

From: [Andy Doves](#)
To: "Darren Mclean"
Cc: "QUAYS"; "Emerald Lakes Residential"; "Fiona Day"; "chris mathew"; "Kaye Glover"; "Barbara Mandile"; "jock.alexander@gmail.com"
Bcc: [REDACTED]
Subject: RE: The Quays AGM
Date: Thursday, 9 June 2022 15:45:00
Attachments: [image003.png](#)

Darren

Your email is another example of what we are up against.....factually incorrect messages. Who tells you these things and why not check before going to print?

1. It is perfectly lawful for any owner to communicate with any other owner individually or en masse. This has been confirmed to me twice in the last week by two senior Qld Government officers. The first time was before your email when it was actually suggested to me as a means of communication; the second time was specifically in regard to the content of your below email on the subject.

2. Levies - If you give a discount of 20% on levies which were calculated using a 10% discount, (as Value has done) then your net revenue from levies will be short by 10%, no? Even Value's budget calculation formulae are incorrect but this about \$17k positive to the budgets.

3. You think that telling you about the errors that the committee and Value make is "persistent badgering and belligerent assertions". The solution is simple - stop making errors!

4. You say that "the Committee has diligently checked our bank accounts and financial statements". Well, given the state of the financial statements sent to Owners that cannot be true in the slightest. Also you say bank accounts - can you confirm that you have seen bank **statements** please.

BTW - talking about errors, the latest committee meeting minutes received today haven't helped your cause, and I am not talking about them being 14 days late.

Andy Doves
Owner Lot 3006

Bcc'd to others for record purposes

From: Darren Mclean <darren.mclean@pico.com>
Sent: Thursday, 9 June 2022 11:31
Cc: QUAYS <QUAYS@valustrata.com.au>; Emerald Lakes Residential <info@emeraldakesresidential.com.au>; Fiona Day <fionad@financialadvicematters.com.au>; chris mathew <buildspec1@icloud.com>; Kaye Glover <kaye.glover@bigpond.com>; Barbara Mandile <barbkeen@yahoo.com>; jock.alexander@gmail.com
Subject: The Quays AGM

Dear Lot Owners,

You would have recently received the AGM Notice from Value Strata regarding The Quays AGM to be held on **16th June at 6pm, registration at 5:45pm**. The meeting venue will be the **Community Room**.

On behalf of The Quays Committee we encourage you to attend the AGM in person, and we also encourage you to vote online prior to streamline the meeting proceedings. Please note you are able to change your online vote during the meeting should you wish to do so.

The Committee would also like to provide you with a brief update on various matters relating to our body corporate:

