

**MINUTES OF THE RESCOM MEETING
OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG
HELD ON 5 APRIL 2017 AT 8.00AM**

- PRESENT:**
1. Mr. J. Morgan (JM) (Chairman)
 2. Mrs. G. Pearson (GP) (Member)
 3. Mrs. S. de Haas (SD) (Member)
 4. Mrs. M. Carstens (MC) (Village Manager)
 5. Mrs. J. Orsmond (JO) (Co-opted Secretary)
 6. Mr. David Rosenberg (DR) (Rescom Member)
 7. Mr. Patrick Maile (PM) (Evergreen Maintenance Manager)
- APOLOGIES:**
8. Mr. Chris Bennett (CB) (Vice-Chairman)
 9. Mr. Chris Turner (CT) (Member)

Item	Narrative	Action
1.	<u>WELCOME</u> JM welcomed Patrick Maile from Evergreen head office, Village Manager Melanie Carstens, and Rescom members.	ALL RESIDENTS
2.	<u>NOTICE OF MEETING</u> Notification of the meeting was sent by sms on 29 th March 2017	
3.	<u>APOLOGIES:</u> Chris Bennett and Chris Turner	
4.	<u>APPROVAL OF MINUTES OF MEETING ON 1 MARCH 2017</u> PM advised that his responsibility at Evergreen Retirement Villages is to discuss problems experienced by residents with them and then forward full reports to head office for attention. He again asked that all requests for assistance should be in writing. Acknowledging this proviso, acceptance of the Minutes was proposed by GP; seconded by MC; Signed by JM and MC.	
5.	<u>SECURITY (PORTFOLIO MANAGER: CB)</u> a. Pedestrian Ramp at Emergency exit next to Apartment 1. This matter now with 'Projects'. b. Fire alarm/evacuation arrangements:	DD

	<p>Resulting from the Apartment Block fire drill at end March 2017, the following points are made:</p> <ul style="list-style-type: none"> • Apartment block has been built to fire evacuation specifications • The Care Centre is a 'safe area'. • In an evacuation, 'less able' residents should congregate in 'refuge areas', i.e. 'links' • The red emergency phones are in the correct place according to overall fire-fighting plan. <p>c. 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 reported that a bold notice has been placed in the visitors' check-in book at the gate, advising guests of the village speed limit.</p>	MC
6.	<p><u>HEALTHCARE (GP)</u> a. Telecare records. Updating of Telecare records continues.</p> <p>CARE CENTRE b. Evacuation chair installed in stairwell of 3rd floor South. Ongoing Training.</p> <p>c. In response to questions about registration of Unique Health and their position relative to medical aid claims, we can report that they have a practice number but residents must ensure that pre-authorisation is obtained from their medical aids. The practice number that they have is for home-based care which also allows for residents to be treated in the Care Centre. Star Artman from Unique Health says:- 'The Care Centre is in the process of being registered with the Department of Social Development who govern facilities specifically for the aged. The most recent audit was conducted on the 22nd March 2017. It is not known when the licence will be issued - all requirements have been met – awaiting their response'. UH is in the process of applying for a Sub-Acute Licence which will become a natural feeder for patients being discharged from a hospital (an Acute facility). This licence (which is more involved) is issued by the Department of Health. The actual process of being registered as a Sub-Acute centre may take time. All necessary inspections have been done for registration of Care Centre. This application for Sub-Acute can only start once the first centre is approved. UH was only able to apply for registration for this site once they were up and running.</p> <p>d. The Sub-Acute (rehabilitation/transition to home) services are pre-authorised by certain Medical Aids for a short term period. Note that most medical aids do not cover Frail Care.</p> <p>e. Culemborg Pharmacy is contracted to supply pill blister packs for anyone on chronic medication.</p>	

	<p>f. Dr. Engel of Capricorn Park/Marina da Gama is on call and available by appointment on Wednesdays.</p> <p>g. 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.</p>	
7.	<p><u>CATERING (SD)</u></p> <p>a. Bistro served 1885 meals in March (includes Care Centre meals.)</p> <p>b. Draws:</p> <ul style="list-style-type: none"> • Monthly till slip draw: won by Mrs. Metcalfe. • St. Patricks Day draw: won by Mr & Mrs. McPherson. <p>c. Quality of Meals: After a meeting between MC and the Regional Manager of Western Province Caterers, meals have shown great improvement. Unfortunately, however, one of our residents had a bad experience with the quality of a meal served to overseas family members. Steph was able to arrange full reimbursement. Residents are asked to report any problems at once to Steph de Haas or MC - by email if possible.</p> <p>d. Meals (General Notes):</p> <ul style="list-style-type: none"> • Bistro now offers a choice of 2 standard meals at the same price, as well as a premium meal on some days, where highlighted. • 'Build-a-Burger' at 5pm on Tuesdays started on 4th April. Residents are encouraged to give it a try. MC was asked to remind residents by sms. • Friday Fish & Chips continue to be well supported. • St. Patricks Day dinner was well attended. Thanks to Bistro for an excellent meal • Tea and Cake is very popular. • Bottles of balsamic vinegar and olive oil now on tables at meal times. • Saturday Bring & Share Braais after rugby are popular. R5 per person to cover cost of hire of gas braai and gas. Residents who are braaing are reminded to collect the special LED light, which is kept in the Manager's office, before the office closes at 4pm on Saturdays. <p>e. Bistro (General Notes)</p> <ul style="list-style-type: none"> • Kitchen closing times: regularly 5pm daily except Tuesday and Friday pub nights and month-end dinners. • Bistro has been requested to ensure that waiters alternate the sides that they start serving from. • A new 6-slice toaster will be acquired. • Astra Wilson has been asked to source new place mats. <p>f. Cold/Freezer Room: It is noted that Ruan has been asked to get quotes for upright fridges. Rescom requests, however, that</p>	<p>ALL RESIDENTS</p> <p>MC</p> <p>SATURDAY BRAAIERS</p> <p>MC/DD</p>

