

# NEIGHBOURHOOD NEWSLETTER

## Mounties Neighbours Information Evening

Minutes: Thursday 23 July, 2015

Opened 6:37pm

Guest Attendance: 51

Venue: The Elizabeth Room, Mounties



### OVERVIEW

General Manager, Mr Darren Marino, opened the meeting and welcomed 51 Neighbours to the meeting.

Darren Marino outlined the role of the annual meeting as an ongoing communication between the residents surrounding the club's facility and Club's management. Residents were happy with the process of reporting and feedback through this process.

Janette Sharp  
Robert & Janice Suggett  
Tim & Myra Thomson  
Bob & Kay Westerland  
Van Chuc Vo & Toan Nang  
Warren & Lorraine Winsor  
Frank Vartuli  
Bernard & Lydia Velnic  
Mr Yeung  
Omar Zugbhi

### ATTENDANCE FOR CLUB REPRESENTATIVES

Representatives from the club on the night were;

Kevin Ingram – President  
John Dean – Director  
Lorraine Dean – Director  
Bill McGrory – Director  
Jenny McNevin – Director  
Marilyn Price – Director  
Steve Fitzpatrick - Director  
Darren Marino – General Manager, Mounties  
Kelly Sinclair – Functions & Events Coordinator  
Emily Hope – Functions & Events Coordinator (minute taker)

### APOLOGIES RECEIVED FROM CLUB REPRESENTATIVES

Greg Pickering – CEO, Mounties Group  
Tom Murphy – Director  
Steve Edwards – Director  
Leon Hansen – Director  
Trevor Forman – Director

### APOLOGIES RECEIVED FROM NEIGHBOURS

Nil

### ATTENDANCE FOR NEIGHBOURS

Darryl & Barbara Aspinall  
Darby Bidese  
Julie & Fay Bryce  
Evonne Carroll  
Steve & Pam Emerson  
Helen Flower  
Frank & Pat Grech  
Howard & Beverley Grimshaw  
Mark & Ann Hilder  
Eric & Lorraine Jackson  
Van Long & Yen Kha  
William McAllister  
John & Jo-Ann Meagher  
Kerry Mesic  
Gary Muscatello  
Robert & Maria Norbedo  
Josephine Ranieri

### AGENDA

Review of the Club's impact on the Community in terms of;

1. Complaints Management
2. Patron Behaviour
3. Security
4. Traffic
5. Noise Management
6. General Business
7. Future Developments

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### MOUNTIES CURRENT MATTERS

#### 1. Complaints Management Follow Up

- Neighbours were informed that minimal complaints were received in the past year.
- With only a few complaints regarding noisy patrons and construction concerns, the club acted quickly to prevent repeat complaints. An overall great year.

No complaints or feedback received

#### 2. Patron Behaviour

- Neighbours were advised that anti-social behaviour is on the decline due to the hard work of the board, management staff, bar staff and security.

No complaints or feedback received

#### 3. Security

- An additional 500 cameras have been implemented and are now operational 24 hours a day.
- Introduction of new security manager David Borg, as well as security staff to monitor the premises each evening.
- Neighbour Complaint by Julie Bryce: Kewin Ave Side gate is not consistent with hours of operation and sometimes she endures a significant wait for and security operatives to respond.

DM to provide a solution after further discussions will held between management and security.

#### 4. Traffic

- Neighbours have been advised that construction trucks will be entering the premises via Meadows road during DA approved hours, 8am to 5pm daily.
- Neighbour Complaint by Howard Grimshaw: concrete trucks have been reported to be driving down Rose Avenue at a fast pace.

DM has advised feedback will be passed on to Project Managers.

#### 5. Noise Management

- Mounties have received great results from changing the music type in the Terrace Bar on a Friday and Saturday night to minimise the levels of anti-social behaviour.

#### 6. General Business

**Why we are in need of Facility Upgrade** - Marketing and Demographic Stats presented clearly showing the local growth in population.

- Mounties sits in the middle of two LGA areas Population 378,000 residents – recognised as the Hub of the community.
- Members of Mounties site stands at 80,500
- Currently over 21,000 people on social media
- Over 30,000 receive Mounties What's On Guide via mail as well as regular advertisements in local newspapers
- Neighbour Request by Steve Emerson: discussed concern regarding the club approaching neighbours for acquisition, Mr Emerson has advised that they would like advanced warning when the club is looking to acquire properties and if it could be addressed at this forum.

#### 7. Future Developments

DM informed neighbours the rear foyer renovations are currently underway with Stage 1 due to finish by December 9, 2015. Stage 2 will commence from December and will involve making good of the temp entry. Stage 3 will be the new membership area to open February.

DM provided a slide presentation outlining an overview of the New Development inclusive of the F&B project.

Upon reminding all guests of the Christmas Dinner in November, Darren Marino declared the meeting closed at 7.03pm and invited all present to enjoy light refreshments.

**Customer Service Manager:** 9822 3537

**Darren Marino:** 9822 3529



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### FOYER REDEVELOPMENT PHOTOS

