



MEMBERS – Ian T, Lesley A, Sue H, Bev M, Mark J,
George L & Jeff W

**Golden Grove Lifestyle Village Residents' Committee Minutes
Held 9.00am on Friday 13th February, 2026 in the Card Room**

Present: Ian T (IT), Lesley A (LA), Sue H (SH), Bev M (BM), Jeff W (JW), George L (GL)

Apologies: Mark J (MJ)

Sub Committee Members: **Visitor/s:** Roger A (RA), Sue B (SB)

Approval of the minutes of the previous Committee Meeting held on 12/12/2025

Proposed: LA **Seconded:** BM Minutes accepted - Yes

Sub Committee Reports:

- Social and Catering/Events' Groups – BM advised that Barbara H made a profit of \$1272 at her Australia Day lunch and gave the money to the Residents Committee. The Social Club have 2 quiz nights booked and hope to arrange a 3rd. Looking at 3 cabarets, mid-year, Xmas and New Year. Suggestion made by committee to increase the entry price to help cover increase in band costs. Social club to have raffle prizes. Social Club are organising a monthly female only get together. If successful may increase to fortnightly.
- Bar Committee -No Report
- Budget and Finance – No Report
- Items for Budget consideration – gardening, CIRF re chairs, gym equipment, maintenance of bowling green, NBN, resources for preventative maintenance
- Website – No Report

Business arising from the minutes:

- Northern Villages meeting update – SH to send minutes to committee members who couldn't attend
- Regarding replacement of chairs –JW has range of chairs for residents to view and advise preference
- Discuss potential work around regarding people having trouble with faulty front door locks not working. If the back glass door is locked then residents are unable to enter their homes as no external keyhole – MJ look into and advise. MJ not at meeting so delay till next month
- Inability to ask questions at General meeting – not discussed
- Situation regarding LSA not allowing external speakers to come to the village, even though Police Home Care came and gave detailed presentation. - Roger Adamson will take to OFAW on his own and not through Residents Committee. Further discussion below

Newsletters received: The Reserve, The Parks

Correspondence inwards:

- 12th December – LA advised only one email address provided for information distribution
- 14th December – email from MJ regarding TV in clubhouse. He said that LN agreed to replacement as per email IT has.
- 15th December – email from Heysen Court and The Gardens to advise who will be attending from their village to Northern Villages meeting
- 18th December – LA to put information in newsletter re ASO visit
- 20th December – email from RA to LN regarding her refusal to allow information session on estate planning, wills etc. Wondering why we have had presentations from Origin, Savant, Police Aged Care. Letter to LN is notice of a dispute under the Dispute Policy
- 4th January – email from IT which was sent to him by LN to state that a new TV will be installed in the clubhouse. LN advised that she will get a date from SA Electronics and advise
- 9th January – email from RA to say that LN replied to his letter regarding outside speakers, suggesting we enjoy the seasons festivities and they will consider early in new year. RA replied that he will wait until the 16th January then will take matter further

