

**MINUTES OF THE RESCOM MEETING**

**OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG**

**HELD ON 7 DECEMBER 2016 AT 8.00AM**

**PRESENT**: 1. Mr. J. Morgan (JM) (Chairman)

2. Mr. Chris Bennett (CB) (Vice-Chairman)

3. Mrs. S. de Haas (SD) (Member)

4. Mrs. G. Pearson (GP) (Member)

5. Mr. Chris Turner (CT) (Member)

6.Mrs. M. Carstens (MC) (Village Manager)

7. Mrs. J. Orsmond (JO) (Co-opted Secretary)

8. Mr. Derek Drew (DD) Managing Director, Evergreen

9. Mr. Nigel Matupire (NM) Financial Officer, Evergreen

**APOLOGIES**: 10. Mr. David Rosenberg (DR) (Rescom Member)

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| Item | Narrative | | Action |
| 1. | Welcome  JM welcomed Derek Drew and Nigel Matupire from head office and all Rescom members. | |  |
| 2. | Notice of Meeting  Notification of the meeting was sent by sms on 30 November 2016. | |  |
| 3. | Apologies : David Rosenberg. | |  |
| 4. | Approval of Minutes of meeting on 02 November 2016 After amendment of Clause 11a to read: ‘Evergreen will be servicing and replacing hinges, handles and locks on exterior doors and windows’, the Minutes were approved and signed by JM and MC.  Proposed: GP and seconded by SD. | |  |
| 5. | SECURITY (Portfolio manager: CB)  **a. Ramp** at Emergency exit next to Apartment 1. Investigation continues as it is difficult to construct in a small area. **CARRY FORWARD**  b. **Parking for Doctors on Call**: the **3 parking bays for disabled** are available for Doctors on Call. MC will arrange for signs to be erected.  c. **Fire alarm/evacuation arrangements**:   * MC will arrange a **meeting of floor marshalls** to have a re-look at fire evacuation procedures and **verification of stairwells as gathering area** for disabled and wheelchair residents. * Mancom has agreed that the automatic door closers **on apartment doors will be removed for frail and wheelchair residents on request.** * However, **Floor marshalls** are asked to **ensure that apartment doors are CLOSED during evacuation procedures.** Advisable to ‘mentally mark’ doors where automatic closers are removed and will not close automatically.   d. Theft from a frail care resident has been resolved by our security systems and action taken against the culprit. | **MC**  **MC**  **MC**  **MC**  **MC** | |
| 6. | HEALTHCARE (including FRAILCARE) (GP)  **HEALTHCARE**  a. **Health assessments** are completed. MC will ensure procedures are put in place with Staff Nurse Thobeka to update **Telecare** records. Recommended that 1-page summarized printouts should be available on personal files for ambulance and paramedical staff.  b. **Clinic Bookings: Residents are reminded to please BOOK clinic appointments with Frail Care Reception ext 176.**  **FRAIL CARE**  c. **Clinic Lift – awaiting final commissioning. Service Lift to Frail Care floor has been completed.**  d**. Tag access** system (for security reasons) will be installed on 1st floor for Frail Care  e. **Evacuation chairs: one** acquired but training required.  f. Rescom recommends very strongly that Frail Care residents should be able to use Bistro facilities and attend events. | **MC**  **ALL RESIDENTS**  ALL RESIDENTS  **MC**  **DD** | |
| 7. | CATERING (SD)  a. Sincere thanks to **Kate Maver and Marion Fulton** for several years of service and assistance on the Catering Committee. They have resigned to make space for ‘new blood’.  b. **Monthly till slip draw**: won by Dave Wilson, Unit 26.  c. **Bistro served 1671 meals** during November.  d. New residents kindly note:- take-away meals can be ordered on move-in day if arranged with Bistro by 16h00.    e.  **Meals (General Notes):**   * Friday Fish & Chips very successful. * Pub Meals seem to be regaining popularity. Future consideration should perhaps be given to limiting choices on Tuesday evenings e.g. Burgers only. * Selection of sweets on Wednesdays is proving successful. * Christmas Dinner is being well-supported – 90 booked to date. * **NB**: If residents experience problems with meals**, please report there-and-then to Steph or MC.**   **f December Functions:**   * Friday 2 Dec – 12. Jingle all the way. MUCH ENJOYED – thank you Tues. 6 Dec– Keith Jewell on keyboard. MUCH ENJOYED- thank you * Friday 9 December 19h00 Xmas Dinner (R50 Secret Santa gift pp) * Monday 12 December 16h30 Cocktail Party to celebrate end of construction. * Sunday 18 December 3pm: Carols by Candlelight. Tea and cake available from the Bistro. * Sunday 25 December 12.30 Xmas Lunch. * Saturday 31 Dec. 5.30pm NEW YEAR BRING & BRAAI (R40 each) | **ALL RESIDENTS**  **MC**  **ALL RESIDENTS**  **ALL RESIDENTS** | |
