

**MINUTES OF THE RESCOM MEETING**

**OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG**

**HELD ON 7 JUNE 2017 AT 8.00AM**

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

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

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

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

5. Mr. David Rosenberg (DR) (Member)

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

7. Ms. Glynis Smith (GS) (Village Administrator)

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

**APOLOGIES:** 9. Mrs. M. Carstens (MC) (Village Manager)

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

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| Item | Narrative | | Action |
| 1. | WELCOME  JM welcomed all Rescom members and Glynis Smith, Village Administrator representing Village Manager, Melanie Carstens, who is on leave, and Derek Drew , when he joined the meeting later on. | |  |
| 2. | NOTICE OF MEETING  Notification of the meeting was sent by sms on 31st May 2017 | |  |
| 3. | APOLOGIES : Village Manager - Melanie Carstens, and Vice-Chair - Chris Bennett | |  |
| 4. | APPROVAL OF MINUTES OF MEETING ON 10th MAY 2017 Acceptance of the Minutes was proposed by CT; seconded by DR; Signed by JM. (to await MC’s signature on her return) | |  |
| 5. | SECURITY (PORTFOLIO MANAGER: CB)  **a. Pedestrian Ramp** at Emergency exit next to Apartment 1. Mancom advises that this is difficult to change and will not be done as it is not a priority at present. DD to carry forward for future attention.  b. **Eastside patio gate**: **a large water-resistant lock to be acquired urgently** and installed soonest and Ms. Ferguson’s lock returned. Keys of new lock to be kept at office.  c. It is important to ensure that **ground floor access doors** close properly and security should be asked to keep an eye on people walking down the East side of the building  d. **Security must accompany internal or external catering deliverers.**  e. **Letters and post** are delivered to pigeonholes by staff.  f. **Newspapers** are delivered to houses and apartments by security.  g. Security staff are to be asked to keep an eye on contractors. **Contractors must wear identity vests.** | **DD**  **GS – URGENT**  **GS**  **GS** | |
| 6. | HEALTHCARE (GP)  a. Management changes:   * Registered Nurse Patricia van Rensburg oversees Unique Health Care Centre as Manager. * Sister Thobeka Hokwana is responsible for the Care Centre residents. * Registered Nurse Aimee is responsible for the residents in the Apartments and the Village (Primary Health Care)   b. Mancom feels that vulnerable residents should be visited daily by Healthcare nursing staff. MC will speak to RN Patricia van Rensburg regarding courtesy calls and whether there are any costs involved.  c. **Telecare** records. Updating of Telecare records continues.  d. **Completing of one-page document** for residents’ files is ongoing.  e. **Evacuation chair** installed in stairwell of 3rd floor South. Training is ongoing and a test will be done with a resident. | **MC/GS** | |
| 7. | CATERING (SD)   1. **Bistro served 2063 meals** in April (includes Care Centre meals.)      1. **Monthly till slip draw**: won by Mrs. Sheila Wegner   c. **Bistro Staff**   * New Staff member **Christine Smit** is proving to be a real asset to the Bistro. * Good luck to **Ruth Claasen** who has joined the permanent staff. * Congratulations to **Bandile** on successfully passing the Chef’s Learnership course, which means we may not see so much of him on the front of house as he is enjoying working with the chefs in the kitchen. * **Ongoing training** of waiters is essential.     **d. Meals**  Residents are reminded to **please report any problems at once to Ruan or Christine.** Please take a minute to **make comments, good or bad,**  **on the new feedback forms provided, to help WP Caterers improve their service.**  e. **Meals - General Notes:**   * Meals have shown great improvement * Make sure you put instructions for alternatives such as potatoes instead of rice, on the booking sheet when you make your meal booking, and it will be attended to. * Tea and cake and toasted sandwiches etc very popular * Residents are encouraged to give ‘**Build-a-Burger’** at 5pm on Tuesdays a try. * **Friday Fish & Chips** growing in popularity and calamari now served as an alternative. * **Month end dinner was** excellent in decor and meal and ambience. **Look out for Christmas in July.** * **Birthday coffee and cake:** Residents will be given a freebie in Bistro in their birthday month. * Query about problem of **tightly cling-wrapped sandwiches** will be followed up by SD   f. **Bistro (General Notes)**   * **Rescom requests that tea/coffee serving centres should be manned by Bistro staff at events.** * Also – cleaning items need to be left out for residents after staff leave. * **Card machine installed**, already in use and making a difference. * DD has committed to completing the **cold/freezer room** as per plan, at a future date. * The **swing doors** to the kitchen have been repaired. * **Marketing**: Specials will in future be broadcast and signs put up in the Bistro | **SD**  **GS**  **GS**  **DD**  **GS** | |
