

**MINUTES OF THE RESCOM MEETING**

**OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG**

**HELD ON 1 MARCH 2017 AT 8.00AM**

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

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

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

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

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

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

7. Mr. Patrick Maile (PM) (Evergreen Maintenance Manager)

**APOLOGIES:** 8. Mrs. S. de Haas (SD) (Member)

9. Mr. David Rosenberg (DR) (Rescom Member)

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| Item | Narrative | | Action |
| 1. | Welcome  JM welcomed Patrick Maile from Evergreen head office, Village Manager Melanie Carstens, and Rescom members. Patrick Maile advised that his role is to service the village and report on residents’ problems. He asked that all requests be in writing. | | ALL RESIDENTS |
| 2. | Notice of Meeting  Notification of the meeting was sent by sms on 22 February 2017 | |  |
| 3. | Apologies: Steph de Haas and David Rosenberg. | |  |
| 4. | Approval of Minutes of meeting on 1 February 2017 Accepted: Proposed: CB; seconded by GP. Signed by JM and MC. | |  |
| 5. | SECURITY (Portfolio manager: CB)  a**. Pedestrian Ramp** at Emergency exit next to Apartment 1. PM will investigate and report.  b. **Signs** for: (1) **Parking for Doctors on Call and (2)** new **Cottage numbering,** have been approved and are now being made up and will be installed soonest.  c. **Missing rail on west side.** Delays were caused by a misunderstanding that internal rail was listed as the problem and not the outside rail. PM will pursue.  d. **Fire alarm/evacuation arrangements**:  Apartment Block fire drill is scheduled for end March 2017. All stakeholders will be involved, i.e. Schindler, Electricians, Integratek, Eco-Safety, Generator-contractor.  A comprehensive systems check will be done.  Rescom requested that a full report be lodged with the Fire Department.  e. **Emergency Keys**: MC advised that the Office and Security have access to carefully-controlled spare keys for entire village.  Villagers are reminded to please **remove keys from locks on inside at night.**  Noted that certain individuals undergoing care choose to leave their front doors unlocked for carer access.  f. **Speed Limit in Village**. Residents are reminded to please observe the 15km hour speed limit in village and to please remind their guests and any contractors.  MC was asked to ensure that a **bold** **notice be placed in visitors check-in book** at the gate, to advise guests of the village speed limit.  g. Cars negotiating the Ramp in and out of apartment basement: Residents are reminded to please **KEEP LEFT on the ramp.** | **PM**  **MC**  **PM**  **MC/PM**  **HOUSE RESIDENTS**  **MC**  **ALL RESIDENTS** | |
| 6. | HEALTHCARE (GP)  **HEALTHCARE**  a. **Telecare** records. Updating of Telecare records of all residents has started. System agreed by Telecare, Unique Health & Evergreen Manager.  **CARE CENTRE**  b. **Evacuation chair** installed in stairwell of 3rd floor South. Security guards are being trained in use of chair.  c. **Residents of the Care Centre** can attend events in the Bistro and other facilities if approved by Unique Health and accompanied by a carer or family member. Evergreen Office should be advised of their attendance and exit from the Care Centre must be recorded.  d. Unique Health are waiting for approval from the Department of Social Development for **registration as a Frail Care provider and a Home Care provider**. Rescom recommends that Unique apply for **‘step-down’** status as soon as Frail Care registration is through.  e. **Claiming from Medical Aids** will be different for each individual. Some residents have already been successful with obtaining refunds of a portion of costs of home care in the Care Centre. If problems are experienced with receiving refunds from Medical Aids, then residents should deal directly with Unique Health. |  | |
| 7. | CATERING (SD)   1. **Monthly till slip draw**: won by Neville Baling.   b. **Bistro served 1806 meals** in February.  c. Sadly, reports are consistently being received about poor quality of meals. This not only affects residents but also the marketing image of our ‘flagship’ village.  Rescom recommends that MC/DD write to Western Province Caterers Head Office advising them of this problem and also recommending that new staff be better trained and supervised and that the ‘unit structure’ of staff is examined.    d. Residents are asked to report any problems at once to Steph de Haas or MC  e.  **Meals (General Notes):**   * Friday Fish & Chips still popular although quality and quantity inconsistent. (noted that staff have been leaving the clearing up but this has been reported to WPC. ) . * March sees the start of ‘Hamburger Tuesday’. Residents are encouraged to give it a try.     f. **Valentine’s Day Dinner**: 42 residents attended. Decor and music made up for poor quality of meal. Thanks to Melanie for arranging music.  g. **Staff:** New staff should be better trained and ‘taught that the customer is king’.  h. **Kitchen closing times**: regularly 5pm daily except Tuesday and Friday pub nights and month-end dinners.  g. **March Functions:**   * Friday 3rd March 2.30pm Arts/Crafts Fair in Bistro. * Friday 17th March 6.30 pm St Patricks Day dinner * Monday 20th March 11am Companions perform. | **MC/DD**  **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 27th February, the Club held a viewing of photos from project theme ‘Sea’. Selected photos will be printed, mounted and displayed in the library by 6th March. Project theme for March is ‘Architecture’. The 2017/2018 list of projects will be issued in the first week of March. Next meeting Monday 27 March 18h00. A new resident has joined and 2 Bergvliet residents have expressed interest in joining our Muizenberg camera club. John Wilson of Amdec has already started gathering in photos of plants/flowers taken in various Evergreen villages, for his latest competition. Photos to be submitted directly to his PA Andrea Witte, or through Jim Raubenheimer.  Hugh Till is organising a slide show of camera club photos for the Arts/Crafts Fair on 3rd March. | ALL RESIDENTS  CAMERA CLUB | |
| 9. | COMMUNICATION (MC)  a. Thank you to Kyle for well-attended ‘smart phone’ workshop. Residents learnt a few new tricks.  b. **Poor** **cell phone signal in apartments**. The newMTN mini-tower is not active yet |  | |
| 10. | LANDSCAPING & GROUNDS DEVELOPMENT (CT)  **LEVEL 3b WATERING RESTRICTIONS**  **Level 3b Watering Restrictions now in force, 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. Ronell Bowditch has been appointed to deal with water sustainability systems in village, (Mancom 21/02), prioritised as follows:   * Collection and use of seepage water. * Installation of well points * Rainwater harvesting   b. Four semi- submerged 5000litre tanks are being installed in North section of boardwalk garden to collect seepage water and water from new well points for use in communal areas. The water must be mixed because the Bemlab tests show that the seepage water has a high saline content. A sprinkler system is being investigated.  c. Gardeners are responsible for watering of lawns and indigenous plants in common areas and village gardens.  d. **Rainwater harvesting**. A 700 lit plastic tank for harvesting roof rainwater can be installed at a cost of R2239.64 (vat incl. delivered to CT) with permission from Amdec. However, residents may prefer to install well points, which produce plenty of pure ground water, as just done by Eddie Norton at a cost of R7500.00. *Please check Application procedures with Office.*  **e. Meanwhile, Residents, particularly in houses, are encouraged to use grey water e.g. from showers, baths or washing machines,** whenever possible for flushing and gardening.  f. **Algae** in ‘seepage stream’ is caused by recent hot weather. Gardeners’ regular cleaning programme will be increased to deal with this.  g. **Cigarette butt containers:** - two ‘smoking poles’ are ready for installation in boardwalk area. | **ALL RESIDENTS** | |
| 11. | BUILDING MAINTENANCE & HOUSEKEEPING MATTERS (MC)  a. **Maintenance - general**: Evergreen will be servicing and replacing problem hinges, handles and locks on exterior doors and windows. **PM** acknowledged that locks/handles on doors and windows and possibly entire garage doors with fittings should be treated as units.  **Internal and external structural cracks** must please be reported and will be dealt with by Evergreen. Repair of internal hairline cracks may be for account of residents.  b. **Maintenance of Apartment Block**: ongoing process. **PM** agreed that attention should be given to weep hole problems and he committed to personally inspect:-   * Clean old weep holes * Install new weep holes where necessary * Ensure that all weep holes are in the correct position   **PM** to deal directly with Mrs. Pattullo and Mr. Davidson.  **c. Residents are reminded to please report problems to office in detail on a Maintenance Request Form**. Christo responsible for logging and reporting. NB: kindly report during office hours, i.e. 8am to 5pm Monday to Friday.  d. **Windows**: a batch of new better-quality solid stainless steel window-hinges and handles has been ordered to replace damaged ones.  Stainless steel pop-rivets will be used and drill-holes will be covered with marine silicone.  