| 8. | VILLAGE ACTIVITY GROUPS & SOCIAL EVENTS (SD)  **‘WHAT’S ON’**  **Residents are reminded to keep up-to-date with ‘What’s On’ by checking the comprehensive monthly activity calendar, with its attached contact list, displayed on all 3 notice boards.**  a. **SACS Jazz Band** was much enjoyed by all. Thank you very much.  b. **Camera Club:** The Club held a viewing of ‘Action/Movement’ on Monday 28th November and some excellent photos were seen. Next meeting either 6 or 23rd January 2017 – to be confirmed. 2 project themes:- ‘Lunar/Astral’ and ‘Xmas Food & Revelry’  c **. Thursday 15 December 3pm :** Wine Tasting by Louisvale Vineyard and Winery.  d. Thanks very much to those who participated on Friday 11th November **in the Armistice Day service**. Amount of money collected will be advised.  e. A ‘big thank you’ from Steph de Haas to the people who assisted with the **making of 100 crackers and decorating of the Christmas trees** in the Bistro; also well done to Steph.  f. **Games Morning on 28 November** was enjoyed by all, especially the Overall Winners Martin & Shirley Harrison. | ALL RESIDENTS  CAMERA CLUB  ALL RESIDENTS  ALL RESIDENTS | |
| 9. | COMMUNICATION (MC)  a. Thanks to Kyle for Technology Q&A workshopheld on 1st November. MC will ask him to organise a workshop in January on ‘using your **smart phone’.**  d. **Poor** **cell phone signal in apartments**. *Breaking News: MTN have confirmed that they have constructed a mini-tower close to our apartment block and it is scheduled to go live during January 2017!* | MC | |
| 10. | LANDSCAPING & GROUNDS DEVELOPMENT (CT)  **LEVEL 3 WATERING RESTRICTIONS**  **From 1st November the City of Cape Town has imposed Level 3 Watering Restrictions, as follows: Water ONLY WITH BUCKET or watering can.**  **No hoses or sprinklers. Wash cars from bucket. Hoses can only be used to fill buckets. WATERING TIMES ARE NOT RESTRICTED, although residents are urged to limit watering to early morning and evenings when it is cooler and to avoid watering in wind. No watering within 24 hours of adequate rainfall.**  **a. Common area watering.** Permission has just been received from COCT to use the sprinkler system at any time in common areas.  b. Certain residents have asked for **permission to** **install artificial grass**. Request for permission has been forwarded to Evergreen management | **ALL RESIDENTS**  MC/DD | |
| 11. | BUILDING MAINTENANCE & HOUSEKEEPING MATTERS (MC)  We confirm an amendment to 2/11/2016 Rescom minutes, item 11a as follows:  a. **Maintenance Protocol**: Evergreen will be servicing and replacing ~~external~~ hinges, handles and locks on exterior doors and windows.  b. Use of the **Paper Recycling Bin** next to unit 67 is going well. Residents are encouraged to please add all newspaper, magazines/telephone directories, junk mail, flyers, used office paper, school books/old text books (plastic wrapping removed), milk and juice paper cartons, cereal, tea, toothpaste, egg boxes, toilet roll holders, etc.  c. **Maintenance**: now that apartment block has been completed, contractors will follow up on weep-holes, cracks, windows and ramp.  d. **Windows**: Consistent problems with bad quality, poor design and permanent sagging of windows in apartment building are being experienced by apartment residents. Urgent attention is requested. **DD will escalate.**  e. **Airflow:** 2 residents have pointed out huge problems with flow of fresh air in long apartment building passages. Recommended that an air pollution expert is brought in urgently as stagnant air is a breeding ground for bacteria and viruses. Fresh forced air circulation is recommended as a solution to this serious fundamental design fault.  **MC will forward emails to DD for priority attention.**  **f.** Request that **the Maintenance team please make appointments** to do maintenance in apartments and cottages. | ALL RESIDENTS  **MC**  **DD**  **MC/DD**  **MC** | |
| 12. | BUILDING CONSTRUCTION (MC)  **a. Phase 2 Construction progress:** Construction now complete and ‘snagging/touching up’ is in process. Celebration cocktail party on 12/12.  b. **Separate Venue for church services and private functions not resolved.**  **Rescom has requested that the purchase of moveable screens be reconsidered** to cordon off sections in the Bistro for various activities and private functions. North West corner of 3rd floor is still viewed as suitable for private functions but far from catering facility and ablution block. Carry forward.  c. **Arts & Crafts centre** is now temporarily housed in Cottage 16. Toilet facilities need to be installed.  d.East-facing Patio **access gate will be installed** to replace temporary hoarding . Access for certain personnel only. Carry forward.  e. **Future Development** FYI   * Phase 3 construction planning adjacent to Prince George Drive has not been finalised. * Noted that **larger firebreaks** are required. | MC/JM/DD  **DD**  **MC**  **DD** | |
| 13. | RESIDENTS (MC)  **Residents in the Village**: **214**. 98 in Phase 1; 116 in Phase 2.  **Residents In Frail Care:-**  Permanently: Cynthia Porter, Sheila Wegner, Norma Elliott and Sheila Brown. Mr. Roy and Mrs. Moira joined from Bergvliet.  **Residents who have left the Village**: Stephen & Diane Shean (Unit 23) and Ranjee Branscombe (Apt.116)  **Welcome to New residents:-**  Willie and Hazel Sahler - Apt 304  James Davidson – Apt 309  Leslie and Daphne Smith - Apt. 315  James and Joan McPherson – Apt 316  Christopher Kihn - Apt 113  **Sincere** **condolences** to families of Alec Marran, Aubrey Heuer and Norman Shaw (Frail Care) who passed away recently. |  | |
