

**MINUTES OF THE MEETING OF THE RESIDENTS COMMITTEE
(RESCOM) AT EVERGREEN LIFESTYLE VILLAGE, BERGVLIET
HELD ON 13 JANUARY 2022 AT 15:00**

PRESENT: Joan Misplon (JM), John Bester (JB), Jean van Rhyn (JvR),
Brian Dalton (BD), David Walker (DW), Shawn Ferreira (SF),
Bronwyn Davis (BMD), Lynne Perry (LP) (Minutes)

APOLOGIES: None

ITEM	DETAILS	Action	Date
1.	WELCOME		
	<p>JM welcomed the Committee to the 1st meeting since September 2021, and expressed the hope for a positive year for all at Evergreen. She welcomed LP who would be taking the Minutes for the Rescom Meetings.</p> <p>She expressed sadness at the loss of two longstanding residents who had passed away in the last two weeks, Derek Bond-Smith and Herman Poelmann, both of whom had been active and positive members of the Village, Derek with his warmth and friendliness, and Herman who was the forefront of committees over many years.</p>		
2.	APPROVAL OF MINUTES		
	<p>Minutes of the meeting held on 15 September were approved, with a small change to the wording under Item 4.1, where the word “must” should read “should”.</p> <p>House Rules: Will now be removed from the Minutes and will be re-looked at as and when required.</p>		
3.	SUB-COMMITTEE REPORTS		
3.1.	<p>Finance – JB stated nothing further to report as yet re the resale of units and the suggestion that a portion of the gain must be allocated to the village – continuing query.</p> <p>Accounts – DW stated that these were still in the same format as previous – query being raised with senior management as to when this was likely to change.</p>	<p>JB</p> <p>DW</p>	
3.2	<p>Estate Sales -</p> <p>Noted that Unit No 33 had been sold but the resident had not yet taken occupancy. SF advised the occupant had still to finalize arrangements at their old home. DW advised that Mrs Bond-Smith Unit #46 needed to have a number of</p>		

	advised that the interlocking bricks would have to be lifted during cleaning, - bricks may need replacing - SF would follow up with the Contractors.	SF	
3.3.2	HOUSES: Phase 4 – BMD advised that the Engineers report had been approved two weeks ago. Houses were given a final assessment earlier this week and that EPI would commence work on Monday 17 th January. BMD to ensure that residents would be available to open up their homes for any maintenance work.	SF/BMD BMD	
3.3.3	APARTMENTS – PHASE 5 - BMD confirmed leaks had been attended to, but she would check on this once we had some rain. Reported that Apt #105's parking bay also needed attention.	BMD	
	Apartment Drying Area – Coin-operated Washers and Dryers had been installed and this was operating well. Asked whether this facility could be opened to all Village residents during the winter months, this was agreed.		
	Bird Spikes / Netting – Reported that the Owls / Snake deterrents had been placed in strategic positions but were not effective. Enquiries had been made to install Eagle Eyes, but these were prohibitively expensive, and installation of gates was not feasible. BD advised it was important for Amdec to ensure that a solution is found to this problem, as there were a number of complaints that residents cars were being damaged by the birds soiling the area on a daily basis, and this left Amdec open to damage claims. BD to follow through with a letter to Head Office Management	BD	
	Apartments Passage Airflow – Suggestion was made to have louvres installed, but it was pointed out that this could be a fire hazard. JM advised that this should be drawn to the attention of EPI. She would compile an E-Mail to Garry Reed. Lighting problem in lift area to be checked.	JM	
	Maintenance - BMD pointed out that some maintenance work on a number of apartments 101/103 and A4 were earmarked for attention. Sinkage of a downpipe at one of the apartments also needed to be attended to.	SF	
	Richard Eastwick in Apt 110 had complained of continuous flapping noises in roof spaces above ceilings. SF advised this was a formal Contractors Instruction issued and would	SF	

