

**Minutes of Meeting of the HOC GemLife Pacific Paradise**  
**Held in Pavilion Tennis Room**  
**On the 14<sup>th</sup> of March 2023**

<p>Chairperson Gerald Keatinge (Chairperson) welcomed Committee Members, thanked everyone for their attendance and opened the meeting at 9.59 am.</p>		
<p><b>Present:</b> Gerald Keatinge (Chairperson), Mary Earnshaw (Secretary), Tanneke Booth (Treasurer), Jill Rickertt, Sonia Smithers, John Green, Sue Storey (Social Committee)</p>		
<p><b>Apologies:</b> Graham Butler, Heather Cullinan</p>		
<p>The Chairperson called for discussion on the Minutes of the previous meeting and reviewed action items.                  There being no amendments to the Minutes, the Chairperson asked for the Minutes to be adopted.</p>	<p><b>Accepted: Minutes of HOC Meeting 14 Feb 2023</b></p>	<p><b>Moved: Sonia Smithers</b>  <b>Seconded: Jillian Rickertt</b></p>

## # Order of Business

Item	Discussion	Action	Who	Status
<b>Social Committee</b>	Social Coordinator Sue Storey invited to join the meeting to present her monthly report as circulated prior to the Meeting.			
	Donated Christmas presents very much appreciated by Salvation Army.	Investigate collecting around July this year to help more homeless.	Social Committee	<b>Ongoing</b>
	<b>Ukulele Group</b> <ul style="list-style-type: none"> <li>Residents enjoyed the ukulele group's performance and the opportunity to sing along.</li> </ul>	Events team in discussion with Ukulele group re a future concert.	Social Committee and Ukulele Group	<b>Ongoing</b>
	<b>Juke Box/Rock n Roll Night</b> <ul style="list-style-type: none"> <li>Due to the fact that NYE was cancelled, Juke Box was not required. It has been paid for in advance.</li> </ul>	Set a date in the near future for Rock n Roll night with jukebox.	Social Committee	<b>Ongoing</b>
	<b>Karaoke and Spotify</b> <ul style="list-style-type: none"> <li>Spotify app would also make karaoke night easier to manage.</li> </ul>	Determine whether Spotify can be accessed on the menu of the existing media device in the pavilion.	Graham Butler (Apology)	<b>Ongoing</b>
	<b>Christmas in July</b> Outstanding success of the Ladies Lunch at Maroochydore Golf Club.	Investigate the possibility of using the venue again for Christmas in July.	Social Committee	<b>Ongoing</b>
	<b>St Patricks Day</b> Bar opening from 4.30 to 8pm on Fri 17 <sup>th</sup> March. Approx 70 people have RSVP'd, and Lorei will collect money for pies as per email.			<b>Ongoing</b>
	<b>International Harmony Day Devonshire Tea</b> <ul style="list-style-type: none"> <li>It was decided to ask residents to bring a plate.</li> </ul>	Social Committee to advise residents of the event in their communications and invite residents to bring along a dish from their country of origin.	Social Committee	<b>Ongoing</b>

<b>Bar Manager's Report</b>	<ul style="list-style-type: none"> <li>Bar report and stocktake financials were provided by Heather Cullinan, who was not present and is listed as an apology for this meeting. Report was read out to all present.</li> </ul>			
	<b>Good Friday Happy Hour</b> <ul style="list-style-type: none"> <li>The bar will be closed on Good Friday.</li> </ul>	Discuss Open the Bar on Thursday night 6 <sup>th</sup> April in lieu of Friday night, with normal Friday night program (including the Joker)? Liaise with Bar Manager regarding rostering.	Gerald Keatinge	<b>Ongoing</b>
<b>Gardening Gems Group</b>	<ul style="list-style-type: none"> <li>John Green reported that due to the very hot weather experienced this month gardening had been paused, and only watering.</li> <li>Still no progress regarding the new garden beds.</li> </ul>	If no progress with the new garden beds by the next Park Manager's meeting, bring up at the meeting.	Gerald Keatinge	<b>Ongoing</b>
		<b>Accepted:</b> Social Committee Report Bar Manager's Report Gardening Gems Group Report	<b>Moved: Jillian Rickertt</b> <b>Seconded: Sonia Smithers</b>	
<b>Sue Storey exited the meeting at 10.15 am.</b>				
<b>Secretary's Report</b>	Mary Earnshaw spoke to her report as circulated prior to Meeting.			
	<b>Insurance Quotes</b> Mary advised that (after a lot of research into insurance premiums and quotes) the PCS quote for 3142.81 was favoured. This is \$890.60 less than last year as PCS have transitioned Gem Life Pacific Paradise to a Business Package.	<b>Carried:</b> <b>Quote accepted and payment of \$3142,81 to be paid.</b>	<b>Moved: Mary Earnshaw</b> <b>Seconded: Gerald Keatinge</b>	
		<b>Accepted:</b> Secretary's Report	<b>Moved: John Green</b> <b>Seconded: Gerald Keatinge</b>	

