



MEMBERS – G L, L A, M B, P H, M J, R MacG & I T.

Golden Grove Lifestyle Village Residents' Committee Meeting with LSA

Held at 10.30am on Friday 19th December, 2023 in the Card Room

Present: G L (GL), M B (MB), L A (LA), P H (PH), M J (MJ), R MacG (RMc) & I T (IT).

LSA Representatives: L N (LN), T S (TS)

General Business:

- Lawn program – Operations Manager was managing the contract, LN is now sorting out the issues.
 - Discussions with Dutts to provide a solution possibly an emergency team to ensure reduction in delays, to stick to the set program. Allows the set program to continue with the second team used to catch up with the delays. Dutts now has a second team to accommodate this. Regular team manage the bigger villages with the second team used in the smaller villages to catch up on the schedule.
 - Suggest having a team for the north and one for the south.
 - Discussions re the cuts when weeds prolific in lawns. Spraying should occur before lawns cut.
 - Contract continuing with Dutts no specific time limit. 3 cuts short – is there a penalty in the contract? No penalty for the identified issues.
 - One committee member to represent the Committee on this matter. MJ nominated.
- Gardening – Committee would like an additional gardener to ensure then gardens are managed.
 - LN to discuss with Mark D what LSA wants and needs of the gardening. Gardeners need refresher and/or retraining.
 - Gardener has to provide own equipment and pay for poison for the weeds.
 - Is there an issue of having a separate gardening contract, separate to the lawns?
 - It takes 12 weeks to return to a unit.
 - Have a small team 4-5 gardeners for a week to blitz for issues.
- Blinds – Email from a resident to LSA to identify a solution for the issue, but has not had a reply from GL or LSA. Suggested to MH that was it possible to leave the mechanisms then new blind canvas can be replaced? LSA will be sticking to the contract. Content of the contract could identify the responsibility of removal of blinds. The Registration of Interest form has the comment that blinds are not allowed but prospective residents have no idea what this means.
- Non response to emails and phone calls – Calls to the office line are not answered. LN will check lines.
- Sales – All first initial enquiries go through to head office, then appointments with TS.
- Bowling green refurbishment – MJ and TS waiting to two other quotes. Issues with another village noted. Other villages have not have the same issues. Expense will be much higher than first expected. Maybe wait for another year to accumulate more funds to accommodate the project. Access still might be an issue. Residents are willing to undertake the access work to reduce the cost.
- Tennis Court – have one quote of \$83,000. On hold awaiting for resolution of access to Bowling Green.
- Area behind units 261 – 266. It is Council property and first contact should be to TTG Council. TS may need to contact the Council as the village is now one property. **Action** – TS to investigate
- Pool contract – contract now we pay \$485 instead of original cost of \$308 per week discussed with the committee
- Maintenance fees – request letter to residents re the non-increase of the fees from February to be delivered before Christmas. Should occur by Thursday.

Meeting Closed: – 11.40am. Next meeting: Friday 9th February 2024 at 9am