

## Residents' Committee Annual General Meeting



MEMBERS for 2023 – 2024:– George L., GL, Ian T. IT, Lesley A. LA, Maureen B.MB, Sue H. SH, Peter H. PH, Mark J. MJ, and Robert McG. RMcG

Date: Monday 9<sup>st</sup> September 2024

Time: 7.25pm

Location: Community Centre, Golden Grove Lifestyle Village.

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

**Present:** 107 Units were represented including attending Members: GL, LA, MB, MJ, RMcG, and IT.

**Apologies:**

21 apologies noted including Members SH, and PH.

**Minutes of the previous meeting:**

Motion for approval of the Previous Minutes for the AGM held on 21<sup>st</sup> August 2023

Proposer: Jeff W                      Seconder: Jenny 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 GL:

This year we started with a full complement of people on the Residents Committee but unfortunately the secretary had to resign prior to our first meeting. The committee positions were then shuffled around and Lesley was elected Secretary and IT the Deputy Chairperson. Thank you LA again for your hard work and dedication throughout the year. Thank you also the rest of the team for your input and help during the year. SH was added to the team as Assistant Secretary to take the role in LA's absence.

One big item on our agenda was the refurbishment of the bowling green. Lifestyle had told us there was only one S.A. contractor and obtained a quote from them with a time period for replacement up to 18 months. They came out with lawn samples and suggestions one of which was the removal of the pines that surround the green. Our committee member MJ and some bowlers found the contractor was unsatisfactory and looked further afield finding KCL a Victorian firm who then supplied a quote and was given the contract. By the way other Lifestyle villages are now using this same contractor.

Work was commenced on 19th June and you can now see the completed result of the green. Peripheral surrounds are still to be completed by Lifestyle. Many thanks to MJ and the boys for their many hours of hard work.

In April we had a morning tea for our many volunteers in the village. This was a great success thanks to the volunteers and those who organised it all.

In late April Trish our coordinator took some well-deserved LSL. And during that time she resigned her position in July and so did not return to work here. We thank her for all she did for many of us here in the village. We miss you terribly but wish her all the best for her future. On the 5th August a new coordinator Debbie started with us but tendered her resignation on 12th August reason given we can only guess.

We still have problems in the village we are working on with Lifestyle like, gardens, lawns, awnings, unit refurbishments, solar panels - these are still on going.

Finally I would like to thank Alan D for the monthly planner production, Val A for the monthly newsletters and the various committees - Social, Catering, Bar, ext. and others I have missed out who have made the village the enjoyable place we live in. Thanks again to you all.

G L Chairperson.

Motion to Accept the Chairperson's Report – Proposer: Wally J, Seconder: Mike M. Accepted by all present

**The Treasurer's financial report:** Report given by MB:

When Charmaine Z took on the role of Treasurer she said she was very naive, I was extremely naive. My work background is Libraries, books, authors and catalogues, my finance background is a Visa Card, Direct Debit and the transfer of funds using the Internet, so it has been a very steep learning curve for me I have made mistakes some absolute clangers, but the Books have balanced and I have not lost any of your money, it is safely in the bank.

The balance in the Bank Account on the 1<sup>st</sup> July 2023 was \$40,424.94 and the balance on the 1<sup>st</sup> July 2024 was \$41,903.87 showing very little variation over the year. As at today the 9<sup>th</sup> September 2024 the bank balance stands at \$39,493.29, once again showing very little variation

The profit at the end of 30<sup>th</sup> June 2023 was \$22,438.85 and the profit at the end of 30<sup>th</sup> June 2024 was \$12,702.4 showing that we made less profit over the year of \$9,736.45 this I believe can be attributed to the number of events being held throughout the year as our profit comes from bar takings, but the formation of a social sub-committee hopefully will rectify this through the future events to take place.

One of the changes that occurred during the last 12 months is the payment of Invoices etc. using the transfer of funds via the Internet. As you may be aware some banks are not accepting cheques anymore so we had to use the alternative which means that transactions are now instantaneous and not reliant on the presentation of cheques at the Bank and the wait for clearance of said cheques for 3 to 5 days.

My involvement as Treasurer saw me sitting in on meetings regarding the Budget and Finance, I was completely superfluous to requirements, but I did learn that the people involved bring to the table, great expertise and knowledge, and have terrific recall and memories. They work well together and do so with the very best interest of all the village including themselves of course, for a good outcome. We are in excellent hands.

