

TOTAL OF 16 Homes sent in their Key Issues and we thank them for doing so to ensure we are actioning their requests.

SNAGS

- Attention to snag lists. I am putting this first in support of all the residents of Winery Road. In my case none of the 14 snags I have listed have been adequately attended to but, having lived with them for over three and a half years now, I am prepared to live with them for a further eight or so months when I will be voting with my feet and moving.
- the ongoing repairs and attention to the snag list in our cottage – Winery Road
- completion of snag lists – Apartment

GATE /ENTRY & EXIT

- Obviously, the village issues are the entrance to the village
- Improving village access. Removal of the entrance island etc to make a separate lane for visitors and delivery vehicles. This of course should have been done before Winery Road and the Apartments were built. Surely a relatively inexpensive exercise.
- Entrance gate.
- As already discussed, I would like something to be done to quicken entrance to our village particularly with regards to our immediate family. My family often comes into the village to pick me up which means I don't have to drive by myself in the late afternoon. They often literally come in and go out. They were put through a rigmarole sometime last week/week before which in the end took some time. I sincerely don't want them to feel they are coming into Pollsmoor or for their kindness to be treated with hold ups. We have been told in the past that a solution to this could be a sticker on their windscreens or something? or on their bumpers but it has never come to fruition. I am not in any way referring to the island and the suggested changes there as I realise that like most things at the moment that will only happen 'in the future'!
- Every time a visitor arrives, one has to go to basement, to let them come up to apartment. What is going to happen, if one is sick or not capable of going downstairs?
- I think, we need an intercom, so that a visitor can contact you from lift area and one can open remotely.
- Finally, because residents do not have their own boom remote controls, it is the guards that open the boom for residents upon their return to the village – and often the gates are opened long before we even get close to the village gates if the guards recognise the residents' cars. However, my point is that there are many cars that look the same as a resident's car from a distance and so it would really be better if either each resident gets their own boom remote control or the security guard only opens the boom once the resident has stopped at the boom and has been successfully identified – preferably by the guard who is outside and not sitting inside and who peers through 2 sets of windows.
- I would feel a lot safer if we had a remote for the gates entrance & boom.
- I feel very vulnerable when we come home late at night & have to wait for the gates to be unlocked.

VILLAGE MANAGEMENT/STAFF

- The lack of staff management
- We often see 2 and sometimes 3 of the maintenance staff washing a car which supports a comment made at recent budget meeting that the village is overstaffed. Much the same comment applies to the gardening staff.
- training of staff and residents for emergencies
- Team of staff are very good
- I find the staff very good – from the receptionist to the staff at the gate. The handymen, electricians and gardeners, they are prompt to help. I really appreciate that I can have my dog with me.

HEALTHCARE

- Is referred to as a “24 hour Emergency care”.
- We require full details (names) and qualifications of the nurses (including the registration numbers) who will be available in the clinic on at 24-hour basis.
- Telecare only covers a distance of 200m, therefore, only in around your unit (for most of the residents their Telecare is of no use to them if they are using common facilities, the unguarded swimming pool and Lifestyle centre.
- making sure as many charges as possible for healthcare are recoverable from my discovery classic comprehensive medical aid cover
- Healthcare team is very good

CATERING

- Catering. Here I see Evergreen as being responsible for improving the woefully inadequate kitchen facilities at their expense and I would not be in favour of the proposed levy in the budget. I see it then as being the residents’ responsibility to support any caterers and create a model that enables them to run at a profit. I have been in the catering industry and it is clear that the present operation must be running at a loss and is unsustainable. The easiest solution is to include say 10 meals per person per month at say R100 per meal in the levies. I believe there are about 150 residents at present and this would give the caterers a guaranteed R150000 monthly turnover as a start. Most retirement villages operate on this basis. The problem will be getting everyone to agree to this as I assume this will be a variation to our Life Right Agreements.
- The changes/renovations in the Manor House have been outstanding for years. When I 'bought' into Evergreen in 2014 there were plans on the notice board, these have changed over time but eight years later hardly anything has happened. How any chefs manage in that tiny kitchen is beyond me. From the time that I moved into the village it has expanded greatly with the apartments and Winery Road units being added but
- We have been in the Village for 9 years. Catering contractor charges has always been included in the monthly levy that has been charged. In addition, items and consumables supplied and prepared by the catering contractor are paid for on an individual item basis.
- Improve catering services like having fish & chips Friday night & perhaps breakfast for friends on Saturday morning. Sunday buffet lunch in winter.

