

The Sands Lifestyle Village

Minutes

Inter Village Meeting of Lifestyle SA Villages held at The Sands Lifestyle Village 670 Grand Boulevard Seaford SA 5169 on Wednesday 1st November 2017 at 10.15am

1. Attendees:

| | |
|----------------------|--|
| Forest place: | Brian March, Wendy Stevens, Warren Spencer |
| Golden Grove: | Alan Douglas, Rod Overall |
| Heysen Court: | Dawn Hastwell, Merv Keenihan, Marlene Pressley |
| Mt Barker: | Betty Nobes, Einer Herringe, Sue Gear |
| The Elms: | Steve Barber, Marion Jones, Reg Morris |
| The Ferns: | Christine Butler, Ian Chaplin, Carolyn Air |
| The Gardens: | John Green, Janet Murphy |
| The Parks: | Barry Rowe, Peter Wynen, Trevor Rowley |
| The Reserve: | Rod Whitelock, John Canny, Lorraine Miller |
| The Sands: | Pam Castle, Lindsay Chuck, Jan Topsfield |
| The Vines: | Frank Kotzur, Carol Major, Pearl Flude |

2. Apologies: Pam Blackmore

3. Welcome:

The Chairperson, (Pam Castle) opened the meeting and welcomed everyone present.

4. Minutes:

Minutes of the Meeting held at the Golden Grove Lifestyle Village on 26th July 2017 were accepted as correct.

Moved Wendy Stevens – Forest Place **Seconded** Marlene Pressley – Heysen Court

5. Business Arising from the Meeting:

Test Kitchen - Golden Grove asked about the \$5000pa fee when the trial period has finished. Heysen Court responded the \$5000 pa fee has been waived following a meeting last week.

6. General Business:

- **New Gardening/maintenance system, (including poor condition of lawns and gardens):**
Heysen Court - Gardening/maintenance jobs are not being done, and rotation system is not working.
The Elms – Gardening process has changed to 2 gardeners on one day a week. Village has five volunteer gardeners.
Mt Barker – Not happy – Chainsaw is used from 8.30am. Gardens are being hacked.
The Ferns – Five people 2 to 3 days a week.
The Gardens – Maintenance program is not working. No Plan.
Forest place – Initial problems. They have a gardening group. Community Coordinator gives gardeners a work list. There is a plan for lawns for every village. Coordinators have a copy.

The Vines – Happy with gardening. Village gardens are over grown and require considerable work. Maintenance person is shared with The Ferns.

The Parks – Residents can opt out of gardening program and do their own gardens.

- **Residence inspections (Preventive Maintenance):**

Heysen Court – Some residents haven't had a preventive maintenance check for over 12 months.

The Sands – Preventive maintenance was six months and is now twelve months.

Forest Place – Preventive Maintenance - Six months. Smoke alarms must be checked every six months.

The Reserve – Preventive maintenance - Six months. Residents can have their pendants checked with community coordinator.

The Vines – Preventive maintenance - six months. Pendants take up to eight weeks to replace.

The Elms – Preventive maintenance - six months. Head Office setup plan for maintenance checks.

Mt Barker – Preventive maintenance - 12 months. Smoke alarms are not on check list, and residents are having issues with faulty alarms.

The Gardens – Preventive maintenance – some residents haven't had checks for over 12 months.

Fans and air conditioning vents not cleaned.

- **Test Kitchen experience:**

Heysen Court – Community coordinator received an email advising Test Kitchen will be contacting them. Service is aimed at older residents. Trial two times a week.

The Sands – Any caterer can come into Village. Test Kitchen have found a niche market.

Forest Place – A Light & Easy truck visits Village every Friday.

The Ferns – Test Kitchen provide an evening meal at 6pm.

The Elms – Test Kitchen is well supported by 40-45 residents. Beautiful meals. Lunchtime meals were provided during winter. This has changed to an evening meal. Frozen takeaway meals are also available. The number of residents attending Friday night Social club meals has not dropped off. According to Lifestyle SA, Test Kitchen can use the kitchen and anything in them, as they belong to Lifestyle. Residents Committee agreed with power usage. Test Kitchen aim to have one chef per Village.

The Vines – Concerned if Test Kitchen meals clash with Village activities.

Golden Grove – A trial starts in a fortnight. Test Kitchen do not pay the 15% fee other groups pay, and use Village utilities and kitchen utensils.

- **Lifestyle 10% on visiting businesses selling to residents:**

Mt Barker – Lifestyle are going to charge a % on Dressed 4 Success sales with these funds to go into the maintenance account. Dressed 4 Success confirmed they will not attend Village if required to pay a percentage of sales.

The Sands – Dressed 4 Success are not required to pay anything. Hairdresser, etc pay a fee.

The Gardens – Questioned why they should pay as they are helping older residents.