Can I add that all minutes of the Committee meetings with representatives from Lifestyle are placed on the noticeboards, please read them, you will see our discussions are always on the same subjects, lawns, gardens, lack of communication etc. perhaps it will give you some understanding of what the Committee is trying to achieve, it is often the case of one step forward, two steps backward, but the Committee do try their best During the last 14 months I have met and worked with some lovely people, Jim F, Geoff L, Ray F and his 50cent pieces, Doreen L, Maureen T, Nellie H and Betty M, their paperwork has been meticulous and accurate, thank you all for your support.

Two people have been my life support. Bevis M whose knowledge of all things IT and computers is amazing, I made a real clanger with the software I was given to use as Treasurer, Bevis's calmness and patience with rectifying this mistake via many emails and phone calls was invaluable. Bev M, her patience is infinite, her hand holding lovely and her calmness reassuring, I am sure they saw my number come up on their phone display and they both thought "Oh my God what has she done now" and they were usually right. They both with much pushing and pulling got me over the line, just. I can't thank them enough.

To the outgoing Committee thank you all for your support also. Thank You

M B Treasurer 2023/2024.

Motion for Acceptance of the Treasurer's Report

**Request by Michael M to speak against the motion to accept the report, before it is put to the vote.**

Night Owls Bowls is an event that was set up with the support of the Residents' Association in 2018, it is self-funded, stand-alone operation with a non-profit goal. All proceeds are to be used to fund the running of the season, food, prizes and trophies, and house number draws. Financial statements, to provide transparency, were to be presented at the end of each season. Since then the function of the Residents' Association changed, and the financial statements, purely to provide transparency, we presented to the Residents' Committee at the conclusion of each season.

Night Owls has been running very successfully for 6 seasons. Never before, until now, have any Night Owls Bowls end of season financials been included on the Residents Committee books. Financial Statements are provided purely to provide transparency and for no other reason. We are at a loss to understand why the current year has been treated differently. The 2021/22 season balance carried forward was \$687. At the end of the 2022/23 season there was a deficit of \$166.

When we took over as coordinators for the 2023/24 season as there was nothing carried forward we requested the current Residents Committee for a start-up allocation of \$250. We did this so that we personally did not put in any funds that later we would be re-paying to ourselves. We felt it better that we receive it in from the Residents Committee and obtain a receipt for it when paying it back to them.

The Minutes of the Residents Committee meeting of 13<sup>th</sup> October 2023 state: "agreed to provide a financial statement at conclusion of night owls in 2024 to the Treasurer along with any surplus funds held. Item closed." We didn't even read those minutes until March 2024. Knowing the way Night Owls was set up to run, we never ever agreed to return any

surplus funds!

The previous coordinator, who ran absolutely wonderful seasons of night owls was happy to “wear” the \$166 deficit, he never asked nor expected reimbursement, however the Residents’ Committee insisted on paying it back to him. There was one previous loss of \$18 that was also happily “worn” by the then coordinator. At the conclusion of the 2023/24 season we repaid the \$250 allocation, and the \$166 reimbursed to the previous coordinator, wiping the slate clean.

We hold the funds in trust for Night Owl Bowls next season. The carry over figure was higher than intended, because our Final Night was on the same night at Fish & Chips, and therefore no final night feast was required. We hold it in the denominations we need to enable us to have correct change on hand at all times, (even when people produce a \$50 or \$100 note to pay for \$5 worth of raffle tickets on a regular basis!) We are able to purchase trophies (wooden spoon trophies take quite a bit of preparation), fund the first draw of the house prize draw, purchase raffle prizes at good prices during the year and cover outgoings needed to prepare for the coming season.

We didn’t read the minutes of the Residents Committee meetings held on 8<sup>th</sup> March 2024 until 30<sup>th</sup> August 2024, which under the heading of Night Owls, indicate discussions were held as to whether Night Owls would be standalone or under the Residents Committee auspices, options were discussed along with our repayment of the start-up money and our repayment of the deficit. It was decided, that we should return the money for the committee to bank and request it again when we were planning the next season. Night Owls runs just like other activities in this village, independent stand-alone operation where all proceeds are used to fund their events.

