

SETTLERS LIFESTYLE VILLAGE

11th ANNUAL GENERAL MEETING

On Monday 2 November 2020 at 10:00am

at Settlers Lifestyle Village, 550 Albany Highway, Albany

MINUTES

Attendees:

The list of attendees is attached.

Also in attendance:

Malcolm Gray (Covenant Trustees -
Statutory Supervisor)
John Peebles (Chairman of the Board)
Dave MacFarlane (Owner Operator)
Terry Middlemost (CEO)
Michael Ambrose (Rogers & Co, Chartered
Accountants)
Brett Noonan (CFO)
Gary Jarvis (Village Manager)
Sue Smith (Village Nurse)
Sally Blyth (ONZL - Minute Taker)

The Annual General Meeting commenced at 10:00am.

1. Welcome & Introduction

Village Manager, Gary Jarvis, introduced those on the top table – Malcolm Gray, Brett Noonan, Terry Middlemost, Dave MacFarlane, Michael Ambrose, Sue Smith and Sally Blyth. He also acknowledged the Board Chair, John Peebles, who was present at the meeting.

Gary reminded Residents to sign the Register to record their attendance at the AGM 2020 and welcomed Malcolm Gray to Chair the meeting.

2. Appointment of the Chair

The Chair acknowledged that this year's AGM of Settlers Lifestyle Village is being held later than normal due to Covid restrictions and said he was delighted to again Chair the meeting. He welcomed Residents in attendance and set out the meeting's purpose, to present and discuss the various Reports in the AGM 2020 Pack.

The Chair advised that the Statutory Supervisor is required by law to hold a formal Annual General Meeting to convey important information and to provide Residents with the opportunity to ask questions. He invited Residents to do so under the General Business item.

The Chair called for a Mover and Seconder to receive all Reports as prepared under the Agenda items. Ken Hewitt (L-194) volunteered as Mover and Doug Bishop (L-184) volunteered as Seconder. The Chair explained the rules of voting.

3. Apologies & Proxies

Apologies were received from:

- Geoff & Hazel Hampshire B-25
- Jan & Kerry Overington D-36
- Ronnie Simpson I-109
- Elaine Brewitt M-211
- Sel & Pam Henshaw M-213
- Shirley Williams F-45
- Marie Rose F-49
- June Mitchell B-24
- Angela & Ken Whyman A-4
- Ian Langley L-182
- Graham Haiden B-20
- June Mitchell B-24
- Dorothy Taylor B-19
- Brenda Jackson E-42
- David Reid N-236
- Jude Lambert I-79

One proxy was received from Dave Clark (B-29) who had given his proxy to Joan Hewlett (H-56).

The Chair announced a quorum was in place, with 148 Registered attendees.

4. Minutes of the 2019 AGM

There were no corrections to the 2019 AGM Minutes.

MOVED by Ken Hewitt; SECONDED by Doug Bishop, that:

The Minutes of the 2019 AGM be taken as read and confirmed.

The motion was passed.

5. Matters Arising from the Minutes

There were no matters arising from the 2019 AGM Minutes.

6. Manager's Report

The Manager's Report was taken as read.

MOVED by Ken Hewitt; SECONDED by Doug Bishop, that:

The Managers Report be received and accepted.

Village Manager, Gary Jarvis, acknowledged it had been a tough year for Residents and management, due to Covid. He acknowledged the support and assistance of everyone to ensure the Village was safely managed through the challenges. He specifically acknowledged his team for the ongoing provision of quality services and support throughout Covid. He also mentioned the positive relationship with John Carson and the Residents' Committee and thanked them for their support.

Gary advised that the Café would be opening on weekends from 14th November, initially with cabinet food, then moving to a full menu, hot food, brunch items etc over time.

Hannah Agnew (I-80) thanked management and staff for looking after Residents so well during lockdown. Applause followed.

The Chair thanked the Village Manager for his Report and update.

The motion was passed, as moved and seconded, to receive the Manager's Report.

7. Financial Report and Summary

The Finance Report was taken as read.

MOVED by Ken Hewitt; SECONDED by Doug Bishop, that:

The Financial Report and Summary for year ended 31 March 2020 be received.