Forest Place – Water aerobics pay 10%.

The Reserve – Phil Hoffmann pay 1% of travel bookings which go to a worthwhile village project.

This is available to all Villages. They are slow paying this amount.

Heysen – Decisions on who comes into Village is made by the Community Coordinator.

Golden Grove – Weekly businesses pay 15%.

- **Village Planner (Internal & External Activities):**

Mt Barker - Advice received from Lisa Norris; "All Activities listed on the monthly planner are **approved activities** by management and therefore **covered** by the village **Public Liability Insurance**.

If there are external trips/events residents would be registering for these activities with the individual person who has organised say a "day trip" for example".

Lifestyle advised that only Village activities are to go on planner and not the bins.

The Sands – Bins and external trips are allowed on planner. Residents covered by bus company public liability insurance for external trips.

Forest Place – External trips are not covered by Lifestyle insurance

The Gardens – Recent activity day – Checked with Lifestyle re having gate open and Lifestyle insisted on completion of a private function form, making the person completing the form responsible. Social Committee had approved activity.

- **Surplus/Deficit policy as required by the new Retirement Villages Act:**

The Elms – Residents Committee supplied a policy to Lifestyle who ignored it. Lifestyle consultants/lawyers are drafting a policy.

Forest Place – New resident contracts from 1st January 2018 must include Surplus/Deficit policy. A letter was received from Lifestyle SA. There is no default policy in regulations.

The Sands – Lifestyle SA mentioned a six months transition period for Surplus/Deficit policy.

- **Maintenance:**

Most villages have had their permanent maintenance person replaced with a contractor with less maintenance being done.

The Vines – Contractor arrangement didn't work. Now sharing maintenance person with The Ferns.

- **Lack of clarity around floor covering replacement and repainting:**

The Elms – Lifestyle do not have dates for refurbishment. L Norris is waiting on the new regulations.

The Vines – No refurbishments until unit is to be sold.

Forest Place – 15 year rule applies. Residents can receive a percentage of cost for less than fifteen years.

- **Comparison of cost of maintenance for the emergency generator:**

Forest Place – Monthly fee \$734 per month located electrical in budget. They have two generators.

- **Lack of communication with Villages regarding policy and procedure changes:**

The Ferns – A change of Community Coordinator and change of hours by Lifestyle SA were not discussed, or provided in writing to the Residents Committee.

The Elms – Community Coordinator still sits in front office after Lifestyle wanted her to relocate to back office.

Mt Barker – New community coordinator appointed after discussion with Lifestyle who didn't want to appoint one.

The Sands – Code of conduct and consultation is required under the new regulations.

- **Committee structure after 1/1/18:**

The Sands – Two committee structure will continue with Residents Committee being elected at a separate AGM.

The Reserve – Same as The Sands. Association is required for grants/licence.

The Vines – Have 2 committees.

Golden Grove – Residents Committee is required.

Forest Place – Residents Committee is elected first, then Association Committee.

- **Security cameras within common community areas.**

The Vines – Lifestyle will not approve Security cameras. A request was made following a number of incidents, including an assault.

The Ferns – Fridges are now locked.

The Elms – Tea & toilet rolls disappeared.

The Sands – Car stolen.

7. Any Other Business:

- **Request for update of Committee details**

Heysen – Requested that Villages provide details of their new committees to Marlene Pressley.

- **Projector Lamp**

The Vines – Projector lamp replacement – Community Coordinator does not shop about for the best price. A three quote policy system has been requested.

- **Back/Front Verandahs**

The Parks – The owners were paying to resolve issues but repairs now paid from CIRF.

Golden Grove – Funds coming from CIRF.

Forest Place – The owners paid for five years. Now repairs are paid from CIRF. Builder liability is 5 years.

The Elms – Ridge tiling and bowling turf redone from CIRF funds. It was an Owner problem.

The Sands – Each Village is being treated different.

- **Lifestyle SA Meetings and Dealings**

The Vines – Commented they would like to see Lifestyle SA attend inter village meetings.

Mt Barker – Regulations stipulate consultation. Meetings with Lifestyle are not a problem.

Everything is put in writing

Forest Place – Meet quarterly and have a good relationship with L Norris of Lifestyle SA.

- **OFTA Meeting**

Forest Place – Commented OFTA were arranging a meeting. Brian March to follow up OFTA, for a meeting to clarify regulations and answer any queries before the next inter village meeting.

An invitation to the President of SARVRA to attend the next inter village meeting was also suggested.

Mt Barker gave a vote of thanks to The Sands for a well-run meeting.

