

Lifestyle SA

91 King William Road, Unley SA 5061 | ABN 13 092 002 858

GOLDEN GROVE LIFESTYLE VILLAGE

MINUTES OF ANNUAL MEETING

30 October 2018

1. PRELIMINARIES

Meeting Attendees:

Residents of Golden Grove Lifestyle Village
Trish Sentinella, Community Coordinator, Lifestyle SA
Diane Tinsley, representative Lifestyle SA

Apologies:

As per list in office

Introductions:

Trish Sentinella opened the Annual Meeting at 10.00am and welcomed everyone in attendance.
Diane Tinsley discussed the agenda of the meeting.

Minutes recorded by:

Trish Sentinella, Lifestyle SA

2. AGENDA ITEMS

Diane advised that every resident would have received a Notice to Convene an annual Meeting with the following information:

- An Audited statement of income & expenditure in relation to the Maintenance Fund for 2017/2018
- A Statement of estimates of Income & expenditure for 2018/2019.

and relation to the Capital Items Replacement Fund

- An Audited statement of income & expenditure for 2017/2018
- A Statement of estimates of Income & expenditure in relation to the CIRF account for 2018/2019.

It was determined that the maintenance fees for 2018/2019 would not require an increase.

While a budget does not require resident approval prior to its implementation, the administering authority engaged in reasonable consultation with the Residents' Committee.

Residents were invited to submit questions in writing prior to this meeting and as such we received the following questions.

3. WRITTEN QUESTIONS RECEIVED

Question 1: David Chapman Unit 96

Will Lifestyle SA please supply a copy of the figures used to calculate the management fees?

Answer:

The Act only requires us to give a description of each item of management expenditure. We have done so. It does not require us to provide a specific amount of expenditure for each item. We will make available at the Administration Office a copy of a letter sent to the residents committee in October 2018 giving a detailed explanation in relation to management fees.

Question 2:

Would Lifestyle SA like to explain why we were not told that maintenance included Lifestyle SA operating costs including Directors Fees?

Answer:

Up until the Retirement Villages Act 2018, no information was required to be provided about management fees other than the amount charged for management fees to the maintenance fund. We are now required under the Act to describe each item to which the expenditure relates which we have done so. The cost of management does include director's fees, as directors are responsible under the law for the proper management and administration of the company that they control.

4. QUESTIONS ASKED FROM THE FLOOR

Question 1: Jeff Wegener Unit 150

Under special projects you have listed \$35,200 for removal of pine trees in our village as well as cutting back all hedges and other large shrubs, could Trish please explain what this will entail?

Answer:

We have engaged an arborist who will be coming into our village commencing Monday 5th November. They will be looking specifically at the pine trees in our village and determining if they are healthy, if they are in a suitable position e.g., not lifting pavers or roots affecting drains/units, and will be removing if necessary. They will also look at some of the larger shrubs that may need to be removed.

Question 2: Fred Churcher Unit 183

Could Trish explain about Test Kitchen and what they do in our village?

Answer:

I appreciate the opportunity as there has been a lot of negativity through the village with regards to Test Kitchen and some of this has been directed at the Test Kitchen people themselves. The main concern seems to be that we are not charging them a fee for coming into our village. We have used outside caterers before for various events and functions and we have never charged a fee for using our kitchen, our electricity, our cutlery and crockery. Some of the meals they have had 40 people which is great, but some have been 6,8,10 people and with these smaller numbers they would not be making a profit or even breaking even. The co-founders of TK, Matt and Julie-Ann are very committed to their business model and to them it is more than providing a meal, they want to reach our older residents who are not getting out and offer them an overall dining and social experience. I saw a study that was conducted recently where they listed the top 20 things you can do to improve your life span and quality of life. I would have thought things like a healthy body weight, eating a healthy diet, and exercise would have been right up there, but they were actually near the bottom of the list. The number 1 thing was socialising with other people. This was not referring to how many friends you had but rather just regularly engaging socially with other people, like chatting to the checkout operator at the supermarket, or the postie, and this is a big part of what TK are offering. The types of residents that have been coming along to the meals has been varied, some of them are our older residents, some singles, some recovering from ill health. The general feedback I have received from residents who have attended is that they appreciate the home style cooked meal and being able to share that meal with friends in the village.

