

ARQRV CONNECT

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AGM EDITION

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The Association of Residents of Queensland Retirement Villages is the voice of residents in the Queensland retirement village industry



PRESIDENT'S PONDERINGS...

Welcome to the AGM edition of Connect providing you with all the information for a very different AGM this year.

As many residents' committees have struggled with holding their AGMs, so too has ARQRV. The uncertainty surrounding numbers allowed in public gatherings, the difficulties in knowing whether or not we would find a venue and restrictions imposed by COVID-19 have all contributed to the committee making the difficult decision to use a venue that we could obtain at no cost to the organisation and to limit numbers as dictated by government health regulations. This means that members who RSVP their attendance will be admitted to the meeting on a first come basis and we will inform people in the week prior to the meeting what numbers we are allowed in the venue. Unfortunately, this may mean that some people are not able to attend.

As you will see from the Agenda this will be a strictly business meeting with no guest speaker. Annual membership fees will remain unchanged, there are no voting requirements, apart from election of the incoming committee and appointment of the Auditor. Light refreshments may or may not be served and there will be little opportunity for social gathering. Of course, some of this may change over the coming weeks but for now the uncertainty remains. Hopefully, next year all will return to normal.

We do apologise for any inconvenience this may cause to people who were hoping to attend, but much of this is out of our hands and we hope that you understand our position.

RSVP, proxy and nomination forms are found later in this publication.

I look forward to meeting some of you at the AGM

Judy Mayfield

President ARQRV



MINUTES - ARQRV 2019 ANNUAL GENERAL MEETING

Monday 3rd September 2019 Fitzzy's Function Centre, Loganholme

1 WELCOME Judy Mayfield (President)

The meeting was opened by Judy Mayfield (President ARQRV) at 9.30AM

2 ATTENDANCE: Judy Mayfield (President)

The attendance record showed 46 members attended the meeting and 12 guests. The number of proxies held by members were 3. There were 29 apologies: Refer to record sheets held at the office.

Welcome extended to Graham Marriott and Noel Wright, President and Secretary of the Associated Residential Parks Qld (ARPQ) the equivalent of ARQRV but focusing on residential parks and manufactured home estates, also known as land lease communities.

Welcome also to three officers from the Department of Housing and Public Works and to Kim Teudt our guest speaker from the Retirement Living Council, which represents mostly the larger Village Operators.

3 CONFIRMATION OF MINUTES: Judy Mayfield (President)

MOVED: Brian McKay - Beachmere Sands Retirement Resort . SECONDED: Barbara Irving – Noyea Riverside Retirement Village, that the minutes of 17th September 2018 Annual General Meeting be accepted CARRIED

4 BUSINESS ARISING FROM MINUTES: Judy Mayfield (President)

NIL

5 REPORTS

5.1 President's report—Judy Mayfield (President) REFER ANNUAL REPORT

Judy referred to her written report presented in the Annual Report and made some additional comments about the industry in general - the slowing down of the property market and the impact on sales in villages, the Government's focus on ageing in place and the fact that many village operators are also becoming aged care providers and the focus now on training for village managers with a focus on customer service and resident's satisfaction.

5.2. Treasurer's report John Rae (Treasurer) REFER ANNUAL REPORT AND AUDITORS REPORT

John presented his report and gave an overview of the Audited Report as circulated at the meeting. He expressed his thanks on behalf of the Association to those members who had made a donation to ARQRV during the past year.

MOVED: Brian McKay - Beachmere Sands SECONDED: Ken Farquhar - Mt Gravatt RV

CARRIED

APPOINTMENT OF AUDITOR:

John firstly explained that he had not used the Auditors appointed at the September 2018 AGM as he had, as the newly appointed Treasurer, not been satisfied with the amount of information they had provided in the 2018/19 audited. Instead he had used McFillan Audit Services.

John then called upon the meeting to ratify the use of McFillan Audit Services for the 2019/20 Audit

MOVED: Des Robinson - Village at Yeronga SECONDED Mike Fairbairn - Noosa Waters

CARRIED

Proposal to appoint McFillan Audit Services as Auditors for 2019/2020 Financial Statements

MOVED: John Rae, Treasurer SECONDED: Des Robinson - Village at Yeronga

CARRIED

5.3 Mediation & Advocacy Mike Fairbairn (Vice President) REFER ANNUAL REPORT

Mike acknowledged the work of Barbara Irving, Vice President who was handling the disputes on the southside of Brisbane. He also acknowledged the help and support he had received during the year from people with very specific skills who all contributed their expertise in assisting with village disputes Ian Wallbank, Hilton Conroy, John Scouller and Bruce Evans

Mike commented on the fact that he had not taken any disputes to QCAT during the past 12 months, managing to negotiate a successful outcome with the operator.

Members responded with a round of applause.

