



MEMBERS for 2024-25: – Ian T, Lesley A, Sue H, Bev M, Maureen B, Mark J, George L & Jeff W

Residents' Committee Annual General Meeting Minutes

Date: Wednesday 17th September 2025

Time: 7.45pm. Start time

Location: Community Centre, Golden Grove Lifestyle Village.

Welcome and declaration of a quorum by Ian Terry:

Present: Attendee unit numbers – 88

Committee members - Ian T, Lesley A, Sue H, Mark J, George L, Jeff W

Apologies - Maureen B and Bev M.

Apologies: 49 units

Minutes of the previous Annual General Meeting held on 9th September 2024. Copies of minutes have been published on the notice boards. No changes required. Motion to accept the minutes of the previous meeting –

Proposed by: Ray S Seconded by: Graham G Accepted by all present by a show of hands

Business arising from the previous minutes:

- None

Chairperson's Report: Ian T.

The year commenced with the committee consumed by Gardening issues. Everywhere we went people complained and correctly so, that the gardens were not up to standard within the village.

We held numerous meetings with Lifestyle Management, and we had differing opinions on the garden issues.

After many meetings we were able to finally convince Lifestyle that there was a need for change and action. We were also able to convince Lifestyle that the problem was due to their inefficiencies.

It was decided to firstly implement a blitz to bring the gardens up to standard. This was to be paid out of the CIRF rather than impose additional cost into the maintenance fees. This has taken longer than expected and there is still work to be performed but the gardens do look much better.

Secondly it was agreed that we needed to find an alternative grass cutting and general gardening solution as Dutts Cutts were just substandard.

Mr Clip was engaged, however to get appropriate services the costs were significantly higher but the adage of you get what you pay for, made the decision to change supplier a simple one.

The costs were reflected in the increase to the maintenance fee this year.

The finance committee however worked very hard in reducing the Lifestyle's original increase request and we were able to challenge them and bring the fee down by 2 percentage points and we will continue to regularly monitor the actual costs against the budget.

Electricity contracts consumed a bit of our time where we worked hard to get the best outcome for the residents. We were always fighting against pre-determined contract allocation however I would like to think that we did have some impact of bringing pressure to bear to improve the result.

I would really like to thank Roger A and Jim O'N for their diligent efforts in this outcome.

In dealing with Lifestyle management, I was clear that I wanted to improve the communication between us. This was getting much better until mid-year when Lisa asked that she not attend Residents meetings and imparted the responsibility to Sue. Without degrading Sue I do want to try and reinstate the Lisa meetings as she can provide answers quickly that Sue is limited on.

During this year we have dealt with several individual complaints that have not been able to be resolved between the resident and Lifestyle. I do remind residents that the first port of call in all complaints is directly to speak with Lifestyle.

The Residents Committee oversaw many social functions during the year.

It astounds me how many different functions take place within the village run by volunteers who give of their time for the betterment of residents and often without the thanks they deserve.

The committee has funded numerous functions by way of cash advances based on the function being a good outcome for the residents.

It is important that when we do advance monies that we get a reconciliation of funds as we are spending residents' monies, and we are accountable as such.

I would like to thank the Social Committee and Bar Committee for their hard-working efforts during the year as without the volunteers to these committees the functions would be lesser, and the bar wouldn't be open.

I would also like to thank Ray S for maintaining the website for us.

During the year we did meet with the Residents Association to discuss whether there was a better model for the committee structures.

After discussion, in the end it was decided that the 2 committees would at this stage continue to operate independently.

The Residents Association suggested that they should take on the role of overseeing the social programme. This was not agreed to, and the residents committee continues to foster social activities for the residents.

We have nominated Lesley A to be the coordinator of the social activities programme to get a better control of the various activities.

We have this year approved many requests for purchases to enhance the village experience.

Any questions about the report. No questions

Motion to accept the Chairperson's report:

Proposed by: Roger A Seconded by: Denise P

All in favour, none against – accepted by show of hands.

The Treasurer's financial report: Bev M.