The Chair advised Residents that the Financial Statements have been highly scrutinized, both internally and externally, including by the Registrar of Retirement Villages. The Chair outlined the independent auditing process and role of the Statutory Supervisor to oversee this process. A snapshot is contained in the AGM Pack and a full set of Financial Statements are available at reception.

The CFO, Brett Noonan, presented the Financial Reports for the year ended 31st March 2020, noting that these accounts include both the Village and Operator accounts. Brett gave an overview of how the accounts are made up and managed.

Revenue was up on 2019, mainly due to the weekly fee increase, along with more occupancy. The Deferred Management Fee (DMF) remains the same. Expenses were up on the previous year with a large proportion of this being sales incentives which brought results during what was a difficult trading year. Legal and Consultancy fees were also up, along with Repairs and Maintenance, mainly due to external painting and refurbishment costs. A debt reduction programme is in place which is bringing interest expenses down and lowering debt. Overall, total expenses remained much the same as the previous year at \$2.39m.

Revaluation reduction had resulted in an overall comprehensive income deficit of \$2.08m. This is a non-cash figure and is unrealised. The revaluation was undertaken just before Level 4 Lockdown which was difficult timing, with predictions of slow sales and dropping prices in the property market. A reversal of that valuation downgrade can be expected, given the predictions have not eventuated and the property market has, indeed, increased.

The Village is fully insured, as required under the Code of Practice. There is also temporary accommodation cover for \$30,000 per unit, if required.

Overall, the Village is in good shape, with sales going from strength to strength, resulting in a strong financial position and low levels of debt. Total equity is \$43.3m. The CFO reiterated that all financial reports go through a rigorous process including a full audit. This year a GST audit was undertaken.

The CFO thanked Gary Jarvis and his team for doing a great job.

The motion was passed, as moved and seconded, to receive the Financial Report and Summary Report for year ended 31st March 2020.

8. Long Term Maintenance Report

The Long-Term Maintenance Report was taken as read.

The Chair noted that all Retirement Village operators are required by law to have a long-term maintenance plan as well as financial strategies to cover the costs, this includes scheduled maintenance and reactive maintenance. The AGM addresses long-term maintenance issues with a focus on significant items of expense into the future.

Gary Jarvis gave an overview of long-term maintenance items recently undertaken, including painting, both internal and external, with expenditure of \$150,000. There were also costs incurred in the refurbishment of units for resale, new carpets in some blocks and the purchase of furniture and artwork. He outlined further plans for interior work and recarpeting which will leave a projected balance of \$144,500 to March 2021.

MOVED by Ken Hewitt; SECONDED by Doug Bishop, that:

The Long-Term Maintenance Report be received.

The motion was passed.

9. Statutory Supervisor's Report

The Statutory Supervisor's Report was taken as read.

The Chair provided an overview of the purpose of the Report, which outlines the roles and responsibilities that Covenant Trustee Services undertakes on behalf of Residents. The AGM pack includes an information pamphlet regarding the role of the Statutory Supervisor.

The Statutory Supervisor is independent to the Village operator and works under licence with a focus on the protection of the Resident community investment. There are many controls, checks and security measures in place and he confirmed satisfaction with the governance and management of Settlers Lifestyle Village.

MOVED by Ken Hewitt; SECONDED by Doug Bishop, that:

The Statutory Supervisor's report be received.

The motion was passed.

10. Provision of Services

This is an information item on the agenda.

Gary Jarvis confirmed that the Café will open on weekends from 14th November and outlined plans regarding staffing, food offerings etc. Residents were advised that if they had any special requirements regarding food (e.g. continental breakfasts), these could be accommodated, with a potential wider roll out as a generic option over time, if there was demand.

Housekeeping services can be made available to all Residents at a direct cost to the resident if provided by Settlers. Any subsidised services need to be supplied by an external provider as the Village itself is not an accredited provider.

Questions were invited from the floor.

Jean Briggs (I-71) asked if the Café could open at the earlier time of 9:00am to enable Residents to get an early coffee – as had been the case during lockdown, which was a welcome initiative. Gary said the Café currently opens at 10:00am due to morning workload preparing food but noted the request and will talk to the team in the hope of enabling this request to be actioned.