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6 CONSTITUTION AMMENDMENTS Judy Mayfield (President)

Judy spoke to the proposed Amendments to the Constitution that had been circulated to all members in the Connect Newsletter in early August. These amendments sought to change the annual membership year from 1st January to the 1st March. Acknowledging that Christmas could be an expensive time of the year and that this change would remove the additional expense for annual members at this time.

The second amendment focused on an increase of fees to include GST. It was noted that ARQRV had been unaware of its GST obligations and had received a significant GST bill from the ATO.

The following motions were put to members:

Motion 1

1. That section 3.5 of the ARQRV Constitution be amended to read
2. Subscriptions for Ordinary Members and Associate Membership shall be paid at a rate determined by members at the Annual General Meeting and shall fall due on 1 March each year.
3. Members shall become unfinancial should their annual subscription remain unpaid after 31 March. Lapsed members must re-join as a new member.
4. New Members joining after 1 September shall pay 50% of the annual fee plus administration costs and be covered for membership to 1 March of the following year,

The Motion was carried unanimously

Motion 2

That membership fees be set at the following rates until further notice

- New Annual / Associate Membership \$35 plus administration fee \$22.
Total \$57 to join as a new member
- Annual / Associate renewal (existing members) \$35 pa
- Life Membership which includes the administration fee \$300

The motion was carried unanimously

7 ELECTION OF COMMITTEE FOR 2018 - 2019 Judy Mayfield (President)

Judy Mayfield handed the meeting over to Ray Jordan to Chair the elections.

Ray thanked the committee for all their work during the past year and noted that as volunteers it required a great deal of time and energy to fulfil their role

As there were no further nominations, Judy Mayfield was appointed as President

As there were no further nomination and no positions contested the following were accepted

Vice Presidents: Mike Fairbairn and Barbara Irving Treasurer: John Rae

Secretary: There being no nominations for Secretary in line with clause 4.1 of the Constitution Jan Sullivan was appointed.

Committee Members: Peter Smyth; Brian McKay; Stephen Irving; Des Robinson; Gus Hatter; Thea Biesheuvell

8 GENERAL BUSINESS Judy Mayfield (President)

- Letter received from Graham Haussmann, President of the residents committee at Regis Whitfield village commenting that their committee believed that month to pay membership fees was not enough time.
- Question from the floor - how do you encourage more residents to join ARQRV. A member responded that in their village a visit by the President had resulted in 9 new members. Judy Mayfield replied that she and /or other members of the committee were always available to do a village visit, although regional areas posed more of a problem due to the travel costs involved.

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- New initiative by ARQRV : Brian McKay, ARQRV committee member, provided information an idea that ARQRV are pursuing to find a lender who would be willing to advance small personal loans to retirement village residents that could be repaid with interest from their exit entitlements. The Retirement Living Council, the Operators, would support such a scheme if it could be established. However, at this time we have yet to locate a financial institution will to take up the idea.

Judy Mayfield asked for a show of hands if members present thought it was a good idea and worth pursuing. The majority of members voted that it was worth pursuing. Members advised that we would keep them informed when there was any progress

9 GUEST SPEAKERS Kim Teudt

Chairperson of the Qld Committee of the Retirement Living Council Kim provided information on two major pieces of work undertaken by the RLC on a national level.

The first, a Code of Conduct to be signed by operators about the ways in which they will conduct their business and the second, a set of Standards, which the Code will underpin and which will be assessed by an independent auditor. Both the Code and Standards will encourage operators to conduct their business in a fair and equitable way to support and uphold fair practices and the rights of residents. At this stage the Code and Standards are voluntary and operators must sign up to them and pay for their Accreditation.

The question was asked who will pay for this accreditation process, Kim said this was unclear at this stage, Judy commented that she did not believe it was a cost that should be levied at residents.

Judy thanked Kim for her attendance at the meeting.

9.1 Social Media Campaign Peter Smyth

Peter provided information on the ARQRV Facebook page and urged members to like the page. He spoke about the Social Media campaign currently running and showed the 3 short videos that ARQRV have produced.

10 MEETING CLOSED Judy Mayfield (President)

The meeting was closed at 12noon

It was advised that the 2020 AGM would be held on the northside of Brisbane.

ARQRV — 2020 Annual General Meeting

An Invitation

The ARQRV Annual General Meeting is your opportunity to meet committee members—old and new, learn more about the work we have done over the past year and chat informally about your ideas for the Association in the next year. You can also attend the meeting via Zoom, however you will not be able to take part. Contact the office to arrange for a link to attend via Zoom.

Time and place

The ARQRV Annual General Meeting will be held on **Tuesday 17th November 2020** at Palm Lake Resort Beachmere Sands Beach House, **185 Bishop Road, Beachmere** commencing at **10am**. Street parking available.