ANNUAL GENERAL MEETING FOR THE YEAR ENDING 30TH JUNE 2025

It is my pleasure to present the Treasurer's Report for the financial year ended 30th June 2025.

The retained surplus as at 30th June 2025 was \$54,642.59 a slight increase from last year which was \$53,127.14.

The trading surplus for the year ended was \$1,575.45 a marked decrease from the 2024 surplus of \$12,702.40 and \$22,438.84 in 2023.

The bar surplus was \$9,435 (25.4%) this year compared to \$11,178 (31.1%) in 2024. The interesting stat in the bar was that the income was \$537 short of the take for 2024 while the surplus was \$1,722 less this year.

During the year it was decided that as a large amount of funds had accumulated between the two Committees It was decided that functions would be able to either break even or make a small surplus or loss.

Tea, coffee and biscuits became free of charge in May with an average cost of \$185 per month. It has also had an impact on surplus for Village Connect.

I would like to send a reminder to those hosting functions that it is necessary to account for all monies including documentation to ensure that a true and correct record is available even if it is a negative result.

Finally, I would like to point out that on 17th March 2020 the Association handed the reins for social and community events to the Residents Committee. Since that time functions have come under the umbrella of the Residents Committee until recently when the Resident's Association Inc commenced funding a function independently. If this is to continue, I stress that there must be some liaison between the two Committees to ensure that the spending is kept in check.

I would like to thank all of the Volunteers including Committee Members and Bar Management who give up their time to help make the comradery in the Village greater than it has been for some time. Afternoon functions have been well attended as have other functions held in daylight hours.

A personal thank you must go to Ian T and Lesley A for the excellent work done to keep the increase in our

maintenance low. Although I was a member of the Budget and Finance, I learnt a lot and together we were able to reduce the maintenance significantly from that which Lifestyle SA were projecting.

Special thanks also must go to Mr John S for his time in auditing the books.

I hereby submit my report for your approval.

Treasurer, Beverley J. M (FPNA retired)

Any questions about the report. No

Motion to accept the Treasurer's report: -

Proposed by: Barbara H Seconded by: Jim F

All in favour, none against – accepted by show of hands. (A copy of the full audit report is published on the notice boards.)

SARVRA Report: Roger A

On behalf of SARVRA, I would like to thank those residents that supported our submission to government in the review of the Retirement Villages Act of 2016, those of you who emailed your own submissions to parliamentary members and attended OFAW workshops.

It has been a long journey; however, the Amendment Bill and Regulations will now be proclaimed on the 2nd February 2026 with a further late upgraded Code of Conduct and associated training being implemented by OFAW later in the year.

Although disappointed a number of significant changes on disclosure and consumer protections were not made retrospective and assisting current residents, SARVRA believed residents have been heard by government and there are still a number of significant changes that will apply to current residents and bring greater opportunity for residents to receive transparency and consumer protection. A couple of examples are residents will have a vote to accept or decline increases in recurrent fees if they are raised in excess of CPI in that year and operators will not be able to refuse the fitting of medically approved aids to assist a person continue to live independently longer in their home as the Federal Government is seeking.

SARVRA anticipates that these changes will not lead to an automatic improvement in relationships with some operators, and it will be necessary for residents to be prepared to learn their new rights or seek assistance from other who know how to assist them. One thing learnt from our association with ARAS is that abuse is only stopped by people speaking up. The laws have been changed to support us, but the time taken to get these changes will be wasted if we don't have the will or courage to test them, and you need not be alone in doing this, but it does require effort. When the late Brian March from Forrest Place village and I were canvassing politicians in support of our submissions one of them said to us "residents need to be more assertive". We might have retired from paid employment but the fact we are here today proves we have not yet retired from life.

We are lucky to live in a democratic society, were we have the right to speak up for our rights or elect people to represent us, and in a small community, it compels operators to interact with them, so it is important that we all take part and share the load. I hope that there are people willing to donate 4 or 5 hours of their time a month to be a part of this process

Thankyou

Sub – Committee Reports:

- **The Social/Events Groups:**

Read by Lesley A

Sandy McFs, Vice Chair Social Committee.