The minutes of the Residents Committee meeting held on 12<sup>th</sup> April show “Night Owls — Betty to keep float for next year and provide a statement”. These minutes we did read in a timely fashion and figured that finally the committee did understand how Night Owls functions, and that all was well. How wrong were we!

On Sunday 25<sup>th</sup> August we received notice of the Annual General Meeting, wherein the Balance Sheet states under the heading of Current Assets of the Residents Committee: Float - Night Owls Bowls \$1116.35. When we queried it, we were told it was too late to do anything about it as the AGM notices had already been distributed and we could consider approaching the new committee at their first meeting which would be held within 7 days of the AGM, to rectify the situation.

We have never relinquished control of the money, it was never given to the Residents Committee. The deposit of these funds cannot show on any of their bank statements as they never had it to bank. The only way it can appear in their books is if journal entries were done to get it there. It can easily be rectified by simply reversing those Journal entries.

The money does not belong to the Residents Committee, it is not a float provided by them. It belongs to Night Owls Bowls and the people who partake of activities provided by it.

We have been told many things: this was done to protect our reputations, we were advised not to bank the money (which we had no intention of doing) because if we died it would become part of our estate, we could be burgled, we could have a house fire etc. In the event of our demise our family know exactly where the money is located and who within Night Owls to pass it on to.

We think to ensure Night Owls continues into the future as it was intended, our financial statements going forward should be placed on the notice board at the clubhouse for all to see, or given to participants of Night Owls Bowls, thus ensuring the continuation of our transparency to all interested residents instead of to a committee.

We ask that the financial report be altered to remove the figure relating to Night Owls as it is inflating the true figures of the funds of the Golden Grove Residents’ Committee.

Betty and Mike M September 2024

#### **Response from M B**

Maureen outlined the steps she had taken with several conversations with Betty M re the funding and money for Night Owls. Maureen quoted from Residents’ Committee minutes in which the agreement for the money was clearly stated. The committee had asked and originally Betty and Mike M had agreed to return the carry over funds to the committee until they were required for the next season. Maureen was aware that Mike and Betty were unhappy with the situation, and they were given an invitation to the next Committee meeting at the end of the week.

#### **Response from Bev M – The money is held in trust.**

**Response from Roger A** – Roger asked if the activity was open to all residents. It was noted that all residents are welcome to Night Owls, Roger then said that the money should be held by the Committee as agreed in the first instance.

**Response from Barbara H** – Reiterated that it was important for Night Owls to continue.

Motion again put that the Treasurer’s report be accepted – Proposer: Chris F; Seconder: Doreen L. For the motion: Accepted by majority present; Against: 1. Motion is carried.

#### **Sub – Committee Reports:**

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

This past year has not seen many residents at the cabarets but those who come have a great time. Except for the New Year's Eve cabaret, which is \$10, we are still able to keep the price at \$5 per person. We usually have a band except for the Xmas Cabaret when our resident, Roy, does the DJ'ing, thank you Roy. There is always a raffle and the bar is open. Thank you to the Bar volunteers. Our next Cabaret is the 21<sup>st</sup> September so please come along. If you are interested please contact Sandy on #875.

We now have 4 quiz nights a year and get a very good turnout. Two are run by an outside Quiz Master and two are run by our resident Quiz Master John and his helpers. Cabarets and quiz nights are held on the 3<sup>rd</sup> Saturday of the month except the Xmas one, which is the first Saturday in December, and NYE.

We now have an events group that organise other functions e.g. dinners, lunches, afternoon teas and some other special events. This is working very well. There are also other residents that organise functions e.g. market day, fashion parade etc. Thank you to all involved.

I would like to thank all the Social Committee members for all their hard work and support throughout this past year. I would also, on behalf of the Social Committee, like to thank all the volunteers who help us and the residents who support us. No function would be able to take place without the help of volunteers.

Please check the notice board in the foyer for upcoming events. There will be an events program which will advise what and when the function is, when the table list will go up, when payment is due and who the organiser is.

Lastly, Sandy and I are both retiring from the Social Committee after the AGM. If there is no social committee formed after the AGM, Sandy will still organise the Cabarets and quiz nights but not as a committee member more as a village volunteer.

If anyone is interested in going on the social committee please go to the Card room after this meeting.

