

# Minutes of the meeting of Rescom Committee at the Clubhouse

## 18th July 2022 at 14h00

1. Alan welcomed members to the first official meeting of the new Rescom
2. All present Signed the attendance register attached
3. The minutes of the previous meeting held on the 7th of April 2022 were discussed

### **Decisions re previous minutes**

- 3.1. Re Estate Sales reporting. In future Fincom would prefer a schedule of empty properties showing the basis of levies and rates and who is paying these, EPI or the current/previous Life Right Holder.
  - 3.2. No further action re speed bumps.
  - 3.3. Oil Spills need regular cleaning.
  - 3.4. Golf cart is only for vulnerable resident transport, with a duty manager available for social evening.
4. The residents key issues survey was discussed at length with compliments to Village and EPI management for willing engagement with Rescom. There are action plans in place across a number of the issues raised by residents. The following were discussed by category:

### **4.1. SNAGS**

#### **Discussion**

- Winery road list
- Apartment list

It was not clear how many outstanding snags were cleared and how many remained, and there is concern that residents are confusing maintenance items they are responsible for with snags. Bronwyn also reported that some residents had asked that snags not be fixed, but simply be recorded.

#### **Decision**

Bronwyn to supply Richard and Alan with management's up to date list of snags cleared and snags outstanding so that Richard can report this and the key issues report be updated.

### **4.2. GATE ENTRY & EXIT**

### **4.3. SECURITY**

#### **Discussion**

- Creating a separate Lane for contractors and visitors
- Faster Entry for immediate family
- Apartment visitors

- Residents own remotes
- Locked gates at night

EPI has a solution using tags on resident's vehicles, that will deal with the locked gate at night, and automatic entry and exit of residents. It is being costed and the vendor is looking at some programming issues around the night entry. The idea is that at night the external gate will open to allow entry, but that the resident vehicle will stop at the boom so that they guard can make sure they do not have an unwelcome intruder in the vehicle.

There will be no fast entry for family and friends, security protocols will be maintained. An incident was reported where the arriving family had no driver's licence, and they were not allowed entry. This seems harsh.

The arrival of visitors at the Apartment was incorrectly considered solved, but is unfortunately not. The issue is; the resident must leave their apartment to attend to the arriving visitor and for that period of time the resident is unreachable on the internal phone by security, in the case of further visitors arriving. In addition, if the resident is unwell or incapacitated, they are still expected to meet the visitor in the parking garage.

During later discussion Brian and Richard introduced the idea of rearranging the Gate area to create a contractor space using bollards.

## **Decisions**

**EPI and ELV** to approve the quotations for automating the gates, expect implementation **by early summer**.

**Bronwyn** to review the gate entry safety protocol. **By the end of July**

**Richard** is to develop a comprehensive proposal to resolve the issues of receiving and welcoming visitors to the apartments. **By the end of July**

**Bronwyn** to engage with Richard on the idea for a contractor space at the gate when EPI are on site.

## **4.4. VILLAGE MANAGEMENT/STAFF**

### **Discussion**

- Staff unproductive, poorly supervised
- Gardeners unproductive poorly supervised
- Train staff to deal with resident's emergencies

Bronwyn reported all of these items cleared and under control.

During this discussion Bronwyn mentioned that the fire board was due for inspection at a cost of R16,000.

## **Decisions**

**Bronwyn** to check on the details of this R16,000 service charge on the fire board **By the end of July.**

**Charles** to alert Fincom to the possibility of this charge appearing in the management accounts.

## **4.5. HEALTHCARE**

## **4.6. CATERING**

Not discussed but are on the agenda under separate headings

## **4.7. MAINTENANCE**

### **Discussion**

Snags and maintenance reported by only 4 residents in the key issues survey.

It is alarming that few residents reported snags and maintenance as major issues, but now we are learning of dozens of maintenance issue outstanding.

It is possible that residents are confusing their own maintenance responsibilities.

Estimates suggest only 30% completed.

### **Decisions**

**Bronwyn** and Richard to produce a synopsis and circulate to Rescom, listing completed and outstanding work, **By the end of July**

**Bronwyn** to chase management to approve a document which will explain in laymen's terms resident's maintenance responsibilities. **By the end of July**

## **4.8. SONNENHOF/CLUBHOUSE**

### **Discussion**

EPI like Richard's ideas and will make contact with Richard **by close of business Thursday 21 July**

## **Decisions**

**Bronwyn** to follow up to ensure that Richard will be getting a drawing

### **4.9. GENERAL**

### **4.10. GARDENS**

### **4.11. IT/CELLPHONE/TECHNOLOGY**

## **Discussion**

The resident who complained about poor TV reception in heavy rain, else the above not discussed but are on the agenda under separate headings

The cause of poor DSTV signal is most likely the unit has an old small DSTV dish and LNB. Which will need to be replaced at the resident's own expense.

