

**TOWN OF BASSENDEAN**  
**NOTICE OF A MEETING OF THE**  
**HYDE RETIREMENT VILLAGE**  
**ANNUAL GENERAL MEETING**

The Annual General Meeting of the Hyde Retirement Village will be held at Seniors and Disability Services, 2 Colstoun Rd Ashfield, on Wednesday 11 October 2017, commencing at 1.00 pm.

Mr B JARVIS  
**CHIEF EXECUTIVE OFFICER**

12 September 2017

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**A G E N D A**

**1.0 ATTENDANCES & APOLOGIES**

**1.1 Proxy voting forms to be collected**

**2.0 CONFIRMATION OF MINUTES**

**2.1 Minutes of the Hyde Retirement Village Annual General Meeting held on Monday 10th October 2016**

These minutes are attached to the agenda.

**OFFICER RECOMMENDATION – ITEM 2.1**

That the minutes of the Hyde Retirement Village Annual General Meeting held on 10 October 2016, be confirmed as a true record.

### **3.0 ANNUAL REPORT**

His Worship the Mayor, Cr John Gangell, will present the Annual Report for 2017 at the meeting.

#### **OFFICER RECOMMENDATION – ITEM 3.1**

That the Annual Report for 2017 be received.

### **4.0 FINANCIAL STATEMENT**

The Director Corporate Services will present the Financial Statement for the Hyde Retirement Village to 30 June 2017.

#### **OFFICER RECOMMENDATION – ITEM 4.1**

That the Financial Statement for the Hyde Retirement Village for the year ended 30 June 2017 be received.

### **5.0 ELECTION OF THE HYDE RETIREMENT VILLAGE RESIDENTS' COMMITTEE**

Calling of nominations for the Residents' Committee. Five (5) Committee Members are to be elected.

#### **OFFICER RECOMMENDATION – ITEM 5.1**

That interested residents nominate as members of the Hyde Retirement Village Residents' Committee.

### **6.0 ELECTION OF RESIDENT TO THE HYDE RETIREMENT VILLAGE DISPUTES COMMITTEE**

#### **BACKGROUND INFORMATION**

It is recognised that in any communal living situation, such as a retirement village where amenities are shared, disputes between residents and the administering body, or between residents, may occur from time to time. The Retirement Villages Code places particular emphasis on providing easy access to an informal and inexpensive process to resolve disputes. The prevention of disputes through open communication and the provision of information, and democratic decision-making, are always preferable.

Many disputes are due to simple misunderstandings or lack of suitable information. Every attempt should be made by those involved in a dispute to resolve it between themselves. It may be useful to discuss the problem with a friend or advocate (for example, a member of the residents' committee) before using the dispute processes available under the Code.

In the ongoing improvement of the management of the Hyde Retirement Village we are continuing to update and improve our processes, with this process being reviewed we are now looking at the appointment of a resident to the disputes Committee.

**As stated in the Fair Trading (Retirement Villages Code) Regulations 2006 – Division 6 – Dispute resolution 6.2 (1) (a):**

*(1) Where a dispute occurs in a retirement village –*

*(a) the administering body must nominate a suitable person or body to deal with the dispute.*

**The Town of Bassendean has a Complaint Handling Process and includes the following for major concerns of the Hyde Retirement Village:**

*If a complaint is from a Hyde Retirement Village resident, the Committee shall consist of the Mayor or CEO or their delegate, an independent community member agreed upon by the complainant and the Town, and a representative appointed by the Village.*

It is to this Dispute Resolution Committee for Hyde Retirement Village we are seeking resident's nominations.

Calling of a nomination for the Hyde Retirement Village Disputes Committee One (1) to be elected.

#### OFFICER RECOMMENDATION – ITEM 6.1

That one (1) interested resident be elected to the Hyde Retirement Village Disputes Committee

## 6.0 GENERAL BUSINESS

## 7.0 CLOSURE