

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	LEAD
1.6.1	Acceptance of previous minutes	Chair
1.7	Interaction with the Operator (Management)	Chair
1.7.1	Update – Preface to item 2.0.	JW
2.0	Business arising from the minutes	Chair
2.1	Review of actions and updates from previous minutes	Chair
2.1.1	Activities Centre upgrade - Management advises that the extent of changes would be a renovation to the kitchen area. Some details were provided verbally. Full details are yet to be provided. <i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004 item 6.2.5.</i>	Chair
2.1.2	Bowling Green maintenance issues – KT advised that a contractor had been engaged and a deposit paid. The mat product chosen was “Tiger Turf”. Regarding scope KT advised that the works included repair of the substrate and that no time frame was available for commencement or duration. <i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004 items 3.2.4, 4.2.</i>	DE
2.1.3	Communal garden watering arrangements – Specifically the front gardens and lawns to each lot. Management evading specific response. KT reiterated that the areas in question were not common property, however, was unable to define them otherwise as requested. RM offered an understanding that this issue represented a liability for management, however contested that management were acting unreasonably in avoiding clearly engaging on the question. JW commented that the type of demarcation that management were now trying to offer up as being understood, was not stipulated at time of purchase, nor clearly articulated in site agreements. In fact the opposite was case. <i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004 item 4.2.4</i>	RM
2.1.4	Decreasing condition of grassed areas - Overall issues with grass remain unanswered, comparison to be made after the winter maintenance period. KT advised (despite the ongoing correspondence and discussion via meetings with management since first raised 25/01/24) that none of the highlighted issues had been placed on the maintenance register and therefore had not been attended to for this reason. KT requested that all the issues be re documented for addition to the maintenance register. <i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004 item 4.2.5</i>	JW
2.1.5	Recycling issues – Management dragging their feet. CA advised that new lids had arrived, however they were the incorrect type and that a new set of lids now needed to be sourced. Capacity - KT provided similar advice to previous “that changes would be made at management’s discretion’ and was unable to provide a method for capacity calculation. JW commented that this is a “non-answer”. <i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management</i>	JW

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	LEAD
	<i>2024-004 items 3.2.2, 6.2.1.</i>	
2.1.6	Clubhouse bin cleanliness – Item closed with management. Ongoing resident compliance to be monitored.	Chair
2.1.7	Security cameras – RC closing out original actions, potential new system to be installed – KT advised that the previously offered information was to be retracted from the minutes – RC now regrouping around several impacted items. <i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004 item 5.2.1</i>	JW
2.1.8	Changes to Community rules – The Operator is proposing minor changes, opportunity for Residents review and input. KT advised that management had reviewed the proposed changes and decided to leave all rules as they are. LL requested that formal notification be provided back to the subcommittee. LL further commented that there were some inclusions such as use of community garden beds that really needed to be provided. <i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004 item 6.2.3</i>	Chair
2.1.9	RC Charter. DE advised that the RC are seeking to establish a charter for the RC to complement the existing constitution. Update on status.	DE
2.1.10	Construction traffic hazard at the entrance of the resort - It is again requested that management take action to resolve this issue. KT did not offer any further action, suggesting that the issue had and will reduce due to the temporary reduction in management’s building activity. Aspects of the issue were again highlighted by the committee. <i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004 item 3.2.6</i> Note Greg #250 making direct representation to Council.	JW
2.1.11	20K speed limit - It was noted that a new sign had been erected adjacent to the main office. JW questioned why the explanatory email had not been sent out. <i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004 item 3.2.7</i>	JW
2.1.12	Slippery tiles - Pool surround and clubhouse areas. KT confirmed that no slip resistance testing had been undertaken and that the tiles were compliant at the time of original installation – being a P5 rating. KT also advised that pool areas in general were by their nature slippery, and that management had appropriate signage in place to warn of the issue. KT also advised that there was no intention to replace any of the tiles in question within the next 12 months JW contested that making unsupported statements about the inherent nature of pool areas was subjective and of little value, and that the non-subjective quantifiable measure was actual current slip resistant and whether that was P5 <i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management</i>	JW

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	LEAD
	<i>2024-004 item 3.2.3</i>	
2.1.13	<p>Eventual facilities - KT advised that details of the proposed facilities supporting Ocean East would be provided as soon as available – note: No time frame was offered for this to occur.</p> <p>KT advised that a DA had been submitted and approved, and that a DA amendment had also been submitted and was pending approval currently. KT advised that Management had sought legal advice as to whether this was required to be notified to the Residents Committee. It was advised that the outcome of the Legal advice was based on the recent changes to the act which is now prescriptive of the requirements specifically for DA submissions and that the DA submissions in question predated the change in the act.</p> <p>JW contested that the act already required notification of any changes to provide a new facility or service for a community (which the DA contained).</p> <p><i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004 item 2.1.1</i></p>	JW
2.1.14	<p>Emergency Evacuation Plan - Minute item 7.1.1 – coordinated plans and diagrams.</p> <p>Emergency Evacuation Drill 27 Nov – Prior to the commencement of the meeting time was set aside to discuss the planned emergency evacuation drill set down for 27 Nov. Management to provide further details. It was also advised that Management would be seeking volunteers to assist with coordination of the drill and any future actual evacuation events for the coming 12 months.</p> <p><i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004 item 2.1.2, 3.2.1.</i></p>	Chair
2.1.15	<p>Unsecured Eastern boundary – Minute item 7.1.2 - KT advised that management were only concerned with what was represented on the DA documentation and that “security was not a problem in OCR”.</p> <p><i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004 item 5.2.0.</i></p>	JW
3.0	CORRESPONDENCE	Chair
3.1	Correspondence in	
3.1.1	<p>Sources - Committee email address, Correspondence from Management, Responses from ARPRA, Other. Of Note:</p> <p>Observations regarding the difficulty with acoustics during the meeting.</p> <p>Copied into submissions to management regarding water meter reading fee vs supply charge and unsupervised pool access.</p> <p>Submissions relating to the proposed new facilities</p>	Chair
3.2	Correspondence out	
3.2.1	Sources – Meeting minutes, Meeting agendas, responses	Chair
4.0	BUSINESS HELD OVER FROM PREVIOUS MEETING	Chair