MAINTENANCE

- As for the problems with my unit, I have a damp problem on the garage floor about 1 meter from the door. This is a rising damp problem because rain water does not wash in under the door. This damp problem appears every year during winter. It impacts on the door leading into the kitchen so that in winter the door swells and can't close. The door has been planed down previously.
- I also have a problem with the laminate in the lounge area in that it is swelling and gets worse during winter. This has also been reported before but I have been told 'it is not too bad'.
- Addressing reported faults in units and calling for re-reporting of faults that have not been dealt with where these may have been misplaced or lost in bureaucracy.
- For the latch on my front garden gate to be replaced. It has been repaired several times and I think it now needs a longer/bigger screw

SONNENHOF/CLUBHOUSE

- The completely inadequate facilities and ambience at the clubhouse in terms of tables, seating, equipment, acoustics.
- The abysmal catering.
- The waste of electricity in the evenings; we have, on occasions gone in and turned off several lights.
- Obviously, the village issues are the clubhouse. The plans put forward for the extension to the clubhouse are uninspiring – they leave no space outside on the patio. I feel the space of the dining room could be increased by removing (or decreasing the size) of the two walls separating the dining rooms and the passage. The passage is wasted space and could be incorporated into the dining room. By doing this it would not be necessary to take away so much of the outside area. I have brought this up many times (and emailed Joan) so don't know how helpful this will be.
- I am also not in favour of carpeting the floors; I don't think it is practical in a dining room; the lounge area which is not used that extensively has stains on the carpeting.
- Alterations to the Manor House
- The proposed removal of the wall between the small dining room and reception should not be removed; the removal of this wall will create a draft and impact on privacy.
- some form of finality on the extensions to the Club House.
- The club house to be renovated
- The present facilities are inadequate for the number of residents. A good architectural design needs to be agreed upon and built. The present design can be improved upon.

GENERAL

- The one-way system introduced in our area after the construction of the apartments – the volume of traffic past our home has increased by well over 100% which we can prove arithmetically

- Is there any possibility of having access to 'large print' library books, maybe from other Evergreen Villages? Unfortunately, we do not have any in our library to exchange, but have had numerous requests.
- My key issue is permission being granted for a resident to turn his garage into a gym, creating the necessity of altering the area outside his house. I feel a) this sets a precedent and b) disturbs the uniformity of the Village much more than road signs would do. So I would like this permission withdrawn.

GARDENS

- Gardens are very good
- I would really like some planters down the back shelf wall of my unit
- I think a compost pit or heap would be a good thing for Evergreen to investigate
- The gardens round the Village are looking neat and also the roads are swept often and look tidy

IT/CELLPHONE/TECHNOLOGY

- Attention to the dismal and potentially dangerous (in the event of power outages) cellphone reception in the village.
- Linking of internal telephone system to generator
- The fact that we cannot use our internal phones or whatsapp when there is load shedding could prove to be fatal especially as I cannot use my Vodacom line when at home. As mentioned at the AGM I feel this is a priority for all concerned.
- Our No 1 priority is that the Apartments Fire Alarm system is sorted with immediate effect. Install Mirror control panel in a 24hr manned position. This was promised a year ago to no effect.
- Cell Phone reception is not great in the Village
- Cell phone and TV Reception are not great in the Village – TV goes down especially in heavy rain

POOL

- Attending to the temperature setting of the swimming pool heater so that water temperature is maintained at 27-28 degrees Centigrade, as is recommended for pools used by the elderly.