11. General Business

There were no written questions submitted prior to the AGM.

The Chair invited questions, comments and observations from the floor.

Melody-Jennings-Campbell (I-68) offered her thanks to management and Residents. She has been a Resident for almost a year and enjoys living in such a friendly, great Village, including enjoying the beautiful gardens. She complimented the whole team. Applause followed and the Chair acknowledged this positive feedback.

Norman Lodge (L-196) asked about charging options for those with electric vehicles.

Gary Jarvis confirmed EV charging is possible in townhouse garages. For the apartment buildings power sockets will need to be installed at the individual's carpark which will be funded by the Resident, with a line meter put in place. This is an ongoing issue without a clear answer at present. Management will continue to work through this matter.

Beth Campbell (M-221) commented on the terrible state of the pathway from the Village to the local doctor's practice (Library Lane). It is uneven and dangerous, and she asked what might be done to rectify the matter and if it can be taken to Council.

Gary Jarvis agreed this should be discussed by the Committee with a view to rectifying the problems. Michael Ambrose advised that Councils respond best when they receive many letters/emails about an issue, rather than the Village contacting them on behalf of Residents. He urged Residents to write to Council to help instigate improvements to the pathway.

Glenda Adams (Receptionist) brought up the difficulties that Residents and staff have with getting across from the T2 lane to the Left-Turn access bay to the Village, being such a short distance. **Wendy Auger (J-115)** said that an NZTA engineer had been to have a look at this problem and had advised that it is the NZ standard of 50m, and had indicated they therefore won't be changing it.

Maureen Whineray (H-63) talked about the merits of having a pool of electric cars, which has been discussed amongst Residents. This would be desirable, especially for Residents who rarely use a car, and it could become reality in a few years' time.

John Carson (K-150) reminded the group that this is a Lifestyle Village, not a retirement one and added that rules and regulations are fine but shouldn't be too demanding.

He suggested introducing a gift card whereby family members and friends could purchase services at the Village for Residents to use at the Café etc. Money could be loaded onto the gift card for Residents to use when those chose. The technology exists and it would be a welcome initiative.

John also acknowledged management with regard to the power bill and reiterated that those wanting charging points for EVs should pay for that as an extra. John said he and his Committee enjoyed working with management and acknowledged the tremendous amount of work that goes on behind the scenes on behalf of Residents to ensure the property and services are maintained to a high standard.

Gary Eccles (M-228), in referring to writing to Council regarding the pathway, suggested sending a joint letter signed by Residents, like a petition. Michael Ambrose said that, in his experience, the more communications the Council receives on a subject, the more likely they are to respond. Individual letters/emails about an issue will have more traction than one letter signed by many.

The Chair endorsed Michael's view and encouraged Residents to write their own letters to Council.

Melody Jennings-Campbell (I-68) asked if it would be possible to have a special section on the Noticeboard for people to sell items. Gary agreed to discuss this suggestion with the Committee, with a view to designating a Buy/Sell section.

The Chair acknowledged the Board members present at the AGM, also senior leadership and management. He thanked Village Manager, Gary Jarvis, and his team for organising the AGM and acknowledged John Carson and the Residents' Committee, a strong, engaged and caring group. He thanked Sally Blyth of ONZL for taking the Minutes and Receptionist Glenda Adams for assisting with smooth organisation of the meeting. He thanked Residents for attending the 2020 AGM.

Travel Prize Draw

The CEO, Terry Middlemost, advised the group that in July 2020 the Board decided to undertake an Annual Travel Draw. He announced that the Draw would now be held and invited Dave McFarlane to draw out two names, for the first and second prizes.

- FIRST PRIZE (\$5,000 travel voucher): Ulrich and Christa Einsfeld (K-162)
- SECOND PRIZE (\$2,000 travel voucher): Scott & Maureen Whineray (B-28)

Terry thanked Dave McFarlane and Scott Vernon for initiating and approving this annual draw. Applause followed.

There being no other business or questions, the Chair closed the meeting.

The meeting closed at 10:58am.