

Minutes of Meeting of the HOC GemLife Pacific Paradise
Held in Pavilion Tennis Room
On the 18th of April 2023

Chairperson Gerald Keatinge (Chairperson) welcomed Committee Members, thanked everyone for their attendance and opened the meeting at 9.55am.

Present: Gerald Keatinge (Chairperson), Mary Earnshaw (Secretary), Tanneke Booth (Treasurer), Jill Rickertt, Sonia Smithers, John Green, Graham Butler, Sue Storey (Social Committee) David Turk (Acting Bar Manager).

Apologies: Heather Cullinan (Bar Manager).

Sue Storey spoke to her report as circulated prior to Meeting and addressed ongoing discussions.

Discussion	Action	Who	Status
Donated Christmas presents very much appreciated by Salvation Army.	Investigate collecting around July this year to help more homeless.	Social Committee	Ongoing
Ukulele Group Residents enjoyed the ukulele group's performance and the opportunity to sing along.	Events team in discussion with Ukulele group re a future concert.	Social Committee	Ongoing
Juke Box/Rock n Roll Night Due to the fact that NYE was cancelled, Juke Box was not required. It has been paid for in advance.	Set a date in the near future for Rock n Roll night with jukebox.	Social Committee	Ongoing
Karaoke and Spotify Spotify app would also make karaoke night easier to manage.	Determine whether Spotify can be accessed on the menu of the existing media device in the pavilion.	Graham Butler	Ongoing
Christmas in July Outstanding success of the Ladies Lunch at Maroochydore Golf Club.	Investigate the possibility of using the venue again for Christmas in July.	Social Committee	Ongoing
Anzac Day Service Suggested that a morning service and breakfast followed by the opening of the Bar at 1pm and two up games be organised to celebrate.	All in agreeance it should go ahead. Suggested programme to be sent to Sue Story. Brian Cruickshank to be consulted re the Anzac procedures (Reading of the Ode etc).	Mary Earnshaw Gerald Keatinge	Ongoing
King's Coronation Event Suggested an event be organised to celebrate the Kings coronation.	Jill Rickertt to liaise with Sue Story as to how best to organise the event.	Jill Rickertt	Ongoing

Bar Managers Report. Submitted at Meeting.

Bar report and stocktake financials were provided. David Turk (Assistant Bar Manager) spoke to his report.

Discussion	Action	Who	Status
Replacement on a shift with persons not familiar with the Till.	Dave Turk suggested that the replacement for a person who is not available for a shift be done by the Bar Manager to ensure qualified persons are utilised.	Gerald & Tanneke to discuss with Bar Manager Bar . Date & Time to be determined.	Ongoing
Recommendations to Bar Manager from acting Bar Manager.	Rosters need to be address. At least 2 to 3 people need to be involved in the correct Till usage. Ongoing training to ensure everyone is comfortable with using the Till. Only one Till competent person is needed to man the Bar when the numbers are low on a Sunday.	Gerald & Tanneke to discuss with Bar Manager Bar . Date & Time to be determined.	Ongoing

On behalf of the Committee, Gerald Keatinge thanked David Turk for stepping in to the role of Bar Manager whilst Heather Cullinan was unwell.

Gardening Committee Report. As submitted prior to the Meeting.

Discussion	Action	Who	Status
Concrete Cutting in garden area. What is happening? Is it in preparation for garden Beds?	Follow up with Ben Livingstone who advised the cutting is in preparation for the garden Beds.	Mary Earnshaw	Closed

Accepted: Social Committee, Bar and Gardening Gems Reports.	Moved: Jillian Rickertt Seconded: Sonia Smithers
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Sue Storey and David Turk exited the Meeting at 10.25am.

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.

Accepted: Minutes of HOC Meeting 14 th March 2023	Moved: Sonia Smithers Seconded: Gerald Keatinge
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Treasurer Report. Tanneke Booth spoke to her report as circulated prior to Meeting.

Discussion	Action	Who	Status
That the amount of \$3200 gifted by GemLife for a function should be utilised before the end of the financial year.	Carried: Monies to be utilised prior to the 30 th of June 2023.	Moved: Gerald Keatinge Seconded: Mary Earnshaw	
Accepted: Treasurers Report		Moved: John Green Seconded: Jill Rickertt	

Secretary's report. Mary Earnshaw did not add to her report as circulated prior to the Meeting.

Accepted: Secretary Report	Moved: John Green Seconded: Jill Rickertt
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Agenda Items:

Discussion	Action	Who	Status
Tennis Room Facilities. Resident to be reimbursed for purchase or Urn and supplies. Resident to product receipts to Treasurer.	Carried: Approved payment to resident for purchases.	Moved: Jill Rickertt Seconded: Graham Butler	
Shifting Gym equipment.	Park Manager to be asked to assist with the shift. This has been actioned.	Jill Rickertt	Closed
Thanks to Mike & Gerry. Assisting with the changing of smoke alarm batteries in a number of Villas.	Secretary to send letters of thanks to both.	Mary Earnshaw	Open
Explanation of incorrect electricity bills. Secretary advised GemLife has issued incorrect electricity bills, however this has been rectified.	Secretary advised residents of the error and corrective action being taken by GemLife.	Mary Earnshaw	Closed
Speeding within the Resort. Letters of complaint from residents received by HOC and Park Manager.	Park Manager has spoken to the resident concerned, but there are many other vehicles that do not obey the speed limit. Secretary to send written request to the Park Manager expressing concerns and requesting improved signage be installed.	Mary Earnshaw	Open
Visibility turning corners due to growing vegetation.	HOC to take to next Park Managers meeting	Mary Earnshaw	Open
GemLife Games. GemLife have sent out advise to all residents.	Residents should be directed to GemLife for further information.	All	Closed

