

Residents' Committee Annual General Meeting

Date: Monday 21st August 2023



MEMBERS for 2022 – 2023:– G L, L A, J D, C Z, M B and P H.

1-25 Captain Robertson Avenue, Golden Grove, SA 5125

Time: 7.20pm

Location: Community Centre, Golden Grove Lifestyle Village.

The Chairperson, G L, opened the meeting and welcomed all in attendance. L A advised that there was a quorum to proceed.

Present: 115 Units were represented including attending Members: George L, Lesley A, J D, M B and P H.

Apologies:

15 apologies noted including Member Charmaine Z.

Minutes of the previous meeting:

Motion for approval of the Previous Minutes for the AGM held on 5th September 2022

Proposer: Chris F Seconder: Patrick G, Accepted by all present.

Business arising from the previous minutes:

None noted on the agenda. No items for clarification or alteration were received from the floor.

The Chairperson's report: Report given by George L:

I would first like to thank my committee for their effort and support during the past year. Last year the village elected 4 ordinary members into office. At their first meeting, Lesley was elected as Secretary, and I was elected as Chairperson, Charmaine as our treasurer, on the understanding assistance would be provided and then Jack as our Deputy Chairperson. During the year, we added 2 Ordinary Members to our ranks - Maureen B and Peter H. I thank you all for your support, loyalty and assistance during the year.

I would like to thank Mike L for his continued production of the monthly planner, Val A for the monthly newsletter and Ray S for the production of the web page gglv.net. Finally, I thank the various committees, Social, Catering, Bar and those I have missed out who have made the village the enjoyable place that we live in.

The finance committee Lesley, Charmaine and Bev M, assisted by Alan D and Dennis B, (being previous budget people) negotiated a reasonable budget with only a 1.5% increase not due to February 1st 2024.

Come last Christmas our cleaner Julie was sacked. Quick negotiations saw her reinstated fairly promptly only to lose her position again on the 16/6/23 the end of the financial year.

Now we find new clauses added into new residents contracts by Lifestyle of NO EXTERIOR BLINDS OR AWNINGS AND NO SOLAR PANELS – to be signed by the resident. Lifestyle are also contemplating no personal mowing of lawns in their contracts.

After losing a large tree branch, we have had 2 large old trees cut back and one removed owing to their age and size by arborists in conjunction with the local council.

The repairs to both the bowling green and tennis court are still a work in progress awaiting the renovators but we have requested representation from the village during the decision making.

During the year Operations Manager Paul H resigned on 22/3/23. Michael H was appointed on 26/4/23 but with no official notification to residents until 29/6/23. We have found Michael hard to reason with as he has his own agenda. Our wish is that the committee and Lifestyle would work together for the betterment of the village and the residents.

During the past week it has been shown to me that someone has attempted to remark the felt on the full size pool table. This could be seen as vandalism, so if remarking etc. needs to be done please put in a maintenance form, with your name for follow up, and if request is not done then approach your residents committee, thank you.

I thank Trish, our co-ordinator for her work during the year and I wish all those to be newly elected members every success in the coming year.

George L Chairperson.

Motion for Acceptance of the Chairperson's Report

Proposer: Robert MacG Seconder: Jeff W. Accepted by all present

The Treasurer's financial report: Report given by Lesley A on behalf of Charmaine Z

At last year's AGM four residents nominated for the 2022-23 Residents Committee.

We were fortunate to retain Lesley, so the position of Secretary was filled.

George was the unanimous choice for President.

Jack had to sit on his hands as the alternative would have seen him in the divorce court!

I naively said yes to the position of Treasurer. In the early 1970s I was treasurer of the South Australian Women's Hockey Association. I would be ok! Then I was using an A3 journal with pencil and eraser.

How times have changed and I'm not even a regular computer user!

The best I can say for myself is that NO money was lost. All your dollars and cents are safely in the bank. At the end of the financial year the profit in the account was \$22,438.85. (As pointed out the balance in the bank is \$40,424.94).

