

BERGVLIET JUNE 2022 – Residents Key Issues

Colour Code
Completed
Mostly complete
In Progress
Longer term

Note Updated text in Red

Heading	Ref no	No of times mentioned	Summarised Issue	Current status: Friday 22 July	Target Decision date	Target Completion date
<u>SNAGS</u>						
1.1	2	2	Winery Road Snags	Inspection Completed.	Work is approved	End August
1.2		1	Apartment	All snags are recorded	Work is approved	End July 2022
<u>GATE /ENTRY & EXIT</u>						
2.1	2	2	A separate lane for visitors and delivery vehicles.	Under Discussion	Not 2022	Not 2022
2.1		2		Safety protocol is under review now & LRA holders are first priority. On duty staff will assist regular family visitors, within that protocol.		
2.1			Faster entry immediate family.		Mid July	End July 2022
2.3	1	1	Apartment visitors need to be met at basement	Proposals Under Discussion	End of July	Unknown
2.4	4	4	Residents own boom remote controls	Tags under consideration	To be advised - EPI has received a quote and awaiting 2nd quote.	Availability

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		2		Tags on resident's vehicles, will open the locked gate at night, for automatic entry and exit of residents. The vendor is looking at programming issues around the night entry. At night the external gate will open to allow entry, but that the resident vehicle will stop at the boom for guard to ensure they do not have an unwelcome intruder in the vehicle.		
2.5			Gates locked at night - residents vulnerable (see security below)		End July 2022	Availability

VILLAGE MANAGEMENT/STAFF

3.1	1	Staff unproductive, poorly supervised	Under review now	HR meeting 05/07 08h30	Staff Changes 1st August. Mfundo our new DM is overseeing the staff
3.2	1	Gardeners Unproductive poorly supervised	Under review now	New Sections issued. Markus of Whitecliff has met with his team and is on site more regularly	Team being Managed by VM. Residents to feel free to call VM office if anything out of place
3.3	1	Train staff to deal with residents emergencies	Ongoing including Grinnell on board for security training	Evacuation for Homes to be done before end of July. Apartments will be done regularly.	End of July 2022
3.4		Staff very helpful	Thank You		
3.5		Appreciate being able to have my dog with me	Thank you		

HEALTHCARE

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	4.1	1	Referred to as a "24 hour Emergency care"	Telecare needs urgent attention and training	Mid July 2022	End of August 2022
	4.2	1	full details of the nurses (incl the reg no's)manning clinic	Nurses cost is under review	End July	End of August 2022
	4.3	1	Telecare is limited 200m of homes, no use in rest of village	Partly true but information & Training needed	Mid July 2022	End of August 2022
	4.4	1	Ensure maximum charges recoverable from Discovery classic comp	EHC says this is true now for Discovery	N/A	N/A

CATERING

5.1	1	The residents' to support caterers and create a profit model e.g. 10 meals per person per month at R100 per meal add to levies. thus caterers a guaranteed R150000.	The demand is less than 210 meals per month. Alternatives under review	End July 2022	End of August 2022
5.2	1	The changes/renovations in the Manor House have been outstanding for years.	See below clubhouse below	End July 2022	End of August 2022
5.3	1	Catering contractor charges has always been included in the monthly levy	Correct but they cost R48,000 per month before a single meal is produced	End July 2022	End of August 2022
5.4	1	Improve catering services like having fish & chips Friday night & perhaps breakfast for friends on Saturday morning. Sunday buffet lunch in winter	Alternatives are being reviewed	End July 2022	End of August 2022
5.5	1	The abysmal catering	Alternatives are being reviewed	End July 2022	End of August 2022

MAINTENANCE

6.1	1	Each winter a rising damp a damp at garage 1 meter from the internal door. Door swells and jams	Been logged with EPI	Awaiting confirmation	End of August 2022
6.2	1	the laminate in the lounge area in that it is swelling and gets worse during winter.	Recorded	On Residents File	No action planned

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6.3		1	Faults reported not been dealt with seemingly misplaced or lost in bureaucracy.	Recorded - Mfundo is assisting with Maintenance and new changes to come in that team	August staff changes	End of August 2022
6.4		1	latch on my front garden gate to be replaced. I think it now needs a longer/bigger	Logged	Complete	Complete