Discussion	Action	Who	Status
<p>Helping Hand Initiative. Jill Rickertt and John Green presented a draft example of what might be included.</p>	<p>After discussion it was decided to wait until the Website was up and running before implementation. Secretary to give a copy of suggested inclusion to be Graeme Simpson for inclusion. Gerald thanked Jill and John for their work to date.</p>	Mary Earnshaw	Open
<p>Welcoming new residents Need to ensure the correct HOC documentation is presented by GemLife in their welcome packs and also given to new residents coming into the existing Villas</p>	<p>Secretary to liaise with the Sales and Park Manager to ensure new residents receive the correct HOC documentation (Contact information for Homeowners, which includes the Holding hands information).</p>	Mary Earnshaw	Open
<p>Incentive to welcome first new resident in the new stage. Victoria Moore has asked whether residents might like to consider coming to the Sales office on the 24th of April to personally welcome the first new resident into the Resort. This will be a one off event to celebrate the opening of the new stage of the Resort and the first residents. Photos will be taken.</p>	<p>Secretary to advise Victoria that members of the HOC who are available would come along to welcome the first new residents. Residents have been sent an email in regard to welcoming new residents on Friday 24th April. The Ukulele group are not available due to lack of experienced players.</p>	Mary Earnshaw	Open
<p>Cost of events versus cost to participants. Tanneke asked how the social committee came to the to participants given that some events do not break even.</p>	<p>Gerald to meet with Sue Story and explain concerns in regard to costings</p>	Gerald Keatinge	Open
<p>Rent Review. A general discussion was held re the upcoming rent review process. Gerald wished to bring this to the attention of the committee as some residents will be due for a market review this year as per the timing in their site agreement.</p>	<p>Our HOC representatives will add it to the agenda for the upcoming regional meeting of HOC's to try to get a feel as to how other HOC's handle the process. There will then be further discussions by this committee at our next meeting.</p>	Gerald Keatinge	Open
<p>HOC Regional Meeting. Gerald advised that he had met with other HOC chairpersons and they had agreed that a get together and sharing of information would be beneficial to all.</p>	<p>Gerald & Mary to present the following as some of our concerns for discussion at meeting Frida 21st April: Rent Review Relationship with Park Owner Electric Car Policy GemLife Games Traffic Management.</p>	Gerald Keatinge & Mary Earnshaw	Open

Discussion	Action	Who	Status
<p>Website Design discussion. After discussion, some ideas suggested for inclusion in the Website were Safety Plan, Defib video, Site Layout, Community Noticeboard, Bus bookings (check this with GemLife first), Social calendar (already up and running), Bookings, "Opt In" forms, Minutes and Constitution.</p>	<p>Secretary to contact Jacinta Fraser and ascertain as to how they manage the "Opt In" form that is included in new residents welcome packs. Secretary to relay information as to suggested inclusions to Graeme Simpson.</p>	Mary Earnshaw	Open

General Business

Discussion	Action	Who	Status
<p>Resort Induction. Jillian Rickertt suggested that it might be a good idea to put together an Induction programme for new and existing residents who may have forgotten some of the important information in regard to safety etc within the Resort.</p>	<p>Jillian was happy to coordinate and run the induction programme as needed and will start putting ideas together to present to the next meeting.</p>	Jillian Rickertt	Open
<p>Council on the Ageing (COTA) John Green addressed the meeting and presented a flyer outlining the objectives of (COTA) with the view of getting small groups together to discuss their needs etc and asked whether the HOC would be interested in promoting this cause.</p>	<p>HOC thought the event might be better organised through the Social Committee. John Green and Jillian Rickertt will speak with Sue Story in regard to facilitating any events. HOC gave their blessing for this initiative.</p>	Jillian Rickertt & John Green	Open
<p>Visitors Parking Discussion took place in regard to the lack of visitor parking and vehicles that are often incorrectly parked outside the designated visitor carpark areas. HOC acknowledged the lack of parking bays, but Gerald stated we need to be a little patient until more parking bays became available as Stage 2 progresses.</p>	<p>Secretary to remind residents of the requirement for their visitors to park in appropriate Bays. If staying longer than 24 hours, they need to get permission from the Park Manager.</p>	Mary Earnshaw	Open
<p>Pavilion Cleanliness Park Manager expressed disappointment in the fact the Pavilion had been left in an unclean state after the weekend of the 15th and 16th April. Whilst the HOC acknowledged the area could have been better cleaned, it was also noted that the vacuum cleaner was inefficient.</p>	<p>Secretary to respond in writing to the Park Managers with concerns and request GemLife consider purchasing a more efficient vacuum as the existing was in disrepair and was not adequate to effectively remove dirty etc from the floors.</p>	Mary Earnshaw	Open

Meeting closed at 12.11am.

Next meeting will be held on Tuesday 9th May 2023 at 0900 hours in the Tennis Room.
Start time of future Meetings will be reassessed after this Meeting.

Minutes approved: 20th April 2023.

Signed:

A handwritten signature in black ink, appearing to read 'Gerald Keatinge', written in a cursive style.

Gerald Keatinge
Chairperson