- 22nd January – email received from Fringe offering some free tickets to events. JW asked how best to let residents know
- 22nd January – email from RA with reply he received from LN stating that in relation to this speaker they not allowed to give legal advice, no promotion, marketing or solicitation of legal services. No references to company name, no business cards, brochures or branded material, no provision of contact details beyond what is publicly available, or invitation for residents to make follow up enquiries or appointments. Must advise event organised by Residents Committee and LSA does not endorse the presenter or any legal service provider. Residents are free to seek independent advice of their own choosing. RA is not happy with the reply and is keen to take matters further. Asked for Residents Committee thoughts
- 23rd January – JW sent through quote for chairs from Keen furniture
- 21st January – replies from SH and LA to Roger, expressing disappointment and disbelief regarding speaker issue
- 23rd January – RA sent us copies of email chain with Margaret Tuffin
- 27th January – JW sent through information sent from BDO furniture
- 28th January – Judy Knowling from Heysen Court sent through information on their padded, stackable chairs
- 29th January – email from LN to RA to reaffirm their decision regarding conditions around speakers to village
- 29th January – LN sent copy of dispute resolution policy
- 29th January – LA questioned why the information sent by LN was regarding the previous version of the act, not the new act.
- 29th January – LN replied to IT email to say she will check but thinks the RV Act remains as 2016 but we now have Retirement Villages Regulations 2024 instead of 2018. She thinks changes have been made to regulations not the Act
- 29th January – email from LN to RA regarding position on use of communal facilities
- 30th January – IT sent copy of Dispute Resolution Policy which was sent to him by LN
- 31st January – LN replied that she would double check but believes the RV Act remains as 2016 but now have the Retirement Villages Regulations 2024 instead of 2018
- 3rd February – email from RA regarding letter received from Tom Griffith relating to discussion around speakers to the village
- 4th February – email reply from LN to IT regarding if the coordinator is absent that head office answers the calls, maintenance through maintenance form, 24 hour assistance number. Also, we are not charged if coordinator at another village
- 6th February – email from IT with email trail from Colin in 348 regarding his seeking assistance to have AC fixed. SB reply to say she contacted resident to say technician could not identify any problem.
- 5th February – LN emailed to say that she will look into any problems with phones not being answered in head office. LN gave her work and mobile number if needed
- 7th February – reply from other villages to SH, saying happy with letter to be sent to LN, other than one village who IT will leave off the letter sent to LN
- 12th February – LN replied to IT email regarding letter from Northern Villages to say that under Retirement Villages Act 2016 and the code of conduct, a residents committee can only represent their village and not speak on behalf of other villages
- 12th February – email from resident to IT regarding total destruction of garden when resident moves out, which has also created no privacy for either current or new resident
- 13th February – email from LN with LSA emergency management plan which applies to LSA villages
- 13th February – email from LN to IT regarding village communications via the TV and the fact that it is for LSA use only

Correspondence outwards:

- 12th December – email from IT to Alan D to advise that as RAC do not want to change current situation then both committees will continue to operate in accordance with relative constitution and guidelines. IT also invited Alan to attend our meetings
- 14th December – Email from SH to Northern Villages and RC committee as to attendees and agenda items for next meeting
- 21st December – RA sent an email to LN to register a dispute under Disputes Policy

- 22nd December – email from IT to Alan D as to whether a resident is putting together a programme for next year when the planner is coordinated by LA. This would cause confusion if two programmes circulated. Ian spoke with Alan and Alan assured IT that RAC is not involved in any way and their desire to work with together RC
- 30th December, email from IT to LN regarding LSA allowing Police Home Care to make presentation to residents but LN refused request for independent lawyer to present
- 30th December – email from IT to LN regarding refusal by LN to allow external commercial providers, as Police Home Care came to the village and presented
- 4th January – email IT to LN regarding ways to improve communication within the village with residents. We would appreciate being able to display the monthly planner on the TV screen, in consultation with coordinator
- 21st January – email from IN to SB regarding state of caravan park 1. Weeds, dumping of hard refuse. When will it be cleared
- 21st January – IT has communicated with Fringe regarding community funded tickets and he wants a committee person to follow up
- 21st January – email from RA to LN regarding commercial speaker and he requested a reply by 22nd January as to reviewing original decision
- 21st January – email from JW regarding inability to contact residents due to poor number of email addresses
- 27th January – IT emailed LN regarding request for a speaker to come to the village regarding Cochlear implants, was denied. Questioned as to why
- 27th January – IT sent a thankyou email to Fringe representative to thank her for the free tickets
- 29th January – IT emailed LN referencing the RV act 2016 and asked if should be Retirement Villages Amendment Act 2024
- 30th January – email from IT to LN requesting LN to attend our meetings bi monthly if possible
- 30th January – LA questioned whether it should read the RV Act of 2016 or Retirement Villages Amendment Act 2024
- 4th February – email from IT to LN regarding amount of times no coordinator in village, the fact that residents are unaware when no coordinator to be present and the need for these details to be put on the TV channel
- 4th February – email IT to LN to say residents find it extremely difficult to contact head office as very difficult to get it answered
- 5th February – email from IT to LN regarding installation of Smart Meters as part of overall submission of total package of new electricity contract
- 5th February – email IT to SB to say he previously worked in AC. Unhappy with decision and concerned as wife has disability and reliant on cooling
- 5th February – email from IT for suggested letter discussed at Northern Villages meeting, which is to be sent to LN on behalf of all villages in attendance
- 5th February -SH sent suggested letter to all villages at meeting
- 5th February – IT emailed LN to wonder why directors would open themselves up to answer operational calls
- 11th February – IT sent letter to LN on behalf of several of the Northern villages for lifestyles consideration
- 12th February – email from LA if possible to link new smart TV in clubhouse. Discuss in meeting
- 12th February – email from IT to LN to say he wrote the letter to relate discussions of the recent informal meeting amongst villages where items of common interest were discussed