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	LEAD
4.0.1	Nil	Chair
5.0	NOTICE OF MOTION	Chair
5.1	Notice of motion received	Chair
5.1.1	Change to Social Committee numbers – refer to supporting documents below	Chair
5.2	Residents Proposal	
5.2.1	Creation of a resident's central maintenance register and associated sub-committee – refer to supporting documents below	
6.0	MOTION FROM THE FLOOR	Chair
6.1	Call for motions from the floor	Chair
7.0	GENERAL BUSINESS	Chair
7.1	Residents Committee General Business	Chair
7.1.1	<p>Maintenance safety – A resident has made an observation that in their view Management do not appear to be following OH&S rules such as wearing of High Vis, additional spotters, traffic management working at height requirements etc. whilst changing lights using a cherry picker, and that any resulting incident may have an impact on residents.</p> <p>KT responded that the person responsible for the issue had been spoken to and that no further comment would be made.</p> <p><i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004 item 3.1.1.</i></p>	JW
7.1.2	<p>Children Accessing pool unsupervised – In relation to the recent incident that was reported directly to the operator on Friday 30 Aug without effective response as it is assumed that the operator had no one to delegate the issue to.</p> <p>It is requested that Management via the operator provide a clear set of current instructions and contact numbers to deal with these issues in real time as emailing the office is not a practical response to a real time action requirement in the first instance.</p> <p>Management did not provide the requested clear set of current instructions.</p> <p>General discussion was held around the event in question without resolve.</p> <p>KT suggested that this expected level of involvement by management was unrealistic and that residents needed to take responsibility for themselves.</p> <p>JW offered to draft the clear set of current contact instructions for management review.</p> <p>KT agreed to this action.</p> <p><i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004 item 5.1.1.</i></p>	JW
7.1.3	<p>5 Star Living- as a point of clarification. It is requested that Management via the operator, provide the criteria forming the basis for the advertised "5-star living at its best" at this meeting to adequately inform the Community.</p>	RM

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	LEAD
	<p>KT provided some generalised advice that it is based on provision of certain facilities (unidentified), however, could not provide specific criteria for OCR.</p> <p>The committee requested that OCR specific criteria be provided.</p> <p><i>Refer OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004 item 7.1.</i></p>	
7.2	General Business from the floor	Chair
7.2.1	Call for general business from the floor	Chair
8.0	REPORTS	Chair
8.1	Residents Committee interaction with Operator – Any remaining items not covered earlier in the meeting.	JW
8.2	Report from Social Committee	Chair
8.3	Report from Bowls Committee	Chair
8.4	Other reports	Chair
8.5	Chairperson Annual Report	Chair
9.0	PRE AGM	Chair
9.1	Chairperson to Declare all positions on the committee vacant	Chair
9.2	Invitation to acting Chairperson to facilitate the AGM	Chair
10.0	AGM	
10.1	Meeting declared open	A / Chair
10.2	Election of Committee Members	
10.2.1	Call for nominations from the floor for the incoming residents committee.	A / Chair
10.2.2	Announce nominations already received for the incoming residents committee.	A / Chair
10.2.3	Invitation for nominees to speak briefly to the meeting.	A / Chair
10.2.4	<p>Numbers of nominations – if three, four, five, six or seven nominations are received then those nominees to be declared duly elected</p> <p>If more than 7 nominees continue to contest the positions, Chairperson to call for a secret ballot</p>	
10.2.5	Conduct a secret ballot if required – due to the complexities involved, this may be held over to a special meeting to be convened no later than 2 weeks after the AGM.	

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	LEAD
11.0	MEETING CLOSURE	A / Chair
	Supporting Documents	
	<ul style="list-style-type: none"> • Notice of Motion – Social Committee numbers 	
	<ul style="list-style-type: none"> • Resident Proposal – Maintenance register and sub committee 	
	<ul style="list-style-type: none"> • Minutes - OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004 	

Any Notice of Motion is to be lodged with the Chairperson/or Secretary at least 72 hours prior to the schedule Quarterly Meeting.

Date of Quarterly Meeting: 29 / November / 2024

I would like to propose a motion that:

Section/Part:

8.1a. *That at the AGM in November each year a social committee comprising three residents is to be elected by the residents at the AGM*

Be amended to:

*That at the AGM in November each year a social committee comprising a **minimum** of three residents is to be elected by the residents at the AGM*

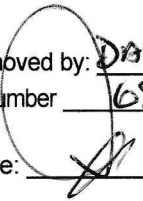
Reason/Rationale: The proposed motion aims to increase the flexibility of committee membership to a minimum of three members rather than a fixed count. This change would allow more volunteers to join the social committee on equal standing, resulting in a more manageable workload for each member and fostering a collaborative environment with a broader distribution of responsibility.

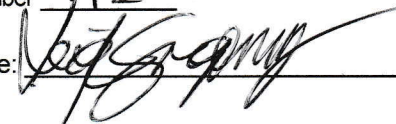
Shared Workload:

A higher number of committee members means that tasks can be shared more equitably, reducing the risk of burnout and ensuring that no individual member is overwhelmed. Organizing events, managing communication, and coordinating logistics can be time-intensive, especially in peak periods or for larger events. By increasing the committee size to a minimum of three, we can allocate roles more effectively, allowing for greater specialisation and improved overall efficiency.

Enhanced Ownership and Responsibility:

With more elected members, the sense of ownership is distributed, promoting active engagement and accountability. A broader team can bring diverse skills and ideas, creating a more dynamic committee capable of generating innovative ideas that reflect a range of perspectives. This shift helps in decision-making and enhances the quality of the events and activities. Additionally, a larger team provides natural coverage when certain members are unavailable, ensuring that the committee's work remains consistent and robust.

Motion moved by: DANE EDWARDS.
House Number 68
Signature: 

Motion seconded by: Leigh-Ann Gregory
House Number A2
Signature: 

Notice of Motion received by Chairperson/or Secretary on 4 / 11 / 2024 (date)

Name: Lynette London

Signature: 

When submitting a Notice of Motion please state the section/part you are referring to, the proposed changes and the reason/rational why. This will help the resident have a clearer picture of the change you wish to make.