	be taken up with the Builders when they are back at work.		
	CLEANLINESS AT APARTMENT BLOCK		
	BD advised this was sporadic, and felt that a permanent cleaner should be designated to the Apartments.	BMD	
	LIGHT IN THE STAIRWELL		
	BMD advised this had been approved and she was presently sourcing a Contractor.	BMD	
3.3.4	VILLAGE IMPROVEMENTS		
	JM advised that all improvement relating to the widening of the entrance and fencing were on hold in order to concentrate on improvements to the Clubhouse, which was felt to be a priority.		
	BD referred to the revised plan for the Clubhouse extensions. JM to write to Amdec asking when Rescom would receive update.	JM	
	Maintenance Sub-Committee Protocol		
	<p>DW briefed the Committee on the role of the Maintenance Sub-Committee, advising that he and RE had assessed their role, and felt that their current approach was not achieving much. Their initial approach was to have fortnightly village walkabouts, accompanied by the Village Manager, and when available, the Maintenance Manager, Patrick Maile.</p> <p>Their experience with this process was that while some items that were identified were attended to, there was little progress on others.</p> <p>They saw their role as the eyes and ears of the Village and to assist the operator to fulfill its obligations in terms of the LF Agreements. As they did not have the power to do so, it was not their responsibility to manage the resolution of outstanding maintenance issues, which were the responsibility of either the owner or the operator.</p> <p>They intended to continue their village walk-about with or without the presence of Management, and if they were made aware of problems being experienced by residents, they would make contact with them to obtain the facts relating to their issues, and what was being done about them.</p> <p>They would prepare reports recording their observations during their walk-about as well as issues reported by residents. These reports will be circulated to Rescom as</p>	DW/RE	

	<p>well as Village Management.</p> <p>They hoped in this way to create greater awareness of maintenance issues, and thereby generate the pressure needed for them to be resolved.</p> <p>RE felt that no follow-up on tasks was very frustrating and it was imperative to have a deadline for tasks to be completed. DW pointed out that the oil spill at the entrance was a case in point, having occurred four month ago, and had still not been attended to.</p> <p>DW also mentioned the regular presence of sand on the roads, which needed to be swept on a regular basis due to the South Easter. While suggestion had been made for rotating brush machines to combat this, he felt this would not work, and that sweeping regularly with a stiff broom would be more efficient.</p> <p>BD agreed that management of maintenance tasks needed a hand-on approach, and suggested that SF took notes of tasks and complaints, and followed these through timeously.</p> <p>DW mentioned E-Mail exchanges between one of the residents (#38) and the office, as she had been charged for maintenance for outside work that had been done, which had not been answered. DW felt this charge was against the LF agreement, and although it was stated that Solar Panels were the responsibility of the Resident, he felt this was wrong, he felt adjustments needed to be made on the LFA. BD advised that the LFA could not be adjusted. SF advised he had been in communication with Evergreen Legal department and was awaiting a reply.</p>	SF	
3.4	GARDENS, TREES & IRRIGATION		
	<p>JvR advised there had been no garden maintenance walkabouts since November last year, and there was a serious problem with the irrigation in a number of areas around the Village. JM stated the irrigation system had to be checked every week as nozzles became blocked or damaged. SF reported that Philimon was checking the irrigation, however DW felt he needed a schedule to ensure that he checked on a regular basis and reported problems.</p>		
	<p>Cockroaches – JvR advised that although there had been a large number earlier in the month she had not seen any recently. This will be monitored. The Security Guards to check at night whilst on their rounds.</p> <p>Bushes obscuring “Evergreen Signage” at entrance gates</p>		