| 14. | FINANCE & LEGAL (JM and DR)  a. September Variance report queries by JM were adequately answered by NM.  b. **Repainting of village houses is to be commenced in near future**. Quotes received but will be a phased-in operation according to need. Carry forward.  c. **Special DSTV packages** have been slowly activated per individual set w.e.f. 1st December.DMX music channels not working and must still be checked.  LEGAL:  d. Note that **House-owners Insurance** covers all village structures at replacement value and is allocated to operational company expenses for Muizenberg. Nigel Matupire (NM) is sending formal confirmation to Mrs. McKinnon. | **DD**  **MC** | |
| 15. | GENERAL :  a. Congratulations to Glynis and David on safe arrival of **baby son**, Connor.  b. MC addressed letter to all residents asking for **Cash Gratuity for all staff, except Management, by Wednesday 14th December (44 staff members are to receive these gratuities).** Kindly hand cash to Melanie or John Morgan. Money will be divided equally. Late contributions will be carried over to next year. Residents are welcome to give personally to favourite staff.  c. Thank you most sincerely to residents for **5 large cartons of non-perishable food handed to Capricorn Primary School** Principal Mrs. Hassen on 1st December. Congratulations to JO for facilitating. Thank you to PnP for loan of trolley.  **d. Claire McKinnon letter to Residents Committee– 7 Dec 2016 (abridged) with answers from Evergreen and ResCom (**DD responses in red; JM in black italics; NM in blue)  Dear members of Rescom It is with a measure of sadness that I feel it necessary to write to you on these issues. It should be totally unnecessary to raise such issues, however it would seem that not only I, but many of my fellow residents I have liaised with over the past few months, feel the same and have the same concerns, but also feel that they will not be heard, or more concerning, have given up due to a lack of caring response/action by the “Evergreen management”. Let me hasten to say that by “Evergreen Management” I am **in no way** indicating our Evergreen Manager, Melanie, or her staff, who at all times are most helpful to the residents.  A number of residents have gone so far as to say “they (referring to Evergreen Property) think if they ignore us we will just go away on our issues”, or worse still “they think because we are old we are stupid”!  **DD**: We object to this assumption … it is completely unfounded. We respect our residents but THAT DOES NOT MEAN that we necessarily agree with everything that is argued.   1. **Water**   The water piped to the apartments is still not at an acceptable level. A full laboratory report plus letter of explanation of test results should be given to the Evergreen Management. Otherwise, consult the Department of Health to assist in solving the matter.  Evergreen for assistance.  **JM**: *Evergreen to urgently follow up re tests and consult Dept of Health.*  **DD**: We have had two tests done by Bemlab, who are part of PathCare, and the results of both tests are well within the acceptable parameters. There is no need for a ‘letter of explanation’ as the acceptable parameter figures are clearly seen below the test results. These results have been freely distributed amongst residents. We were told by the laboratory that the water can differ from day to day, as it depends on what additives are put into the water, from fluoride, chlorine etc. Can Ms. McKinnon provide CT report please?   1. **Signage in the village**   I would like to request that signs in the building be dealt with differently. There are numerous notice boards in the building which can be used for this purpose. Perhaps the one in the library being the most sensible for reminders and requests to the residents.  There are numerous signs stuck up on doors and walls in the building. I would request that wherever possible signs are removed and placed on a notice board where, as adults, we can read and note them.  ***JM:*** *Permanent signs are necessary in the correct places, not necessarily on the notice boards.*  **DD**: Signage is necessary in the correct places. Any signs that are blatantly condescending or insulting should be removed.   1. **In/out vacancy signs**   We have been advised that decent sliding vacancy signs will be purchased and installed on every door. Please can we get a timescale for this to happen?  **DD**: Ordered, paid for and delivered. Installation shortly.   1. **Cigarette butt containers**   Suggest 2 buckets filled with sea sand, one placed the boardwalk.  **DD**: Melanie is looking into buying suitable external ashtrays (initial quotes too expensive) as alternative to putting buckets with sand on the walkway.   