



**Golden Grove Lifestyle Village Residents' Committee**  
**Meeting with Paul Hosking, LSA**  
**Tuesday 30<sup>th</sup> March 2021 at 10.20am**

Present: Paul Hosking, Trish Sentinella, Doug Ramsay, Ray Sweeney, Robert White, Lesley Attrill

Apologies: Nil

Doug opened the meeting. Noted that some items had been addressed after the agenda had been circulated and prior to this meeting.

- To mount an Emergency Button on external wall of the Clubhouse – It was stated that the position of LSA/the Owners has not changed that they will not approve an external emergency button. Identified that there is no wiring involved. The reason is to provide an emergency button for anyone on the bowling green who may have a requirement to call for an emergency response. At the moment they would have to get into the club rooms through a swipe card entrance to access the smart link. The Committee has said it would pay for the button. There are sufficient lines available on the smart links to accommodate another button for response. Concern stated that someone would press it accidentally or on purpose though this area is not a thoroughfare. The question has been asked why the negative response from LSA. **Action** – PH will resubmit the request with the payment option but does not expect the response to change.
- To monitor payments on insurance claims for accidental damage – Relates to residents being asked to pay part of the payment for accidental damage to items in their units. Issues had been raised with the committee by residents. Resolved that no resident will be charged for accidental damage within their units.
- To provide procedural instructions for replacement carpets and furniture removal – Email sent 1/3/21 from Trish that there is a form to be completed to request carpet replacement. This form has been received and distributed to members of RC.
- To compile a list for the Asset Register as an annex to our Guidelines
  - Discussion re the risk/liability attached to some purchases and LSA's selective acceptance of items as an asset. ? Need to always ask LSA re requests to purchase any item to ensure use of item is covered by LSA's insurance.
  - The Committee is considering items to be on an Asset register that are either LSA's register or the Committee's register. Consideration relating to the insurance coverage. During the discussions developing the Food and Beverage Guidelines it was stated that the Association could no longer conduct business within the Village therefore they were not allowed to spend their money. With further conversations the committee now use that money to buy items such as the new stage and we have in writing that the use of the stage will be covered by insurance and repair or replacement will be covered by the CIRF or maintenance fund. Therefore what do LSA believe is on their asset register?

Assume that any assets that have been purchased outside of LSA knowledge, LSA has not taken on board. Non relating items are they covered by insurance? Information needs to be sought re items that have not been purchased by LSA and may not be covered by LSA insurance for damage, fire accidents etc. We need a clear indication as to what is part of the assets of LSA. **Action** – PH to confirm position of is a person covered by insurance if accident caused by a non-LSA item? Considered they maybe but will need to be confirmed.

- Do we need to ask LSA if making a purchase of any item with a risk assessment? Two parts – firstly – LSA may decide to take the asset on themselves, secondly – consider the quality of the asset. Consumables not included but any other asset needs to be discussed with LSA before purchase.
- RS is putting a list together re assets for which the committee is responsible, and those known to be on LSA's list. The Committee's asset register would become an annex to the Committee's Guidelines. **Action** – Trish and RS to discuss the asset registers.
- Installation of shade on the Bowling Green seats – This has been asked before but has been declined in the past. Reason for it been declined was that when the request was made for shades behind the seats it was considered to create a sail effect so when the wind blew on it, it could blow the seats over as the structure of the seats was not strong enough to support that sail effect. Consequently the next option could be a standalone barrier at the back of the seats, the slat fence, similar to the structure used to shield the meters and the air conditioners by the pool. **Action** – PH inspected it today after the meeting and will make a request for a slat fence.
- Seating around the village – LSA's position is that there would be no more seating around the village as, birds will make a mess, the sun will cause damage and there will be extra maintenance. Considering no other village has extra seating installed, there are sufficient seats around the village. Consider there are sufficient seats around the Village.
- Can residents set up a new direct debit from SA Water? Further information available – There is limited information available at present but it is anticipated it may be available soon. Instructions may be included in the next SA Water bill. Noted one other Village has had a meeting with LSA with view to identify payment schedules.
- When is carpet replaced is the underfelt replaced and is the Kitchen vinyl replaced? Answered in email from Trish 1/3/21 – yes the underfelt will be replaced when carpet is replaced if required. This form has been received and distributed to members of RC.
- Why does it take so long to respond to emails? Issue identified by other residents that emails are slow to be answered.
- When do the outside and inside of units get painted? Depends on the individual contracts and there is no requirement for full internal unit painting except touch-ups unless the unit is uninhabitable or damaged relating to the Housing Improvement Act. If contract states resident is responsible for painting at their cost, the resident is responsible for organising and paying for the painting.
- Issues with Lawn mowing, dates of attendance and quality of the cut – The type of lawn used in some units is different causing issues of excessive growth. Question asked that are the residents feeding the lawn causing the problem. Suggestion re lawn mower discussed. Contract for an individual village contractor will not be accepted.
  - Frequency of attendance of the lawn mowing group has seen an improvement.
  - Quality of the cuts has been raised again. Complaints are being conveyed to Trish. Issues are not conveyed by the contractor to Trish as that is not included in their contract, only

mowing. Issue of sprinkler head damage and replacement costs discussed. Costs shared 50:50 basis. Need to communicate with the contractor for the mowers re taking more care.

- **Action** – PH will be in touch with residents who have an identified issue of lawn growth about the management and contribution to the growth of their lawn.
- Insurance policy changes increasing and varying the excesses. Res. Comm not aware of changes.
  - Came about when the accounts that were paid and some that were outstanding and we enquired about the treatment of company excesses and asked what the excesses actually were. Trish was not aware and did not have a schedule or have some form of reporting from LSA to advise her on what the insurance portfolio is and the applicable excesses to the class of the insurance policy. From the Committee's perspective we are asking for that information. Can you please provide it. Do we do an insurance manual anymore? Previously we have had a presentation which provides that information producing the manual but that has not occurred recently. We changed Brokers this year and we have heard nothing about the policies from the new Brokers. Appears that there has been an increase in the excesses as previously was \$1,000. Each class appears to be different. Now the claims have to be submitted through different policies resulting in multiple excesses. One excess now being \$5,000. No communication has been received re these changes. **Action** – PH to provide feedback on this issue.

Meeting closed: 11.35am