	Projects finish the kitchen by installing a walk-in cold room in the space provided.	
8.	<p><u>VILLAGE ACTIVITY GROUPS & SOCIAL EVENTS (SD)</u></p> <p>‘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.</p> <p>a. April Functions:</p> <ul style="list-style-type: none"> • Tuesday 4th April 4.30pm – Keith Jewell at the Keyboard • Sunday 9th April 4pm – Roland Perold will present one-man show: ‘Musical Theatre – Memory Lane’; and on Sunday 7th May at 4pm, a two-man show ‘Nostalgia’ with FMR’s Richard Jewson. • Wednesday 12th April 5pm – Wouter van Warmelo – ‘Silvermine Nature Reserve: After the Fire’ • Friday 28th April 6.30pm – Month end dinner. <p>b. Camera Club: on Monday 27th March, the Club held a viewing of photos from project theme ‘Architecture’. Selected photos will be printed, mounted and displayed in the library by 8/10 April. Project theme for 15 March to 15 April is ‘Glass’.</p> <p>c. Sincere thanks to Hugh Till and Jim Raubenheimer for a slide show of camera club photos for the 3rd March Arts/Crafts Fair. Thank you also to Hugh for 2 reruns of this slide show plus a collection of ‘candid camera’ shots from the Arts/Crafts Fair at 5pm on Friday 10th and Tuesday 14th March.</p> <p>d. Sincere thanks to June Orsmond, Ken and Joan Freeman, all stall co-ordinators and many helpers and participators, for a very successful Arts/Crafts Fair on Friday afternoon 3rd March. Consensus from feedback forms is for an annual repeat with the next one being a ‘Christmas craft market’ in November 2017.</p> <p>e. Wine Club: Jim Raubenheimer reports difficulties with selecting a suitable winery for a tasting. Two new prospects are being negotiated with at the moment, and a tasting is hoped to be held towards end April.</p> <p>f. MC will arrange a meeting with the Bridge Group to discuss adjusted timing to avoid clashing with the singing group.</p>	<p>ALL RESIDENTS</p> <p>ALL RESIDENTS</p> <p>CAMERA CLUB</p> <p>MC</p>
9.	<p><u>COMMUNICATION (MC)</u></p> <p>a. Congratulations to the respective editors for latest editions of charming and informative ‘Tendril’ and ‘Evergreen News’.</p> <p>b. Rescom asked MC to convey sincere thanks to Evergreen for 15 minutes free wi-fi per person per day in the lounge. Thank you also for one week’s 24 hour wi-fi access at R20.00 in the lounge.</p> <p>c. Poor cell phone signal in apartments. The new MTN mini-tower is not active yet. Carry forward.</p>	<p>MC</p> <p>MC</p>
10.	<p><u>LANDSCAPING & GROUNDS DEVELOPMENT (CT)</u></p> <p>LEVEL 3b WATERING RESTRICTIONS</p>	

	<p>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 watering within 48 hours of adequate rainfall. NO HOSES OR SPRINKLERS.</p> <p><u>Wash cars from bucket, using GREY WATER only.</u></p> <p>a. Watering:</p> <ul style="list-style-type: none"> • Four semi- submerged 5000 litre tanks have been installed in North section of boardwalk garden to collect and mix seepage water and water from three well points. This water is being used to water the boardwalk garden and any garden accessible through the irrigation system, then through hoses to the rest of the garden. • Three householders have installed well points in order to assist with the garden watering problem. • 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. • Note that Council has granted permission (valid from 10th March to 10th June), to the Landscaper to water the new plants on St Georges St. from 8-9am on Tuesdays, Thursdays and Saturdays <p>b. Cigarette butt containers: - one ‘smoking pole’ has been installed in the boardwalk area.</p>	<p>ALL RESIDENTS</p>
<p>11.</p>	<p><u>BUILDING MAINTENANCE & HOUSEKEEPING MATTERS</u> (MC) FYI: PM has met with Mrs Pattullo and Mrs. McKinnon to discuss various matters and answers to their queries are contained in these minutes.</p> <p>a. Kindly Note: Internal and external structural cracks must please be reported and will be dealt with by Evergreen in due course. (Clarity is needed on the November 2015 Maintenance Protocol which was never accepted by Rescom).</p> <p>b. Maintenance of Apartment Block: ongoing process. Note that problems with weep holes will be dealt with when outside painting is done. It appears that existing weep holes are correctly positioned but that non-existing weep holes will be attended to when found necessary.</p> <p>c. Windows:</p> <ul style="list-style-type: none"> • Patrick Maile reported that he had met with Mrs. Pattullo to inspect and will be addressing the problems which are caused by faulty grub screws. • Window cleaning: MC will arrange with Window-wash that windows are cleaned from outside. <p>d. Airflow in apartment block passages: it is acknowledged that there is a problem with fresh air flow – particularly on the 1st and 2nd floors; ways of bringing fresh air in from outside into passages are</p>	<p>ALL RESIDENTS MC/DD</p> <p>MC/DD</p> <p>MC</p> <p>MC</p> <p>MC/DD</p> <p>DD</p>