## **Decisions**

**Village management** need to advise residents occupying older units that their DSTV dish and LNB may need to be replaced. **On Going**

### **4.12. POOL**

Resolved

### **4.13. LEVIES**

Not discussed but are on the agenda under different headings

### **4.14.INSURANCE**

### **4.15. PUBLIC LIABILITY**

Waiting on input from EPI

## **5. Portfolio reports.**

### **5.1. Finance**

## **Discussion**

- A report tabled by Fincom is attached:
- The May 2022 Management accounts are attached

These items were discussed, and the following were noted:

Revenue reflects only Resident's Levies and not EPI and developer contributions

The disputed HO and Insurance charges have been imposed, and this is to be further investigated by Fincom.

Catering and Healthcare of R134k per month still included

Notwithstanding the operating loss was R16.6K in May month

It seems certain when all of this is straightened out Bergvliet will again be in Surplus.

In addition Alan explained why he held a different opinion to some of the CA's in the CRG on the Principle of allocating Head Office expenses to village Management accounts. Notwithstanding the promises previously made by Evergreen management to never charge head office costs to the village, and the fact that Head Office expenses have never previously been charged to residents, and notwithstanding the fact that Head Office expenses were not included in the FY2022 budget, some CA's in the group have sympathy with the principle of villages bearing a portion of these Head Office expenses. It is noted that this principle is also supported by GAAP (the Generally Accepted Accounting Practices) adopted by many countries.

However Alan maintains that, because of ELV's past practice of not charging these costs to villages and, moreover, using information of costs in LRA's which do not include Head Office cost allocations, ELV cannot unilaterally announce that they will be charged against levy income in the future.

Many Life Right holders would have assessed the long-term affordability of living at Evergreen villages using financial information provided in annexures to their Life Right Agreements (LRA's).

A change of this nature in the basis of determining the costs to be covered by levies is tantamount to a not very subtle variation of LRA provisions and cannot be legally sustainable without the agreement of both parties to the LRA.

## **Decisions**

**Bronwyn** to press Garry, Alet, Dylan for their proposals to be presented at the meeting on 28<sup>th</sup> July. **21<sup>st</sup> July**

**RESCOM, FINCOM and Evergreen management** to reach agreement on the accounting proposals by **end of July 2022**.

Thereafter these proposals must be put to residents for agreement and consideration of the LRA addendum.

Further discussion identified the question why Residents pay to have recycling collected when recycling is a profit making business in its own right. **Bronwyn to ask Alet** to provide an answer **by end July**

## **5.2. Deputy Chair report attached:**

### **Discussion**

- The setting of Rescom objectives
- The frequency of Residents meetings
- Increased communications with residents
- The formation of Constituency Representatives.
- The skills inventory is also attached

The role of the constituency reps was discussed and the possibility of naming roads as they have done at Winery Road. Apparently each resident in the road was asked to pay R 70.00. Not all paid so estimate the cost at about R 800.00.

The Skills inventory was discussed, and it was noted that in a period of just 3 weeks, 32 people had responded, with up to 28 volunteering to help residents in our community.

### **Decisions**

Encourage residents to log their skills at future meetings.

Hold a meeting with community representatives, to encourage their participation, and involve residents in naming their streets..

Set Rescom Objectives for the YE 2022

Resolve Telecare situation	31 August 2022
Have accounts queries resolved	31 August 2022
Finalise clubhouse plans and progressed	31 August 2022
Update residents on Key Issues bi-weekly	
Present possible Main Gate solution to ELV/EPI	Soon
3 Residents meetings per annum and if accounting issues resolved the next one in August	

### **5.3. Building and Infrastructure**

This portfolio was essentially covered in the various aspects of the Residents Issues Survey minutes above.

### **5.4. Catering portfolio report attached.**

### **Discussion**

The demand for catering is incredibly low, less than 250 meals served per month for the entire village of 150 people.

The caterers have agreed to reduce their monthly management fee by approximately R13,000 from 1 July to ensure the existing services are not disrupted.

The meals in the ``bistro'' are priced well below market value, and residents need to be aware that each household has been paying almost R500 per month to subsidise these "Cheap" meals, by WPC being paid a R42K retainer each month.

Charles raised the concern that if meals are charged at fair value, residents may simply not eat in the Bistro. All agreed that is a risk but perhaps if residents were educated to the facts, and if the ambience in the Bistro improves, this may be avoided.

## **Decisions**

Reject ELV proposed R500 per household Catering Levy, and for now accept WPC new management fee to achieve a saving of R13,000 per month.

Continue to discuss a replacement service with external caterers on a self-sustaining business model.

Caterers who have been interviewed but have declined are Rambling Rose, Lime Tree Café, and Ambrose Catering.

Caterers still showing interest include Raw Foods, and Freedom Foods Country Kitchen.