	and Starke Roads to be trimmed.		
3.5	SECURITY		
	<p>SF mentioned the additional Security guard who had been on duty at the Berm during the Festive Season - as things were quieter, he wished to discontinue this service at the end of January. All agreed.</p> <p>Noted that Guards were often seen without their masks, and they should be reminded of the safety protocols.</p> <p>JM asked whether Evergreen had made any donation to the Neighbourhood Watch. (BKM) SF advised there had been a once off payment. JM to follow up with management.</p>	<p>SF</p> <p>SF</p> <p>JM</p>	
	BD mentioned that a number of visitors were still speeding through the Village, and felt the Guards should remind visitors on entry to the village of the speed restrictions.	BMD	
3.6	HEALTH & SAFETY		
	Fire Drill – A drill had been scheduled for October 2021 but this had not been carried out. JM advised this was a priority, and that Patrick needed to follow through on this urgently. BD agreed, particularly for the Apartments, stating there was no excuse for delays and that Patrick should have a deputy Officer to assist when he was not available. SF to follow up urgently.	SF	
	Kitchen – DW advised that the Kitchen was vulnerable in the event of a fire, and should have two doors. BMD to follow up and advise Rescom of outcome of query.	BMD	
3.7	CATERING, EVENTS & ENTERTAINMENT		
3.7.1	<p>JM Reported that the available funding for events and entertainment was R10763.00.</p> <p>Catering: Refurbishment of the kitchen was on hold until after the Manor House extensions were done.</p>		
	Cubby Holes - The vulnerability of items being left in Cubby Holes was discussed and it was agreed that a circular go out to residents to advise them to not place anything of a personal nature (gifts etc.) in this area	SF	
3.7.2	Events & Entertainment - JvR mentioned she would be obtaining swatches of material for new table cloths for the dining room.	JvR	
	Compliments - BD complimented the Catering and Entertainment Committee on their hard work and efforts in organizing events over the Festive Season, all of which had gone down well, and was much appreciated by all.		

3.8	EVERGREEN HEALTHCARE / SERVICES		
	<p>It was reported that Discovery and Momentum had responded positively with regard to a Practice number – GR and EP to follow through.</p> <p>JM advised that Yvonne Jackman had been assisting with vulnerable residents who have responded well to her visits.</p> <p>JM advised there would be a Health Care meeting at the end of January.</p> <p>BMD advised arrangements for the booster vaccines on the 19th were going according to plan.</p> <p>JM advised there had been good feedback on the nurses on duty. BMD advised that she was looking at dates for on-going training for the Health Care staff.</p>		
4.	GENERAL		
	<p>Gym Equipment - JM reported that she had received positive feedback on the new gym Equipment, which was being well used. Garry thanked for initiating the renewal so promptly.</p>		
	<p>Cell Phone Reception – JM had received mail from GR stating he was still waiting on further development in this regard. A further report was received from Alan Baxter advising that there was still a possibility of a Vodacom base station at the Church on Firgrove Way, and Vodacom are also involved behind-the-scenes with Evergreen independent cell phone tower discussions, although “political” headwinds are expected.</p> <p>Alan had confirmation that an installation at the Meadowridge Park & Shop Centre had greatly improved signal in that area.</p> <p>Vodacom advised that the signal coming into the village was largely from a base station called the Sweet Valley Tower, but that little could be done to improve the signal in the village, other than the use of boosters. AB was presently using a Vodacom booster on demo, and this was working extremely well. He advised that Take-a-Lot offered these for R12 499. It is called a Cel-Fi Duo Indoor Smart Signal Booster for 3G/4G/LTE networks. He provided the appropriate link details. AB advised he would be happy to share his knowledge with interested residents.</p>	JM	

	Pool area – Reported that the pool and garden were being well used, but that this area should be cleaned on a daily basis.		
	Noted that the tables and chairs were starting to rust again.		
	Clubhouse Equipment – DW advised that the Clubhouse would greatly benefit from a microphone stand to assist during social functions and Memorials. DW/SF to follow up	DW/SF	

There being no further business, the meeting adjourned at 16:20.

APPROVED AND SIGNED AT CAPE TOWN ON _____ 2022

CHAIRMAN _____