Proposal Date 03 / 11 / 2024

Proposers Name

John Willoughby of House number 249

Proposal for the Formation of a Residents' Central Maintenance Register

Objective: This proposal aims to establish a "Residents' Central Maintenance Register" (RCMR) managed by a designated Maintenance Sub-Committee. The RCMR will improve transparency, accountability, and responsiveness in handling maintenance issues, addressing existing challenges related to delayed or unclear communication from management. The Sub-Committee will provide quarterly reports that align with the established residents' meetings to keep the community informed and ensure continuous improvement.

1. Background and Problem Statement

Currently, residents often encounter delays and lack transparency regarding the status of maintenance issues. These ongoing frustrations can be attributed to an absence of organised communication and follow-through from management. A Residents' Central Maintenance Register, overseen by a subcommittee, will create a reliable system for tracking and addressing maintenance concerns while keeping residents informed through regular quarterly reports.

2. Objectives of the Residents' Central Maintenance Register

The proposed RCMR aims to:

- Create a central, transparent system for recording and tracking all maintenance requests.
- Provide residents with convenient access to updates on reported issues.
- Provide residents with informational support regarding the validity of a notified maintenance issue.
- Enhance accountability by holding management to clearly defined and valid issues.
- Produce quarterly reports to the Residents Committee to coincide with residents' meetings, offering insights into maintenance progress and challenges.

3. Key Features of the Residents' Central Maintenance Register

a. Centralised Reporting System:

- Residents will submit maintenance requests directly to the RCMR through a dedicated email address managed by the subcommittee. This submission can also be done at the same time as a direct submission to management if preferred.

- Each request is documented with specific details, including the location, issue type, photographs and submission date.
- The subcommittee will be responsible for submitting the maintenance requests to management.
- The register of maintenance requests will retain a historical record of all maintenance activities, aiding in establishing trend analysis and long-term records.

b. Status Updates and Notifications:

- Residents will receive notifications as requests are acknowledged or completed, reducing the need for manual follow-ups with management.
- The Sub-Committee will seek regular updates from management and through periodic inspection, independently verify when issues are satisfactorily completed.
- Every quarter, the subcommittee will compile a report summarising all maintenance activities, tracking both completed and outstanding issues.

c. Escalation Process:

- Unaddressed and long outstanding requests will be escalated to management through the resident's committee, generally via the quarterly meeting forum.

4. Administration and Oversight by the Maintenance Subcommittee

The RCMR will be overseen by a designated Maintenance Subcommittee under the Residents' Committee. Subcommittee responsibilities include:

- Monitoring and maintaining a dedicated email address to receive and respond to maintenance requests.
- Providing informational support to residents for clarifications about maintenance issues.
- Monitoring and maintaining a register of new and ongoing maintenance requests, ensuring all items are submitted to management (to be added to the management maintenance register).
- Conducting periodic quarterly inspections (at a minimum) of current and potential maintenance items.
- Communicating with the resident's committee to address any issues, delays, or concerns.
- Preparing a quarterly report on maintenance activity and issues faced, to be presented at the quarterly residents' meetings.

5. Quarterly Reporting Process

The subcommittee will prepare a maintenance report each quarter, covering:

- The number and type of requests received.
- Status updates on ongoing issues, including completion timelines.
- Summary of escalated cases and actions taken to resolve them.
- Any recurring issues or recommendations for process improvements.
- These reports will be shared at the quarterly residents' meetings, allowing for open dialogue between residents, and the residents committee. This will create a structured feedback loop that promotes accountability and responsiveness.

6. Expected Benefits

The implementation of a Residents' Central Maintenance Register will:

- Improve efficiency and accountability in maintenance issue handling.
- Foster transparency by keeping residents informed on the progress and status of their requests.
- Enable structured, quarterly reporting that aligns with residents' meetings, ensuring a consistent platform for updates and feedback.
- Empower the Residents' Committee and the subcommittee to act as effective intermediaries, enhancing communication and accountability with management.

7. Proposed Timeline

Phase 1 (1 month): Development of the reporting platform and subcommittee setup.

Phase 2 (1 month): Testing and initial training for the subcommittee members.

Phase 3 (Launch): Announcement and resident onboarding.

Phase 4 (Ongoing): Regular updates, quarterly reviews, and continuous improvements based on resident feedback.

8. Conclusion

The formation of a Residents' Central Maintenance Register managed by a subcommittee is essential to improving transparency, accountability, and timely maintenance responses. With a quarterly reporting process aligned to residents' meetings, this register will provide the community with a reliable framework for effective communication, ensuring residents' voices are heard and maintenance issues are promptly addressed.

Endorsement and Approval: I seek the approval of all stakeholders to proceed with the implementation of this register, fostering a proactive, resident-driven approach to maintenance and community well-being.

Thank you for considering this proposal. I look forward to your support in enhancing maintenance processes for a more efficient and cohesive living environment.

John Willoughby #249

Signature



date 03/11/24

Once this form is completed, hand to the Resident Committee Chairperson/or Secretary who will then present it at the next or current Residents Quarterly meeting or at the next meeting with Management for discussion if required. Alternatively email it to the Residents Committee email address at any time.

When putting a proposal together think about the following things for the proposal: What is the suggestion? Why you are suggesting it? How do you see the suggestion working? Where will it be? Who will it benefit? Is there a cost involved and if so, how much and who is to pay? Do you have any supporting documentation or sources?

Agenda - OCR Residents Quarterly Meeting 2024-04

Minutes - OCR Residents Committee Quarterly Meeting with OCR Operator/Management 2024-004:

Parties:	OCR Resident Committee OCR Operator Representatives	Meeting No	2024 - 004
Purpose:	To discuss with the Operator the current ongoing and arising matters following the Residents Quarterly Meeting		
Chair:	Lynette London	Phone No	0402 850 502
Location:	Activities Centre Craft Room	Date/Time	3.45pm – 5.00pm Wed 23 Oct 24

Invitees	Organisation	Init.
Karen Twigg	OCR Operator	KT
Caitlin Andrews	OCR Operator representative	CA
Lynette London	OCR Residents Committee	LL
Leigh Gregory	OCR Residents Committee	LG
Robert Middendorp	OCR Residents Committee	RM
John Oxley	OCR Residents Committee	JO
John Willoughby	OCR Residents Committee	JW
Dane Edwards	OCR Residents Committee	DE
Apologies		
John Oxley		
Leigh Gregory		

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
1.0	ACCEPTANCE OF PREVIOUS MINUTES			
1.1	<p>Previous minutes not accepted – KT advised that she had requested that the discussion recorded @ item 5.2.1 not be recorded in the minutes.</p> <p>The Committee agreed to retract this information, siting that in so doing, it would have an impact on item 5.2.1 and related items that were held over on the basis of the information provided during the discussion.</p> <p>No further amendments were raised.</p>	23/10/24	All	23/10/24
2.0	STATUS UPDATE			
2.1	General resort status update.			

