



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

## Golden Grove Lifestyle Village Residents' Committee Meeting with LSA

Held at 2.00pm on Tuesday 19<sup>th</sup> March, 2024 in the Card Room

**Present:** G L (GL), L A (LA), P H (PH), R M c G, (RMc) & I T (IT).

**Apologies:** M J (MJ), M B (MB),

**LSA Representatives:** Lisa N (LN), Trish S (TS)

### General Business:

- Gardening –
  - There was common agreement between LSA and the Committee that the gardening was not at a satisfactory standard and that urgent action was required to correct the gardening standard.
  - Noted at the previous meeting LN had mentioned the possibility of have a team come in to “blitz” areas that require extra attention. Need is to concentrate on overgrown areas and high bushes as height is a problem. The cost of the team would be approximately 2 days at \$3,300 per day for 4 people. They would not be Dutts Cutts workers. The budget at present has sufficient surplus to accommodate the extras.
  - Currently now takes up to 16 weeks to return to a unit. This is unacceptable and is causing more problems for plant and weed growth to be managed. Some indication that not all work in some units being completed, and most bushes are now too high for the current gardener to reach and therefore manage. This is one of the reasons bushes are removed when the unit is vacated and replaced with smaller plants.
  - Also noted a few residents are planting bushes in the reserve areas that are becoming problematic.
  - Agreed that we need a plan of action with costings over a period of time i.e. for the year with units and/or areas being identified for the work. LSA to develop the plan to bring the village back to a high standard that will be more manageable going forward, ultimately providing longer term savings. The budget surplus would be used for the gardening, noting the council rates are under budget again.
  - One resident has mentioned that he thought there were insufficient plants in the front of the Community Centre. Some extra fertilizing completed on the hedge was very effective. No extra plants to be placed in this area at present.
- Bowling green refurbishment – The final quote has been received. The preferred tender is from KCL. Quote is valid for 90 days. A deposit is required. The commitment is to complete the work in February/ March 2025, subject to weather and possibly other factors. The renovation should only take between 4 – 6 weeks once the work commences. The money will be taken from the CIRF, and ‘no’ Lifestyle will not make any contribution to this. Access will need to be completed prior to commencement of work. **Action** – LN to contact Mark to finalise any issues and then contact the firm to complete arrangements.
- Tennis Court – assessment of the court undertaken. It would appear that the issue is an ant infestation not necessarily tree roots. Pest control to be called in to resolve that issue but the surface will still need to be replaced. Contact to be made with KCL to ascertain if they can undertake the work, possibly at the same time as the bowling green.
- Non response to phone calls – Complaint made by a resident that he had tried 5 times to contact Head Office with no response and no call back. Another resident tried 3 times with the same result. This is unacceptable especially if TS is not at work and there is an urgent matter to be resolved. LN said they could email her direct if calls not answered but this is not always an option. Most now just going to TS. **Action** – LN will check lines and system again.

- Pool table request – A request has been received for a Pool Table to be purchased for the Clubhouse Bar on the upper level. Following discussion it was noted that we cannot keep changing facilities especially as there is a designated area in the Community Centre set up with this equipment. Also noted that if the owners had wanted this to be installed they would have provided this when they built the building. The request was therefore not approved.
- Pool contract – Budget is already nearly \$4,000 over budget. The information given to the committee was not the complete story with the costs being significantly higher than we were originally told. We were not given the option to discuss this contract before it was implemented. Though we were told some villages needed to change their arrangement, one was allowed to maintain their current contract. We were not given that option. The Committee knows that the contract is for one year only and would request that we return to our previous arrangement with Nick undertaking the work, as we pay him anyway. Apparently the contract may not be changed and will possibly continue.
- Refurbishment costs – the replacement cost of items e.g. carpet, vinyl, painting, kitchen items, will be dependent on the contract relating to that resident, whether it is a percentage or full cost.
- Blinds – This remains an issue. One resident has commented that they have to ‘live’ in their back bedroom as the heat in the lounge is unbearable on most days. The Registration of Interest form has the comment that blinds are not allowed but prospective residents have no idea what this means. LSA is in the process of reviewing all contracts.

**Meeting Closed: – 3.00pm**

**Next meeting: Friday 12<sup>th</sup> April 2024 at 9am**