You need to be aware that if we do not have a Residents Committee our/your money will be taken by Lifestyle.

I would like to make a suggestion. If you have a problem while Trish and Nick are not present ask a neighbour or Committee member for assistance. The high cost of an out-of-hours call out comes out of our maintenance budget and is therefore a cost to all residents.

Let me finish with a couple of thanks. To Peter/ Bev for taking my place when I have run away to WA. Doreen handles most of the village money and Doreen is always accurate and documents every cent perfectly. Bev without you I would have resigned. Your generosity of time. Your endless patience and empathy was very much appreciated. I can't thank you enough. I wish you all the best for 2023-24.

Motion for Acceptance of the Treasurer's Report

Proposer: Chris F Seconder: Chris K. Accepted by all present

Sub – Committee Reports:

The Social and Catering Groups: Report given by Lesley A on behalf of Shirley P:

The past year has once again been very trying due to Covid.

Fortunately we have still been able to have the quiz nights with a very good turnout.

I would like to say a big thank you to John M who stepped in at very short notice and held the last quiz night as our regular quiz master became unavailable.

We have been able to have a few cabarets, dinners & lunches but unfortunately had to cancel some. Even though our numbers have reduced at the cabarets everyone who has attended has had an enjoyable night. I'm hoping that the numbers for the cabarets will increase going forward.

I would like to thank everyone who has volunteered their time during the past year helping at our functions.

If there is anyone in the village who would like to help at any function please see me on my return.

I'm hoping to have a list of volunteers and what their preferences are to where they would like to help.

This list will be on the notice board so anyone running a function will have access to it.

I cannot stress enough that WE CANNOT SURVIVE WITHOUT VOLUNTEERS

There are a large number retiring this year after many years. If we cannot get more residents to volunteer we will see less functions being held and I would hate to see this happen. Thank you

The Bar Committee: Report given by Jim F:

Thank you to all those who put in their time and effort to work on the bar and behind the scenes. This just doesn't happen without their help. Thanks to the new members also. We do still need more volunteers.

We purchase our supplies from The Grove Tavern, and they generously give us 4 vouchers of \$30 each per month.

The cost of alcohol has increased due to the government charges and GST increases. Prices may have to be increased due to this factor. However I will try not to do this.

Recycling bins are available in each workshop. Money from recycling has declined since it was first introduced.

Thanks to the four residents who take the items to be recycled. Many have undertaken this task from day one.

Please if any new volunteers wish to meet after the meeting to put their names forward, let me know.

The next Bar Meeting is on Tuesday 29th August in the Bocce room at 7pm.

The Budget and Financial Sub-Committee: given by Lesley Attrill:

On behalf of the Budget and Finance Subcommittee, I will now give reports on the Maintenance and CIRF funds.
Maintenance Fund: The fund covers the day-to-day maintenance of the village and the income comes from your monthly fees.

Firstly the surpluses. The surplus from 2022-23 was \$26,042.72. There are reasons for the reduction. \$84,000 was repaid to units – every unit received approximately half of one month's maintenance. In discussion with Lisa N, she identified the rebate was equivalent of half a month's council rate rebate to account for the 10% rate reduction for the Village.

Budget estimate –The following items were under budget: – Water usage was \$205,830 – last year's budget was \$223,500 which = \$27,669 under budget. Electricity was \$83,000 – last year's actual bill was \$80,379.16 which = \$2,620.84 under budget.

This year's budget: – Lifestyle provided the subcommittee with 7 budgets. The subcommittee had many emails and phone conversations with Lifestyle before we finally agreed the budget. The surplus carried forward from last year was \$24,491.82. The surplus at the end on 2032-24 is estimated to be \$80,748. The estimated total income for 2023-24 is \$2,039,238.35, with the estimated total expenditure of \$2,046,732.15.