## **5.5. Healthcare portfolio report attached.**

### **Discussion**

The demand for nurse services is incredibly low, and yet residents are paying almost R1 million per annum for a service that few use. In any event those that do use nurse services pay for these services and all consumables.

The majority of LRA's do not provide for on site nurses but contract the Telecare service, to provide emergency Paramedic care on a use pays basis.

However, during Load shedding the Telecall system is only available to residents who have linked their fiber ONT to a UPS system, else they are vulnerable. With poor cell phone reception and the internal phones also offline this is a major system failure. ELV and EPI have submitted a proposal to fix this.

All problems with the availability functioning and use of the Telecare system are to be resolved before any decision can be made to reduce nurse services. These include the units not working during load shedding, and resident's general complaint that they don't work.

In addition, some 27 residents have the Basic Health Care option within their LRA, which provides for Emergency Nursing Care plus 24-hour Telecare. The need to reach agreement with ELV and the residents involved is evident. However, the remaining 73 residents cannot be expected to subsidize this facility.

Bergvliet will now share a Registered Nurse with Noordhoek Evergreen and the Bergvliet village monthly costs will be reduced accordingly. She will be in Bergvliet twice per week on Tuesday and Thursday instead of 5 days per week.

## Decisions

EPI/ELV have determined that approximately 80 homes need a R1000 UPS that will make their Telecare service fully functional during load shedding. They have offered to supply and install these and will ask residents to pay in four instalments.

Because this is an emergency, especially for anyone living alone, Rescom will encourage residents to accept the ELV and EPI proposal while we discuss the finer points of the financing and ownership.

**Alan** will engage with Garry to get this implemented across all participating residents **by the end of August**.

The morning call and use of the Blue Button will require a procedural modification in the use of nurses to follow up on non-compliance.

**Charles** to keep an eye on the management accounts for the RN saving.

The aim is all Telecare systems fully functional by the end of August and savings on Nurse costs achieved.

Jane will join Yvonne and Bronwyn in the Healthcare subcommittee.

## 5.6. Chairman's highlight report

Rescom's in its first 30 days has achieved:

- Key Issues Survey and WIP
- Skills Inventory WIP
- Engagement on Catering and Healthcare levy funding
- Engagement in Building alterations
- Constituencies created and 7 appointees found
- Increased communications with residents
- Engaging VM re manpower and efficiency with Bronwyn complimented on her support and willing attitude.

Telecare

Negotiations underway to find a solution to UPS systems in every resident home

Local Councilors approached for a meeting

Possibility of a Cell Tower solution in 4<sup>th</sup> Quarter

Next CRG meeting to be held before August month end

## **6. AGM**

6.1. A draft of the AGM minutes exists and can be expected to be released within days.

6.2. Resident's questions and answers thereto are expected to be with the AGM minutes

**Signed and approved .....2022**

**At Cape Town**

**Date of next Rescom meeting 30th August at 10h00 in the Club House.**

## **Finance Portfolio report Rescom 18<sup>th</sup> July (By Colin Levine in the absence of Charles Foster)**

1. **March 2022 outstanding query** - we await the outcome of discussions between EPI and ELV to a query raised on May 26, 2022 in respect of a maintenance payment reflected in the March 2022 management accounts. This query should've been really simple to answer and one would swear that between Jason and Patrick they lived and worked on opposite sides of the world, let alone sharing the same offices. The latest correspondence from Alet in this regard is dated June 24, 2022 (4 weeks after the query was raised) where she said we should have an answer to the outstanding query shortly. This question has to do with a matter of principle as to who is responsible for a particular property expense – and will set the principle for future expenses, too. Perhaps you can check with Alet as to why we haven't yet had an answer to this simple question?
2. **Prior year maintenance queries** – Alet still has queries outstanding via a spreadsheet relating to maintenance fees paid last year – along the same lines as number 1 above where we need to understand the principle. Whilst there is no time limit set on this matter it would be good to close it out as soon as is possible.
3. **Management account reviews and queries (March, April and May 2022)** – the queries we raised, other than in respect of number 1 above, from these 3 sets of management accounts have been comprehensively answered and explained via email by Alet and Bronwyn, for which we are most grateful. Please do pass on our thanks and we hope that we can continue to work together to iron out any future queries, too, in a timely manner.
4. **Accounting for EPI costs in the management accounts** – as discussed at the AGM it was agreed by James that the costs that EPI is responsible for paying will no longer be accounted for below the line but will be accounted for in a true fashion in the management accounts itself, thereby leaving a genuine loss (if any) below the line. The May 2022 management accounts did not take this accounting treatment into account but perhaps it was too late in the day to amend these management accounts following the AGM discussions. However, we would expect to see the June 2022 management accounts reflect EPI's June 2022 contribution to costs that it actually owes (e.g. levies for unsold units) and furthermore we would expect to see EPI's March to May 2022 cost contributions for which it is responsible also reflected, separately as a one-off item, in the June 2022 accounts (i.e. we do not expect each of March, April and May's accounts to be restated). We'd be grateful if you could please impress our expectations to Alet.
5. **Proposed agenda for the July 28, 2022 meeting (postponed at ELV's request from June 29, 2022), including rates and rates recovery** – can you please confirm with Alet that the attached agenda, which was previously circulated and that was to serve the meeting with ELV to discuss rates recovery and healthcare and catering etc., will be fully addressed at the rescheduled meeting to be held on July 28, 2022.

