

# Minutes of the meeting of Rescom Committee at the Clubhouse 30<sup>th</sup> August 2022 at 14h00

1. Alan welcomed members

**2. In attendance:**

- Alan Baxter Chair
- Brian Dalton Deputy Chair
- Charles Foster
- Jane Horovsky
- Bronwyn Davies
- Nomfundo Moletsane

Apologies from Richard Eastwick

3. The minutes of the previous meeting held on the 18<sup>th</sup> of July 2022 were approved.

All matters arising are covered in the agenda for this meeting

**4. Portfolio reports**

**4.1. Chairman re Residents meeting on 29<sup>th</sup> July 2022**

**Discussion**

- The positive Residents Meeting attended by less than 30% of LRA holders
- The chair received a further 5 email responses expressing support for Rescom
- Rescom assumes therefore the attendees were those with concerns
- Intelligent and pertinent questions were asked at that meeting
- Every resident present was given ample time to ask questions
- ELV management dealt with all questions appropriately
- Feedback from some early adopter residents is they will stay as they are
- Rescom members discussed the disposition of any future ring fenced surplus
- Consensus was that some form of levy benefit will be welcome.

**Decisions**

Minutes of the meeting will be produced, and they should include:

1. The use and distribution of any ringfenced surplus should be legislated to be under the control of residents.
2. A line has been drawn at March 1<sup>st</sup> 2022, and all alleged prior losses and surpluses are no longer to be claimed by neither the Evergreen group of company's nor the residents.

**Action by Bronwyn**

A comprehensive memorandum of understanding will be sought from Evergreen Management to record all elements of the above.

**Action by Alan**

When it comes to distribution of any future surplus, Rescom will ask for residents opinions.

**4.2. Finance Portfolio**

**Discussion**

- Achieving the new budget and agreeing the Target Levy has dominated the last few months.
- However there are a number queries in the charges to management accounts which Fincom are dealing with.
- Some residents seem confused about Maintenance Protocol charges which they are liable for.
- The restated 5 months YTD management accounts reflect a surplus of R96,566
- The August & September accounts will be interesting to observe, the then year to date surplus, with the reduction in Healthcare and Catering management fees, and as yet no additional budgeted staff in place?

**Decisions**

Provide Rescom with a briefing note ahead of meetings containing :

- A summary of the income vs expense in the Bergvliet Management Accounts
- Identify any red flags

**Action by Charles for next Rescom**

**4.3. Deputy Chair Portfolio:**

**Discussion**

- Rescom would like to understand the workload on the village management staff
- Technology vs People in the budgeted staff levels
- Use of QR codes and e'forms on iPads etc. to reduce admin load.
- Is this village different, in that it may not need an Evergreen person on site 24/7
- Are most residents self sufficient and capable of unassisted living?
- Some residents have expressed a concern with the removal of the nurses that there is not an Evergreen presence to hold their hand when needed.

- The possibility of introducing the LifeLine call service to residents needing a friendly voice and support (post meeting could this number be preprogramed into the internal phone?)
- The removal of the nurses will remove certain admin duties performed by Village Management on behalf of Evergreen Health.
- Incentives for Village management to cut budgeted costs.

### **Decisions**

- Brian and Bronwyn to meet and review workload and where technology may help, also the use of LifeLine.
- Alan to Discuss Incentives with Garry Reed

### **Action by Brian Bronwyn and Alan**

#### **Not discussed but for the record going forward Rescom Objectives for the YE 2022**

Resolve Telecare situation	31 August 2022
Have Budget 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

### **4.4. Sonnenhof/Clubhouse**

#### **Discussion**

- Richards proposal is before the board for a decision
- Use and access to the clubhouse will be affected if approved.
- The use of tents and temporary facilities were discussed
- The costs of such, wind conditions, and construction dangers may rule this out.

#### **Decisions**

If approved, Rescom will meet sooner to assist village management planning for the non-availability of the clubhouse.