The main changes in this year's budget: – The council rates for the village are \$418,000 down from last year's \$442,800. The actuals for last year were \$357,316.90. The estimated Council rates for this year includes the 10% reduction. The village has been valued at \$131,006,250. At the time of setting this budget the council rate Cap Value had declared a 12.5% increase. The estimated sewerage access charge is increased by \$12,200. The increase in the electricity costs could be estimated to be as high as 28% so the budget for this year has increased from \$83,000 to \$96,500. Similar issues with Gas with an increase expected to be \$3,000.

The gardening estimate is increased by \$16,000 to \$122,400. This increase is due to Dutts Cutts claiming to have wages increase by 14%. For the two years the increase is 25%. The estimated costs are also due to an increase in the cost of bark. The lawns estimate is increased by \$9,810 from \$97,040 to \$106,900. This increase is due to Dutts Cutts increasing their charges, one village cut is again up by 13%. The subcommittee was not happy with these increases. Lifestyle's response is that they tried to get another supplier and they could not. They also said the Dutts Cutts were having difficulty in getting workers unless the wages were increased. During the last year the number of cuts completed by Dutts Cutts was down by the planned number by three. Therefore the savings to this budget line was \$31,819. The committee agreed to divert these savings into more gardening time, as the requirements were obviously needed.

The final proposed increase to our fees was eventually agreed to by the Committee. You have all been notified that the increase is 1.5% is from February next year.

The CIRF fund covers the replacement of any capital item in the village. It does not cover any maintenance in the village. Just a reminder as to where the CIRF get its income, 10% of the maintenance fund goes into the CIRF. Last year this was \$136,158 and this year the estimate is \$139,957. The 1% collected from resales was last year \$387,000, with this year's estimate of \$588,670. One other major increase in income was interest up from \$400 to \$18,350.47, an increase of \$17,950.47.

These are the major expenditure items in this coming year's CIRF:

- Smoke detectors replacement (partial) for 92 units in accordance with 10-year replacement schedules by SA Electronics – Approx. cost \$55,550.00
- Smoke detector replacement community centre and bowls club total number of 76 off – Approx. cost \$13,400.00
- Access control and security system controllers upgrade as current are end of life and no longer supported – 2 systems required - \$4,840.00
- Final balance of full village SmartLink unit upgrade to SIM card - \$44,900.00
- We have provided for an allowance in Community facilities/grounds for possible bowling green matt replacement and review of tennis court, still awaiting quotes.

The budgeted surplus for 2022-23 was \$1,402,937. The surplus for last year was actually \$1,663,641, an increase of \$258,704. The surplus at the end of 2023-24 is estimated to be \$1,753,249, with an estimated total income of \$748,627 and expenditure of \$659,020.

Finally I need to thank the new group of Charmaine Z, Bev M and George L for their patience. The major thanks must go to Alan D and Dennis B. Even though they stepped down from the subcommittee last year they have been generously mentoring us through the process of understanding the reports provided and guiding us in determining the final budget while we try to negotiate with Michael not Lisa.

The Website: Report given by Ray S

The web site has been in operation for approximately on year now. A stat counter installed on the front page only has recorded about 600 hits in the last few months.

A few changes: The format of some pages has changed recently. A collapsible menu now replaces a static menu. It was created to make the site more user friendly for tablets and mobile phones. Some page simplification and merging of others has resulted in better accessibility. The front home page now incorporates links to, annual calendars together with reminders of up-coming events, which includes copies of flyers that are placed on the notice boards.

Some new inclusions: There is now a Modal, with a distinctive colour on the front page, for Committee announcements. That's a pop-up dialogue box containing information. I have coded a bin quiz for residents to check their knowledge of what goes in which Council bin. Records of Annual meetings with Lifestyle have now been extended back to 2008.

To weekly updates: Some of the up-dates include – Committee Minutes, once de-identification has been made; Newsletters for Golden Grove and Other villages, Retirement Village Unit of the Office for Ageing Well, Monthly Planner, and Events for the month.

