



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

GOLDEN GROVE LIFESTYLE VILLAGE

MINUTES OF ANNUAL MEETING

Held on the 24th October 2024

1. PRELIMINARIES

Meeting Attendees:

89 Residents of Golden Grove Lifestyle Village
Sue Bennett, Village Coordinator, Lifestyle SA
Michael Hughes, Operations Manager, Lifestyle SA

Apologies:

Received 2 Apologies

Introductions:

Michael Hughes opened the Annual Meeting at 10.00am and welcomed everyone in attendance.

Minutes recorded by:

Sue Bennett, 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 2024 was 3.5% which will take effect from 1st October 2024.

Notices of this increase were issued to all residents on the 10th July 2024.

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

3. WRITTEN QUESTIONS SUBMITTED

Ian Terry Unit 336

Question:

The Golden Grove Village is currently charged \$385,000 + per annum for Operational costs pertaining to the village.

Are you able to provide a reconciliation of the amounts that make up this cost (Actual amounts not just the costs included)

What are the amounts for each expense and how is each expense allocated to each Village?

Answer:

There is no requirement under the Retirement Villages Act 2016 to provide an itemised and cost break down of the management fee.

The Act, pursuant to section 33(6)(a)(v), only requires us to give a description of each item of management expenditure; we do not have to disclose every specific item. The Act does not require us to provide a specific amount of expenditure for each item.

The management structure is commercially confidential information relating to the internal operations of the operator and is not required to be disclosed by the Act.

Jim O'Neill Unit 68

Question:

Why will Lifestyle SA not provide a detailed breakdown of how they calculate our monthly maintenance fees?

Answer:

We have addressed this query previously in our correspondence to you dated 15 July 2024 and 26 July 2024.

Under the Retirement Villages Act 2016, the operator is only required to provide a description of each recurrent fee or charge (such as maintenance fee) and the amount of the fee or charge, or the manner in which the fee or charge will be calculated.

The critical wording in the legislation is "or," which states an Operator can provide a description of each fee and the amount of the fee, in relation to management (recurrent) fee.

As previously advised, your Residence Contract provides you with a composition of the maintenance fees under clause 11.5. It also included an income statement listing all expense categories that the maintenance fees fund.

Additionally, each financial year, the annual budget is presented to all residents. This budget details all utilities, occupancy costs, ground care, repairs and maintenance (both common areas and units), and other operational and administrative costs of the village. This constitutes the full composition of the maintenance fees.

4. QUESTIONS FROM THE FLOOR

Kathleen Freel Unit 181

Statement:

14 years ago could not take contracts home. When move out Lifestyle take 50% of value, everything included – have told LSA many times.

Jennifer Glasson Unit 144

Question:

As trees have been pulled out, when will we see new plants?

Answer:

There are 3 to 4 more stages to go.

Jennifer Glasson Unit 144

Question:

Village is looking terrible many trees are dead.

Answer:

All residents have been asked if they want any trees removed. So far 80 requests for tree removal

Jennifer Glasson Unit 144

Question:

Why do plants need to be pulled out when a resident moves out?

Answer:

Most plants reach an “end of life”, we need to be rejuvenate the areas with new plants.

Jennifer Glasson Unit 144

Question:

When they clear an area why are they not planted straight away? The areas look awful. Resident committee would like 2 full time gardeners. (Mr Clip have been marvellous)

Answer:

Firstly, its work in progress and secondly will discuss the cost of two gardeners with the committee.

Ian Terry Unit 336

Question:

At the last committee meeting, Michael promised that the garden plan would be put forward.

Answer:

Management to look at providing updated plan. Put proposal to committee for another gardener.

Lesley Attrill Unit 257

Question:

Any intent on changing provider of gardening services? Dutts Cutts have not been doing their job, and not quality.

Answer:

Yes, we are in the process of obtaining quotes from a new gardening contractor.

John Moore Unit 26

Question:

When Dutts Cutts come in do they sign a sheet, does anyone check if the gardens have been done?

Answer:

They sign in and out and we check their job sheets.

Alison Cameron Unit 259

Question:

Has there been a conscious decision to amend sprinkler times?

Answer:

The irrigation is 5 minutes, 4 times a week.

Ann Pullin Unit 161

Question:

Why does the annual maintenance check only take 5 minutes?

Answer:

Air conditioning is preventative maintenance. When broken they are replaced. Smoke alarms and medical pendants are tested daily. Replace smoke alarms at 10 years. Garage doors, put in a maintenance request. Maintenance checks should be around 20 minutes,

5. CLOSURE

Minutes of the meeting will be available 10 days after this meeting and the meeting was declared closed at 10.45am

Date of Distribution: 7th November 2024