## Proposed Agenda for 28<sup>th</sup> July Meeting

In preparation for, and in order to give some structure to, our meeting that we are having on Wednesday June 29, 2022 I have put together a short agenda of the main topics that the Rescom finance sub-committee believes are important to discuss – please do feel free to add any additional items, as we really would like this meeting to be as open and honest as possible in arriving at a fair revised budget and in particular to understand the impact of the healthcare and catering services on the budget.

1. Levy Shortfall
  - a. **Unsold Units** - impact on Developer's potential shortfall - **Colin**
  - b. **Property Rates and recoveries** - per AGM question and per AGM discussion – **Dylan / Colin**
  - c. **EPI invoices for what it owes** – confirmation that will be accounted for on a monthly basis above the line – **Alet / Colin**
2. The 2023 Budget
  - a. **Healthcare** - understanding the EPI proposals and impact on individual levy payment amounts if monthly cost of R90,850 is removed – **Dylan / Alet**
  - b. **Healthcare** – understanding how the revised budget has gone from R300,000 to R710,100 – **Dylan / Alet**
  - c. **Healthcare** – understanding the budgeted costs of R300,000 / R710,000 when actual costs in 2022 were R957,344 and current costs are R1,090,200 (R90,850 x 12) – **Dylan / Alet**
  - d. **Catering** - understanding the EPI proposals and impact on individual levy payment amounts if monthly cost of R41,992 is removed – **Dylan / Alet**
  - e. **New residents' LRAs with separate Catering levy and separate Healthcare levy** – understanding the impact on the respective EPI proposals and related costs re: new and existing residents – **Dylan / Alet**
  - f. **New maintenance person** – impact on developer's shortfall and residents' levy payments where to date no appointment made (or perhaps where not an ELV cost) – **Dylan / Alet**
  - g. **Addendum to LRA to bring levy review date in line with ELV year-end** – understanding the “no increase in levies” incentive – **Dylan / Alet**
3. 2021 Surplus and 2022 Management Accounts (**tabled, but perhaps for a separate meeting if insufficient time**)
  - a. **AGM discussion** - revisit the 2021 surplus in light of one-off depreciation provision and one-off maintenance provision – **David / Colin**
  - b. **Head Office Costs and Building Insurance** – response to head office allocation and building insurance queries – **Dylan**
4. Any Other Business - **All**
5. Date and time for next meeting - **All**

Evergreen Bergvliet - analysis of management accounts for the period March 1, 2022 to February 28, 2023

	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Total Mar-22 to Feb-23	Feb-23 annual budget
<b>REVENUE</b>	<b>688,372</b>	<b>688,623</b>	<b>688,623</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,065,618</b>	
Levies Received - Residents	688,372	688,623	688,623										2,065,618	
Levies Received - additional person	0	0	0											
Levies Received - Developer	0	0	0										0	
Levies Received - CSOS	0	0	0											
<b>TOTAL EXPENSES</b>	<b>732,910</b>	<b>685,315</b>	<b>664,004</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,082,229</b>	
<b>Head Office Recovery</b>	<b>30,000</b>	<b>30,000</b>	<b>30,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>90,000</b>	
Head Office Expense Recovery	30,000	30,000	30,000										90,000	
Recovery - Head Office Expenses	0	0	0										0	
<b>Insurance</b>	<b>18,006</b>	<b>18,006</b>	<b>18,006</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>54,018</b>	
Insurance - Building / Public Liability	18,006	18,006	18,006										54,018	
<b>Clubhouse Expenses</b>	<b>17,345</b>	<b>10,016</b>	<b>7,642</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>35,003</b>	
Subscriptions	3,195	3,315	3,315										9,825	
Recovery - DSTV Subscription	(1,660)	(1,660)	(2,230)										(5,550)	
Clubhouse Expenses	6,730	0	0										6,730	
Plants and Flowers	0	0	0										0	
Cleaning	2,523	158	0										2,681	
Rent Paid - Equipment (golf cart & gym equipment)	17,953	17,953	6,325										42,231	
Recovery - Rental Equipment (EPI paying for gym equip)	(11,628)	(11,628)	0										(23,256)	
Hygiene Service Expense	232	232	232										696	
Window Cleaning Expense	0	1,646	0										1,646	
<b>Medical Response - Management Fees - Telecare</b>	<b>11,270</b>	<b>10,465</b>	<b>11,270</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>33,005</b>	
Management Fees - Telecare	11,270	10,465	11,270										33,005	
Recovery - Medical	0	0	0										0	
<b>Employee Cost Salaries</b>	<b>157,491</b>	<b>165,225</b>	<b>162,035</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>484,751</b>	
Salaries Gross - Villages	175,718	173,200	169,608										518,526	
Leave Pay Provision	4,141	2,585	6,482										13,208	
Recovery - Cleaning	(22,008)	(10,560)	(13,995)										(46,563)	
Recovery - Utility / Car Wash	(360)	0	(60)										(420)	
<b>Employee Cost Other</b>	<b>2,319</b>	<b>4,960</b>	<b>5,325</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12,604</b>	

