



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

GOLDEN GROVE LIFESTYLE VILLAGE

MINUTES OF ANNUAL MEETING

Held on the 10th October 2023

1. PRELIMINARIES

Meeting Attendees:

Residents of Golden Grove Lifestyle Village
Trish Sentinella, Village Coordinator, Lifestyle SA
Michael Hughes, Operations Manager, Lifestyle SA

Apologies:

As per list in office

Introductions:

Michael Hughes opened the Annual Meeting at 10.03am and welcomed everyone in attendance.

Minutes recorded by:

Trish Sentinella, Lifestyle SA

2. AGENDA ITEMS

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

- 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 the estimates of income and expenditure for the current financial year in relation to the any capital item funds.

The increase to the maintenance fees applicable for this financial year commencing 1st July 2023 was 1.5% which will take effect from 1st February 2024.

Notices of this increase were issued to all residents on the 27th June 2023.

Residents were invited to submit questions in writing prior to this meeting.

3. WRITTEN QUESTIONS SUBMITTED

Betty Mott Unit 287

Question 1:

The lawn mowing service was under budget by \$31,823 I assume due to them not delivering on the required number of cuts for the year. I know during the summer months last year residents were waiting 3 sometimes 4 weeks between cuts (far too long). I also note that the lawn services estimated budget figure has increased by around 10% for 2023/24. Why?

Answer:

The increase in the budget for lawn services in the 2023/24 year is primarily attributed to rising costs associated with these services. Lawn mowing rounds have seen an increase of 14% and the costs for fertilisation and weed control have also seen a 22% increase in the budget.

Question 2:

The spraying of lawns to kill weeds and the fertilising of lawns also leave a great deal to be desired, it all happens very rapidly with very little poison or fertiliser appearing to be used, resulting in nothing noticeable happening to lawns as a result. Does Lifestyle plan to implement a system whereby the contractor is held to a standard and frequency of delivery services?

Answer:

To address concerns about the quality and frequency of lawn services, the Operations Manager Michael Hughes is actively engaged in addressing resident feedback and overseeing service delivery. We encourage residents to communicate any concerns they have regarding the delivery of services directly to Michael Hughes.

Ray Sweeney Unit 182**Question:**

I note that there is an underspend of \$31,822.46 of the budgeted \$97090 that's almost a third variance. Can you advise why there was an underspend?

Answer:

While we recognise the underspend is primarily attributed to weather related challenges faced by the gardening contractor during the previous financial year, we recognise that we need to take steps to prevent this from recurring. We need to consult with the committee on making use of a "relief" contractor when the current contractor is unable to attend.

Ray Sweeney Unit 182 and Rob MacGregor Unit 226**Question:**

In September I found that the green bin located at my residence was almost full of lawn clippings after the lawn was mowed. Is this to be the practice in future?

1. Residents may find it difficult to move the bin
2. The gardener uses this bin and if full may have to use the skip – costing the village money
3. Was Dutts Cutts going to charge less with removal of the grass completed by resident's bins.

Answer:

We will be taking up this matter with the committee as there seems to be miscommunication with Dutts Cutts and the Operator. We recognise that more guidelines need to be put in place on how to deal with grass cuttings.

Roger Adamson Unit 338**Question:**

I note with interest the summary of Management Expenses included in the Maintenance Accounts mentions Membership Fees/Subscriptions, License Fees/Permits, whilst aware there is no requirement for the Managing Authority to disclose the amounts relating to those items, I am curious as to the nature of such items that would apply to the running of a retirement village?

Answer:

We have provided the information as required under the Retirement Villages Act and the Retirement Villages Regulations. As you rightly stated, there is not requirement to provide further information.

Chris & Caroline Kiley Unit 128**Question:**

All major providers of service eg. gas, electricity, motor registration, insurance provide an invoice advising the amount required to cover the cost of the service. My question is why the residents here are not provided an account detailing the amount due for the coming year?

Answer:

When preparing budgets for the upcoming year we do not receive invoices in advance. Instead the budgeting process involves making estimates based on historical and anticipated expenses.

Alan Douglas Unit 50**Question:**

In the 2022-23 CIRF budget Lifestyle SA deemed the bowling green and the tennis court needed refurbishing and accordingly about \$150,000 was included in the budget, this is again allocated in 2023-24. Why has there been no refurbishment to the Bowling Green or the Tennis Court? Do you intend to refurbish the bowling green and tennis court?

Answer:

The planned expense, though budgeted for, did not materialise as expected. We have re-included it in the budget and are currently awaiting costings.

Question:

Why does Lifestyle SA (in accordance with the Retirement Village Act) not communicate openly with all residents over the refurbishment?

Answer:

In relation to the above we advise the following: -

"Major refurbishment is the renewal, general renovation or restoration of a residence, individual space or infrastructure with an emphasis on upgrading.

Major refurbishment works which includes but not limited to includes renovation of kitchens, bathrooms and laundry will be carried out at the discretion of the Owner and funded by the Capital Items Replacement Fund.

This type of work is not carried out during a resident's occupancy."