The Social Committee has over the past 12 months put on several Quiz nights each of which have been very well supported by numbers in excess of 120 residents and friends.

We have also put on several cabarets which, whilst numbers have decreased for various reasons, we are still averaging around 90 residents each event and we have had some good bands and great nights of dancing and socializing.

Although the current Social Committee Members complete their term tonight, please remember that they have events booked and scheduled up to and including New Years Eve.

Please keep checking the Notice and White boards and Newsletter for these upcoming events. Remember your friends and relatives are all welcome to attend these events.

Finally, none of these events would be possible without the support of our members and helpers. Thank you team. A special thank you to John M and Geoff T our Quizmasters, Roy G for the Christmas Cabaret and especially to Jim F and all the bar staff who give up their time night after night for us to be able to enjoy these nights. Thank you too to all our Sponsors for supplying vouchers and wine etc for our prizes.

Sue H Events Report

This has been a full year for me with quite a few events that I have organised and facilitated. Of course, none of this is possible without the huge support of all my helpers. I am so very grateful for all their help.

I have successfully organised over the past 12mths, 2 Fashion parades for the ladies, arranged for the Australian Army Band to come to the village with a quintet of wind and brass instruments, a delicious meal at Lunch with Friends, watching the talented dancers from TK studio, residents selling their wares at Market Day and also the Xmas Dinner, where residents bought a meal to share with their friends, while listening to the talented biker play the flute.

Since moving into the village, I have tried to organise a variety of events for the residents, so that hopefully there is something for everyone.

Alan's Event Group

The events group held a couple of afternoon concerts that have been well attended. We hope these afternoon concerts will continue into next year

- **The Bar Committee:** Jim F.

I wish to thank all the volunteers for their efforts on the bar and one person I would especially like to thank is Geoff L who purchased the soft drinks. This is not an easy job and he has done it for many years.

The people who use the bar support everyone in the village as we are, and have been, the main fundraiser for the past 17 years.

The bars are run separately as the community centre and the club room bars. Tom looks after the clubrooms and I look after the community centre bar.

We would like to have more volunteers available for the bars, especially to help at functions. After this meeting, any new volunteers interested in helping out on the bars are invited to meet in the dining room. You do not need experience as training will be provided and it is an excellent way to meet people, especially for new arrivals. We will be having a full bar meeting on Tuesday the 30th September at 7.30pm in the bottom room in the clubhouse.

Finally, our thoughts are with Tom and we wish him well. Thanks to Tom for all you do and have done over many years and get well soon mate.

- **The Budget and Finance Sub Committee:** Ian T.

During the year the finance committee met with Lifestyle on several occasions

Based on quarterly results we monitored the financials against the budget and challenged where needed.

We were disappointed that financials were a little late in being presented and we are trying to address this to get them presented quicker.

We met a few times to review the budget for this year which formed the basis of the maintenance fee increase for 2025-2026.

The initial budget put forward was to increase fees for the year by 9-9.5% which we immediately did not accept.

After revision of the actual numbers, we were able to reduce the increase to 7.5%

This was still a hefty increase, which we expected due to additional resources for gardening.

We will continue to closely monitor the financials moving forward.

- **The Website:** Ray S.

WEB REPORT TO AGM 17 SEPTEMBER 2025

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

A FEW CHANGES

The Front page that is the Index page has been further modified to include updates for all events coming up that month.

The site has been further modified to react quicker for small screens such as mobile phones and tablets. The links on the front page to modals containing messages from the Chairperson has been used at different times to advise residents of the latest work undertaken by the Committee like electricity and gardens.

There is a link to the Village Face Book Page that can be found on the front page.

SOME NEW INCLUSIONS

Old Records of Minutes of Meetings for the Resident's Committee are being added as they are 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. A new link to the Sands Tech Newsletter is now included. It provides useful information on threats, scams, using the new Windows 11 and software updates.