SONNENHOF/CLUBHOUSE

7.1	1	inadequate facilities and ambience at the clubhouse in terms of tables, seating, equipment, acoustics	Alternatives are being reviewed	New plans are at HO drawn up by Richard Eastwick	Follow up end of July
7.2	1	waste of electricity in the evenings; we have, on occasions gone in and turned off several lights	Staff been advised. Nurses and Security to be more vigilant	Notices up. Some Residents come after hours to use facility and then leave on.	Closed
7.3	4	Obviously, the village issues are the clubhouse	Alternatives are being reviewed	Richard meeting with EPI end July	Follow up August
7.4	1	plans put forward for the extension to the clubhouse are uninspiring	Alternatives are being reviewed	New plans by Richard	Follow up August
7.5	2	Plans leave no space outside on the patio.	Alternatives are being reviewed	Agreed, patio untouched in new plans	Closed
7.6	2	Increase the space of the dining room by removing (or decreasing the size) of the passage walls	Alternatives are being reviewed	Agreed	Closed
7.7	1	The passage is wasted space and could be incorporated into the dining room.	Alternatives are being reviewed	Agreed	Closed
7.8	1	By making internal changes it would not be necessary to take away so much of the outside area.	Alternatives are being reviewed	Agreed	Closed
7.9	1	I am not in favour of carpeting the floors in a dining room, carpets stain	Alternatives are being reviewed	Richard has included carpet. Heavy duty stain proof	Follow up August
7.10	2	No to the removal of the wall between the small dining room and reception it will create a draft and impact on privacy	There is no intention of removing the wall between the lobby and small dining area in the Clubhouse	No action	No Action planned

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	7.11	3	The present facilities are inadequate for the number of residents	Alternatives are being reviewed	New plans make for aproximatley 30 seats, only ever have big numbers for big events not more that three times a year	Follow up August

GENERAL

8.18.2	1	The one-way system introduced post construction of the apartments – the volume of traffic past our home has increased by well over 100%	EPI took the best decision then for traffic flow and safety, but willing to listen to practical alternatives	None planned	None planned
8.3	1	Access to 'large print' library books, maybe from other Evergreen Villages?	VM will discuss with the Resident concerned. Such books are not common and are expensive. Residents at Muizenberg Village bought magnifying glasses.	None planned	None planned
8.3	4	Objection to permission granted for a resident to turn his garage into a gym, creating the necessity of altering the area outside his house.	EPI and GR is dealing with this	Now	End of july

GARDENS

9.1		Gardens are very good	Thank you		
9.2	1	I would really like some planters down the back shelf wall of my unit	Residents can do so in their own garden, and VM can assist in planting.	Now	Now
9.3	1	I think a compost pit or heap would be a good thing for Evergreen to investigate	Limited space in Village	None planned	None planned
9.4		The gardens round the Village are looking neat and also the roads are swept often and look tidy	Thank you		

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<u>IT/CELLPHONE/TECHNOLOGY</u>						

10.1	3		The dismal and potentially dangerous (in the event of power outages) cell phone reception in the village	Awaiting Cell tower approval. There is a scheme under review at Bergvliet High School. It will accommodate various Service providers, Vodacom has said it will join. In the interim Vodacom over wifi option can work.	4th Quarter 2022	By year end 2022
			Linking of internal telephone system to generator	Individual unit/apartment system quicker & easier are under review	EPI investigating	In progress
			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	Individual unit/apartment system quicker & easier are under review	EPI investigating still under discussion with Rescom. Before end July is the target	By the end of August 2022
			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.	In process. EPI signed off go ahead	End of July	Mid August
			TV Reception are not great in the Village – TV goes down especially in heavy rain	DSTV dish has not been upgraded to the new spec. Will be for the residents account	None planned	None planned
10.2	1					
10.3	3					
10.4	1					
10.5	1					

POOL

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11.1		1	set the swimming pool heater at 27-28 Centigrade, as is recommended for pools used by the elderly	Been 28 deg for the last few weeks. Daily temps are recorded on the maintenance checklist and handed in on a Friday	Complete	Complete

LEVIES/EXITING EVERGREEN

12.1	1	Evergreen have been anything but the caring partner for life they advertise themselves as.	Rescom and the Concerned Residents Group has made Evergreen management aware of this.	On going	On going
12.2	1	I have to pay for refurbishing costs as well as being responsible for the levy until the unit is sold again	Residents and Evergreens responsibilities are set out in the Life Right Agreements. Residents are welcome to discuss their individual concerns with Rescom, or their own legal /financial consultatnts.	On going	On going
12.3	1	We will not accept any increase whatsoever in our levy over and above what is described in our LRA	No one will be forced to do what isn't covered in their LRA	On going	On going