Where to from here: It is expected that the site will evolve over time to meet the expectations of the residents committee and residents. It is your site, if you want something on there for your group then let the committee know. Remember if it goes on the Notice Board then it could go on your web site. I am presently reviewing every page with the view to reduce the number to a more manageable number, adjust the collapsible menu to have links to new merged pages.

Create a FIND IT index page to link to

1. Information sections in pages
2. Topics in annual meetings with Lifestyle – e.g. the reasons/questions are asked, like painting, mowing, carpets etc.
3. Documents – e.g. forms, guidelines, Acts, Regulations,

It is expected the revised site and enhancements will be released in the next few months.

Ray S – Administrator@gglv.net

Asset register

The Asset register has been maintained with new items added and replaced items deleted. It reflects the assets held by the Residents Committee. Information for Questions. Any assets once held by the Residents Association were transferred to the Residents Committee to ensure Lifestyle insurance coverage.

Motion for Acceptance of all the Sub-Committee Reports:

Proposer: Chris K Seconder: Di F. Accepted by all present

General Business and questions from the floor:

- Alan D wanted to point out that there is a total of \$88,000 being the held in the two bank accounts for residents.
- Requirement to fill in forms for any event meeting etc. The Private function form does need to be completed if you wish to hold a private function, such as a birthday party, anniversary party, a family reunion. It was not designed or intended to be used for any event or meeting. As a Committee we have chosen not to complete the form if the function/meeting is not private. Lesley pointed out that she was told she had to fill it in for the AGM. She had booked the room by email with Trish, as every other year, to ensure nothing else had been booked, but was told to complete the form as a booking form. She refused as this was a meeting of residents not a private function. John M ask what the consequences were if we didn't comply. We have heard nothing since the refusal.
- Payment by entertainers and others providing a service. Lifestyle has said that any one coming in to the village on a commercial basis for residents as an event, not privately, that they need to pay 12.5% of their takings to Lifestyle to go into the maintenance of the Community Centre. It was pointed out to them that we all pay enough for the upkeep of the centre. We also asked if there was to be a reduction in the budget for this but again there has been no answer.
- Monthly Planners – The Committee has been informed that the planner is to change and will now be compiled and then printed by the Coordinator once the content is reviewed by MH. It will be printed on A3 paper. No external events e.g. bus trips, will be included only events that occur in the village. The design will be exactly the same for every village, looking like a diary. No negotiation about the change has occurred. MH said the planner is owned by LSA and therefore no consultation about any changes is required. The Committee asserted the planner belongs to the residents and as such we want the planner to continue as is currently printed. It was noted that

our current planner has just celebrated 15 years being printed for residents without any interference by LSA. If the Committee wants to continue to produce a planner they can do so but LSA will be producing their planner in A3 format. This is a management decision. The coordinator is now not allowed to print our current planner. Suggestion from MH it should be included in the newsletter. The Committee was informed by MH that OFAW had agreed with LSA re the ownership and production of 'their' planner. If we had a problem with this decision we should take it up with the General Manager. They claim there have had no complaints about the new format from other villages. The expectation is that the information we are expecting on the planner we need to go to the coordinator 7 days prior to the end of the month with the functions for the next month to be added to the planner. There is no option about the content of the planner produced by LSA, but we can put in what we like in our planner. It is LSA's design. It is a diary to remind residents what is going on in the village. MH then closed any further discussion re this matter. Clarification of the difference between the Events calendar and the monthly planner was explained, the Event calendar is provided by the Social Group to identify the cabarets, bands etc., booking deadlines and ticket sale dates, and the Planner is informing residents of what is on through a specific month.

