

**MINUTES OF THE RESCOM MEETING**

**OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG**

**HELD ON 1 FEBRUARY 2017 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. Mr. David Rosenberg (DR) (Rescom Member)

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

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

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| Item | Narrative | | Action |
| 1. | Welcome  JM welcomed all members to the first Rescom meeting of 2017. | |  |
| 2. | Notice of Meeting  Notification of the meeting was sent by sms on 25 January 2017 | |  |
| 3. | Apologies : Nil | |  |
| 4. | Approval of Minutes of meeting on 07 December 2016 Accepted: Proposed: GP; seconded by SD. Signed by JM and MC. | |  |
| 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. **Signs** for: (1) **Parking for Doctors on Call and (2)** new **Cottage numbering signs** arebeing arranged by MC.  c. **Fire alarm/evacuation arrangements**:   * Fire drills were held for Phases 1 and 2.   Fire drill planned for Phase 2 – Apartments – in March.   * Procedures to be finalised with new service provider, Alex, during debriefing session after scheduled March fire drill. * Red ‘wheelchair’ phone alarm units will be checked.   d. **Missing rail on west side. CARRY FORWARD.** | **MC**  **MC**  **MC**  **MC**  **MC** | |
| 6. | HEALTHCARE (including FRAIL CARE) (GP)  **HEALTHCARE**  a. **Telecare** records. Staff Nurse Thobeka has prepared a form for submission to Telecare updating all residents’ records.  Residents are reminded to **PLEASE REPORT ANY CHANGE IN MEDICAL CONDITIONS** to Thobeka who will ensure that the changes are recorded on the Telecare records.  b**. What is the possibility of having a Jack installed for extra internal phone**? Yes – it is possible at own cost and with agreement from Amdec.  **FRAIL CARE**  c. **Clinic Lift – now in use. Service Lift to Frail Care floor as well as 2nd and 3rd floors is completed and will be commissioned on Friday 3rd Feb.**  d**. Tag access** system (for security reasons) has been installed on 1st floor for Frail Care  e. **Evacuation chair installed in stairwell of 3rd floor South. Security guards will be trained in use of chair.**  f. Rescom recommends very strongly that Frail Care residents should be able to use Bistro facilities and attend events. **A meeting with Unique Health** principals is being arranged to discuss this.  g. **Medical Aid**.   * DR recommended that Unique Health must ensure that they are properly registered and should maximize benefits of medical aid schemes. * Noted that individual medical reports **must include name of hospitals** ‘**allowed’ by residents’ medical aid scheme**. * Noted that **Gap insurance** policies may also dictate preferred hospital, so this information should also be included in resident’s medical reports where applicable. | **ALL RESIDENTS**  ALL RESIDENTS  ALL RESIDENTS  **MC**  **MC/DD**  **MC**  **ALL RESIDENTS** | |
| 7. | CATERING (SD)  a. Thank you to **Ruth Reichlin and Lennox Grobler** who offered to serve on the Catering Committee and have already got into full swing.  b. **Monthly till slip draw**: won by Kate Maver, Unit 34.  c. **Bistro served 1741 meals** in December and 1827 in January.  d.  **Meals (General Notes):**   * Friday Fish & Chips still popular. * Current discussion about changing menu for Tuesday Pub Meals. * **NB**: If residents experience problems with meals**,** please report there-and-then to Steph or MC.   e. **Month-end dinner**: 19 residents attended. Well-presented, good butter chicken meal served. Bottle of wine won by Louis de Haas.  f. **Staff:** New experienced chef appointed and a new waitress is being trained.  g. **Kitchen closing times**: regularly 5pm daily except Tuesday and Friday pub nights and month-end dinners.  h. **February Functions:**   * Thursday 9th 3pm Costume Jewellery display * Tuesday 14th 7pm Valentine’s Dinner with Tony Hall’s music * Friday 17th 16.15 Keith Jewell on the Keyboard * Wednesday 22nd Noon. Fab Four musical entertainment | **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. **Camera Club:** on Monday 23rd January , the Club held a viewing of photos from 2 project themes ‘Lunar/Astral’ and ‘Festive/Revelry’. Some excellent photos and a selection will be printed, mounted and displayed in the library. Project theme 15 Jan to 15 Feb: ‘Sea’. Next meeting Monday 27 Feb 18h00.  b. **Tea at Three with hobbies display**. In the pipeline. Date and details to be advised. | ALL RESIDENTS  CAMERA CLUB | |