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
2.1.1	<p>Development update Ocean East – Has a DA been submitted? – KT advised that a DA had been submitted and approved, and that a DA amendment had also been submitted and was pending approval currently.</p> <p>KT advised that Management had sought legal advice as to whether this was required to be notified to the Residents Committee. It was advised that the outcome of the Legal advice was based on the recent changes to the act which is now prescriptive of the requirements specifically for DA submissions and that the DA submissions in question predated the change in the act.</p> <p>JW contested that the act already required notification of any changes to provide a new facility or service for a community. Note: this was clearly set out in the agenda (issued June) and minutes of the previous July meeting at item 6.2.2</p> <p>KT contested this was not the case, however upon further discussion agreed to provide a copy of the DA if it was shown to be a requirement.</p> <p>JW noted that it should be a readily available document and requested that this be provided prior to the scheduled 29 Nov Residents Quarterly meeting. KT acknowledged this timing.</p> <p>KT further confirmed that the timing of commencing development of Ocean East remained at circa 2-3 years. Also noting that supporting facilities are to be developed ahead of residences.</p>	24/04/24	KT	Open
2.1.2	<p>General Upcoming events or changes – Emergency Evacuation Drill – Prior to the commencement of the meeting time was set aside to discuss the planned emergency evacuation drill set down for 27 Nov. Management to provide further details.</p>	23/10/24	Closed	23/10/24
2.1.3	<p>Any Proposals to provide a new facility or service for this community – KT advised nil additional to items recorded elsewhere in the minutes.</p>	23/10/24	Ongoing	Open
3.0	SAFETY			
3.1	New Items			
3.1.1	<p>Maintenance safety – A resident has made an observation that in their view Management do not appear to be following OH&S rules such as wearing of High Vis, additional spotters, traffic management working at height requirements etc. whilst changing lights using a cherry picker, and that any resulting incident may have an impact on residents.</p> <p>In meeting discussion:</p> <p>KT responded that the person responsible for the issue had been spoken to and that no further comment would be made.</p>	23/10/24	Closed	23/10/24

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
3.2	Ongoing			
3.2.1	<p>Emergency Evacuation Plan – <i>It is noted that the evacuation plan revision date June 2024 was issued to residents 23/07/2024 and is to be reviewed annually.</i></p> <p><i>It is noted that the referenced evacuation plan charts have not been reissued and the current charts issued for display in each dwelling are out of date as advised at our last meeting and dismissed as not relevant:</i></p> <p><i>“KT advised that issuing the updated diagram was not relevant as evacuation was not really required to be predetermined at OCR, this would be done under the advice of the attending emergency services on the day.”</i></p> <p><i>The revised plan June 2024 identifies the need to refer to accompanying charts located in each dwelling and containing important information:</i></p> <p>“REFER TO RESORT EMERGENCY EVACUATION PLAN CHARTS LOCATED IN EACH DWELLING AND WITHIN THE RESIDENCE/SALES OFFICE AND COMMUNITY CLUBHOUSE</p> <p><i>The Emergency Evacuation Plan Charts identify:</i></p> <ul style="list-style-type: none"> • <i>Safe areas for staff and residents to go to in the case of an emergency.</i> • <i>Optimal egress routes</i> • <i>Emergency services locations.”</i> <p><i>It is requested that a management action plan (how and when) be provided by the Operator at this meeting to supply the missing chart information to adequately inform the Community.</i></p> <p>In meeting discussion:</p> <p>With reference to the pre meeting discussion, CA/KT advised that the diagram was undergoing review and that this would be issued along with further advice in relation to the planned drill. It was also advised that Management would be seeking volunteers to assist with coordination of the drill and any future actual evacuation events for the coming 12 months. KT also requested that available residents committee members take an active supporting role in the drill.</p> <p>Committee members acknowledged this.</p>	04/07/24	CA/KT	Open
3.2.2	<p>Recycling bins - lid weight and operation (24/04/24). <i>Current practices require the opening of several large bins to segregate the waste. This is not consistent with normal domestic collection methods (no segregation) and requires a higher level of physical strength, at a higher height than normal domestic recycling bins.</i></p> <p><i>KT advised that Management would not be providing an action plan or additional response and would only undertake to follow up</i></p>	24/04/24	KT	Open

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
	<p><i>their contractor on an alternative bin lid on a monthly basis, next time being 16/07/24.</i></p> <p>KT advised 15/8 - Bin contractors will be providing bins with a smaller lid within. This will be on all (12) yellow bins no ETA at this stage.</p> <p>It is requested that management provide an update via the operator at this meeting to adequately inform the Community.</p> <p>In meeting discussion:</p> <p>CA advised that new lids had arrived, however they were the incorrect type and that a new set of lids now needed to be sourced.</p>			
3.2.3	<p>Slippery tiles and water pooling at Clubhouse veranda and main entrance (24/04/24).</p> <p><i>It was noted that a Resident (unknown) had slipped over at the entrance prior to the commencement of the Last Residents Quarterly meeting.</i></p> <p><i>JW noted that loss of slip resistance over time is an understood issue (within the industry) and should be anticipated.</i></p> <p><i>It is requested that a management action plan be provided by the Operator by 18 July 2024 to adequately inform the Community.</i></p> <p><i>KT advised that Management would not be providing an action plan and stated that the tiles were compliant, and that staff would closely monitor the areas and erect signage “slippery when wet” and confirmed that this was considered by Management as an appropriate response.</i></p> <p>It is requested that;</p> <ul style="list-style-type: none"> a) management provide additional advice as to the stated compliance, advising when the last independent slip resistance site testing was performed, including the locations and results of that testing. b) management confirm whether there is an intent to make changes to increase the current slip resistance rating of the existing external tiles to the pool surround and clubhouse external areas within the next 12 months. <p>It is requested that this advice be provided by the Operator at this meeting to adequately inform the Community.</p> <p>In meeting discussion:</p> <p>KT confirmed that no slip resistance testing had been undertaken and that the tiles were compliant at the time of original installation – being a P5 rating. KT also advised that pool areas in general were by their nature slippery, and that management had appropriate signage in place to warn of the issue.</p> <p>KT also advised that there was no intention to replace any of the tiles in question within the next 12 months.</p>	24/04/24	All	Open