Rob MacGregor Unit 226**Question:**

Would it be possible for Lifestyle to repair the night lights on the pathway to the Clubrooms as we have been told electricians cannot find the existing looms?

Answer:

Yes, we will have the lights on the pathway attended.

Mark Jones from unit 294 suggested that an interim alternative be found to light the pathway while the electrician further investigates the issue causing the fault.

Question:

Reserves in the village are being mowed with wild strawberry clover weed present, therefore poisoning has not been done and this weed will be spread by the mowers throughout the village.

Answer:

Please take this matter up with your Coordinator who will in turn consult with Dutts Cutts. However, we have been advised by Dutts Cutts that poisoning will occur in early November.

Carol & John Price unit 51**Question:**

Why can't the time for vacancy be increased from 2 weeks to at least 4 weeks to allow family members to properly grieve before having to clear the unit?

Answer:

Although contractually it is 7 days which is the norm in the industry, we believe we are very compassionate where some houses are kept vacant for 6-8 weeks.

Question:

Why can't the prospective buyers have the opportunity to purchase the unit as is if they so desire, with perhaps the "Fair wear and tear" items being undertaken by a Licensed repairer?

Answer:

We quote 16.4 of the Public Information Document (Contract):-

"the reasonable costs of making the residence suitable for re-letting which will include replacement of floor coverings and internal painting and including standardisation costs (if any) but not including the cost of making good fair wear and tear"

Question:

Why is the family charged for reparation of "Fair wear and tear" items?

Answer:

We quote 16.4 of the Public Information Document (Contract):-

"the reasonable costs of making the residence suitable for re-letting which will include replacement of floor coverings and internal painting and including standardisation costs (if any) but not including the cost of making good fair wear and tear"

Question:

If Lifestyle SA want to modernise the units for a better resale price, then that is their prerogative and they should bare all costs, not the estate of the outgoing unit occupiers, isn't this the reason for the CIRF?

Answer:

The exiting resident does not pay for modernisation they only pay for returning the unit to standard, fair wear and tear is covered by CIRF.

Question:

Why do not any repairs that are the responsibility of the former unit occupiers have 3 independent quotations for the work with the family having the final choice of repairer?

Answer:

Clause from the remarketing policy:

"We will arrange for a building contractor to promptly perform any building work authorised by clause 3.3 except for any part of that building work that we have decided to carry out after you give us vacant possession of the residence."

It is important to clarify that the unit ownership lies with the property owner, while residents hold a right of occupancy and this terminates upon vacating.

This distinction means that the responsibility for repairs and maintenance ultimately rests with the property owner. Consequently, decisions regarding necessary works are typically made by the property owner, who has the authority to select the repairer of their choice.

Question:

Why don't the family not have a voice in the final unit sale price?

Answer:

Yes, they do please refer to your Remarketing Policy clause 4, How will the residence be remarketed.

Question:

As Lifestyle are not land agents and rely on a waiting list for buyers then why do they charge a fee for "selling" the units?

Answer:

This is a contractual matter and a recognised cost under the Retirement Villages Act 2016.

Question:

Why are not Lifestyle accepting responsibility for the proper maintaining of the outside garden verges and items such as the pavers they laid on the properties?

Answer

The external verges are maintained by the gardeners and the pavers by our paving contractor. If you have any concerns, please report to your Village Coordinator.

George Lawton Unit 265**Question:**

Kitchen and laundry sinks. Other villages have said that residents are responsible for replacing their own sink plugs when leaking but the sinks are the responsibility of Lifestyle and should be maintained as such.

Answer

We have only recently been made aware of this, if a kitchen plug is leaking a new one is available just complete a maintenance request.

Question:

It's great to see on paper \$1.35 million in the CIRF account but where is the monies banked or invested? The PID states "the CIRF would be maintained as a separate fund" But where?

Answer:

The CIRF account is maintained as a separate fund and held with Bank SA.

Question:

What can Lifestyle provide if not allowing outside awnings to protect the windows from the sun for new residents. We residents need to convey this to new neighbours. Not an ideal set up for Lifestyle and as a committee person I am deeply unsatisfied.

Answer:

This is a contractual matter and each individual prospective purchaser is informed well before getting involved that additions and alterations are not permitted. At that point they are given the choice to agree or to perhaps find accommodation elsewhere that might suit them better.

Betty Mott unit 287**Question:**

Our previous cleaner was terminated in December 2022 and due to resident input was reinstated, only to be terminated again in June 2023. The role of our cleaners and their ability to do a good job affects every resident. Why was there no consultation with residents in June, prior to changing the contractor? If I had been consulted, I would have asked why the change, when we already have a reliable and exceptional cleaner.

Answer:

The decision to implement new cleaners in June was an operational one made to ensure consistency across all village sites.

It is important to use the services of large contractors as that way we can offer consistency in services. A "one-man team" doing 4 or 5 villages struggles to attend to all of them regardless of public holidays, Xmas, Annual Leave. Having a large contractor ensures reliability and consistency throughout the year. They also carry the appropriate insurances.