Thank you

Shirley P, Chairperson Social Committee

Motion to accept the Social Committee report, Proposed: Chris F; Seconded; Jenny G, Accepted by all present

**The Bar Committee:** Report given by Jim F:

Thanks everyone for your time and effort in working the two bars. Also thanks for those who went the extra mile when requested. Anyone who would like to come on the bar as a volunteer would be most welcome, and training would be provided. The bar process have all been reassessed due to price increases in both alcohol and soft drinks. The good news is our prices are remaining the same. Bar profits for the past year are just in excess of \$10,000.

We would appreciate not getting 20, 10, and 5 cent pieces over the bar. The treasurers have to count and carry these to the bank. Let's make things easier for everyone and that is the reason that prices are in 50 cent increments. I should also like to thank the 3 J's who decorated the Port Power area around the bar. They all barrack for the Crows and I know how hard this was for them.

Once again many thanks to the bar volunteers, some who have been doing it for many years.

Jim F, Bar Committee.

Motion to accept the Bar Committee report, Proposed: Chris F; Seconded; Jenny G, Accepted by all present

**The Budget and Financial Sub-Committee:** given by L A:

On behalf of the Budget and Finance Subcommittee, I will now give reports on the CIRF and Maintenance funds. The reports for last financial year have eventually been made available, along with the finalised budget for this financial year. The Residents' Committee has a Budget and Finance Sub-Committee who negotiate the budget and other financial issues with Lifestyle for you. This included the removal of the planned increase in February 2024.

The CIRF account stands for the Capital Items Replacement Fund. It is used to replace or repair items such as air conditioners, hot water systems etc. in units, and larger infrastructure projects such as the bowling green refurbishment. It pays for the replacement of items and refurbishment of a unit when it is vacated. Just as a reminder of how money is credited to the CIRF account. The first is 10% of our expenses for the year. This amount is included in the maintenance budget each year. The second is money from the resale of units. When a unit is vacated 1% of the cost initially paid by the outgoing resident is deducted from the payout figure for each year or part year that the resident has occupied the unit. The resulting amount is then paid into the CIRF. The final is the interest accumulated for the fund's balance. The result for last financial year has a surplus of \$36,445.93. For this year there is a budgeted surplus of \$73,636.

The Maintenance fund - there were a couple of items that were very notable for different reasons. The council rates continue to attract a 10% concession. The budget assumed that LSA would have to pay \$418,000 for the year. However the actual bill was \$372,907.08, a \$45,092 reduction in the budgeted amount. Therefore this year the

budgeted amount has been suitably reduced.

One other item under spent was sewerage access by \$8,766. The one item that was certainly over spent was water usage. The budget was \$212,000 but the actual cost was \$258,813. An over spend on \$46,813.55. We recognise that the weather has impacted on this item with many residents doing supplemental watering of their gardens. Watering the road and driveways though doesn't help either, they don't grow like plants! One other extra cost that was incurred was because LSA made the decision to use an outside company to test and clean the pool 7 days a week. The information the committee was given was inaccurate, and though we remonstrated several times to Lisa Norris this contract will stay in place. We will keep a very close eye on this expenditure.

In negotiating this year's maintenance fees there was a reduction in the number of budget versions from 7 to 3. Lifestyle proposed an increase of 3.5% from October this year. We tried to get the increase to be a reduced amount over eleven months rather than a higher amount over 9 months. Though our figures would have resulted in the same balanced budget, Lisa would not change the intended 3.5% increase from October. Unfortunately this means next year's budget will start at a slightly higher base. The anticipated surplus last financial year was \$71,087.45 with the actual surplus of \$62,991.71. For this financial year the budgeted surplus is \$45,963.36.

Finally I would like to thank the group for their diligence in the scrutiny of the reports Lifestyle provide. Without this work there could have been a few errors in the calculations. Special mention to Alan D who has continued to mentor us through this process.

L A, Secretary.

Motion to accept the Budget and Finance Sub-Committee report, Proposed: Jenny G; Seconded; Ray S, Accepted by all present

**The Website:** Report given by Ray S

The web site has been in operation for approximately two years now.

**A few changes** – The Front page that is the Index page has been simplified. The collapsible menu has been simplified and now has a FIND IT PAGE. The site has been further modified to react to small screens on Mobile Phones and Tablets. The links on the front page to Annual Calendars and the latest events coming up has worked well. There is a link to the Village Face Book Page that can be found on the front page.