1. **Increase in Levies** – we are proposing a 5.3% increase in levies as summarised in the table below, which equates to an additional \$292 per lot after the pay-on-time discount. The increase is primarily due to an increase in our insurance premium (+21.6% y-o-y) and PBC levy contribution (+17.0% y-o-y). Also with this increase we propose to increase our Sinking Fund Surplus from \$600,632 at the end of FY22 to \$700,809 at the end of FY23 to be in line with the long term Sinking Fund Forecast.
2. **Roof Leak Repairs** – 26 of the 52 buildings in our body corporate have had roof leaks identified and fixed in the past 9 months. This has been a main focus of the committee and caretakers and we feel we are now very much on top of this major issue. We have achieved these repairs for a total cost of approximately \$109,129 which is well under the FY22 budget sum of \$144,200 and much less than the \$300,000 that we were told it would cost at last year's AGM.
3. **Internal Damage from Roof Leaks** – Johns Lyng Group have been appointed by the body corporate insurer to complete the internal water damage repairs resulting from roof leaks to 22 lots. Our caretakers, Ben and Jess, have provided resident contact details for Johns Lyng to arrange access directly for these internal works to be completed.
4. **Central Place water leaks** – there are several garages in Central Place still experiencing leaks through the underground basement walls. While we have put some temporary measures in place to minimise the leaks, the committee is looking at implementing permanent solutions in the next few months as this issue has been persisting for several years.
5. **Financial Budget and Procedures** – our new policy of obtaining two quotes for works >\$1000 and three quotes for works >\$10,000 is proving to save us tens of thousands of dollars. For example, we have recently completed the QBCC Building Cladding Compliance for all subject buildings at a total cost of \$43,200 compared to the single quote of \$66,211 received by the previous Body Corporate Manager and Committee, resulting in a saving of \$23,011.
6. **PBC Matters:**
 - Jetties - the PBC is sending a letter to all lot owners who have “ exclusive use rights” of the jetties asking for those lot owners to rescind their rights. The decision must be unanimous and if all agree the committee will be able to give owners the option to remove or maintain the jetties.
 - Parking - The PBC committee are currently looking at making the visitor spaces in the town centre available to visitors between the hours of 7.00 am to 7.00 pm and allowing owners to park overnight. Staff parking for businesses is also an issue and the committee is looking at allocating space for this purpose near Lot 101. The PBC committee is considering the engagement of an independent company to monitor and control parking within all of Emerald Lakes, this is still under discussion.
 - Trees - The caretaker has engaged an arborist to inspect and prune the trees in Central Place.
 - Pedestrian signs are being installed either side of the town centre crossing and the lines have been repainted.
 - The Quays propose to put together a submission to GCCC for assistance in maintaining the main roads with Emerald Lakes ie The Boulevard north and south, Panorama Drive and the commercial area where traffic is the heaviest, if you would like to assist with obtaining petition signatures please contact our BCM Value Strata.
 - Copies of the caretakers reports and PBC minutes for the AGM can be read on the PBC Emerald Lakes website www.emeraldakespbc.com.au.

THE QUAY LEVIES TOTAL (INCL GST)

FY21/22 BEFORE DISCOUNT (per year)		FY22/23 BEFORE DISCOUNT (per year)		
Admin Fund	\$ 572,000	Admin Fund	\$ 577,075	0.9%
Sinking Fund	\$ 215,000	Sinking Fund	\$ 251,250	16.9%
Total	\$ 787,000	Total	\$ 828,325	5.3%
FY21/22 AFTER DISCOUNT (per year)		FY22/23 AFTER DISCOUNT (per year)		
Admin Fund	\$ 457,600	Admin Fund	\$ 461,660	0.9%
Sinking Fund	\$ 172,000	Sinking Fund	\$ 201,000	16.9%
Total	\$ 629,600	Total	\$ 662,660	5.3%

THE QUAY LEVIES PER LOT (INCL GST)

FY21/22 BEFORE DISCOUNT (per lot)		FY22/23 BEFORE DISCOUNT (per lot)		
Admin Fund	\$ 5,062	Admin Fund	\$ 5,107	0.9%
Sinking Fund	\$ 1,903	Sinking Fund	\$ 2,223	16.9%
Total	\$ 6,965	Total	\$ 7,330	5.3%
FY21/22 AFTER DISCOUNT (per lot)		FY22/23 AFTER DISCOUNT (per lot)		
Admin Fund	\$ 4,050	Admin Fund	\$ 4,085	0.9%
Sinking Fund	\$ 1,522	Sinking Fund	\$ 1,779	16.9%
Total	\$ 5,572	Total	\$ 5,864	5.3%

Finally, we are aware that Lot 3006 owner Andy Doves has sent unsolicited information to Lot Owners regarding The Quays financials. The committee has been putting up with this individuals persistent badgering and belligerent assertions for the past year and it is very tiring. Not only is the information and assumptions in the email incorrect, it is completely unacceptable and unlawful for any Lot Owner to access the personal information of other Lot Owners and contact them directly. I can assure you that the Committee has diligently checked our bank accounts and financial statements, and all lot owners are encouraged to conduct their own review of the financial statements and address their queries to quays@valuestrata.com.au.

We will also be pleased to receive questions from the floor at the AGM. We look forward to seeing you there!

Kind regards,

Darren McLean

Chairperson and Treasurer

The Quays CTS33891