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
	<p>JW contested that making unsupported statements about the inherent nature of pool areas was subjective and of little value, and that the non-subjective quantifiable measure was actual current slip resistant and whether that was P5.</p> <p>KT responded that if a request was made to the operator to have slip resistance testing done, that this would be considered.</p> <p>The committee collectively responded that this had effectively already been called for.</p> <p>KT reiterated that a separate request would need to be made.</p> <p>LL accepted that position to move the meeting forward.</p>			
3.2.4	<p>Mould on bowling green (24/04/24) –Exposure to mould is a well-documented health hazard. Currently the bowls are disturbing the mould and being coated with the mould when rolled across on the green.</p> <p>Residents continue to be concerned about the health aspects of using the bowling green in it's current condition.</p> <p>Regarding the mould, KT advised that no independent supporting evidence would be provided to support the previous statement that the “area was safe to use”. “Our operations team are working diligently to clean the bowling carpet around residents use with the cleaning machine.</p> <p>17/07/24 – CA/KT advised that only 1 quote had been received with another coming, however they were from the same company. JO undertook to speak with the bowls committee to see if additional suitable contractors were known to others.</p> <p>KT advised 15/8 - Still actively seeking quotes with various options and installation times.</p> <p>It is requested that management provide an update via the operator at this meeting to adequately inform the Community.</p> <p>In meeting discussion:</p> <p>KT advised that a contractor had been engaged and a deposit paid. The mat product chosen was “Tiger Turf”</p> <p>With regard to agenda item 4.2.2 Bowling Green Maintenance, JW questioned the scope of the works that had been engaged.</p> <p>KT advised that the works included repair of the substrate and that no time frame was available for commencement or duration.</p>	24/04/24	KT	Open
3.2.5	<p>Lights at the Entrance to Resort (25/01/24) - <i>Decorative lights are again not working. Previously advised as “the Maintenance Manager is waiting on parts”. The solar lighting was not installed. It was noted during the meeting that other nearby street lighting does not illuminate the outside of the entry area. KT to follow up.</i></p> <p><i>It is requested that Management provide an update via the Operator by 18 July 2024 to adequately inform the Community. KT advised that an update would be provided by 18 July 2024</i></p>	25/01/24	Closed	23/10/24

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
	<p>KT advised 15/8 - Street Lights-Bismarck Lane / Arctic Street – tree branches were trimmed back from the streetlight. More LED 's are on order these take time to arrive, partial delivery of the lights was received last week.</p> <p>It is requested that management provide an update via the operator at this meeting to adequately inform the Community.</p> <p>In meeting discussion:</p> <p>KT advised that the decorative lights to the gates were problematic and may be removed. Regarding street lighting, that the outstanding LED lights had arrived and were being scheduled for installation.</p> <p>No Timing was given for the installation.</p>			
3.2.6	<p>Construction traffic hazard at the entrance of the resort (25/01/24) – no change apparent, grassed verges being damaged by construction vehicles, builder is not repairing these where damage was done in the past – who pays?</p> <p><i>KT advised that Management had done all they were prepared to do in terms of instructing and policing their contractors and that if residents had concerns that they should ring council.</i></p> <p><i>JW questioned as to why Management would not be the ones to ring council.</i></p> <p><i>KT confirmed that Management would do no more to support residents concerns.</i></p> <p>Residents continue to flag this as an issue generated by management and for management to resolve, and have further concerns that when the construction activities move to the remaining sites that the issue will become more prevalent especially from a safety perspective.</p> <p>It is again requested that management take action to resolve this issue.</p> <p>In meeting discussion:</p> <p>KT did not offer any further action, suggesting that the issue had and will reduce due to the temporary reduction in management's building activity.</p> <p>Aspects of the issue were again highlighted by the committee.</p>	25/01/24	KT	Open
3.2.7	<p>20km signs throughout the resort especially when entering (2013) – KT Responded that a 20km sign has been erected to the right of the roundabout in clear sight of any entering cars. Speeding within the resort has been raised over past committees –homeowners need to take responsibility for themselves and their visitors (including any trade contractors) to comply to the speed limit as per the "Community Rules".</p> <p>93 <i>Enforcement of community rules</i></p> <p><i>(1) The operator of a community must ensure that the</i></p>			

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
	<p><i>community rules are enforced and interpreted consistently and fairly.</i></p> <p><i>17/07/24 - KT advised that Management are going to reinstate the 20 Km speed sign to the end of the entrance island and provide additional signage to advise all contractors to register at the office prior to proceeding into the resort. KT also advised that an email would be sent out to residents explaining this reinforcement of procedure.</i></p> <p>It is noted that no action on this item is apparent. It is requested that management provide an update via the operator at this meeting to adequately inform the Community.</p> <p>In meeting discussion:</p> <p>It was noted that a new sign had been erected adjacent to the main office.</p> <p>CA/KT advised that the requirement for contractors to report to the office was limited to contractors acting directly for management, all other contractors were the responsibility of the residents where engaged by residents.</p> <p>JW questioned why the explanatory email had not been sent out.</p> <p>CA/KT advised that this would be out within 2 weeks from the meeting date.</p>			
4.0	MAINTENANCE			
4.1	New			
4.1.1	Nil			
4.2	Ongoing			
4.2.1	Street Lighting (24/04/24) captured @ 3.2.	24/04/24	Closed	23/10/24
4.2.2	<p><i>Bowling green maintenance – Committee report and historical information on reported maintenance requirements (25/01/24).</i> - KT responded as per 3.1.4 that a replacement green will be installed once adjacent OCR civil construction works are completed. To install prior would cause damage to the new surface. Management have prioritised.</p> <p><i>04/07/24 - KT advised that Management would not be providing the requested action plan. KT advised that instruction had been provided to seek quotes from contractors to rectify issues with the bowling green</i></p> <p><i>JO Questioned if funding was available, KT confirmed that it was.</i></p> <p><i>17/07/24 – CA/KT advised that only 1 quote had been received with another coming, however they were from the same company, KT advised 15/8 - Still actively seeking quotes with various options and installation times.</i></p>	25/01/24	KT	Open