**Some new inclusions** – There are now several Modals available for use on the front page where information can be presented by the Committees or other groups. For those not sure what a Modal is it is a pop-up dialogue box containing information. The bin quiz for residents to check their knowledge of what goes in which Council bin will be removed due to lack of interest. Records of Minutes of Meetings are being extended back when they have been located. Links to other villages' web sites have been placed on the front page for Residents who may be interested in what activities they organise.

**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 Aging Well, Monthly Planner, Events for the month

**What information is on gglv** – The minutes back to 2008 are preceded by a brief summary of the decisions made by the committee and Lifestyle so if you have a question then the site may be able to help you. There are some common forms for lodging requests to the Residents Committee. If people want the Maintenance Request form, I can add that to the Site for your convenience. There are Residents' Committee Guidelines, Association Constitution, and Information on the use of Common facilities.

**Well, where to from here** – The site is evolving over time as expected to meet the expectations of Residents. The Residents' committee and the use 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 or me. Remember if it goes on the Notice Board then it could go on your web site.

The FIND IT index page has links to:

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

Perhaps I could encourage someone create a quiz like the one that is held in the village. I could code it for the village site. Generic emails are available – [chairperson@gglv.net](mailto:chairperson@gglv.net); [secretary@gglv.net](mailto:secretary@gglv.net); [treasurer@gglv.net](mailto:treasurer@gglv.net); [administrator@gglv.net](mailto:administrator@gglv.net).

Costs – Domain: gglv.net (12/08/23 - 12/08/24) \$30.00; Hosting: Starter Plan 1GB (12/08/23 - 12/08/24) \$72.00  
Total cost; \$102.00.

**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.

Ray S – Administrator@gglv.net

Motion to accept of the Website Report: Proposer: Jenny G, Seconder: Chris F. Accepted by all present

**General Business and questions from the floor:**

1. From Jeff W – why wasn't a Residents' Information session held during the year? The committee decided there was no new information to provide to the residents. Jeff suggested the committee asks the residents what they wanted to know about. The new committee can take that on board.
2. From John M – In the committee minutes he noticed a comment that Lisa N had said Lifestyle will ask incoming residents if they wish to retain the installed solar panels on a roof. Was this to happen? The committee will hope LSA would stand by this comment.
3. From Deryck S – re the exit ventilator from the kitchen on the roof. He made reference to the water damage sustained by one unit due to the deterioration of the flange around the pipe on the roof. There should be an audit of all roofs to ensure this doesn't happen again and any issues are addressed as soon as practicable. Deryck was asked to provide LSA with another maintenance form, with a copy to the Committee for follow up.
4. From John M – Asked if there was a conflict of interest with Bev M being the auditor and Treasurer. Pointed out that Bev was auditor of the Association not the Residents' Committee. An auditor for the Residents' Committee has yet to be appointed.

**Committee elections for the next twelve months:**

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

G L handed over to the Acting Chairperson, Roger A, 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 2<sup>nd</sup> September 2024 nominations for the following positions were received.

The first position is that of Chairperson. There is one nomination, I T, proposed by I T, seconded L A. As there is only one nomination received for that position, I T is declared as elected unopposed.

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

The position of Secretary – There is one nomination, S H, proposed by David S, seconded by Pat G. As there is only one nomination received for that position S H is declared as elected unopposed.

The position is that of Treasurer. At the close of nominations on 2<sup>nd</sup> September 2024 no nominations have been received. I am therefore asking for nominations from the floor for the position of Treasurer. G L nominated Bev M. Bev, when asked if she accepted the nomination, agreed to stand for the position of Treasurer. The proposer for the nomination is G L, seconded by Janet H. 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 Bev M is elected unopposed".

"I will proceed to nominations for the Ordinary Members".

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

1. M B – nominated by Bev M, seconded by L A
2. M J – nominated by L A, seconded by Adrienne W (by email)
3. G L – nominated by G L, seconded by L A
4. Jeff W – nominated by Jan W, seconded by Yolande S

As there is only four nominations received for position of Ordinary Member the four nominees are elected unopposed.

The new committee members' names and positions were then confirmed.

The successful nominees were congratulated. Roger A then handed over to the newly elected Chairperson, I T. he thanked Roger for his role as Acting Chair and the Returning Officers.

**Appointment of the auditor** – To be decided.

I T thanked everyone for attending.

As there was no further business I T thanked all present and declared the **meeting closed at 8.50pm.**