<b>Treasurer's Report</b>	Tanneke Booth spoke to her report as circulated prior to the meeting.			
	Numbers Board	Tanneke to follow up to ensure winners of the numbers board have had their villa card credited accordingly.	Tanneke Booth	<b>Open</b>
	Bar Openings outside of normal rostered Bar Openings. Treasurer requested that she be advised of any special/outside of normal rosters Bar Openings outside of the normal rostered openings to allow her to manually reconcile figures.	Chairperson to discuss with the Bar Manager to ensure all staff know the requirements if opening on a non-rostered bar opening day.	Gerald Keatinge	<b>Open</b>
	Reconciliation of Treasurers Report and Bar Manager's Report. <ul style="list-style-type: none"> <li>• Different financial sources are used to report bar takings, causing inconsistency between figures reported in Treasurers Report and Bar Managers Report</li> <li>• Bar Manager will be asked to supply Stocktake report only. Actual costs of sales information must be taken from Xero.</li> <li>• EFTPOS errors cause variances that require manual reconciliation.</li> </ul>	Gerald to facilitate a meeting between appropriate people to resolve.  Recommend further training sessions.	Gerald Keatinge	<b>Open</b>
	Use of EFTPOS machine for Credit Cards. Credit Cards attract bank fees that are not applicable when using a Villa Card. Residents must continue to use their Villa Cards. To ensure all future residents and visitors are made to feel welcome they can use their credit card.	<b>Carried:</b> Visitors Credit Cards only to be accepted at the Bar. Future Residents can apply to have their card activated and use.	<b>Moved: Gerald Keatinge</b> <b>Seconded: Mary Earnshaw</b>	
		<b>Accepted:</b> <b>Treasurer's Report</b>	<b>Moved: Gerald Keatinge</b> <b>Seconded: Jill Rickertt</b>	

<b>Agenda Items</b>				
<b>Constitution Update</b>	Gerald thanked the Secretary for the work involved in updating the draft Constitution and compiling a draft letter for residents regarding the changes to the Constitution.	Send out Draft Constitution and explanatory letter on 2 <sup>nd</sup> March, for Special General Meeting on 23 <sup>rd</sup> March.	Mary Earnshaw	<b>Closed</b>
<b>Resident Request to Modify Clause 1.4</b>	<p>There has been a request to modify clause 1.4.1 of the Constitution:</p> <p><i>By writing to the PO (Park Owner) in a businesslike and impersonal manner, if a request or complaint made to it is considered valid by the HOC, expressing the concern and asking that it be rectified.</i></p> <p>By adding a new sub clause (1.4.1.1) that states that <i>the HOC will get back to the requestor or complainant stating why the request or complaint has been denied.</i></p>	<p><b>Carried:</b></p> <p>This request noted, and although it is too late to include this suggested amendment as part of the vote at the Special General Meeting on the 23<sup>rd</sup> of March 2023, the HOC made a commitment to take the suggested amendment to the next review of the Constitution if applicable. In the meantime, this HOC has committed to responding to all residents enquiries.</p>	<b>Moved: Gerald Keatinge Seconded: John Green</b>	
<b>Chairperson Meeting with Maroochy Quays/Website Update</b>	<p>Gerald advised that Maroochy Quays, Palmwoods and Bribie are open to sharing of ideas/issues and working together to benefit all. Gerald suggested they meet once a quarter.</p> <p>Gerald also referred to the link to Maroochy Quays website and the committee discussed the possibility of developing a HOC website. Although the website is not needed at this stage, it will need to be considered and plans put in place before the clubhouse is completed.</p>	<p>Explore a Group request to Gem Life Park Owners to create a website with a consistent look and feel across all complexes.</p> <p>Creation of Website. Resident has expressed interest and will be invited to attend next HOC meeting to discuss.</p>	Mary Earnshaw	<b>Ongoing</b>
	<b>Request to Distribute Meeting Minutes to Residents</b> Although Minutes of all HOC Meetings have always been available to residents, the HOC agreed that some residents would prefer to have an email copy sent each month.	Secretary to send the Minutes of HOC Meetings and Financials to residents via email on a monthly basis.	Mary Earnshaw	<b>Ongoing</b>

