



1 WELCOME

Judy Mayfield (President)

The meeting was opened by Judy Mayfield (President ARQRV) at 10:10am

A warm welcome was extended to all present with a special mention of the senior officers from the Department of Communities, Housing and Digital Economy (the Department) (Mark Wall ,General Manager Strategy Policy & Programs; Terry Green, Executive Director Regulatory Services; Lisa Pollard, Manager Legislation and Reform; Katherine Harvey, Regulatory Analyst, Residential Services Unit)

2 ATTENDANCE:

Judy Mayfield (President)

Refer to records held at the ARQRV office, Brendale

Members – 35, Guests – 9 guests (4 were officers of the Department)

The number of proxies held by members were 2. There were 4 apologies.

3 CONFIRMATION OF MINUTES:

Judy Mayfield (President)

The minutes of 17 November 2020 Annual General Meeting had been previously circulated to all members of ARQRV via the Connect newsletter.

MOVED: Hilton Conroy - North Lakes Retirement Resort SECONDED: Meg Scott – Wheller on the Park, that the minutes of 17 November 2020 Annual General Meeting be accepted.

CARRIED

4 BUSINESS ARISING FROM MINUTES:

Judy Mayfield (President)

No business arose from the minutes of the previous AGM.

5 REPORTS

5.1 President's report

Judy Mayfield (President)

Refer to Annual Report

Judy reported on the following topics–

Village visits –COVID-19 restrictions had hampered last year's business of the Association particularly relating to village visits. Judy advised members that a video to take the place of village visits has been produced and will be widely available for any village. It will be beneficial to those villages that are not in the SEQ corner.

18-month buy back of right to reside –the results of the completed review of this provision by the Department has not been released but is keenly sought.

New financial reporting legislation – the Regulation to improve transparency of village budgets has been reviewed by the Committee (draft version only) but is yet to be enacted to make it law.

Introduction of standardised residence contracts and improved disputes handling process – consultation have commenced by the Department, but no outcome is likely to be released until later in 2021.

Meetings with the Department – regular meetings raising issues of residents have been useful. A major concern is the increase in village insurance premiums.

Meeting with retirement living operators – meetings with **industry representatives** along with presidents of residents' associations from other states has continued via zoom. A major concern was dealing with COVID 19 requirements within villages.

Association Committee – the committee has continued to meet monthly via zoom or in the office when restrictions permitted.

Quarterly meetings with membership support officers – Zoom was used to catch up with and support these important players engaged with residents within their villages. These meetings will be continued into the future.

Administration staff – a very big thank you was given to Jan and Carol who run the office efficiently. They have been reorganising the office, scanning and storing files in the cloud and implementing a new membership data base.

Committee members – Judy expressed her thanks to committee members and to John Rae the previous treasurer who stepped in when the then treasurer John Halling, took ill.

Publications production – Angela Jordan, a non-committee member volunteer, was thanked for her professional production of the Connect newsletters and various other print-based resources used by the Association.

Retirement from the Committee – Judy thanked Gus Hatter, Thea Biesheuvel and Ray Jordan for their contribution to the Committee as they are not renominating for committee membership. However, Ray Jordan will remain part of the team by updating the various manuals and publications, and the web site of the Associations. He will also conduct promotional visits to villages.

Stepping down as President – Judy explained that she will be stepping down as President but will remain closely related to the Association. Further, her time with ARQRV has been challenging at times but has enjoyed the last 7 years. She thanked members for their on-going support. She wished the new committee every success.

5.2. Treasurer's report

Les Arbor (Treasurer)

Refer to Annual Report and Auditors Report

VERIFICATION OF AUDITOR 2020 / 2021

Independent auditors report required by legislation –the Associations finances were audited by Audit Assist, Chartered Accountants, North Lakes.

Treasurer's Report – Les Arbor presented a precis of the financial position of the Association. He made reference to income from the Job Seeker Wage Subsidy, Government funding and member subscriptions. Les noted that savings were made in Operating Expenses due to the change of newsletter production and distribution. He advised that the balance sheet was strong due to the cash resources, but the current rate of income from subscriptions will not cover operating costs for the next year.

Les Arbor proposed that the 2020/21 financial reports and audited statements be accepted.

SECONDED: Brian McKay, Beachmere Sands Retirement Resort

CARRIED

Refer to Annual Report

Mike reported on the following issues–

18-month buy back of right to reside – it appears that most scheme operators have generally accepted this change as it appears that none have elected to apply to Queensland Civil and Administrative Tribunal for an exemption. However, some have attempted to offload some of their corporate expenses on to residents of their village or to attempt to persuade former residents to substantially reduce the selling price of their right to reside toward the end of the 18-month term.