Financial Report (R/C Account):

- **Treasurers Report**
- Financial Report - Finance –
 - Financial reports distributed for first 6 months and January 2026.
 - Term Deposit roll over as of 4/2/26 completed
 - BM requested correspondence from bank be sent to her house, otherwise can be a delay in receiving. Committee approved. BM to look into. JW will send the form RA used to Authorise Payments etc
 - BM will email financial report to allow time for committee to view before meeting
 - Current earnings \$1003.12
- Request for funds – None
- Approval of Treasurer's report
Proposed correct – SH Seconded – JW. Agreed by all present

Report from Residents' Association Committee (RAC):

- No report

General Business:

- Budget for 2026 discussion – IT suggested putting submission to LSA by end of March to Lisa, of what we would like to see added to the budget.
- Who pays coordinator salary when she is at other villages. Although coordinator salary budgeted for each year, we get reduction for times she is not at our village at the end of the year
- Trouble with entry to village as no one answering 600# at gate – answered by SB

Any Other Business:

- Discuss possibility of selling the roller as suggested by MJ, as it takes up a lot of room and won't be needed when maintenance started with preferred company - decision by committee to keep the roller
- Ray S asked that all current cleaning equipment stays in the cupboard as paid for by residents - agreed
- What's happening about Events Calendar for 2026, is there to be one? – LA is waiting for people to advise event details so she can distribute
- Any further development in relation to external speakers being allowed to present at the village – Received email from LN to say that we can have a speaker but they are not endorsed by LSA, cannot give out any marketing material or cannot give out business cards. We have taken the matter to RA and continue to discuss with LN for a better outcome
- Any development in relation to monthly planner being allowed to be displayed on TV screen – only displays planner available in community hall.
- SB told SH that the RC is responsible for replacement of Alfoil, cling wrap for kitchen but not garbage bags. – discussed with SB below
- JW was successful in arranging Fringe tickets to be given away to residents in the village. Lists were displayed in the hall and names were put on a list if interested in going into a draw for a particular event. At the meeting the names for each event were put into a hat and drawn by independent person
2) Chunky Custard – 288 (1), 77 (2), 81(2) 215(1), 160(2)
Creedance Revival – 18(2), 45(1), 329(1), 50(2), 275(2),
Abba – 330(2), 345(2), 245(2), 156(2)
Neil Diamond – 121(2), 55(2), 88(1), 346(1), 136(2),
The 60 Four – 294(2), 78(2), 213(2), 153(2)
Faulty Towers – 150(2), 195(2)

Meeting closed 11.25am

Next meeting: Friday 13th March 2026 at 9.00am – in the Card Room

Golden Grove Lifestyle Village Residents' Committee Minutes Held 9.30am on Friday 13th February, 2026 in the Card Room

Business for LSA:

