

Q&A:

**15 April 2024**

**Q: Does the Noordhoek Bistro have an A la carte Menu?**

A: Yes, and the food is freshly prepared in the fully equipped kitchen.

**Q: Is any of the food prepared Off-Site and brought in?**

A: No food is prepared off site and brought in, we only get deliveries of fresh products daily that is used to cook our meals with.

**Q: Must I still support the Bistro now that they have cancelled their contract?**

A: Absolutely, the current service provider is still here until 31 May, please continue to support them.

**Q: Where is the Care Centre in the Village?**

A: The Care Centre is in Apartment 24.

**Q: What services can the Care Centre Provide?**

A: The Healthcare Centre: 2 Frail care beds available for residents for short or long-term care

Primary Healthcare Services: Registered nurse available from Monday to Friday 08h00-17h00 for medical procedures

Home Care Services: Placement of Care workers 6 to 24 hours according to resident needs

Hospital Visits- Residents followed up whilst in hospital to assist with post-discharge care e.g. Sub-Acute or Home Care

**Q: Are there any doctors that consult from Evergreen Noordhoek?**

A: Yes, a General Practitioner is available by appointment

**Q: Why is there a Medi Clinic in our Village?**

A: To assist residents not having to travel all the way to the Constantiaberg Medi Clinic should they require the services of the specialist doctors at a first consult, and post-op care.

**Q: Is recycling only collected on Thursdays from Residents?**

A: No, you can put your recycling out any day of the week, however the actual Recycling is collected by an Off-Site collector and removed on a Thursday.

**Q: Does Reception offer any Admin services?**

A: Yes, we can print, scan and E Mail documents for residents, however we do not offer a typing service.

**Q: What is the Salon Operating hours?**

A: The salon is open Tuesdays to Fridays from 8am to 5pm. It is closed on weekends and Public Holidays, unless a special arrangement has been made with the Hairdresser.

15 March 2024

Q: **What is our Postal Address?**

A: The address is: (Your Name)  
(Your Unit Number or Apartment Number)  
Evergreen Lifestyle Village Noordhoek  
Corner of Glencairn Expressway & Kommetjie Road  
Fish Hoek  
7975

Q: **What are the important telephone numbers of the Village?**

A:

Evergreen Noordhoek - Landline	021 0014 312
Reception / Duty Manager	2400
Lifestyle Centre 1 <sup>st</sup> Floor	2409
Stephan Lloyd - Village Manager	2402
Stephan Lloyd - Mobile	082 908 5383
Elvirah Daniels - Assistant Village Manager	2406
Evergreen Health Clinic	2403
Evergreen Health Clinic - Mobile	078 768 3796
Guardhouse	2401
Bistro	2404
Call direct for Ambulance Services: CMR	082 782 4444
ER24	084124
Netcare 911	082911
Government	101777
Fire & Rescue	021 590 1900

Q: **Who are the members of the ResCom?**

A: The Members are: Mike Chiles (Chairman)  
Dave Innes (Vice Chairman & Finance)  
Clare Yeowell (Social)  
Rowan Mary Mentis (Health & Safety)  
Alan "Butch" Deuchar (Infrastructure & Maintenance)  
Pete van Der Spek (Safety & Security)

Q: **Who is the Village manager?**

A: Stephan Lloyd

Q: ***What is the procedure of logging a maintenance issue or reporting a general problem in the Village?***

A: These should be reported to Village Management by call the reception desk on Ext 2400

You can also send it via email to: [stephanl@evergreenifestyle.co.za](mailto:stephanl@evergreenifestyle.co.za)

Q: ***What is the process of getting matters resolved within the village?***

A: As per the house rules, the first point of contact is always management and not the Rescom. Should you feel that your matter was not satisfactory resolved, you may escalate it to the Rescom to discuss with management. If the matter is regarded as serious enough, it will be escalated to the Mancom

Q: ***Do we have 24 Hour security?***

A: Yes, we have guards 24 hours a day, plus we have CCTV monitoring Off Site 24 hours a day, as well as ADT armed response service on standby in case of emergencies.