Evergreen Bergvliet - analysis of management accounts for the period March 1, 2022 to February 28, 2023

	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Total Mar-22 to Feb-23	Feb-23 annual budget
Staff Training	0	0	1,357										1,357	
Entertainment - Staff Welfare	2,146	4,960	977										8,083	
Staff Uniforms	0	0	0										0	
Staff Costs	0	0	2,991										2,991	
Staff Meals Management	0	0	0										0	
Staff Meals	0	0	0										0	
Staff Background checks	173	0	0										173	
<b>Levies Expenses</b>	<b>3,920</b>	<b>3,900</b>	<b>3,920</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11,740</b>	
Levies Expenses - LMHOA	0	0	0										0	
Levies Expenses - CSOS	3,920	3,900	3,920										11,740	

<b>Administration Expenses</b>	<b>22,293</b>	<b>15,242</b>	<b>7,260</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>44,795</b>	
Bank charges	0	0	0										0	
Service fees (Smartmatter fees on payment)	539	375	417										1,331	
Audit Fees	13,272	0	0										13,272	
Health and Safety	0	7,500	0										7,500	
Meter Reading Expense	6,303	6,303	6,303										18,909	
Gifts	2,179	1,064	540										3,783	
Recovery - Operating Loss / Incentive	0	0	0										0	
<b>Consulting Expenses</b>	<b>2,500</b>	<b>2,500</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5,000</b>	
Professional Fees - Consulting Fees (Melaney Godfrey)	2,500	2,500	0										5,000	
<b>Information Technology Expenses</b>	<b>12,836</b>	<b>13,026</b>	<b>12,769</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>38,631</b>	
Information Technology - Consumables	0	0	0										0	
Information Technology - Telephone and Cellphone	3,126	3,302	3,054										9,482	
Information Technology - Data Line Rental	9,710	9,724	9,715										29,149	
Information Technology - Software Licence	0	0	0										0	
<b>Travel Expenses</b>	<b>0</b>	<b>0</b>	<b>50</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>50</b>	
Motor Vehicle - Costs	0	0	0										0	
Travel - Fuel	0	0	50										50	
Transport costs for residents	0	0	0										0	
Recovery - Transport	0	0	0										0	
<b>Printing &amp; Stationery Expenses</b>	<b>5,529</b>	<b>4,243</b>	<b>6,020</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15,792</b>	
Stationery	1,723	105	2,172										4,000	

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Printer Usage & Rentals	3,806	4,138	3,848										11,792	
<b>Depreciation Expenses</b>	<b>5,538</b>	<b>5,360</b>	<b>5,538</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16,436</b>	
Depreciation - Computer Hardware	0	0	0										0	
Depreciation - Furniture and Fittings	1,427	1,381	1,427										4,235	
Depreciation - Plant & Equipment	4,111	3,979	4,111										12,201	
Depreciation - Security Equipment	0	0	0										0	
<b>Common Property: Municipal Utilities</b>	<b>20,716</b>	<b>7,808</b>	<b>17,079</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>45,603</b>	
Electricity	48,687	45,366	53,206										147,259	
Recovery - Electricity	(10,226)	(9,834)	(11,067)										(31,127)	
Recovery - Electricity Home User	(18,957)	(19,436)	(19,461)										(57,854)	
Recovery - Electricity Hot Water	0	0	(2,551)										(2,551)	
Water	15,774	13,462	13,671										42,907	
Recovery - Water	(13,685)	(15,618)	(13,019)										(42,322)	
Sewerage	12,522	9,805	9,979										32,306	
Recovery - Sewerage	(7,324)	(9,360)	(7,077)										(23,761)	
Refuse	10,800	10,778	10,778										32,356	
Recovery - Refuse	(15,935)	(16,338)	(16,359)										(48,632)	