Monthly number of disputes – the number of disputes and other contentious issues of members has risen from 22 in 2020 to 34 in July 2021 mostly contributed by the above stated issue.

Scheme operators electing to adopt formal dispute procedures – it has become evident that scheme operators are preferring to go to formal procedures to resolve disputes with residents rather than use less formal methods.

Issues between residents – COVID 19 requirements have created additional issues of this type. Appropriate advice is provided to members in these cases, even though the Association does not get directly involved.

Confidentiality conditions on dispute settlements – these have made the resolution of similar disputes more difficult as earlier resolutions cannot be referred to.

Acknowledgement of others – Mike thanked the work done by the office staff and that of other Committee members, but especially the President for their assistance with resolving disputes.

Questions – the following matters were raised from the floor, discussed briefly and answered or noted:

Lisa Pollard of the Department asked Mike to clarify certain aspects of confidentiality conditions attached to some dispute resolutions.

Wendy Skitch, Wheller On the Park asked if ARQRV has any notable views about vertical villages. Mike advised that there were presently not any view taken by the Association.

Dennis Fullford, Beachmere Sands Retirement Resort asked if the Association had decided a policy about residents not being vaccinated for COVID-19. Mike answered in the negative.

A member (Barry) highlighted the increased costs of size of village insurance especially the increase in the excess for policies relating to water damage caused from leaks from pipes for some types of refrigerators in residents' units. Attendees were asked to note this point.

A member asked how Mike considered the acceptance by scheme operators of the changes to relevant legislation. Mike replied that it appears that operators are accepting the changes.

Hilton Conroy, North Lakes Retirement Resort added to Mike's thank you to Judy by soliciting from all attendees a show of appreciation to the effort she had given to the Association in general and individual members.

6 GENERAL BUSINESS

Judy Mayfield (President)

No general business was conducted.

7 GUEST SPEAKER

Mark Wahl

Mark covered the following topics–

Impact of COVID19 on the housing market – Mark explained that relevant information must be made available to enable persons to make an informed decision about their living arrangements.

Assistance from ARQRV – Mark acknowledged the help from Judy Mayfield with COVID19 requirements and also that which was provided generally by the Committee to the Department with their initiatives.

Changes to the Retirement Villages Act – These changes are to provide the community confidence and certainty for both sides of the industry. COVID19 had a negative impact on the implementation of the proposed changes but especially standardised residence contracts.

Dispute resolution – The Department is currently investigating different models for dispute resolution.

Comparison of villages online – There is a proposal by the Department to build a single web site which compares different villages.

Minimum financial disclosure by scheme operators – It was explained that the Department is continuing to work toward the Regulation which will provide for improved village budget transparency.

Standardise residence contracts – Mark stated that these should be implemented in early 2022.

Village insurance issues – Mark highlighted the problems that operators are experiencing with insurance costs for their villages.

Pre-contractual advice and buying-in experience – There is a plan to conduct further consultation with residents and other stakeholders about pre-contractual advice sought/received and about buying-in experiences.

Villages exempt from buy-back provision Mark provided a basic expatiation of resident operated villages and how they will be exempt by law to pay the exit entitlement at the otherwise mandatory time as in other villages.

Questions – the following matters were raised from the floor, discussed briefly and answered or noted:

Judy Mayfield raised the issues of whether persons renting in a village are considered as residents; and that of future problems with village budgets where there is co-located aged care.

A member asked department officers about the progress of the changes to legislation relating to buy back provisions. The Department responded that the issue is currently within the confidential parliamentary process.

Hilton Conroy, North Lakes Retirement Resort raised the issue of operators 'hiding' inflated head office costs in village budgets. He considered that draft budgets should include notes explaining these costs.

8 ELECTION OF COMMITTEE FOR 2021 – 2022

Rosemary Callaghan

Judy Mayfield handed the meeting over to Rosemary Callaghan to conduct the elections.

All positions were declared vacant.

The following written nominations were received, by the Secretary, before the meeting:

President – Melanie Dennison

Vice President – Mike Fairbairn

Vice President – Margaret Scott

Treasurer – Les Arbor

Secretary – Jan Sullivan

Member – Brian McKay

No further nominations were received from the floor.

Rosemary affirmed that each person was declared elected, uncontested.

8 ELECTION OF HONORARY LIFE MEMBER

Mike Fairbairn (Vice President, on behalf of the Committee), pursuant to clause 3.1(c) of the Constitution, moved that Judy Mayfield be nominated for election by Association members as an Honorary Life Member due to her significant contribution to the objects of the Association.

Judy Mayfield was elected by members as Honorary Life Member of the Association.

MEETING CLOSED

It was advised that the 2022 AGM would be held on the southside of Brisbane.

The meeting closed at 12:10pm

DRAFT