It is also important to note that the Operator is entitled to change providers as they see fit as long as residents have not lost a service or a facility.

It should also be noted that whatever changes the Operator makes is always to deliver a better service to residents at a reasonable cost.

4. QUESTIONS FROM THE FLOOR

Ray Sweeney Unit 182

Question:

Does the contract with Dutts Cutts reflect the change to mowing and using resident bins for lawn cuttings?

Answer:

This should only have been done for the low mow to minimise the cost. We will endeavour to communicate such changes with residents and in future we can give committees the choice with costings that include using resident bins or without.

Rob MacGregor Unit 226

Question:

Thankyou for consulting with us for next year. I have concerns with the clover weed in our lawns that has been mowed, this will spread throughout the village with mowing. I believe the service we get from Dutts Cutts is very poor.

Answer:

I will be reviewing gardens in the future

John Price Unit 51

Question:

Who is responsible for the maintenance of pavers, some are covered in moss and discoloured and are a slip hazard?

Answer:

Moving forward we will have discussions with the committee regarding cleaning of pavers. Certainly, if you believe you have a trip hazard please complete a Maintenance Request form.

Question:

Why don't you send out the questions and answers to residents before the meeting so we have the information to read before the meeting?

Answer:

All AGM's run the same way whereby you receive our Notice to Convene the Annual Meeting along with the financials and then you have the opportunity to submit your questions in writing prior to the meeting. You will then receive a copy of the meeting minutes 10 days after the meeting.

Sue Ramage Unit 243

Question:

For 10 years I have been maintaining the verge opposite my unit and I do not believe that the gardener can maintain this area. I think we need a change to how we do gardens. Some plants are very invasive and the wrong plants have been put on rock walls.

Answer

We do use other contractors for specialised work so let your coordinator know if you need anything specific that cannot be done by the Dutts Cutts gardener.

Josie Barkla Unit 85

Question:

When can we expect the outside of our units painted?

Answer:

We do paint outside of units as required, you need to complete a Maintenance Request form and it will be reviewed.

Sue Colloff Unit 298

Question:

My garden has been stripped however roots are in the lawn and have lifted pavers.

Answer:

We will readdress your unit, please see Trish

George Lawton Unit 265

Question:

With lawn clippings left in resident bins we have a lot of residents on holidays and if these clippings are left in the bins can decompose, I don't agree with using resident bins.

Answer:

We will discuss with the committee for next year.

John Price Unit 51

Question:

Trish should know when we are on holidays why doesn't she organise to put the bins out for residents away?

Answer:

You have to remember this is independent living, perhaps you can ask a neighbour to put your bin out.

Mark Jones Unit 294

Question:

I dealt with Roxanne Norris when I moved into the village and was very happy to be able to keep blinds and other things that I had to complete an Alterations and Additions form for. What has changed, why can't new residents do that now?

Answer:

This is a contractual matter and each individual resident needs to refer to their alteration agreement they signed along with the terms and conditions of their contracts.

Murray Martin Unit 291

Question:

I had the option to keep blinds, does the new resident have this option?

Answer:

This is a contractual matter and each individual resident needs to refer to their alteration agreement they signed along with the terms and conditions of their contracts.

Cathy Jones Unit 294

Question:

Don't you think the building will be damaged more by weather by removing alterations such as blinds, aren't you taking away the residents right to sit outside comfortably?

Answer:

We will make a decision individually. I have seen units where 30 bricks were damaged and needed to be replaced. We now have the issue of matching bricks and tiles due to the age of the buildings.

Rob MacGregor Unit 226

Question:

I believe I was misled when I moved into this village with promises of carpet replacement and painting.

Answer:

Please refer to your contract for terms and conditions of carpet replacement and painting.

Margaret McElroy Unit 237

Question:

I have been in the village for 2 years and am very happy, when I moved in I was given the opportunity to keep the alterations in the unit which included floor tiles and outside awnings. Will I now be charged for their removal because you are not giving the new resident that choice?

Answer:

This is a contractual matter and each individual resident needs to refer to their alteration agreement they signed along with the terms and conditions of their contracts.

Comment Sue Ramage Unit 243

I think it is a waste to automatically remove them, why can't you assess them individually

Comment Alan Douglas Unit 50

I have been on the Finance Group for the past 10 years and all these things like painting, gardening, paver clean will affect the maintenance you pay. If you want more services it is going to put up your maintenance and some people will not cope. Lifestyle SA are keen to keep maintenance fees low.

Tony Bowen Unit 2

When you refurbish homes should you be changing over the gas cooktops to electric as this will be changing in the future?

Answer:

This change does not take effect until 2050 and then you can still use renewable gas. It would be a large expense to change over all cooktops now.

Pauline Mann Unit 318

Question:

Can you change the cooktops over ourselves?

Answer:

Yes, this would be at your expense and would require an Alterations Agreement Form.

5. CLOSURE

Minutes of the meeting will be available 10 days after this meeting and the meeting was declared closed at 11.29am

Date of Distribution: 24th October 2023