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
	<p>Multiple representations have been made to management on the range of issues with the current state of the bowling green including mould on mat, condition of mat, uneven playing surface drainage issues and ongoing appropriate maintenance. On this basis it is requested that Management advise as to the scope of works currently being quoted – the assumption being that management is restoring the green to as new condition. It is requested that management via the operator provide this scope of works at this meeting to adequately inform the Community.</p> <p>In meeting discussion:</p> <p>Covered @ item 3.2.4 for this meeting</p>			
4.2.3	<p>Damage to grass verges by builders (25/01/24). - JW raised the issue of verge damage and who would be paying for the rectification, noting that it should not be coming out of “residents rates”</p> <p><i>KT reiterated the action to repair the kerbs. KT was unable to provide advice on any further actions or cost appropriations. KT requested that homeowners, visitors (and contractor) do not park on kerbs and verges.</i></p> <p><i>JW provided detail explanation of the actual issue with damage to grass verges caused by the developer’s builders and not residents, and the concern that the cost of current repair or if left as is, then other long term issues would ultimately be borne by residents maintenance fees. This issue is directly connected to the illegal parking issue (raised at item 3.2.5) against which KT advised that Management will take no further action.</i></p> <p>It is noted that this type of damage as created by builders has gone unrectified within the resort for over 12 months, which would be assumed to cover a full 12-month maintenance program/cycle. It is requested that Management confirm whether it has intent to repair or seek to repair damage by Management’s builders to grass verges at any time.</p> <p>It is requested that this advice be provided by the Operator at this meeting to adequately inform the Community.</p> <p>In meeting discussion:</p> <p>KT advised that this was a key issue for maintenance staff suggesting again that it was the actions of residents.</p> <p>JW reiterated that this issue is specifically related to builder’s damage and that in his area (North Pacific St) the damage had gone unresolved for at least 18months.</p> <p>KT suggested that this was oversight, to which JW replied – the maintenance staff mow over these areas every week and would be expected to be aware of the issues. KT accepted that point.</p> <p>This issue was further discussed at item 4.2.5.</p>	25/01/24	KT	Open
4.2.4	<p>Communal garden watering arrangements (25/01/24) – specifically the front gardens and lawns to each lot.</p>	25/01/24	KT	Open

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
	<p><i>“KT reaffirmed that the Operator’s position is that watering of these areas, although outside the lease boundary and not the resident’s responsibility to maintain will not be watered by maintenance staff”.</i></p> <p><i>17/07/24 - KT referenced the agreement condition “It is the operator’s responsibility to maintain gardens to common areas throughout the resort.</i></p> <p><i>JW commented that this did not differentiate the specific areas in question and that the matter would return when lawns are again impacted by hot and dry weather.</i></p> <p>It is requested that Management confirm that the areas in question – being specifically the front gardens and lawns to each lot between the frontal lot lease boundary and the roadway are common areas in this context and if not, what are they defined as.</p> <p>It is requested that this advice be provided by the Operator at this meeting to adequately inform the Community.</p> <p>In meeting discussion:</p> <p>KT reiterated that the areas in question were not common property, however, was unable to define them otherwise as requested. KT repeated advice as to management’s position on what maintenance would be provided by management, such as mowing.</p> <p>RM offered an understanding that this issue represented a liability for management, however contested that management were acting unreasonably in avoiding clearly engaging on the question, at that this may become a legal matter.</p> <p>JW commented that the type of demarcation that management were now trying to offer up as being understood, was not stipulated at time of purchase, nor clearly articulated in site agreements. In fact the opposite was case with sales staff representing that these areas were fully controlled and maintained by management.</p> <p>The committee collectively advised that this matter was unresolved.</p>			
4.2.5	<p>A photographic study of problematic lawn areas was provided with the 25/01/24 meeting minutes. The pictures were taken to illustrate:</p> <ul style="list-style-type: none"> • <i>Lawn die-off due to lack of watering maintenance by management both before, and following removal of resident access to street water</i> • <i>General grassed areas assumed to be showing the impacts of a lack of appropriate general lawn maintenance, over trimming (more than 1/3 height) and die off, resulting in currently apparent issues including:</i> • <i>Loss of original select species.</i> 	25/01/24	KT	Open

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
	<ul style="list-style-type: none"> • <i>Extensive weed incursion.</i> • <i>Bare patches.</i> • <i>Ground compaction/settlement creating unanticipated uneven ground surfaces, holes and ridges (trips and falls hazard, uneven mowing).</i> <p><i>17/07/24 - KT advised - This is an ongoing maintenance scope of works. Sprayed regularly and will come back in the growth season. Buffalo was purposely planted as it is a hardy grass that can withstand drought conditions and grow back in good conditions.</i></p> <p><i>JW sought response on the detailed points of - loss of original select species, extensive weed incursion, bare patches and ground compaction/settlement creating unanticipated uneven ground surfaces, holes and ridges (trips and falls hazard, uneven mowing).</i></p> <p><i>KT advised that these issues were typically dealt with during the winter months when mowing was less of a requirement.</i></p> <p><i>JW sought clarification that it was expected that all these issues would be addressed during this winter period and that a comparison would then be made at the end of the winter period. KT agreed to this. Post meeting note – the existing above referenced photographic study will be used as reference for the post winter period comparison.</i></p> <p><i>It is noted that the majority of areas identified in the previous photographic study remain generally in the same condition and that it does not appear that adequate steps have been taken to overcome what are obviously more than just annual cyclic deterioration issues (as suggested by the operator response above). Other areas of the resort that are less 2 years old are already starting to show the negative effects of the current maintenance regime and as raised previously this is considered as not in keeping with the projected 5 Star standard basis on which the Resort is represented, and fees charged.</i></p> <p><i>It is again requested that Management (openly) share their detailed view on these issues via the Operator at this meeting to adequately inform the Community.</i></p> <p>In meeting discussion:</p> <p><i>KT advised (despite the ongoing correspondence and discussion via meetings with management since first raised 25/01/24) that none of the highlighted issues had been placed on the maintenance register and therefore had not been attended to for this reason.</i></p> <p><i>JW questioned as to why this would be the case and reiterated that the maintenance staff undertook mowing maintenance of these areas each week and as such should be well across the issues.</i></p> <p><i>KT requested that all the issues be re documented for addition to the maintenance register.</i></p>			