GP reported that her window has limited opening area. PM explained that ‘grub screws’ on new hinges restrict windows from opening past 90˚  e. **Airflow in apartment block passages: Two problems needing attention are:-**   * *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. (quote from previous minutes)* * ThisProblem is exacerbated by prevailing strong South-Easterly winds in Muizenberg area, because apartment windows must be closed during winds, so no through-flow of air. This systemic problem is being referred to architects and engineers. * 3rd Floor residents are unable to sleep at night during gales because of howling wind and trap doors flying open. **PM** is aware of this structural problem and will take it forward.   Rescom requested that these problems be examined urgently.  f**. Microwave plugs in 1st and 2nd floor apartments failing regularly.** Unfortunately these items are out of guarantee so repairs will be for resident’s own account.  g**. Goods Lift Repair.** PM advised that a complete new basement door mechanism will be installed. Will take at least another 9 weeks because parts have to come from overseas. Lack of accountability of lift contractors being fully monitored. Basement entrance to goods lift will remain cordoned off.  h. **Painting of Fences**. Rescom requests priority attention be given to painting the fence of Mr. Howard in Unit 44, thus resolving a problem which is now outstanding for a year. **PM** will take forward.  i**. House-painting program: PM advised that priority attention is presently being given to urgent items such as apartment windows, after which house-painting will be addressed.**  **j. Pool Management** – Water quality is regularly checked by an independent contractor and a new self-regulating chlorinator has been installed.  Temperature is being maintained at between 28 to 30 degrees which is a requirement of the majority of residents.  k. **Recycling: Heavy Cardboard boxes are now also being recycled, separately from igloo.** Residents, please put out for collection by David Philander, who is in charge.  **Paper and light cardboard collection for igloo continues as before.**  **l. Refuse Collection in Apartments and Village: Monday to Fridays by 8am. NO collection at weekends or on public holidays. Please do not put out refuse on these days**  **m. Birds in courtyard.** Nothing can really be done to clear them away. Let us enjoy living with a bit of nature.  n. Rescom recommends that people having problems with light invasion at night should **consider installing reflective film on the inside of their windows**. This would be for own accounts. | **PM**  **PM**  **PM**  **PM**  **ALL RESIDENTS**  **MC**  **PM**  **PM**  **PM**  **PM**  **ALL RESIDENTS**  **ALL RESIDENTS**  **ALL RESIDENTS** | |
| 12. | BUILDING CONSTRUCTION (MC)  a. **Separate Venue for church services and private functions** not resolved.  Evergreen will be looking at this in Phase 3 on land to West of present Evergreen village.  Rescom requests that the **purchase of moveable screens** be reconsidered to cordon off sections in the Bistro for various activities and private functions.  b. **East-facing Patio access gate has been installed.** MC will investigate if a padlock has been attached for access by certain personnel only as agreed, or whether the gate is still being closed only by a slide-latch  **c. Evergreen sign:** proposed that a sign be placed on South/East corner of building at 2nd floor level or higher. Referred to PM. | **MC**  **PM** | |
| 13. | RESIDENTS (MC)  **Residents in the Village**: **217**. 96 in Phase 1; 121 in Phase 2.  The Burt’s have moved from house 27 to Apartment 240.  **Residents In Care Centre:-** 7 and 5 on medical side.  **Welcome to New resident Shirley van Eeden – Unit 23**  **Sincere Condolences** to Lorna Wilson and family on sad passing of Dave. |  | |
| 14. | FINANCE & LEGAL (JM and DR)    a. Nigel Matupire has left. New Evergreen Financial Manager is Ben Vorster.  b. Residents kindly note annual increase of hair and beauty care salon fees from 1st May.  LEGAL:  c. **CSOS levy**. Evergreen management were reminded by Rescom to please give residents advance warning of new or increased fees, levies, etc.  d**. 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). | ALL RESIDENTS | |
| 15. | GENERAL :  a. CONGRATULATIONS to Nadeem on birth of his baby daughter.  b. AGM - waiting for Evergreen to notify date. Rescom has recommended that any points to be raised must be submitted in writing before the AGM and no questions should be taken from the floor.  c. SAPS Muizenberg held a meeting to investigate whether to upgrade the present police station or move to Capricorn/Vrygrond. Rescom are in favour of the latter but no decision was taken at the meeting. |  | |
| 16. | NEXT RESCOM MEETING: will be on Wednesday 5th April 2017 at 8am. |  | |
| 17. | CLOSING: JM thanked MC and committee members for their contributions.  The meeting adjourned at 12 o’clock |  | |

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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 31st March 2017**