Refuse (Non Municipal)	1,774	1,774	1,774										5,322	
Recovery - Refuse Non Municipal	(2,714)	(2,791)	(2,795)										(8,300)	
<b>Property Rates</b>	<b>72,886</b>	<b>70,291</b>	<b>58,739</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>201,916</b>	
Rates	168,965	169,923	158,582										497,470	
Rates - common areas	2,961	2,946	2,678										8,585	
Recovery - Rates Developer	0	0	0										0	
Recovery - Rates	(99,040)	(102,578)	(102,521)										(304,139)	
<b>Security</b>	<b>126,605</b>	<b>123,807</b>	<b>123,807</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>374,219</b>	
Repairs and Maintentance - Security Equipment	3,823	1,025	1,025										5,873	
SLA - Security	119,294	119,294	119,294										357,882	
Security - Monitoring Expense	2,788	2,788	2,788										8,364	
Security (Bonus to security)	700	700	700										2,100	
<b>Village Maintenance</b>	<b>52,233</b>	<b>26,017</b>	<b>19,458</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>97,708</b>	
SLA - Pest Control	0	0	0										0	
Pest Control	0	0	0										0	
Signage	0	0	121										121	
SLA - Airconditioning	0	0	0										0	

Evergreen Bergvliet - analysis of management accounts for the period March 1, 2022 to February 28, 2023

	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Total Mar-22 to Feb-23	Feb-23 annual budget
Repairs & Maintenance - Electrical	738	228	115										1,081	
Repairs & Maintenance - Fire Equipment	0	8,104	0										8,104	
SLA - Heat Pump	0	0	0										0	
Repairs & Maintenance - Heat Pump	0	0	0										0	
Repairs & Maintenance - Plumbing	2,358	(1,407)	0										951	
Repairs & Maintenance - Painting	4,048	0	609										4,657	
SLA - Lift Expense	2,678	2,678	2,678										8,034	
Repairs & Maintenance - Lift Expense	0	0	0										0	
Repairs & Maintenance - Window Cleaning	0	4,658	0										4,658	
Repairs & Maintenance - General (Non-Recoverable)	42,501	9,116	8,785										60,402	
Repairs & Maintenance - General (Recoverable Residents)	864	6,615	550										8,029	

Repairs & Maintenance - General (Insurance claim)	0	24,319	25,043										49,362	
Insurance Claims - Received	0	(26,341)	(25,043)										(51,384)	
Insurance - Expense	0	0	5,000										5,000	
Recovery - Maintenance	(1,644)	(6,825)	(5,634)										(14,103)	
Recovery of Costs	0	0	(250)										(250)	
Generator Costs	0	4,763	6,404										11,167	
Repairs & Maintenance - Pool	690	109	1,080										1,879	
Provision for long term maintenance	0	0	0										0	
<b>Garden Maintenance</b>	<b>36,708</b>	<b>40,308</b>	<b>41,831</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>118,847</b>	
SLA - Garden Maintenance	36,110	36,110	36,110										108,330	
Repairs & Maintenance - Garden Maintenance	598	4,198	5,721										10,517	
Garden Services Recoverable	0	0	0										0	
<b>Catering</b>	<b>43,865</b>	<b>43,291</b>	<b>42,405</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>129,561</b>	
Catering - Management Fee	41,992	41,992	41,992										125,976	
Catering - Equipment	0	1,299	0										1,299	
Catering - Functions	0	0	261										261	
Catering - Consumables	1,873	0	152										2,025	
Recovery - Catering Expense	0	0	0										0	
<b>Medical Expenses</b>	<b>90,850</b>	<b>90,850</b>	<b>90,850</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>272,550</b>	
Management Fees - Healthcare	90,850	90,850	90,850										272,550	
Healthcare - Covid Related Cost	0	0	0										0	
<b>Profit/(loss) for the period</b>	<b>(44,538)</b>	<b>3,308</b>	<b>24,619</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(16,611)</b>	
Adjustment - rounding difference to Evergreen Accounts	2	1	0										3	
<b>Total accumulated surplus for</b>	<b>(44,536)</b>	<b>(41,227)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,608)</b>	

<b>February 2023 financial year</b>														
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Evergreen Bergvliet - analysis of management accounts for the period March 1, 2022 to February 28, 2023

	<b>Mar-22</b>	<b>Apr-22</b>	<b>May-22</b>	<b>Jun-22</b>	<b>Jul-22</b>	<b>Aug-22</b>	<b>Sep-22</b>	<b>Oct-22</b>	<b>Nov-22</b>	<b>Dec-22</b>	<b>Jan-23</b>	<b>Feb-23</b>	<b>Total Mar-22 to Feb- 23</b>	<b>Feb-23 annual budget</b>
Unexplained Adjustment on Evergreen Accounts	0	(2)	0										(2)	
<b>Total Accumulated Surplus per Evergreen Accounts</b>	<b>(44,536)</b>	<b>(41,229)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	<b>(16,610)</b>	

## **HUMAN RESOURCES & ROAMING PORTFOLIO – 11.07.2022**

The new Rescom has been very active in setting in place structures for proactive, positive and responsible actions on urgent matters, especially on the health care and catering fronts. As Deputy I have attended most of these meetings, and with my one year's experience on the previous Rescom, my comment is that this year there is more purpose, direction, focus and accountability being portrayed by all members thus far.