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
	<p>General discussion around undertaking a joint inspection of the areas was rejected by KT, also reiterating that residents were not to attempt to directly communicate with maintenance staff.</p> <p>LL accepted the management position based on moving the meeting forward.</p> <p>JW expressed a confusion as to why it was up to residents to document what is a core management responsibility.</p>			
5.0	SECURITY			
5.1	New			

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
5.1.1	<p>Children Accessing pool unsupervised – In relation to the recent incident that was reported directly to the operator on Friday 30 Aug without effective response as it is assumed that the operator had no one to delegate the issue to – With reference to minute item 5.1.3 meeting 2024 – 002:</p> <p><i>On the same night a Ute drove in behind a resident’s car through the gate and turned to the pool area and as I was walking past, he left the vehicle with his small child with towels in hand. I assume to have a swim. Again, I reported to Karen and no action was going to be taken. She asked me not to approach anyone that may be an unwanted guest, but to report it to her and she will deal with it. That is fine during office hours, but after hours how is this managed.</i></p> <p><i>Dane”</i></p> <p><i>KT responded as - noted, no further action.</i></p> <p><i>The Committee questioned this as it did not appear to be an appropriate response to the issue.</i></p> <p><i>Discussion concluded that it is the Operator’s position that OCR management be contacted at the time and that residents do not engage with suspect trespassers other than perhaps asking if they are a guest, and not to escalate, particularly if the suspected trespasser is aggressive/abusive.</i></p> <p>It is requested that Management via the operator provide a clear set of current instructions and contact numbers to deal with these issues in real time as emailing the office is not a practical response to a real time action requirement in the first instance.</p> <p>This instruction requires consideration of all potential circumstances such as out of hours, public holidays and unanswered calls to primary contacts.</p> <p>It is requested that this advice be provided by Management via the Operator at this meeting to adequately inform the Community.</p> <p>In meeting discussion:</p> <p>Management did not provide the requested clear set of current instructions.</p> <p>General discussion was held around the event in question without resolve.</p> <p>KT suggested that this expected level of involvement by management was unrealistic and that residents needed to take responsibility for themselves.</p> <p>JW offered to draft the clear set of current contact instructions for management review.</p> <p>KT agreed to this action.</p>	23/10/24	JW/KT	Open
5.2	Ongoing			

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
5.2.0	<p>Unsecured Eastern boundary – Report on the Eastern boundary (refer to below sketch):</p> <p><i>On the basis that this did not address the issue, committee members attempted to discuss the principle of providing a consistent perimeter security fence to all sides of the resort in keeping with the stated benefits and security of a gated community as referenced on the OCR website.</i></p> <p><i>KT could not confirm that a secure fence was provided on the eastern boundary and advised that Management do not view the current provisions as an issue. KT also advised that the current chain wire fence surrounding ocean east and joining up to the existing resort boundary is only a builders or contractors fence.</i></p> <p><i>This by deduction leaves the unsecured animal fence and low height fence adjacent to the bowling green along the Eastern boundary as the “secure boundary” to which the collective committee voiced in return as unsatisfactory.</i></p> <p>It is requested that Management provide clear response to this issue by clearly identifying which sections of fence (generally to the eastern side) are considered to form the gated community secure boundary.</p> <p>It is requested that this advice be provided by Management via the Operator at this meeting to adequately inform the Community.</p> <p>In meeting discussion:</p> <p>KT advised that management were only concerned with what was represented on the DA documentation and that “security was not a problem in OCR.</p> <p>JW commented that this will be reviewed.</p>	04/07/24	KT	Open
5.2.1	<p>Security Cameras (24/04/24)</p> <p>In meeting discussion:</p> <p>As recorded at Item 1.1 information in this item is requested to be retracted.</p> <p>Note: this will reinvigorate other issues mistakenly thought to be covered otherwise by this advice.</p>	24/04/24		Open
5.2.2	<p>Report on person seen climbing over gate – if assumed to be a guest then letter should have been sent out? How is management dealing with unwanted guests?</p> <p><i>Residents continue to express concerns about the lack of effective deterrents to prevent uninvited persons entering the resort, and uninvited persons utilising resort facilities.</i></p> <p><i>It is requested that a Management action plan to mitigate the above issue, thereby securing the use of the resort and resort facilities for only those that pay for the provision and use of the facilities, be provided by the Operator by 18 July 2024 to</i></p>	24/04/24	All	Open

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
	<p><i>adequately inform the Community.</i></p> <p><i>17/07/24 - KT advised that Management would not be providing an action plan and further advised - The resort does not have 24 hour security. Home Owners visitors are entitled to use the facilities as per your site agreement.</i></p> <p><i>Collective discussion was had around the issues of identifying bonified guests of residents and aspects of the site rules that were not being followed by residents.</i></p> <p><i>Given that the current interpretation by management of "Visitors may use the common facilities solely at the invitation of a home owner" is that this does not require the homeowner to be in attendance with their guests, JW proposed that if residents were required to escort their guest whilst using the facilities that this would alleviate a lot of the uncertainty about who is a bonified guest, then asking KT if residents were supportive of this change then would it be supported. KT confirmed that it would be considered.</i></p> <p><i>Noting that the proposed community rules changes have been submitted to management, It is requested that management provide an update via the operator at this meeting to adequately inform the Community.</i></p> <p>In meeting discussion:</p> <p><i>On the basis that KT advised during the meeting that all changes to community rules have been declined, pending formal advice, this item will be revisited.</i></p>			
5.2.3	<p>Gate code renewal – the same gate code has been used since the facility opened.</p> <p><i>It is requested that Management via the Operator answer specifically:</i></p> <p><i>Resort is sold as a 5-star gated community that is secured out of business hours. The delays spanning years and still ongoing in installing/activating black access/intercom phones has meant that the long-standing gate code which has been unchanged for over 10 years and intended for emergency use only continues to be progressively transmitted to more and more parties for daily out of hours access which despite the previous unsubstantiated response logically generates a security weakness by even the lowest level security standard protocol for the updating of security codes. Why is it that management appears to be neglecting to undertake the reasonably practicable step to refresh the code on a more frequent basis, and why is it that Management is not following any kind of recognised standard or best practice guide?</i></p> <p><i>17/07/24 - KT responded - As per the legislation, clause 41 Access to community by emergency and home care service vehicles, the operator has a basic obligation to ensure that emergency services have access to the resort, from past experiences by changing gate codes can cause real issues as emergency calls don't always get serviced by the same emergency service provider (ambulance, fire stations) and could pose threat on a life.</i></p>	2013		Open