		<b>Carried: HOC Meeting Minutes to be emailed to all residents until further notice.</b>	<b>Moved: Gerald Keatinge Seconded: Tanneke Booth</b>	
<b>Park Managers Report</b>	As per report.	Ask Park Managers to become more aggressive in chasing up faulty gym equipment, which has been out of order for more than 3 months. Raise the issue of non closing pedestrian gates again with Park Managers.	Mary Earnshaw	<b>Ongoing</b>
<b>Gem Life Games</b>	GemLife would like to start inter-resort games between GemLife Lifestyle Resorts There will likely be an announcement in the April edition of the 'Gem'. They will be encouraging all Resorts to participate.	<b>Carried: GemLife PP HOC supports this great initiative and looks forward to hearing more about it in due course.</b>	<b>Moved: Mary Earnshaw Seconded: Gerald Keatinge</b>	
<b>Helping Hands Initiative</b>	John Green proposed an initiative whereby people with skillsets (e.g., hot water timers, handman type skills) who are happy to help others are listed in a place where residents can choose to contact them and ask for help. John also suggested that we could consider a person (or people) who are willing to look out for resident's welfare within the village. A way of showing that we care for and support our residents in times of need, Chairperson thanked John Green.	Reflect on how we could make this work really well within the village  John and Jillian to create a broad outline of how this might look (based largely on Maroochy Quays initiative) for consideration and further discussion at April meeting.	John Green Jill Rickertt	<b>Ongoing</b>
<b>Library Printer</b>	The library printer has been heavily used over the past month and as a result gone through a costly amount of ink.	HOC agreed to cover the cost of the ink for the printer, however, ask that residents consider contributing to the "Contribution Box".	Treasurer	<b>Ongoing</b>

		The Treasurer will keep a record of the cost associated with the “Ink for Printer” in the monthly reports. Secretary to include details of this decision in the Owners Monthly Update.	Secretary	
<b>Gardening Gems Invoices</b>	Gardening Gems currently collect contributions from residents and pay invoices from their contributions. It was decided that it would be more efficient if invoices were paid through the HOC after monies were deposited into the HOC account.	<b>Carried:</b> HOC to pay Gardening Gems invoices on receipt of authorised invoices and Garden Gems to deposit any contributions into the HOC Bank Account.	<b>Moved Gerald Keatinge Seconded: Mary Earnshaw</b>	
<b>Electric Vehicles</b>	Jillian pointed out the emerging dangers of electric vehicles (scooters, bikes, cars etc)	Chairperson to discuss with other HOC resorts to determine what measure could be implemented to mitigate risks.	Gerald Keatinge	<b>Open</b>
<b>Pavilion Booking System</b>	Jillian raised that the current booking system was sometimes inadequate, with lack of information regarding times of bookings.	Review and improve the format of the booking system	Jillian Rickertt	<b>Open</b>
<b>GemLife Pacific Paradise Evacuation Procedures</b>	Jillian raised the fact that there has not been a fire/evacuation drill within the resort and enquired whether this should be an annual occurrence.	To be discussed at next Park Managers meeting.	Gerald Keatinge	<b>Open</b>
<b>General Business</b>				
<b>Pickleball Requests</b>	<ul style="list-style-type: none"> <li>The Pickleball Club has requested that the tennis room be provided with a paper towel dispenser, tea towel rack, and urn. Estimated cost less than \$200. This would enable Pacific Paradise to return hospitality afforded to them when they visit other GemLife resorts.</li> <li>The Pickleball club has also advised that the black court markings are quite difficult to see when playing (especially at night), and enquired</li> </ul>	<p>Request to be raised at Park Owners Meeting</p> <p>Chairperson and Secretary advised that the new Clubhouse would have dedicated pickleball courts, however if the black court marks</p>	Gerald Keatinge	<p><b>Open</b></p> <p><b>Closed</b></p>

	whether they could be painted another colour - e.g., yellow, which is much easier to see.	fade before the new courts are complete, we can re-visit this request.		
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<b>Noted</b>	Gem Life has received a Certificate of Appreciation from Maroochy North Shore Lions, in recognition of Assistance in sale of Lions Christmas Cakes 2022	Thanks extended to Ross Paine for his contributions to the GemLife Pacific Paradise Community and to the charities that are supported through these sales.	
<b>Meeting closed at 12.06 pm</b>			
<b>Next meeting: 18<sup>th</sup> April 2023 at 1000 hours in the Tennis Room, unless otherwise advised.</b>			

Minutes approved: 14<sup>th</sup> of March 2023

Signed:



Gerald Keatinge  
HOC Chairperson