TO FUTURE WEB MAINTENANCE

The Committee has expressed concern that I may not be able to maintain the web site and has asked that any person who has interest or knowledge of HTML or is interested in assisting with maintenance of the site to make contact with me or a committee member. At this time one person has expressed interest.

TO WEEKLY UPDATES

Some of the up-dates when available, include,

Committee Minutes, once de-identification has been made.

Newsletters for Golden Grove and Other villages, as they are received.

Retirement Village Unit of the Office for Ageing Well.

Monthly Planner,

Events for the month,

WHAT INFORMATION IS ON GGLV

If you were after last year's minutes of the Annual General Meeting for the Resident's Committee and that of the Residents Association they are both on gglv.net

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, Information on the use of Common facilities.

WELL, WHERE TO FROM HERE

As the Residents' committee renews over time, the gglv web site will evolve to meet the expectations of the residents.

It is your site, if you want something on there for your group then let the committee or me know.

You will find on the top of each page the topics on the page each is a link to take you to the information you are seeking.

Remember if it goes on the Notice Board then it could go on your web site.

ASSET REGISTER

The Asset Register of the Residence' Committee has been maintained with some 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.

Domain: gglv.net (12/08/23 - 12/08/24) \$ 30.00

Hosting: Starter Plan 1Gb (12/08/23 - 12/08/24) \$ 72.00

Total \$ 102.00

Chairperson@gglv.net

Secretary@gglv.net

Treasurer@gglv.net

Administrator@gglv.net

Ray S

Administrator@gglv.net

Any questions about the reports. No

Motion to accept all the Sub Committee reports:

Proposed by: Ian N Seconded by: Patrick G

All in favour, none against – accepted by show of hands.

General Business:

- **The Committee Guidelines**

Ian T advised that the Resident Committee will be over the next 12mths, looking over the changes to the Act which come into effect as from February 2026, to be reflected in the guidelines.

Questions received in writing and from the floor:

Ian N concerned about the electricity bill and the need for better explanation as to the discounts and how they are applied. Also commented about the confusion with his account and the direct debit which did not carry over from the previous arrangement. Ian T advised that it is up to the company as to how they display their accounts. Ian also commented on the price our units are selling for and the fact that there isn't a waiting list anymore. Roger A advised that once a deposit is paid then the unit must be taken off the market and the market determines the unit price

Committee elections for the next twelve months:

Ian announced all Committee positions are declared vacant: The Chairperson handed over to the Acting Chairperson, Roger A, to proceed with the election process.

Election of new Committee:

- Nominations for the following positions:

Chairperson: – Nominee Ian T, proposed by Ian T and seconded by Lesley A. As no other nomination was received, Ian is appointed unopposed

Deputy Chairperson: – Nominee Lesley A, proposed by Jenny P and seconded by Adrienne W. As no other nomination was received, Lesley is appointed unopposed

Secretary: – Nominee Sue H, proposed by Dave S and seconded by Rosanne W. As no other nomination was received, Sue is appointed unopposed

Treasurer: – No nomination received, the position was put to the floor. Lesley Attrill advised that Bev Mead who is absent due to illness sent an email to Lesley to nominate for the position of Treasurer.

Proposed by Lesley A and Seconded by George L

No other nominations were received

As no other nominations was received, Bev is appointed unopposed

Nominations for the Four Ordinary Committee members: –

Mark J - Proposed by Lesley A and Seconded by Ian T

Jeff W, – Proposed by Jan W and seconded by Sandy McF.

Both these nominees are elected unopposed.

Two Ordinary Member positions are vacant. Nominations are therefore called from the floor.

Christine L nominated and proposed George L and Seconded by Lesley A. As no other nominations were received George is elected unopposed.

Roger A said that if anyone wants to help out and become an "Ordinary Member" to let the committee know

Ian T said that there is still one vacancy

Appointment of an Auditor: John S, Unit 322, for noting only.

Any Other Business:

- Lesley A advised that the Sub Committee/Groups members are to meet in the Card Room as soon as meeting finished

Meeting Closed – 8.26pm