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
	<p><i>Collective discussion concluded that this issue may be resolved via a change to the security system as identified at item 5.2.1</i></p> <p>It is requested that management provide an update via the operator at this meeting to adequately inform the Community.</p> <p>In meeting discussion:</p> <p>Nil, this will be reinvigorated as mistakenly thought to be covered by now retracted advice.</p>			
6.0	OTHER BUSINESS			
6.1	New			
6.1.1	Nil			
6.2	Ongoing			
6.2.1	<p>Recycle bin capacity 32 litres per week (pre stage 6) per lot vs council 120 litres (24/04/24) –how has the current capacity been calculated?</p> <p><i>KT responded that there was no response available to the specific question of disparity, KT suggested that there was some differences between OCR and a normal domestic dwelling setting.</i></p> <p><i>JW questioned whether the additional stage 6 homes were expected to be added to the current load on the recycling capacity and as to whether there was a plan associated with that additional load.</i></p> <p><i>KT advised that to her knowledge there was no planning in place.</i></p> <p><i>KT agreed to seek response from Gwynvill – note: No time frame was offered for this to occur.</i></p> <p><i>17/07/24 - KT advised - Management will review capacity as needed.</i></p> <p><i>JW responded that this did not answer the question. The committee further affirmed that the review was already required.</i></p> <p><i>KT accepted the committee position.</i></p> <p>It is noted that no response has been provided. It is requested that Management via the Operator provide adequate response at this meeting to adequately inform the Community.</p> <p>In meeting discussion:</p> <p>KT provided similar advice to previous “that changes would be made at management’s discretion’ and was unable to provide a method for capacity calculation.</p> <p>JW commented that this is a “non-answer”.</p>	24/04/24	KT	Open

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
6.2.2	<p>Eventual facilities planned for OCR. Current masterplan update – additional facilities change? Disclosure statement reflects a total of circa 300 homes at completion.</p> <p><i>KT responded that Ocean East facilities are not confirmed at this time. The Disclosure Statement now shows 419 homes, Previous Disclosure Statement were correct at the time homeowners signed their site agreement. The current plans are for a total of 419. Please note these numbers can be changed.</i></p> <p><i>JW responded that the disclosure statement number of homes is relevant to the informed decision made by the purchaser at the time of agreement and as such it is appropriate to expect that any homes over the circa 300 would be required to be supported by a proportional increase in communal facilities.</i></p> <p><i>KT advised that details of the proposed facilities supporting Ocean East would be provided as soon as available – note: No time frame was offered for this to occur.</i></p> <p>With reference to the Act:</p> <p>49 Services, facilities and improvements</p> <p>(2) The operator of a community must give at least 30 days' prior notice to the residents committee (or if there is no residents committee, to all residents) of any of the following proposals—</p> <p>(b) a proposal to provide a new facility or service for a community.</p> <p><i>17/07/24 - KT advised - Previous committees and residents have been advised on the proposed plans and facilities for Ocean East, as per site plan on display in the office and also on the residents guide website. As mentioned in previous meetings, homeowners are able to view the plan in the office.</i></p> <p><i>JW responded that there is no detail of the facilities on those plans and asked as per the request if a DA had been submitted.</i></p> <p><i>KT could not advise as to whether a DA had been submitted.</i></p> <p>It is requested Management advise via the Operator whether a DA or DA amendment for Ocean East (assumed to be integrated into the existing resort) has been submitted for council approval and if so, the status of that approval at this meeting to adequately inform the Community.</p> <p>In meeting discussion:</p> <p>Refer to 2.1.1</p>	24/04/24	KT	Open
6.2.3	<p>Community Rules changes (24/04/24)</p> <p>Changes as proposed by the Residents have been submitted to KT and passed to Management for their consideration.</p> <p>It is requested that management provide an update via the operator at this meeting to adequately inform the Community.</p>	24/04/24	KT	Open

Agenda - OCR Residents Quarterly Meeting 2024-04

ITEM	DESCRIPTION	DATE RAISED	ACTION BY	DATE CLOSED
	<p>In meeting discussion:</p> <p>KT advised that management had reviewed the proposed changes and decided to leave all rules as they are.</p> <p>LL requested that formal notification be provided back to the subcommittee. LL further commented that there were some inclusions such as use of community garden beds that really needed to be provided.</p>			
6.2.4	Water meter reading fee.		Closed	23/10/24
6.2.5	<p>Activities Centre upgrade.</p> <p><i>17/07/24 - KT advised - There are no updates on renovations to the Activities Centre.</i></p> <p><i>General discussion revealed that the constructability issues in the existing design were being reviewed by Management consultants.</i></p> <p><i>15/08/24 – KT advised - Looking into options with the builder.</i></p> <p>It is requested that management provide an update via the operator at this meeting to adequately inform the Community.</p> <p>In meeting discussion:</p> <p>KT advised that the extent of changes would be a renovation to the kitchen area. Some details were provided verbally. Full details are yet to be provided.</p>	24/10/23	KT	Open
7.0	GENERAL BUSINESS			
7.1	<p>5 Star Living- as a point of clarification. It is requested that Management via the operator, provide the criteria forming the basis for the advertised "5-star living at its best" at this meeting to adequately inform the Community.</p> <p>In meeting discussion:</p> <p>KT provided some generalised advice that it is based on provision of certain facilities (unidentified), however, could not provide specific criteria for OCR.</p> <p>The committee requested that OCR specific criteria be provided.</p>	23/10/24	KT	Open
8.0	NEXT MEETING			
8.0.1	<p>TO BE SCHEDULED – Must be scheduled no later than 13th December (2 weeks after Committee has Quarterly meetings with OCR Residences). ACTION – Book with KT after 29 Nov Quarterly meeting</p>	23/10/24	LL	Open