Yes there would be a cost of electricity used to the maintenance account but using our kitchen for one meal a week would have no significant impact to our maintenance costs.

I would also like the naysayers to consider the big picture. We are very fortunate at Golden Grove that we have a waiting list to come into our village and we are selling our units fairly quickly.

But it is a very competitive market out there with more competition coming. It is surprising how many people coming in to look at our village are asking do we provide meals or have some meal options available. I think it is very relevant to listen to what people are looking for when comparing retirement villages to ensure we keep our competitive edge in the market place.

Comment from Colleen Dearing Unit 29

There are a few ladies that come along to our Sailing Solo group that are utilising Test Kitchen, they are providing a service. There is a lot of money spent on various activities such as lawn bowls and bingo surely we can use a bit of electricity for this service. There is also a rumour going around that Lifestyle SA are involved with Test Kitchen.

Answer:

There is no connection or affiliation between LSA and TK.

Question 3: Chaz Matthews unit 229

In your letter to residents dated 9/10/18 it states "the kitchen facilities at the village are designed for modest use for family gatherings and social functions and not for cooking and provision of substantial quantities of meals." Why can Test Kitchen use the kitchen facilities and we can't?

Answer:

Please refer to the attached written questions in relation to this matter.

Question 4:

In your same letter you stated "the committee does not and cannot hold a liquor license under the Liquor Licensing Act for the supply of liquor on our premises." We did have an incorporated association that could hold a license why doesn't this apply? My understanding from the new changes to the legislation is that we do not require a license.

Answer:

Please refer to the attached written questions in relation to this matter.

Comment and Question 5: from Cynthia Dedman Unit 160

I am disgusted with Lifestyle's stand on the bar and catering and cannot believe that they did not have the gumption to face us for this meeting. I have spoken directly to Roxanne Norris and when I asked her about preparing salads in the kitchen for a village BBQ she advised me that we would have to bring our own salads from home and that we couldn't use the kitchen.

Answer:

Please refer to the attached written questions in relation to this matter.

Comment from Cynthia Dedman

I would like to pass a motion of no confidence in the Administering Authority, will anyone second this motion.

Doug Ramsay unit 90 seconded this motion and asked for a show of hands who were in agreement. The majority of residents raised their hands

Answer:

Diane advised residents that we would continue with the meeting and if anyone wanted to leave they could do so.

Question 6: Lesley Atrill unit 257

As Trish mentioned earlier, exercise improves life expectancy, why do we charge Jodie (aqua aerobics and gym classes) and not charge Test Kitchen?

Answer:

The Administering Authority have deemed Test Kitchen to be more of a necessity service provided, such as the doctor, physiotherapist and podiatrist who also do not get charged a fee. Although we value the exercise classes offered to residents we consider this more of a business coming into our village.

Question 7: Leon Ernst unit 119

There is a move state wide by government to install battery storage systems and they are offering subsidies, is this something Lifestyle would be looking into or would it be up to individual residents?

Answer:

It would be up to the individual resident to complete an Alterations and Additions Agreement form.

Question 8: Leon Ernst unit 119

Can our lawns, if required, be removed and barked / turned into garden which would be more water wise for our weather conditions?

Answer:

You have come into the village with lawns in place, it would not be something we would change.

Comment from Colleen Dearing unit 29

My lawn is a disgrace

Question 9: Colleen Dearing unit 29

I have been living in the village for 11 years and am concerned about what happens when I leave with the exit fees.

Answer:

If you have concerns you can request a Termination Estimate from Trish which would show you an estimate of what you would get back when you leave.

Question 10: Doug Ramsay unit 90

When the village was established there was a fridge in the kitchen which is not working. We would like this fridge replaced.

Answer:

We have reviewed the quantities of fridges in the kitchen and bar areas and did not think a replacement fridge was warranted. We can review this if you are stating you do require another fridge.

Question 11: Doug Ramsay

Can you please provide us with evidence substantiating your views that defibrillators are unsafe and cannot be allowed to be placed in our Community Centre and Clubhouse?