| 9. | COMMUNICATION (MC)  a. MC will ask Kyle to organise a workshop on ‘using your **smart phone’.**  b. **Poor** **cell phone signal in apartments**. MTN have confirmed that they have constructed a mini-tower close to our apartment block and it is scheduled to go live shortly. **CARRY FORWARD.**  Cell C are apparently also installing a mini-tower but it was not possible to find out more about timing or position of this, at time of going to print | MC  MC | |
| 10. | LANDSCAPING & GROUNDS DEVELOPMENT (CT)  **LEVEL 3b WATERING RESTRICTIONS**  **From 1st February 2017 the City of Cape Town has imposed Level 3b Watering Restrictions, as follows: Water WITH BUCKET or watering can on Tuesdays and Saturdays ONLY for one hour before 9am or after 6pm.**  **No hoses or sprinklers. Wash cars from bucket, using GREY WATER only. No watering within 48 hours of adequate rainfall.**  a. Evergreen have switched off the garden sprinkler system.  b. Now vital that a system is urgently installed to use seepage water for garden irrigation and that a borehole or wellpoint is installed. Gerhard Dreyer is taking a water sample for testing to Bemlab in Somerset West.  **c. Exemption from watering restrictions allowed for Mrs. Lightfoot,** unit 28, for health reasons.  **d. Residents, particularly in houses, are encouraged to use grey water e.g. from showers, baths or washing machines,** whenever possible for flushing and gardening.  e. **Rainwater harvesting**. A suitable 700 lit plastic tank for harvesting roof rainwater has been identified at a cost of R2239.64 vat incl. delivered to CT. All purchase and installation costs would be for residents’ personal accounts.  We would like to find out how many people are interested so that Amdec can be approached for permission en bloc and the benefit of group purchase and group installation can be explored. A brochure and questionnaire will be circulated shortly.    f. For residents wanting to install **artificial grass, kindly attach sample to letter of application and hand to MC .**  g. **Cigarette butt containers:** - suitably unobtrusive and neat containers have been sourced and **will be delivered and installed shortly.** | **ALL RESIDENTS**  **MC**  **PHASE 1 RESIDENTS**  **MC**  **MC** | |
| 11. | BUILDING MAINTENANCE & HOUSEKEEPING MATTERS (MC)  a. **Maintenance**: Evergreen will be servicing and replacing problem hinges, handles and locks on exterior doors and windows. Regular maintenance of window and door hinges is to be instituted and will be arranged with residents.  b. **Maintenance of Apartment Block**: now that apartment block has been completed, contractors will follow up on weep-holes, cracks, windows and ramp. CARRY FORWARD.  **Residents are reminded to please report problems to office in detail on a Maintenance Request form**. Christo is solely responsible for logging and reporting.  c. **Windows**: Consistent problems with bad quality, poor design and permanent sagging of windows in apartment building are being experienced by apartment residents. **Stronger hinges are to be installed immediately for people with recorded problems.**  d. Position of the **Paper Recycling Bin** next to unit 67 being sorted out on 1st February. 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.  e. **Airflow in passages:** Rescom strongly requests 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.  f**. Microwave plugs in 1st and 2nd floor apartments failing regularly.** Use of inferior quality equipment needs to be investigated and replaced if necessary**.**  g**. Goods Lift Problems.**  Problems being experienced are due to severe rust caused by basement flooding 2 years ago. Go-ahead has been given to replace damaged mechanism, but work will take about a month.  