	<p>being investigated. It should be noted that the fire prevention layout must also be taken into account. Investigating installing opening windows at NW end of 2nd and 3rd floors.</p> <p>e. 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 has taken it forward to Projects. Carry Forward</p> <p>f. House-painting program (including fences): priority attention is presently being given to urgent items such as apartment windows, after which the painting of houses and fences will be addressed.</p> <p>g. 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 26 to 30 degrees depending on whether it is winter or summer and the use of the pool cover.</p> <p>h. Water taste: City of CT and residents are all experiencing problems now that dam water levels have dropped severely. Rescom recommends that water be drawn from the cold side of the tap and preferably boiled before use.</p> <p>i. Noted that solar panels are being installed on roofs of houses being refurbished for re-sale.</p> <p>j. Noted that a company has been cleaning tiles in designated apartment areas.</p> <p>k. Kindly note that wet swimming costumes and towels must not be left on wooden benches in gym area. ALL CLOTHES TO BE REMOVED.</p>	<p>ALL RESIDENTS</p> <p>ALL RESIDENTS</p>
12.	<p>BUILDING CONSTRUCTION (MC)</p> <p>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. The positioning of an Arts and Crafts Centre is also to be considered once Unit 16 is demolished to provide an entrance to Phase 3.</p> <p>b. Evergreen sign: proposed that a sign be placed on South/East corner of building at 2nd floor level or higher. Referred to Projects and DD</p> <p>c. Access tag readers at west stairwell. MC has requested quotes from Integratek and will speak to Mark McCreadie.</p>	<p>MC/DD</p> <p>DD</p> <p>MC</p>

13.	<p><u>RESIDENTS (MC)</u> Residents in the Village: 219. 95 in Phase 1; 124 in Phase 2. Residents In Care Centre: - 12 and 6 on medical side. Ethnè le Roux and Maureen Morgan have moved into the Care Centre. Welcome to New residents: Norman Reynolds Apt 322, Alan and Pam Delport in Apt 221; Tiny and Cecily Holton in Apt 104; Lydia Hirschmann – Apt 17 and Joy Hobson into Apt 238.</p>	
14.	<p><u>FINANCE & LEGAL (JM and DR)</u> February Variance Report received from new Evergreen Finance Manager, Ben Vorster, and all queries were satisfactorily answered. In particular, large credits were due to reversals of previous year accruals for City of Cape Town rates, water and sewerage charges. General Repair expenses for the year are to be scrutinised by MC to ensure that Evergreen Muizenberg has been correctly charged. A 2017/18 budget will shortly be provided</p> <p><u>LEGAL:</u> Proposals are currently being advertised for rezoning, consolidation and subdivision for 43 houses of Evergreen Phase 3 on the 2 Amdec-owned erven to the East of Prince George Drive.</p>	MC
15.	<p><u>GENERAL :</u></p> <p>a. Welcome to new staff member Mfundu Norawana, who pleasantly and efficiently ‘mans’ Reception daily and at weekends as required.</p> <p>b. AGM – scheduled for Monday 4th September. 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.</p> <p>c. Introducing new residents to the Village. Agreed to have a quarterly function to introduce new residents. MC will follow up on this suggestion and also the suggestion to put up photos of new residents once a month.</p> <p>d. DSTV. Noted that 2 of extended package channels were cancelled with no replacements. Audio channels, which are free-to-air, are not available. MC will investigate both problems.</p> <p>e. ATM was suggested at Evergreen Muizenberg. Rescom agreed that it could be a security hazard and was definitely not recommended.</p> <p>f. WARNING: Residents are warned that it is not advisable to use the ATMs at the Capricorn Park shopping centre because of security threats.</p>	<p>MC</p> <p>MC</p> <p>MC</p> <p>ALL RESIDENTS</p>
16.	<p><u>NEXT RESCOM MEETING:</u> will be on Wednesday 10th May 2017 at 8am.</p>	

17.	CLOSING: JM thanked PM (when he left at 9.40am), MC and committee members for their contributions. The meeting adjourned at 11.30 am.	
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MR. J. MORGAN,

RESIDENTS COMMITTEE CHAIRMAN

MRS. M. CARSTENS

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 5th May 2017