8. Venue & Date for Next Inter Village Meeting: Wednesday February 7th, The Ferns Village, 20 Smith Road Salisbury East SA 5109

9. Closure: There being no further business, the meeting closed at 11.46am.

10. Attachment - The Sands has prepared a short summary of 6 key issues discussed at the meeting - see attached.

LIST OF INTER-VILLAGE MEETINGS

Provided by Ian Jurgs

| | | | |
|----------------|--------------|----------------|--------------|
| October, 2013 | Golden Grove | February, 2014 | The Ferns |
| June, 2014 | Forest Place | November, 2014 | The Vines |
| February, 2015 | The Sands | June, 2015 | The Elms |
| November, 2015 | The Parks | March, 2016 | The Gardens |
| July, 2016 | Forest Place | November, 2016 | Heysen Court |
| March, 2017 | The Reserve | July, 2017 | Golden Grove |
| November, 2017 | The Sands | | |

Summary of 6 key topics discussed at Inter-Village Meeting November 1 2017.

1. Several villages have trialled Test Kitchen meals.

- It is understood that while the company has the support of LifestyleSA, Lifestyle SA is not receiving any financial benefit from arrangements.
- Generally older residents are choosing the option at \$16, and other functions organised by residents have not been affected by the addition of the external meal service.
- The company is seeking local chefs to service each village.
- Other villages will join the trial in the new year.
- The company has a focus on nutrition for older people and creating opportunities for social connections through eating together.
- The business started as a grant-funded project with Meals on Wheels but has since formed its own identity.

2. Payment to Lifestyle SA by visiting businesses.

It is understood that there are no clear guidelines about when people conducting business in the village pay anything to Lifestyle SA.

- No village reported receiving any communication in writing from LifestyleSA about how this 'rule' is applied.
- It is understood that people using dedicated rooms pay a fee, which is based on fees paid to them by residents using the service (e.g. hairdresser and podiatrist).
- In some villages where the Co-ordinator has organised activities, (e.g., water aerobics), it is understood that the instructor pays a fee back to LifestyleSA.
- It is understood that Phil Hoffman Travel has an arrangement with Lifestyle SA but residents are unclear about this arrangement.
- Phil Hoffman offer funds for Village projects as decided by residents based on travel booked. This was known by some, but not well articulated or reported on.
- It is thought that Test Kitchen would be exempt from such fees but there has been no communication to residents about this.
- Dressed for Success visits all villages, but meeting representatives had no clear communication or directive in writing about any pay-back to LifestyleSA although one village was directed that this company had to provide money back to LifestyleSA, and the proprietors reported they would not visit if this was the arrangement.

3. Gardening

Generally, there is dissatisfaction with current gardening standards.

- Most residents are seeking more assistance with home gardens and each village has proposed ways to meet this; schedules are not generally transparent, and some schedules simply have not been workable, some villages are not aware of current schedules or a planned program.
- Changes to time allocated to gardeners does not always solve the problems.
- Community areas are often overgrown and untidy.
- Some community areas (e.g., the front road section of The Sands) seem not to have been weeded for years.
- Most residents want to be advised of when gardeners are coming to their home and some people are concerned about privacy and lack of courtesy by people providing the service.

4. Contracted Maintenance

Most villages now have contractors in place to provide maintenance, and generally there is dissatisfaction with reduced hours arising from the arrangements.

- Additionally, advice that Preventative Maintenance will occur every 12 months, rather than 6 months, poses the following concerns
 - According to manufacturer instructions air conditioner filters should be cleaned every 6 months and replaced every three years
 - MFS recommend testing every month and cleaning six monthly.
 - Personal monitoring devices may require more frequent testing
- There remains lack of clarity about refurbishment for existing residents where some villages have been told that at 15 years carpets etc may be refurbished, and others have been advised it will only happen at re-sale.

5. Village Planners

There is lack of consistency of understanding about what may or may not go on the Monthly Planner.

- Most villages have dates and times for bin collections on the Planner as well as lawn mowing times
- Most villages have external bus trip and excursions on the planner
- Concerts and events within the village are on the Planner
- External activities are generally not on the Planner, except when a community organisation is providing an activity specifically for residents.
- When residents go on bus tours, the operator of that tour should carry relevant insurance.
- For activities within the village, whether there it is just for residents, or for residents and their family or friends, if any damage is done to community property, the residents are generally responsible for remediation of that damage.
- A recent request that a resident sign a declaration that a community event was a 'private function' and they would meet costs for any damage, appeared to be inconsistent with general understanding about events and insurance/liability.

6. Committee Structures

Going forward, villages would like clarity around how their committee should be structured and whether two committees may be required.

- Most meeting representatives felt that the Regulations were quite clear about the new Committee requirements
- Generally, it was thought that there would be an ongoing role for Resident Associations to manage events, social club budgets, information sessions, newsletters etc.
- It is unclear how changes to the Liquor Licencing Act will affect villages and this may mean the Association may not need to hold the licence.
- It is hoped that OFTA will provide more face-to-face meeting opportunities about this before too long.