1. **Poor Cell phone signal in the apartments**   Require a timeline on this issue as it remains hugely problematic and it also affects the use of a Wi-Fi dongle which keeps cutting off, as do the phones.  **DD**: Formally, we put in a request for a base station with MTN and Vodacom and it has been an ongoing request for 3 years. Unfortunately we have no power over the providers to force any action and therefore all we can do is keep requesting.  Our recommendation is that residents put in complaints with their respective service providers; this would add credence to our existing request. *Breaking News: MTN have confirmed that they have constructed a mini-tower close to our apartment block and it is scheduled to go live during January 2017!*   1. **Lift**   Please can it be verified whether the so-called “clinic lift” will be available for all residents to use to the upper floors? The concern being that the one small residents’ lift currently used is not only over utilized is also quite unreliable and grubby. I have been stuck in the lift a couple of times and sometimes stops unlevel with the ground, which is not safe due to tripping or wheelchair entry.  **DD**: The new ‘clinic lift’ in the north block will be available for residents to access their apartments on the 2nd and 3rd floors. Cleanliness of lift to be monitored more often. Difficult to keep clean due to movement of wet laundry and contruction dust. Clinic Lift to have tag reader on 1st Floor.   1. **Water saving**   We would seem to have an abundance of water that could be utilized in maintaining our gardens, not only the grey water from the apartments but also the stream.  **DD**: This has been considered and in an advanced stage. The quote we have has been approved; unfortunately we cannot give a time as there is huge demand for equipment for the utilisation of any water. Currently service providers will not/cannot commit.  Grey water collection from apartments is not feasible because it is mixed with sewerage at an early stage. Residents are encouraged to collect grey water to place in bins in the courtyard.  **DD** will investigate rainwater collection from apartment roofs.   1. **Pool Management**   There are a number of issues surrounding the pool.   * Firstly, please remove the signs that tell us not to splash. We are not school children!   I have been told that they are put up due to water saving which really makes no sense at all.  **JM**: *Certain signs i.e. ‘don’t splash’ are aimed at children/grandchildren using the swimming pool.*  It is a well-researched and known fact that water evaporation takes place mostly with wind and sun on the surface of the water. Yet we leave the outside doors wide open all day with the wind blowing in across the surface of the pool.  **DD/JM**: Christo to monitor. The pool area often becomes too humid when the doors are fully closed. It is necessary to leave doors open at certain times for people using exercise machines, etc.  Water temperature. I have repeatedly requested that the pool remain at approximately 28/29 degrees and not lower.  ***JM****: We have a variety of requests from residents regarding the pool temperature (between 26º-34º) so Christo is aiming at maintaining a 29º/30º temperature although we apologise for the recent drop in temperature due to problems with the Chlorinator.*  **DD**: According to Christo, he keeps the pool water temperature between 29 and 32. This temperature seems to please most guests. Regardless of who is paying the electricity it is in our mandate to keep costs down and to conserve electricity and water use.   * Locking of the pool at night. We fail to understand why the pool inside door needs to be locked at all at night! There are a number of us who prefer to swim at night.   ***JM:*** *The pool needs to be locked from 22:00 to 06:00 for safety reasons but guards will be instructed to ensure that nobody is inside the area before locking at night. It should be noted that various facilities such as gym, kitchen, bistro are not available after hours which is quite normal.*  **DD**: The swimming pool/gym area is locked at night for safety reasons from 22h00 to 06h00. Security must make sure that all residents are out of the area before they lock but there is nothing stopping a resident phoning security at any time at night or early in the morning to open the pool/gym area but there should be at least two residents (buddy system) in case one falls ill in the pool. Also, residents are advised that there is an emergency fire escape door behind the bikes.   1. **Emergency buttons provided**   All residents have been provided with an emergency button either on an armband or a necklace. There is also a red emergency button hanging from one of the cycle machines in the gym. Please could we get clarity on the use of these buttons as there seems to be a dangerous misunderstanding that wherever one is in the village the buttons will call for help if help is needed.  I have pushed the red button in the gym and nobody reacted.  **DD**: This has been subsequently tested and it does work. TeleCare has installed another ‘base station’ in the gym area next to CD player which will improve the signal. It will also improve panic buttons in the gym and if used, those across passage in toilets if using own panic buttons.  I have pushed the red button on the wrist of a resident when she was sitting in the lounge to test it and nobody reacted.  Do these buttons only work when one is within one’s cottage or apartment or within a certain distance of the base unit in the home?  ***JM****: Anton has done previous tests on my panic button which seemed to be OK. Further tests will be taken with Claire McKinnon present.*  **DD** These ‘remote’ buttons ‘talk’ to the residents base station. If you are too far away from your base station the signal will not be picked up. Generally, there will be other staff or residents around in the Bistro to assist anyone in need of medical assistance. Reception in the Apartment Block is sometimes difficult in certain areas due to the concrete structure.  Perhaps we need to phone the number on the Buddyband as well as see if that works?  **DD**: Please test it. Tests have been done and modifications to be installed by Telecare.  Please could clarity be sought and could all residents be advised on the use and capability of these buttons. Believing one will get help when none will be forthcoming could leave one in a very precarious situation.  ***JM****: Anton recently gave a talk in the Bistro to all interested residents and this will be repeated from time to time. All new residents are fully informed on arrival on the use and capabilities of the Telecare system.*   1. **Visitors flat**   The promise was given that there would always be a flat available for our visiting families to rent. There is no need to have more than one flat and it can even be a small studio apartment.  **DD**: There have been numerous mails between DD and Ms McKinnon regarding the rental apartment. The idea was never to have a rental apartment available in perpetuity. This has further been highlighted by the fact that the ‘craft centre’ apartment has now also been put up for sale. Sales personnel will be instructed not to use ‘guest flat’ and ‘bar’ in sales promotion.   1. **Rebates on rates accounts**   It is so that many of the residents staying here, myself included, are entitled to a rebate on rates from the City Council. Many of the residents were totally unaware of this prior to my speaking to them. I attach hereto the information and forms needed for the application of rates rebates and request that they be given to all residents. The City however sees on its books that the owner is Evergreen Properties (Pty) Ltd (the owner normally applies) and therefore please arrange that Evergreen give a general letter to all  of us indicating support and approval for us to apply for a rebate. That letter can just be attached to our applications.  **NM**: Senior citizens rates rebate has previously been communicated to residents via:  - AGM 2015  - Rescom meeting minutes  - Residents meeting one on one with Nigel  - There are residents who have successfully applied  MC communicates info to new residents.  No General letter required – Residents apply with their Life Right certificate. Account Number and Copy of Rates Account, can be obtained from NM.   1. **Rates accounts (reads ‘recovery rates’ on the account)**   As each unit (cottage, house, apartment) is registered by section title to Evergreen Properties, Evergreen receive individual rates accounts for each ‘unit’ from the City. Those accounts are then recharged to us via our monthly accounts received. I note that the amount we are charged is not always the same as the account from the City to Evergreen. I therefore request the following:   * That a copy of the city account be attached to the Evergreen account to us so that we can ensure we are charged correctly * I would like to know on what basis Evergreen registered the units with the City (per square meter correctly or just a standard size?) I have asked this question at a meeting I had in the Amdec offices but they were unable to reply so I am asking this formally now through the committee. You may well find that certain people are being over charged or undercharged. Units should have been registered individually by square meterage.  1. The COCT bills monthly rates based on the number of days included in that particular billing period – which varies monthly (29 days, 32 days, 35 days etc.). For consistency, we straight-line the monthly bills so that they are equal. 2. It has been communicated to residents that they can request to view the Rates accounts at any point in time. Not necessary to send every month, as residents can calculate the equalised monthly amount which reconciles to the annual rates per COCT’s formula. However NM will shortly send out to all applicable residents the calculation of monthly rates – to be repeated once a year. 3. The units are registered individually per square meter – the municipal values are determined by the COCT. I emphasised that I am not entirely knowledgeable as to every aspect that they consider but I know they consider the square meterage and the market price at the time of registration. Hence not all apartments will be the same.   