

# **ACTIONS ARISING FROM JOINT ENGAGEMENT MEETING ON 26 OCTOBER 2022 FROM 10H00 TO 12H00**

## **1. PURPOSE**

“Town Hall” style meeting to encourage engagement between management and residents.  
Planned to be held quarterly.

## **2. LEVIES**

Amended budget for 2023 attached.

- Individual challenges on second person levy to be raised with GR outside the meeting.
- Engagement with residents whose levies include property rates with a view to separate billing of property rates. Decision to accept amendment at discretion of affected residents. Basic addendum to be presented and discussed with residents on an individual basis.
- Residents to note the target levy applicable to houses and apartments to which the additional person levy will be added in terms of the individual current LRA to a maximum of R500.
- Legal basis for approach to levy structure explained – Separate meeting to be set up should individual residents require further clarity.

## **3. VILLAGE PROJECTS**

- Follow up actions on these items to be discussed in Project subcommittee.

### **3.1 Painting of houses**

- The project is estimated to be completed by end February 2023. Any change in completion date would be communicated to residents.

### **3.2 Water pressure in phase 3**

- Estimated time frame for completion of project to be communicated once further information has been received.

### **3.3 Addressing high frequency of water outages**

- Reasons for high frequency of water meter replacement to be investigated. Possibility of installing separate meters and isolation valves when replacement is required to be explored.

### **3.4 Village Fence Project**

- Timeframe for commencement and completion of project to be communicated.

### **3.5 Installation of equipment to improve film viewing experience**

- Purchase of screen and projector to be completed within the next 2 months. Improvement of sound system to be explored as a later stage.

### **3.6 Waste/refuse area**

- Timeframe of review of all previous proposals were being reviewed, and submission to council for approval to be communicated.
- Subsoil water seepage in Starling Lane right next to subsoil drain to be tended to by sweeping on a regular basis.
- Options for interim solution to hazard of open channel across lawn in front to LSC to be identified.

### **Projects to be addressed once above projects are well underway**

- Extension of borehole irrigation to all Phase 3 pavements
- Covering of stormwater channel.
- Groundwater seepage in Owl Crescent.
- Groundwater seepage in Starling and Robin Lanes.
- Extension of borehole irrigation system to include parkland areas not covered by the present system.
- Walkways.

## **4. HEALTH CARE**

### *4.1 Appointment of Village Sister*

- First visit to every resident to be continued

### *4.2 Evergreen Health Billing*

- New billing software has been procured.

- Reason for problems with laundry billing to be identified to facilitate rectification.
- Partnership with Discovery explained: Evergreen Health has obtained a Partnership Number from Discovery has been obtained. If you require services from Evergreen Health, your request for services is submitted to Discovery. Your doctor is still your number one Health Care Practitioner. Evergreen Health can only act on what a doctor directs them to do. For example, if your doctors give a directive that you are to receive a vitamin B injection every Friday for 10 weeks, he will write a note.
  1. You provide us with the vitamin / medication which you acquired with your script.
  2. You provide us with the letter from your doctor indicating that you need to get these administered.
  3. EH then ensures that they contact your medical aid and get pre authorization for these services from your medical aid for you.
  4. EH then provide you with the service and gives you your injection.
  5. Discovery then pays EH directly into their account.

It is crucial that you engage with us on the services you want to claim through your medical aid so that we can get pre-authorization for you. If you are going to try and get post authorization, it is going to be problematic.

#### *4.3 Telecare system*

- Current investigation into a more technologically advanced system to be pursued.

### **5. MAINTENANCE OF GARDENS**

- ResCom to provide more detailed explanation of concerns raised in the customer satisfaction survey in order for management to investigate.

### **6. RESPONSIVENESS OF MANAGEMENT**

- Quarterly engagement sessions similar to today's session was instituted by Management to facilitate the process and to try to keep residents informed of outcomes on issues raised with Head Office or EPI and /or third parties. .

### **7. FINANCE**

- Forecast for the rest of financial year 2022/23 to be shared with residents by end November 2022.

### *7.1 Reconciliation of utilities*

- Correct allocation of all utility costs and property rates to be completed before finalisation of next year's budget.

### **8. WAY FORWARD**

- Next meeting will be scheduled in January / February 2023.