LEVIES/EXITING EVERGREEN

- For me my biggest concern is to try and see that I get a fair deal when I exit the village. Unfortunately, based on my experience so far, Evergreen have been anything but the caring partner for life they advertise themselves as. I am vulnerable in that I have to pay for refurbishing costs as well as being responsible for the levy until the unit is sold again, both of which are out of my control and dependent on Evergreen's fairness and efficiency.
- We will not accept any increase whatsoever in our levy over and above what is described in our LRA referred to above.
- Proposed extra levies that are hanging over us. We did not approve of the flats being built which now necessitate more kitchen facilities, extra parking and an enlarged Clubhouse. Should the revenue from the flats not pay for that.

SECURITY

- A written copy of the agreement between Evergreen/Amdec and the security company shall be retained in the village manager's office for perusal by any resident. This agreement and/or schedules attached shall include full details of the number of guards at the entrance gate at any time of the day and night. Full details of the duties, patrols and any other work that is undertaken by the Security Guards as required by the residents of the village.
- If Security is still going to react to after-hour Emergencies (I am still of the opinion that this should not be delegated/sub-contracted)
- more and better training will be required.
- We currently close the village gates at 8pm at night in both summer and winter – but in winter it is already dark by 6pm. It's all very well saying that we have lighting that comes on if someone walks past the gates – but I know that the lights don't always come on and if the guards are distracted or answering the phone then they won't notice anyone slipping into the village. Is there any reason why in winter we can't close the gates at, say, 6.30pm or 7pm – I appreciate that the guards may need to get up and open the gate a little more often, but so what? It's out of caution that we need to be careful and close them certainly a lot earlier than 8pm, in particular in winter.
- I have been home later than 8pm on a couple of occasions recently with the one gate open and with the guards inside – and upon enquiring why the gate is open they say that an uber driver or family member is dropping a resident off and that they will close the gate when the uber/family member leaves (which sounds fair enough on the face of it). Now, for me, I would prefer the gate to be shut immediately behind the driver when they arrive and then reopened again when the driver leaves – I honestly see no reason why the gate is left open and who knows what can happen in-between or how long the driver may take to return.
- Then there is the fact that the security guards sit in the hut which is a long way away from the gate and the way their desks are positioned they are looking at the clubhouse and not at the entrance. Is there any way that they can sit outside rather than inside or that we can have a hut as cover placed closer to the gates for them – I appreciate that our winters are harsh but I keep fearing that even during the day folk can just walk into the village without the guards really noticing or calling out.
- We have very nice people employed as our security guards and so please appreciate that this is not a criticism of the personnel. I just think that our gate security protocol and systems needs a reconsideration and shake up and that we need to take small precautions to prevent something larger from happening.
- At present, if one returns to the Village at night to a locked gate, one has to wait for a guard to unlock the gate. This leaves one vulnerable and open to attack. This especially causes anxiety for the ladies. A simple solution would be to motorise the gate and provide all residents with a remote. This is a priority over and above the total re-alignment of the entrance.
- Security team is very good
- Security at the gate to the Village is pretty good. There are times when they do not phone to announce a visitor.

INSURANCE

- A copy/copies of the insurance policies recording full itemised details of all the buildings and improvements in the village. In addition, this shall cover individual units including geysers and solar panels and all common property and improvements owned by Evergreen/Amdec.

PUBLIC LIABILITY

- the roadways in the village are utilised by public outside contractors and visitors who are not aware that the width of the roads in the village do not meet the requirements of the legislation and city council regulations. Therefore, as there are no sidewalk pavements the roads need to be used by elderly residents who might be suffering from diminished hearing, eyesight and mobility. Therefore, the insurance policy must contain full details of the additional risk and costs that will arise from any accident.