- Removal of items in a unit – David C U81 asked for clarification about removal of items if they vacated their unit, as the items were already in the unit when they moved in. There appears to be nothing in writing in their contract or PID to cover this scenario. Recommended he speak to George to seek clarification from LSA.
- It was suggested from the floor that if this type of behaviour continues from LSA then some residents were keen to go to the press. It was pointed out that we are trying as a group of Lifestyle villages to address these types of issues through Vanessa C at the Office for Ageing Well (OFAW). It was also clarified that as a Committee we were not able to go to the tribunal with any matter and that only an individual resident is able to go down that path. The tribunal would ask if OFAW had been approached to mediate first.

Committee elections for the next twelve months:

The Chairperson, George L, declared all committee positions vacant.

George Lawton handed over to the Acting Chairperson, Sue H, who took control of the process.

"I have been appointed to preside as Acting Chairperson for this election. I will go through the nominations in turn.

The two Returning Officers are Sandy McF and Geoff S"

"At the close of nominations on 14th August 2023 nominations for the following positions were received.

The first position is that of Chairperson. There is one nomination, George L, proposed by Robert F, seconded Lesley A. As there is only one nomination received for that position that George Lawton is declared as elected unopposed.

The position of Deputy Chairperson – There is one nomination, Lesley A, proposed by Jenny P, seconded by Adrienne W. As there is only one nomination received for that position Lesley A is declared as elected unopposed.

The position of Treasurer – There is one nomination, Maureen B, proposed by Peter H seconded by George L. As there is only one nomination received for that position Maureen B is declared as elected unopposed.

The third position is that of Secretary. At the close of nominations on 14th August 2023 no nominations have been received. I am therefore asking for nominations from the floor for the position of Secretary.

I call for nominations from the floor for the position of Secretary. Jean G nominated Gloria S. Gloria when asked if she accepted the nomination, Gloria agreed to stand for the position of Secretary. The proposer for the nomination is Jean G, seconded by Janet Hughes. The Acting Chair asked if there were any further nominations from the floor for this position, no more were received. As this is the only nomination Gloria S is elected unopposed.

I will proceed to nominations for the Ordinary Members.

The nominations for the Four Ordinary Committee Member's positions are:

1. Peter H – nominated by Maureen B, seconded by George L
2. Mark J – nominated by Robert MacG, seconded by Robert MacG (by letter)
3. Robert MacG – nominated by himself, seconded by Wendy MacG
4. David N – nominated by Tom M, seconded by Colin McC
5. Ray S – nominated by Jill S, Seconded by Fred C
6. Ian T – nominated by himself, seconded by Margaret T
7. Charmaine Z – nominated by Lesley A, seconded by Adrienne W (by email)
8. Gloria S – withdrew her nomination as elected as Secretary.

The individual candidates are invited to leave the room if they wish during the vote for them, but it is not a requirement. The residents present are reminded that only one resident per unit is allowed to vote. They are also reminded that there are only 4 positions to be filled.”

A vote is taken for each candidate in turn by a show of hands.

Following the completion of the vote the declared elected Ordinary Members are:

Peter H – Unit 273; Mark J – Unit 294, Robert MacG – Unit 226, and Ian T – Unit 336.

After the declaration of the elected members took place Chris F requested that all the Ordinary Member nominees be elected to the Committee. It was pointed out to everyone by Lesley A and confirmed by Doug R that the Residents’ Committee guidelines, that were agreed by vote by all residents, stated there would be eight members of the Committee, four Executive positions and four Ordinary Members, and until this was changed and voted on by all residents only the four positions should be filled. It was pointed out that if the Committee decided to co-opt another resident on to the Committee it was for them to decide.

The successful nominees were congratulated. Sue H then handed over to the newly elected Chairperson, George L. George thanked Sue for her role as Acting Chair and the Returning Officers.

Appointment of the auditor – To be decided.

Lesley A thanked everyone for attending and encouraged them all to attend Lifestyle’s Annual meeting, where they could then have the opportunity to ask the Lifestyle representative for explanations on many points.

As there was no further business George L thanked all present and declared the meeting closed at 8.53pm.