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12.4		1	Proposed extra levies hanging over us.	Cost negotiation progressing Rescom/Fincom & no one will be forced to do what isn't covered in their LRA	On going	On going
		1	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	The facilities at the Clubhouse, Clinic and Bistro are underutilised. Any changes in the Clubhouse facilities will be funded by EPI. The concern for residents is the they are paying close to R1,6 million per annum for Catering and Nursing Services that they do not use.	End July 2022	End of August 2022

SECURITY

13.1 13.2 13.3		1	A copy of the Evergreen/Amdec and the security company agreement shall be retained in the village manager's office for perusal by any resident	Copy with Evergreen management at Head office. Not for Residents perusal but may ask VM anything if they are uncertain	Closed	Closed
		1	I am of the opinion that security should not be the go to for after hours emergencies	Standard Protocol in All Villages	Grinnell stepped up training. Adhoc staff to be trained on our site to cover for sick or leave	End of August
		1	However If Security is going to react to after-hour Emergencies more training will be needed	In process	End of July	End of August

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	13.4	2	In winter it is already dark by 6pm, but we close the outside gate at 8pm, creating the potential for an unseen entry	Safety protocol is under review now, Tags on resident's vehicles, will provide automatic entry and exit of residents.	End of July	End of August
	13.5	1	After dark gate left open temporarily for an uber or similar drop off at a unit. Gate should be closed then reopened		End of July	End of August
	13.6	2	security guards sit in the hut which is a long way away from the gate and the way their desks are positioned		End of July	End of August
	13.7	2	Security guards at the gate house are looking at the clubhouse and not at the entrance.		End of July	End of August
	13.8	1	I keep fearing that even during the day folk can just walk into the village without the guards really noticing or calling out.		End of July	End of August
	13.9		We have very nice people employed as our security guards and this is not a criticism of the personnel.	Thank You		
	13.10	2	I just think that our gate security protocol and systems needs a reconsideration and shake up to prevent something larger from happening	Tags on resident's vehicles, will open the locked gate at night. At night the external gate will open to allow entry, and the resident vehicle will stop at the boom for guard to ensure they do not have an unwelcome intruder in the vehicle.	Mid July 2022	End July 2022
	13.11	1	If one returns to the Village at night to a locked gate, one has to wait for a guard to unlock the gate.		End of July	End of August
	13.12	3	This leaves one vulnerable and open to attack. This especially causes anxiety for the ladies.	May be linked to Load shedding problem with internal phones. It is under review	End of July	End of August
	13.13	3	A simple solution would be to motorise the gate and provide all residents with a remote.		End of July	End of August
	13.14	1	This is a priority over and above the total re-alignment of the entrance.		End of July	End of August
	13.15		Security team is very good	Thank you		
	13.16		Security at the gate to the Village is pretty good.	Thank you		
	13.17	1	There are times when they do not phone to announce a visitor.		Mid July 2022	End July 2022

INSURANCE

	14.1	1	A copy/copies of the insurance policies recording full itemised details of all the buildings and improvements in the village	EPI has this at HO. Maintenance protocol is available and was sent out. Refer to LRA and House Rules	HR and Maintenance Protocol sent out. Will have a coffee morning for Maint protocol end of July with PM	End of August
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	14.2	1	In addition, this shall cover individual units including geysers and solar panels and all common property and improvements owned by Evergreen/Amdec.	Refer to LRA, HR and Maintenance Protocol	Sent out	All Villages have same procedures

PUBLIC LIABILITY

15.1	1	<p>The roadways in the village are utilised by public outside contractors and visitors unaware 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. <i>EPI</i></p> <p>Town Planner reply: Roadways in the village are multi-use areas utilised by residents and vehicles and are specifically designed to enforce a low vehicle speed where pedestrians can enjoy right of way. The road width and design is duly approved by the City of Cape Town including the City's Transport Department. The village is a private development and contains a private roadway and therefore should not be compared to a public roadway.</p>	<p>EPI to advise re Insurance Cover.</p> <p>Please note response by EPI Town Planner re the suitability and legality of the roads of the roads</p>	End July 2022	End July 2023
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