### **HUMAN RESOURCES**

I held a brief discussion with Bronwyn on matters security and while this portfolio runs very smoothly, a few small items needed addressing, which has been done decisively and professionally, thanks Bronwyn. The main matter was of one security guard being found asleep in the early hours in the clubhouse and this led to his dismissal and resulted in the rest of the guards being more attentive to their duties.

A complete list of all security related items needs to be made, progress tracked and a report back done bi-weekly to residents.

Alan and I inspected the entrance gate area with a view to making recommendations to management regarding the entrance access. It appears that there is sufficient space there to create a slip lane and have three lanes for entry / exit, if the centre island is removed and extra width "stolen" from both sides. Richard's input on this will be appreciated, and reported on at Rescom if his medical results allow.

Management has provided me with a full copy of all staff, permanent and contract, in the village and Bronwyn and I will spend some time analysing and assessing areas for maximising efficiencies with a view to reducing costs charged to the village accounts.

One of the potential areas was the gardens, where one of the contractors is allocated to working in private gardens and this is billed directly to the residents concerned by Whitehall. All seems in order here, in that the village is not paying for this staff member, but there is a similar situation with village domestic staff who are contracted to residents on their request and they are billed for this. It needs to be resolved that these charges are credited to the village account and not absorbed by Evergreen as their income.

Mention has been made to management regarding the complacent attitude of many staff members towards their jobs and Bronwyn is tightening up on discipline and making higher demands of them. Some resistance has been met with this approach and I ask that all Rescom members support her in the task of getting more commitment from her staff.

I will be spending some time with Bronwyn as my diary allows to better understand her challenges in this regard and to offer my assistance in structuring the staffing to make her job easier and to improve service delivery.

The areas of Health care and catering promise savings of staff but these are being addressed by other Rescom members as part of their portfolios.

### **DEPUTY CHAIR**

I would really like for the committee to set tangible and achievable objectives for the year against which we can be measured. As a suggested starting list, and members need to add to this so we can select the most achievable of them for presenting to Evergreen for all parties to work on to improve delivery expectations on items that are important to village residents. Last year's committee reluctantly did this but all fell by the wayside when Joan took the four objectives to Mancom and these got rejected by Evergreen.

Please add to the list started below :-

- Telecare improvements
- Entrance gate widened
- Assist with cell phone reception if possible
- Enhancement of gardens and surrounds
- Clubhouse plans resolved and building schedule announced

We can discuss the list at the meeting and decide which we want to take up with Evergreen as our priority objectives.

I would also like to see a lot more communication taking place between Rescom and the residents with regular updates on progress, or lack thereof and the reasons for this. We should target at least three full Resident's Meetings a year with report backs on Key Issues as the main agenda item. Ad hoc meetings with specific interest areas should be held, like the one proposed for the clubhouse plans that Richard will be hosting. Possibly later one on Health Care and the Telecare, once progress has been made on that front. Momentum must be maintained on all major items and residents kept in the picture on progress and log jams.

Using the Constituent Representatives who have agreed to be the eyes and ears of Rescom in their designated areas, they can contribute to lifting the spirit and morale in the village through speeding up the process of bringing problems, ideas and feedback to Rescom and management for action to be taken. A draft of their roles and responsibilities was circulated and for comment and is listed again here below. Please add to this if you have further ideas : -

### **ROLE OF CONSTITUENCY REP**

*The primary role of a constituency rep is to engender the feeling of a caring village, by being be the eyes and ears of Rescom, regarding the views, opinions and areas of concern of residents living in a designated or demarked area of the village. The Constituent would be the immediate and convenient "go-to person" for the surrounding residents, to convey the message back to Rescom.*

*The Constituents will be aware of new people moving into the village in their area, and welcome them.*

*Broadly speaking the roles are : -*

- *Communication link between Rescom and the constituency residents*
- *Putting forward items from residents in their constituencies for discussion at Rescom & Mancom*
- *Bringing to management's attention problems specific to that area, like subsidence in West Bank berm area, or water problems experienced in Cape Flats in earlier days*
- *Raising the community spirit in their demarked area*
- *Encouraging participation in community events and entertainment as well as at resident's meetings*
- *Learning about Rescom duties and responsibilities and in future, perhaps playing a more active role in Rescom activities*
- *As an initial project, assessing the level of interest residents have for naming the roads in their areas (like happened in Winery Road, Cross Roads and Cape Flats)*
- *Attend occasional Rescom meetings when appropriate to update ELV management*

I suggest that, very soon, we hold a meeting with all of them present, to explain to them our perception of their roles, share the completed list with them and generally get them on board and supporting us in our job of improving the village. Also to get their input on what they see as their role and possibly incorporating these suggestions into their role.

