

# THE ABBOTSFORD CONVENT FOUNDATION

**Tenant & Site Development Committee**  
**Friday 16 November 2012 at 12.38 pm, Salon, Convent Building**

## **Minutes**

### **1. Welcome and apologies**

*Attendees:* Charlotte Allen (ACF board/TSDC Chair); Maggie Maguire (ACF CEO); Niki Pidd (C2.18); Sara O'Callaghan (Bursaria); Sal Cooper (C2.23); Robyn deVries (C1.01); Yvonne Patton (C2.02); Vic Marles (ACF board); John Di Natale (ACF COO); Pam Soriano (ACF Administrator)

*Apologies:* Mike Smith (ACF Board); Sally Romanes (ACF Board); Anthony Cullen (ACF Board); Andrea Hull (ACF Board); Hayden Raysmith (Chair of ACF Board); Patricia O'Donnell (ACF Board); Kye Bartel (Lentil as Anything); Jo Saunders (C2.28); Matthew Quick (C2.33); Jo Kennedy (C1.48); Maureen McCarthy (C1.13)

The TSDC welcomes Vic Marles as a recent addition to the ACF Board's membership.

### **2. Minutes**

The minutes from last meeting (Thursday 16 August 2012) are still unresolved. Charlotte Allen expressed that the current verbatim structure of the minutes cannot be presented to the public. The tenants responsible for the minutes are to review the minutes so the matter can be resolved at the next meeting.

### **3. Board Priorities**

The statement "Business Plan under way, now for the next steps" from Hayden Raysmith, Chairman of the Board, was circulated and discussed by Charlotte Allen.

Charlotte Allen noted that when future board statements are posted on the web, that the TSDC and tenants should be informed via the weekly bulletin. This was agreed to by all attendees.

Attendees were supportive of the stated shift from 'financial viability' to 'arts and culture precinct'. No other issues were raised about the Board's priorities.

### **4. Complaints Management Framework (CMF)**

Vic Marles' professional background and experience in the arts sector was explained and it was noted that her extensive experience with complaints handling made her well suited to develop a Complaints Management Framework for the Abbotsford Convent.

Vic Marles explained that when she joined the ACF board, there had obviously been discussion about creating a complaints management system and there was a need to start drafting and commence the formal process.

The draft document was circulated and reviewed and the ACF requested feedback on the 'process' outlined in the document, not from the perspective as a tenant (that is covered by each tenants' lease) but rather as a 'user'. The ACF is hoping for finalisation of the document early next year.

Niki Pidd was concerned about the proposed time line (particularly coming up to holiday season and the busy schedules of stakeholders). Charlotte Allen stated that as these documents have not yet gone to the Board, extending the deadline is acceptable. It was decided that the new deadline for feedback will be the end of December (5 weeks) and that all feedback is to be sent to [info@abbotsfordconvent.com.au](mailto:info@abbotsfordconvent.com.au)

Generally, response to the documents was positive. Attendees were impressed with the thoroughness and clarity of the document, as well as the breadth of experience offered by Vic Marles.

#### **5. ACTA's role at the Convent (revisited)**

The topic was raised by Robyn DeVries. Sara O'Callaghan (from Bursaria), a tenant at the Convent for 2 years was unaware of the existence of the Abbotsford Convent Tenants Association (ACTA). This raised concerns about the communication of the existence and role of ACTA to new tenants. The ACF suggested that ACTA devise an information sheet, to be included in the induction kit for new tenants. The ACTA members present agreed to discuss this at the next ACTA meeting.

There was also discussion about the CPI freeze on rents. John Di Natale will confirm what the current timeframe is and when it is up for review and inform ACTA. Robyn DeVries asked why a CPI freeze was not offered to tenants on a 2 year lease. John Di Natale replied that it is not good practice to alter lease conditions mid-lease, which is why the majority of leases are offered on a 12 month basis –then changes can be made during the annual review.

#### **6. Policy making & ACF guidelines**

Robyn DeVries asked why there was no access to the balcony on C1.01. It was noted that this is a conversation that needs to occur between her and John Di Natale.

No other issues were raised.

**Meeting closed at 1:57 pm**

*NEXT TSDC MEETING WILL BE IN 2013 – date to be advised.*