#### **Action Alan**

## 4.5. Catering

### Discussion

- Western Province Catering (WPC) will continue to provide the existing meal services through to the end of September
- Rescom is continuing to discuss a replacement service with external caterers on a self-sustaining business model.
- Caterers still showing interest include Raw Catering, and Freedom Food.
- The issue of a retainer because of the low demand for catering in Bergvliet village remains a stumbling block. *Post the Rescom meeting: ELV announced that PC will continue at Bergvliet without charging a Management Fee. Exact details will be discussed in due course.*
- That the Clubhouse will perhaps be off limits during alterations through October to December
- The interaction between The Events and Entertainment subcommittee and Rescom, Yolanda to be invited to attend Rescom meetings
- How a Bistro Club might be formed by a group of residents paying a voluntary subscription fee to create a retainer to attract a caterer.

### Decisions

- Keep both Freedom Foods and Raw Catering interested while we understand the implications of the Clubhouse alterations.
- Jane to sit in on Events and Entertainment meetings.

### Action by Jane

## 4.6. Healthcare

### Discussion

- The new CMR service and possible service extensions.
- CMR training needs to coincide with the issuing of and signing for Pods.
- Evergreen management praised for purchasing the CMR pods at EPI expense.
- The concern that Evergreen Health is disinterested in offering a ENA nurse home care “Insurance” package to a wider village group than the 4 families currently using the service.
- The need for a resident’s survey to gauge the extent of interest in such a voluntary insurance package was discussed and decided to hold off on this for a while.
- Rescom is finding itself being asked to interpose itself in people’s individual contractual rights and circumstances. The decision was to avoid becoming involved where matters should be resolved with village management.
- The need to be more like a real village which one might find in Italy, where neighbours look out for each other.

## **Decisions**

No further action at this time other than assist in the roll out of the CMR service and be aware of the general concerns of residents.

### **4.6. Gardens**

#### **Discussion**

- Sue Dalrymple works with village management to assist in the overall appearance and conditions of the communal gardens.

#### **Decisions**

- No further action

## **5. Residents Key Issues Report**

#### **Discussion**

- A resident has complained that the status of work at their unit is misrepresented.
- Concern that the key issues report might be ridiculed if residents have a legitimate difference of opinion on the status of Snags, and Maintenance.
- Considerable progress has been made but work is still not completed
- Is the effort of recovering costs from residents for small maintenance charges worth the effort? Bronwyn said she will continue with this practice, most residents comply.
- Should residents use external subcontractors for all maintenance for which they are responsible in terms of their LRA, thus reducing the village management overhead? This option was open to them if they did not want to use the village maintenance team

#### **Decisions**

- More attention to dates given in the report plus a new status of Authorised/Pending will be added.

## **6. Constituency reps**

#### **Discussion**

- The purpose was to engender a greater sense of community and a village environment where neighbours look out for each other.
- The need especially to take an interest in the well-being and spirits of single people living alone recognising that they are particularly vulnerable.

- The need within their chosen constituency for proactive engagement and to report to Rescom, problems and ideas for fun.

### **Decisions**

The role of Constituency Reps (See Attached) to be rejuvenated and especially;

- to include welcoming new residents,
- identifying fun things to do
- reporting area issues to Rescom
- involve residents in naming their streets

### **Action by Brian and Jane**

## **6. AGM**

### **Discussion**

- At the AGM various questions were posed by residents and various commitment made via the minutes.
- The necessity of reverting back to Evergreen Management for clarity when almost all residents themselves have not taken up the offer of further engagement on their behalf.

### **Decisions**

Rescom members to review the list of questions and responses, and AGM commitments and identify anything of significance which should be referred back to ELV.

### **Action by Alan, Charles, Brian, Jane, Richard**

## **6. CRG**

### **Discussion**

- Now called Combined Residents Group, comprising members from all Rescoms of ELV villages in the Western Cape.
- The people involved are an intelligent mix of professionals and businessmen, and share the same view, the success of ELV is vitally important to LRA holders.
- An attempt was made to persuade ELV management that this group can be a force for better resolution of issues shared by residents across the various villages.
- Such resolution could be to the benefit of ELV and residents.

- This offer was declined by ELV Management who felt that CRG had no role to play in securing a better interactions on common problems across all villages
- Bergvliet Rescom is represented in CRG, however if residents do not want Bergvliet involved, via Rescom residents can vote to remove Bergvliet Village.

**6. There being no other business the meeting closed**

**Date of next meeting Monday 19<sup>th</sup> September at 10h00**

## **ROLE OF CONSTITUENCY REP**

*The primary role of a constituency rep is to engender the feeling of a caring village, by being 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*

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