Answer:

We have provided a letter in response to defibrillators to the Chairman on the 31st October, we welcome any residents to see Trish at the admin office to obtain a copy.

Question 12: Glynis St. Hill unit 36

What if I don't want my pine tree removed?

Answer:

Trish: We will be relying on the arborist to determine if your pine tree is healthy, located in an appropriate area with roots not disrupting such things as pavers and drains.

Question 13: Glynis St. Hill

If it is removed will you replace it with something else?

Answer:

If required to be removed the pine tree will be cut down to ground level and the base will still remain, therefore we would not be able to plant something else in its place.

Question 14: Carol Dean unit 174

I have called Head Office to discuss the changes occurring in our village and have not received a response.

Answer:

We are happy to take calls direct to Head Office regarding these changes and I apologise if you have not had your call returned. I will follow this up and ensure Roxanne or Lisa return your call.

Comment from John Moore unit 26

The Act requires that a representative should be here to answer all questions

Comment from Terry Carrigan unit 220

I have no confidence in management and think a representative should be here that can answer all questions

Comment from John Price unit 51

I sent an email to Roxanne regarding our gates and did not get a reply

Comment from Doug Ramsay unit 90

The Act requires you to answer any reasonable question and I have sent many emails that have not been answered.

Comment Ian Norman unit 18

From my experience defibrillators save lives and the machine is so simple to use any one including the village idiot would be able to use.

Question 15: Rod Overall unit 201

You have been saying you will provide a written response to our questions that you have not been able to answer in writing within 10 business days, I think we should adjourn the meeting and have someone from Lifestyle come back to us in person and go through the answers with us in 10 business days.

Answer:

As stated we will provide you with a written response within 10 business days of this meeting as

required under the Act.

Question 16: Peter Harrison unit 65

Can there be something done with the front gate sensor to minimise the occurrence of a car hitting the gate

Answer:

Trish: Relocating the sensor has been suggested to me from Andy Marr, unit 44, I will take this up with SAE.

Question 17: Barbara Hancock unit 346

We are paying \$30K to remove pine trees, why don't Lifestyle pay for this seeing as they were the ones that planted the trees in the first place.

Answer:

All costs related to the village are funded from the Maintenance Account or CIRF account.

Question 18: John Price unit 51

With regards to the defibrillators are the answers going to be any more considered or will we get back the same response in 10 business days.

Answer:

We have provided a letter in response to defibrillators to the Chairman on the 31st October, we welcome any residents to see Trish at the admin office to obtain a copy.

Question 19: Cynthia Dedman unit 160

When I spoke with Roxanne Norris on the telephone she said we couldn't have the bar anymore because Lifestyle ran the risk of being sued if someone was drunk and fell over. She seemed very worried that she would be sued and went on to say that they, Lifestyle, had been fined \$4 million before. Could you please explain what this \$4 million fine was for?

Answer:

This expense (not fine) was in relation to the twenty four (24) hour staff.

Question 20: Gloria Ferguson unit 74

Why do we have to pay capital gains on the sale of our unit?

Answer:

The fees you pay are in your PID, if you would like an estimate of what you would get back you can see Trish and complete a Termination Estimate request or you can see Trish and she will go through your PID with you.

Question 21: Carol Anderson unit 329

I have a nice hedge that gives me privacy from looking down on my neighbours, will hedges over 6 feet be trimmed or removed?

Answer:

Trish: The arborist will be looking at some larger shrubs. What we have found with the village being 10 years old is that we have a lot of shrubs/trees that continually need trimming by the gardener or they have become so overgrown that they are woody on the bottom and need to be replaced. Moving forward we do not want to be planting these larger style shrubs that need so much attention but we would certainly be taking a common sense approach and have no plans to remove all large shrubs. As I mentioned in one of our newsletters the concept of our retirement village is to promote that community feeling and connection between residents which is why we don't have fences between units or want you hidden away behind your hedge.

We attach to these minutes responses relating to various questions raised in relation to the sale of alcohol and food.

5. CLOSURE

The meeting was declared closed at 10:56am

Minutes of the meeting will be available 10 business days after this meeting.