Q: ***Are the healthcare facilities and services for free in the Village?***

A: The first Wellness check after post-operative procedure is conducted by the village nurse at no charge, thereafter charges according to the Evergreen Healthcare Tariff sheet applies. Majority of the charges from Evergreen Healthcare can be claimed back through your Medical Aid.

Q: ***When the Frail Care is built at Noordhoek, will I be able to call them to attend to me in case there is a medical emergency in my unit?***

A: No, the Care Centre is not an Emergency Room, thus you would still need to activate your Telecare unit.

Q: ***Do Evergreen Residents get preferential rates to use the Frail Care Units?***

A: Yes, Evergreen Residents get preferential rates. It is R36 000 per month or R1500 per day for residents and R45000 per month or R1900 per day for non-residents.

Q: ***When the Frail Care Unit at Noordhoek is built, will there be a Health care Levy added to my account?***

A: The Care Centre will be operated by Evergreen Health and will need to be self-sustainable with the patients that make use of it. Thus is the reason why we need to ensure there is sufficient demand to avoid high vacancy rates.

Q: ***If I need Frail Care or Respite Care, can I get it at the Interim Facility in the village and if so, what is the procedure?***

A: Yes, you can. Evergreen Health can ensure that the Interim Care Centre is activated within a couple of hours. All services that are available at the Care Centre in Evergreen Muizenberg can be made available within the interim facility. Please inform Village Management of your requirements.

Q: ***When I am discharged from hospital after a procedure e.g. Knee Operation, why should I consider Evergreen Muizenberg Step Down Facility instead of Faircape Tokai Manor Step Down?***

A: Evergreen Health, in the Care Centre at our Muizenberg village is licensed and equipped to take care of patients that require post operative care. Your medical aid will most likely cover these costs upon you obtaining pre-approval. You will be visited by familiar faces from the healthcare team.

Q: ***What is the Bistro Operating times?***

A: The Bistro is open 7 days a week

Breakfast served from: 07:00 to 11:00

Lunch served from: 12:00 to 14:00

A la carte menu available from 07:00 to 16:00

Dinner is served on Fridays from 18:00

Q: ***When is the Fynbos Bar open?***

A: Tuesdays to Fridays from 16:00 to 19:00

Saturdays from 16:00 to 18:00.

The bar will also be open on Special Event days

Q: ***If I install an item on a Variation, who is responsible for the maintenance thereof?***

A: Whilst you are still living in the unit, you are responsible for the maintenance thereof. The ownership of this item automatically passes to Evergreen once the Life Right terminate, thereafter the maintenance will be the responsibility of Evergreen.

Q: ***Does my Levies include Rates & Taxes?***

A: No, it does not. It does however appear on the same statement as your levy does, but it is shown separately.

Q: ***Does my Levy include Utility Charges?***

A: No, your Utilities are billed directly to you from our Service provider called Voltano.

Q: ***How does the Voltano Billing work?***

A: Voltano bills you at NERSA approved rates for the consumption of water and electricity. These are the same rates that ESKOM and the City of Cape Town would charge.

Q: ***Does Voltano get paid by Evergreen?***

A: Yes, Evergreen pays for the utilities used in the public areas e.g Street Lights, Lifestyle Centre, and the Gate House.

Q: ***Does Voltano belong to Evergreen?***

A: No, Voltano is a Service Provider that provides utilities across South Africa

Q: ***Does Voltano make a profit out of the Residents?***

A: Voltano is a business and businesses have to make a profit, however they are regulated and thus cannot charge you more for utilities than the prescribed rates as written in to the law.

Q: ***Does Voltano bill according to Calendar months?***

A: No, there is a billing cycle they follow and it can range between 28 and 35 days, therefore there could be fluctuations in your monthly billing. The billing cycle is available on request from the Village manager's office. This is not dissimilar to how City of Cape Town would bill.