- **Lawns and Gardening –**

- Sue advised that if we want extra gardeners then we need to get a 90% agreement from residents. IT will raise when budgets started. Noted in the Act that any decision from residents the requirement is 75%.
- IT suggested we have bark outside the fence, as currently too many weeds and gardens always look poorly neglected – **Sue will look into and advise**
- When will bark be replaced in common areas by Mr. Clip – Sue advised that we are still waiting for this to happen
- Pruning of all gum trees will commence week starting 16th February
- Sue asked gardener Blake that if he sees large weeds, to stop and pull them out
- Committee concerns that ratio of weed killer not effective, as weeds not dying even though they have been sprayed – **SB to follow up**
- Email received from resident that when back neighbour left, the gardens were completely removed by LSA, creating no privacy for either resident. Committee respects that LSA owns the complex, but would appreciate a bit of consideration when preparing gardens for new resident.

- **Other business**

- Maintenance program to be made available for display in TV from beginning of January – SB is still waiting for Boags to send through a maintenance program – **Sue to follow up**
- SB advised that Active will only replace meters when needed. IT said it was part of their contract to replace all meters. - Lisa contacted Active, but no date given as to when replacement meters will commence. We were advised that one village has been completed. Ian stated that this was not acceptable as part of contract. Keep matter open until meters replaced
- MJ said that the garbage collection trucks have left a trail of oil on the roads. SB advised that oil was not a garbage truck, but a private car. No further action
- SB advised that we have new cleaners in the village. SB will check every Friday to ensure doing their job correctly. Toilet paper not being replaced– SB advised that these cleaners are not working, so she is looking for new cleaners again – **SB to advise**
- BM stated that at aqua aerobics, the pool cleaner came in and just dumped something in the spa but nothing in the pool and didn't ensure what he added to the spa was adequately distributed around. There are people who are suffering from skin irritations after using the pool and spa. – SB said that the council do random inspections of pool and spa, plus the pool is tested everyday by pool cleaners
- MJ bought up the fact that the annual maintenance carried out by Nick has greatly reduced and we are not receiving the same service as previously. Residents need better maintenance and need to discuss before budget – SB advised that residents are more than welcome to complete a maintenance form if they need something checked

- Discussion around the fact that Police Home Care were allowed into the village and they actively promoted their product and services. –The committee will continue to invite speakers to the village. IT asked if SB could get a waiver from LSA to say they have no involvement in speaker – **SB to advise**
- Alfoil, Cling Wrap should be paid from maintenance fund and replaced by SB. - SB advised that she spoke to head office and it is our responsibility to replace, SB will continue to monitor and replace garbage bags. We will ask MJ to check alfoil and cling wrap when doing tea and coffee order
- TV in clubhouse has been replaced. We asked SB if we can have ADSL cable to TV from Bocce Room as it's a smart TV. Also asked SB for WiFi to clubhouse and Community Centre – **SB will look into and advise**
- Caravan Park has been cleared, hard refuse to go into the bins
- When will bitumen outside unit 9 and 100 be rectified – Adelaide Bitumen to replace
- Trouble with entry into village and contact with coordinator, as no one answering 600# if Sue working at another village. - SB advised she will put information on TV when she will be absent from the village. Emergency number is displayed on the screen, if needed. Carers, support people can contact resident for entry. Ian advised he was given Lisa's work number and mobile for everyone to contact if problems, but he advised that he will not be giving it out to residents.
- Problems with air conditioner in U348 not working properly. – SB advised residents need to go to her with issues. She will contact resident to discuss.
- Request for waterproof fobs for pool room – **SB to look into and advise**
- Request for lights in pool room to be on a timer – **SB to check and advise**
- Since the AC was replaced in the pool area, the AC is very noisy – **SB to get company to check**
- Spa jets not working properly for several months – **SB advised that Cometec are to repair**
- SB advised that resident asked her to print something for village use. We advised SB that Bevis will print anything required for village use
- SB advised that the Dispute policy has been delivered to all residents