***Beachmere Sands Beach House
185 Bishop Road Beachmere***

Agenda

10am Opening and Welcome

1. Attendance and Apologies
2. Minutes of previous meeting – as circulated
3. Business arising from minutes
4. Reports:-

- President
 - Treasurer - Appointment of Auditor
 - Mediation and Advocacy
5. General Business
 6. Election of incoming committee
 7. Closure of meeting

ARQRV Committee Vacancies explained

You will have seen in our last newsletter that we have several vacancies on the committee. In response to some requests, below are details of the roles ARQRV are looking to fill.

Secretary (Minutes) the full secretariat role is fulfilled by Jan, our paid staff member, as she can deal with all administrative tasks from the office. The Minutes Secretary must have experience in writing minutes and have good computing skills. All correspondence within the committee is via email.

Treasurer Experience in accounting practices, preparation of budgets and overseeing all financial dealings of the Association. The administration staff deal with day to day payment of invoices, wages, superannuation etc and a bookkeeper checks all accounts, completes our BAS and provides professional support to the staff. The Treasurers role is to ensure the accuracy of the accounts and to oversee all transactions as well as preparing monthly reports to the committee. The Treasurer also deals with financial questions and issues raised by members, mainly concerned with village budgets.

Newsletter coordinator We have an excellent publications person, Angela, who deals with design, layout and distribution of all newsletters, and the preparation and design of brochures and posters. The role of the coordinator is to work with Angela to ensure that newsletters are distributed according to schedule and that articles connected to the theme of the newsletter are supplied to Angela in a timely manner.

Mediation and dispute resolution A sound understanding of the *Retirement Villages Act 1999* and contracts. Ability to mediate and negotiate between residents and operators. This person will be working closely with and receive training and support from Mike Fairbairn, Vice President ARQRV. It is envisaged that in taking on this role the person will work alongside Mike for some months prior to dealing with issues by themselves.

All committee members must be computer literate and be willing to travel if need be. Committee meetings are held monthly via zoom and/or a combination of zoom and face to face. People living in a regional area are invited to nominate. Please contact Judy Mayfield in the first instance to discuss the role and your relevant experience by email president@arqrv.org.au or phone **0401 695 695**.

Vacating your unit

An article in the last edition of ARQRV Connect newsletter, caused some concern from members who have no family members close by or who would be able to negotiate on their behalf. Judy Mayfield asked ARQRV's solicitor David Wise and this is some of what he said:

"The process of leaving a retirement village is a real estate transaction unlike any other. Outgoing residents (or their families) often ask whether legal representation is required as part of the process and, if so, at what stage it should be obtained? Legal representation is not essential on exit from a village, but if there is no-one who is able to negotiate with the operator the outgoing resident (or their family) is trusting the village operator (and their lawyers) to make a number of decisions based on complicated rules that could materially impact on the amount that they (or their family) ultimately receive from the resale of the unit".

David Wise has specialised in representing residents on exit from villages for over 10 years, and can provide discounted assistance to ARQRV members on exit from their village. The total cost of David's representation service on exit from a village is normally \$1000 - \$2000, depending on the issues that arise and the time it takes for the unit to re-sell.

Of course ARQRV can also assist you or your family with information about your exit entitlements and negotiate with the operator on your behalf. Any solicitor with a good understanding of the *Retirement Villages Act 1999* and village contracts would also be able to deliver a legal and personalised service.



If you would like to attend the meeting, please let us know by posting the RSVP form to **PO Box 5057 Brendale Qld 4500** or scan it and send by email to: membership@arqrv.org.au

RSVP FORM—expression of interest to attend the ARQRV Annual General Meeting

I/We would like to attend:

_____ Village Name

Guest Name(s): _____ (Circle which applies)

_____ Member / Non Member

To appoint another member as your proxy, fill out the form below and give it to the appointee. **The appointed member must bring the form to the meeting and register as a proxy holder.** Only financial members can be appointed and each financial member can hold no more than two (2) proxy votes.

(Do not mail this form to us unless you wish to appoint a member of the committee as your proxy).

APPOINTMENT OF PROXY

I, _____ of _____ Village

appoint _____ of _____ Village

To be my proxy at the 2020 ARQRV Annual General Meeting on 17th November 2020.

Signed by _____ (Member giving proxy)

If you are interested in joining the committee, please fill out the nomination form below and post it to the Secretary ARQRV PO Box 5057 Brendale Qld 4500 or scan it and send by email to: membership@arqrv.org.au no later than 3rd November 2020.

NOMINATION FORM

I _____ of _____ Village

Nominate: _____ of _____ Village

To be: President / Vice President / Treasurer / Secretary / Committee Member

Signed by _____ (nominator) _____ (seconder)

Accepted _____ (nominee signature)