Tree Gully council again and have raised this issue previously with Stephen Norris who advised he would assist. Can we count on LSA to join with the Residents Committee to take this up with the council?

Answer:

Lifestyle SA as the administering authority have previously approached council in relation to this matter however was not able to influence council regarding any rate reductions. With approximately 560 occupants at Golden Grove we believe that the residents as a collective will have a stronger influence.

Question 8: John Stephens

With the changes under the Retirement Villages Act will LSA inform residents?

Answer:

Yes we plan to hold a meeting with residents to discuss these changes.

Question 9: Frannie Shearer Unit 211

We only have to pay for our contents insurance because we don't own the building, why are we paying for building repairs and why wouldn't this be something claimable on the building insurance?

Answer:

All costs associated with the village are funded by the residents through the maintenance account and the CIRF account. The type of work completed is considered to be of a repair and maintenance nature rather than damage due to physical loss or destruction or accidental damage which could be claimable if damage is over \$1000, which is the excess.

Question 10: Dean Glaetzer Unit 97

Why don't you supply two medical pendants for homes that have two residents?

Answer:

The standard is that one pendant is supplied per unit as in most cases it is one resident who may need the security of a portable pendant more than both residents at the same time, however if a second pendant is required for both residents to carry then a second can be purchased for a cost of \$105.

Question 11: Betty Mott Unit 287

With the change of new cleaning contractors should they be cleaning the same areas as the previous contractor as I have noticed some outside areas of the Community Centre not done? I tried to discuss this with them but they do not speak English.

Answer:

The duties carried out should be the same, Trish will follow up with the new contractor.

Question 12: Wendy Schliebs Unit 206

Will our units be inspected for white ants?

Answer:

If a professional was to come in to the village it would cost the village \$120 per unit. A visual check is done by the Preventative Maintenance check that is conducted 12 monthly. The visual check is first step in identifying any termite activity.

Question 13: Jenny Potter Unit 255

I have been happy with the gardening before and I do most of my garden myself however I have difficulty with some larger bushes but can no longer put in a Maintenance Request for some extra help.

Answer:

You can contact Trish and she will communicate with the contractor.

Question 14:

I have heard the Maintenance checks have changed from 6 monthly to 12 monthly

Answer:

The Preventative Maintenance checks have been changed from 6 monthly to 12 monthly. The new program is that all units will be completed over a two month period. This way we can group jobs of a like nature together.

Question 15: Chris Matthews Unit 229

You mentioned larger bushes, we have a large rock wall and large garden area can we ask for poisoning of weeds or do we have to wait for the gardener to come around to our unit which could be months between visits.

Answer:

Yes you can submit a maintenance request for poisoning of the weeds in this area if it looks like the weeds are becoming too unmanageable to wait for the gardeners who will be progressively working the village grounds.

Question 16: John Stephens Unit 148

Did you say that 4 days was enough for gardening and how will this be determined?

Answer:

We envisage 4 days is enough, increases have been allowed in the gardening budget and this will be monitored.

5. CLOSURE

Minutes of the meeting will be available 14 days after this meeting and the meeting was declared closed at 10.40am.