Meantime moveable, very visible “**lift out of action’** signs will be placed at entrances to lifts when applicable  h. **Painting of Fences**. MC will refer to Patrick Maile re problems at unit 47.  i. **Cleaning of garage doors**. Unfortunately, with present water restrictions, cleaning will have to be done by residents themselves using grey water.  j. **Reporting of maintenance or other problems** should preferably be reported and discussed with reception staff **between 8am to 5pm Mon to Friday**.  k. Very neat **In/Out vacancy signs have been installed** on ground, first and 2nd floors South block. 3rd floor South Block plus 2nd and 3rd floor North block will be done next.  **l.** Pool Management - **humidity problems** are being constantly monitored. | ALL RESIDENTS  ALL RESIDENTS  **MC**  **MC**  **MC**  **MC**  **MC**  **RESIDENTS**  **MC**  **MC**  **RESIDENTS**  **ALL RESIDENTS**  **MC** | |
| 12. | BUILDING CONSTRUCTION (MC)  a. **Separate Venue for church services and private functions not resolved.**  **Rescom requests that the purchase of moveable screens be reconsidered** to cordon off sections in the Bistro for various activities and private functions.  b. **Arts & Crafts centre** is now temporarily housed in Cottage 16. Toilet facilities unlikely to be installed as not practical.  c. East-facing Patio **access gate will be installed** to replace temporary hoarding . Access for certain personnel only. Carry forward.  d. **Larger firebreaks are required on Phase 3 construction area and rubbish needs to be cleared regularly. MC has reported this to Ronell Bowditch**  **e. Evergreen sign:** proposed that a sign be placed on south/east corner on outside boundary wall, if permissible, or on outside of building lift shaft. | **MC**  **MC**  **MC**  **MC** | |
| 13. | RESIDENTS (MC)  **Residents in the Village**: **215**. 99 in Phase 1; 116 in Phase 2.  **Residents In Frail Care:-** 7 and 5 on medical side.  **Residents who have left the Village**: Carl & Glenda de Stadler Apt 225 and Louis Gadd Apt 22  **Welcome to New residents:-**  Keith and Denise Elkin - Apt 320  Sharon Airth – renting Apt 225  Rosemary Swaisland - Apt. 318  Francis Barden – Apt 111 |  | |
| 14. | FINANCE & LEGAL (JM and DR)  a. Oct/Nov/December Variance reports have just been received and have yet to be reviewed in detail by JM and DR. Accumulated variance to December 2016 was **R175 405 favourable**; largely due to: 1. Healthcare net costs of approx. R43 000 pm falling away from 1st November as now being absorbed by Unique Health. 2. Reversal of 2016 Excess Property Rates Accrual.    b. **Repainting of village houses** will be a phased-in operation using own Evergreen maintenance team.  c. **Special DSTV packages. Note that new residents are able to join.**  LEGAL:  d. **CSOS levy**. Evergreen has investigated this and residents, who are the beneficiaries of the CSOS, must bear the cost of this levy. The service is already available. In fact, Evergreen has already been through the entire process with the Ombud following a dispute declared by a resident. (The Ombud found in Evergreen’s favour).  **e. Rebates on Rates Accounts. -** Note that applying for rebates on rates accounts does not apply to residents who have rates included in their levies (mostly in Phase 1). | NEW RESIDENTS | |
| 15. | GENERAL :  a. A sincere thank you to residents for generous contributions to Xmas Staff cash fund, **enabling healthy gratuities for all staff.**  b. **Evergreen Staff gifts policy**: Residents are requested to refrain from making cash payments or gifts of any kind to employees or service providers. There cannot be any exception to this policy and doing so may place the individual’s employment at risk. Any concerns about payment to catering staff should be taken up with Western Province caterers. | **ALL RESIDENTS**  **ALL RESIDENTS** | |
| 16. | NEXT RESCOM MEETING: will be on Wednesday 1st March 2017 at 8am. |  | |
| 17. | CLOSING: JM thanked MC and committee members for their contributions.  The meeting adjourned at 10.45 |  | |

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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 24th February 2017**