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## Catering Portfolio report July13th 2022

### 1. The Demand for Catering in Bergvliet village

The Demand for Catering is low as this table shows.

Meal	February	March	April
Breakfast	21	29	37
Lunch	59	87	74
Social Dinner	118	111	111

In addition there is a demand for around 25 teas, coffee Cake etc especially in the mornings.

### 2. What are our aims with Catering?

Because some residents depend on there being a catering facility, our aim is to provide at least the meal services that residents enjoy as outlined in 1 above, but on a self-funding basis paid for by the users of that service in the cost of meals.

### 3. What is our market profile and price range?

Fair value at market related prices: e.g. Americano Coffee at Bistro is R18 yet nearby it is R26: A typical breakfast at the Bistro is R50 yet nearby is R90 etc. Considering the convenience factor, walk to Bistro vs driving, parking, wine corkage, tips etc the Bistro can and should charge more, provided quality is fair.

The Wednesday Social Dinner to be kept in place and needs to be served by whichever company we decide to use. The price range to be up to R200 for 3 course meal, ie., main, dessert or cheese , tea and coffee: perhaps a variation of starter, main, teas and coffees.

The caterer might consider introducing Sunday lunches especially in the winter.

It is noted that WPC quality is unreliable. Breakfast is good and prepared from fresh ingredients kept on site, Cakes and the like are poor, Main meals ordered the day before are delivered as bulk ingredients and cooked from raw in the Bistro kitchen. The poor quality is most likely from substandard ingredients purchased in bulk at WPC.

### 4. Does the Noordhoek approach to packages have merit?

The caterer might want to offer prepaid monthly credit, at a discount to normal meal costs which if not used up within the current month to carry over to the following - a total credit over two months.

### 5. Do we reject ELV proposal to charge a levy at all, even the reduced tariff?

Yes.

**6. Do we want to use WP (1 or 2 people?) for our weekly breakfasts, coffees, teas, cakes?**

For now yes we have accepted the WPC proposal of R28,000 management fee to provide exactly what they do now 5 days per week, Monday to Friday, 8am to 5pm: Breakfast, Teas, Coffee, Sandwiches & Lunch: 2 x Staff Members including Wednesday evening dinner

**7. Caterers under review**

We will not ask for interested parties among residents. This needs to be done on a commercial basis with a company that offers an existing service that can be measured.

Meeting with Raw Foods on 2 August - our best option perhaps as they have experience in catering to Retirement Villages? Also Freedom Foods Country Kitchen.

Rambling Rose have ruled themselves out as have Ambrose Catering, and Lime Tree Cafe.

The Entertainment and Events Sub Committee are not part of this catering matter concerning the Levy and catering costs. They are fiercely independent and self-funding.

## **Healthcare Portfolio report July 15th 2022**

### **1. ELV Proposal to add a R250 per month to Levies**

In a survey of Residents this proposal has been rejected by almost 80% of residents.

There is difference of opinion between what ELV says are inclusive and additional Levy items and many residents' views on what the LRA actually promises, especially early LRA versions which have a Health Care option within the LRA. The need to reach agreement with ELV without legal action is evident. However, residents do have the right to individually protect their rights.

### **2. The Nurse Services in Bergvliet village**

Per the management accounts, the residents of Bergvliet village are already paying close to R1 million per annum for 24 hour availability of nurses.

The Demand for the services of these nurses is extremely low however, and where they are called upon residents they assist pay for such service in addition to the above charge to accounts.

### **3. What are our aims with Healthcare?**

Some residents depend on there being a hands on Nursing capability, therefore Evergreen Health Care (EHC) has been asked to propose mobile a self-funding model paid for by the users of that service, without permanent on site Nurses, all of which services are billable directly to the residents receiving such services.  
Bronwyn.

The conclusion was reached that the Telecall system is residents primary life-line, and it is a contractual service under residents LRA. Its cost seems reasonable at R10,000 per month for provision and the call center service.

The risk of a fall or accident to someone alone and in their home was a major factor, and single residents are the most at risk.

However during Loadshedding the Telecall system is only available to residents who have linked their fiber ONT to a UPS system, else they are vulnerable. With poor cell phone reception and the internal phones also off line this is a major system failure.

All problems with the availability functioning and use of the Telecare system are to be resolved. These include the units not working during load shedding, and residents general complaint that they don't work.

A detailed work plan to be produced -  
Bronwyn and Anton the supplier –

A comprehensive and ongoing education plan on the use of Telecare and all that it offers including residents responsibilities, such as correct emergency documents on hand (Med aid

card Id doc ). Residents also must know if they activate the system for help it will call a paramedic and ambulance who will expect to be paid. The use of a video/YouTube training guide to be considered.

Bronwyn to get Anton of Telecare to produce.