Rates are calculated on value of property at date of purchase.   1. **Recovery common areas account**   This matter of the “common area recoveries” (**electricity, rates, water, sewerage for all common areas**) was raised by me with the Financial Director/Manager of Evergreen Property (Nigel) in a meeting in the Amdec offices, but to no avail. I was told that I must raise it with Rescom as the issue I was querying was “approved by John Morgan”.  ***JM****: This is an incorrect statement as John Morgan was merely “informed” of the already established method of recovery.* ***Evergreen need to justify the current method being used.***  *John Morgan did not “approve” this and in fact, as a member of a “voluntary” 12 person Finance sub-committee formed in April 2015, later “queried the legality of rates and common area levies” at a meeting with H.O Management and was informed that “the new LRAs did not include rates and communal levy as part of the basic levy as is to be shown separately”. We were also informed that this was to make the total levies more “market-related”.*  *The “common area recoveries” apparently cover electricity, rates, water, sewerage and refuse for all common areas. The calculation of the recoveries is an audit matter, not for ResCom to check. We were also merely informed of the recovery procedures.”*  In my experience such common property recoveries should not be worked out per dwelling unit, but in fact per person residing on such property. I raised this matter with Nigel and I was then told that “John Morgan approved we charge this way”.  **NM:**  Bistro: we pay a management fee to Western Province Caterers, recharging the costs to them will simply result in them increasing the overhead.  The format of the new Life Right Agreements, the common areas recovery is billed separately. There were enquiries regarding the calculation so I met with the Finance Subcommittees of all villages and explained the calculation. There were no objections raised. Initially Ms McKinnon disputed as to why the calculation is not per SQM of the units. I responded that that basis is not suitable as the residents have equal access to the common areas which is not dependent on the SQM of their units. Ms McKinnon then disputed as to why is it equally per unit as opposed to per resident of which my response was:   * 1. The municipal costs fluctuate monthly, and there are often disputes with the COCT. Likewise the number of residents each month fluctuates.   2. Therefore it is not as straightforward as it sounds. Couples pay higher basic levies. It would therefore be an administrative nightmare doing it for all 5 current villages plus more in the future.   3. The figures are fixed as opposed to variable – this helps when it comes to budgeting monthly costs and withdrawals from investments for the residents.   4. Ms McKinnon is the only resident who has approached us regarding this; we cannot take this as representative of the whole village.   Developer levy is paid by the property owner/developer for completed units which are unsold.   1. **Maintenance of windows and cracks in common areas**   It needs to be recorded clearly that the residents are not responsible for the windows (in any form or format) in the apartment block. It would be a good idea if we had a letter on record (copies distributed to all) indicating that we are in fact not accountable for the windows. Can this please be arranged?  **DD**: There is no need and we do not entertain addendums to the LRA. It is there to be interpreted as such.  We have a comprehensive ‘window’ maintenance programme in place to commence in January. We as a company will never avoid our responsibility to residents regarding maintenance. We after all own the building so it will be in our interest to maintain it.  The cracks in the common areas (passages, downstairs toilets etc) are an ongoing hassle and need repair  **DD**: I am sure you will appreciate that, in a building of that size, the maintenance of it is huge and ongoing. As in any new building there will be ‘settling’ cracks which will be further heightened by ongoing building. The maintenance programme is ongoing, you will have noticed painting and cracks being repaired outside the salon and toilet area. |  | |
| 16. | NEXT RESCOM MEETING: will be on Wednesday 1st February 2017 at 8am. |  | |
| 17. | CLOSING: JM thanked Derek and Nigel for joining meeting and thanked MC and committee members for their contributions.  The meeting adjourned at 12.10 |  | |

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MR. J. MORGAN, MRS. M. CARSTENS

RESIDENTS COMMITTEE CHAIRMAN VILLAGE MANAGER

**Could Residents, social/club facilitators and Rescom committee members kindly submit written reports and communications for next Rescom meeting, to Melanie by Friday 27th January 2017**