| 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. **June Functions:**   * Tuesday 6th June 4.15pm – 4.45pm **Keith Jewell** at the Keyboard * Tuesday 13th June 3pm – **Telecare**. Talk by Anton de Beer * Thursday 15th June 3pm: **Kathy Struwig** selling jewellery. * Wednesday 21st June: **Wouter van Warmelo – Talk and slide show on Crop Circles.** * Tuesday 27th June 3pm – **The Effects of Ageing on the Body.** Talk by physiotherapist Mark Naidoo.   b**. Camera Club:** on Monday 29th May, the Club held a viewing of photos from project theme ‘Free Choice’. High quality of submissions of flora, fauna, landscapes, clouds and birds. Selected photos being printed for hanging by 7th June in the library. **Project theme for May/June is ‘Leaves’ and viewing will be at 6pm on Monday 26th June 2017.**  Request for additional frames: not deemed necessary.  c. **Wine Club**: Bonnievale Wine Tasting was held at 3pm on Thursday 18th May and a record number of 48 residents and visitors attended and enjoyed the afternoon.  Plans are underway to get another winery to host a tasting in July.  d. **Venue for ‘Arts & Crafts’**: DD advised that there are plans to put a dry walled area where the bar counter is at present. (Area will be the same size as the Boardroom). ResCom is not happy with this as storage would be a problem and area not big enough.  e. JM noted that discarding ResCom’s recommendation of moveable screens is seriously regrettable.  f. ResCom does not consider the following to be satisfactory (extract from Mancom minutes): ‘A small function can be accommodated in the board room; for larger groups, a notice can be sent to residents notifying them of an event in the Bistro at a specific time and date. Hopefully, other residents and staff in the Bistro will then keep fairly quiet as sound travels in that area.’ Rescom feels this contradicts the notion that the lounge/bistro area is available to all residents.  g. **Church services will in future be held in the Care Centre on the First Floor at 10.00am each Friday**.  h. 21 residents enjoyed social **Carpet Bowls** on Sunday afternoon 28th May. Non-bowlers Joy Gerber and Sheila Hunt excelled. | ALL RESIDENTS  CAMERA CLUB  WINE CLUB  **DD**  **DD**  **ALL RESIDENTS** | |
| 9. | COMMUNICATION (MC)  a. Residents are pleased to receive **Evergreen News** and The **Tendril** regularly. DD was requested to add any news on **future developments** in the Evergreen News.  b. **Poor cell phone signal in apartments**. It appears that residents who are experiencing reception problems are mainly MTN users. The new MTN mini-tower is not yet operational due to a dispute with the landlord and a booster is not a solution. Residents should consider migrating to another service provider where they can still keep their old number.  It seems that once the MTN tower is installed it may improve reception for other cell phone network users as well. | DD  APARTMENT RESIDENTS | |
| 10. | LANDSCAPING & GROUNDS DEVELOPMENT (CT)  **STRICT WATERING RESTRICTIONS REMAIN IN FORCE**  **RESIDENTS ARE REMINDED NOT TO USE MUNICIPAL WATER FOR OUTSIDE USE (DOES NOT APPLY TO PEOPLE USING ANY NON-POTABLE GREY WATER OR WELL POINT WATER)**  a. **Conserving water**. Residents are reminded to conserve water at all times and re-use when possible. Signs to be placed in restrooms as reminders.  b. **Watering of gardens by Gardeners with non-potable water:**   * Hosepipes will be used to water between G1 and G9. * Marcus has been asked to address the fact that certain gardens (in particular 20 – 25) are not receiving attention from the gardener responsible. * Watering times allocated to two times a week likely to be once a week as it is not feasible to cover all the gardens twice a week.   c. **Topping up of pool**: ‘DD stated that we are allowed to use our groundwater for this purpose as the City Council notice only applies to municipal potable water.’ **Swimming pool is being topped up using groundwater** which has been tested for salt and metals.  d. Plans are in place to link groundwater to existing outer ring and external water system to **avoid use of any municipal water**. The outer St George’s St pavement area also still needs to be linked.  e. **Rainwater Harvesting.** It is imperative that rainwater is collected from the large apartment block roofs. DD confirmed that plans are in the pipeline  f. From 1st July 2017 residents will **no longer receive 6 kl of free water** when the new Cape Town water tariffs are implemented. Confirmed by Motla.  We will have to pay for all water use in future.  g. **Communal water readings** for current month, previous month and last year are to be recorded to monitor any savings.  h. Markus has been asked to **clear dead plants and rubble from the gardens.** | **ALL RESIDENTS**  **DD**  **DD**  **ALL**  **RESIDENTS**  **GS**  **GS** | |
| 11. | BUILDING MAINTENANCE & HOUSEKEEPING MATTERS (MC)  a. **David Philander must be complimented on keeping basement area spotless. GS kindly convey this message to DP.**  b. **Derek Drew and Patrick Maile have met with Mrs Pattullo, Mrs. McKinnon and Mrs. Sheppey** to discuss various queries raised.  c. **Internal and external structural cracks** **throughout apartments will be dealt with once all new apartments are sold.**  **d. Windows:**   * **Patrick Maile will be dealing with problem of faulty grub screws.** * The programme to service door and window moving parts will be started shortly. Appointments will be made with residents.   **e. Painting of Houses and Fencing:** DD hopes to start by the end of the year.  Several fascias torn off in recent gales now at top of priority list. Noted that garage door/cabling inspections will be added to yearly building condition audit  f. **Boardwalk does not need painting**: Pre-treated “Balau” wood was used.  g. **Airflow in apartment block passages:** CB reported to Mancom that there is no airflow on the first door and very little on the other floors. Suggestion – air vents below the windows. Structural engineers need to investigate all possibilities. Having opening windows on 2nd and 3rd floors NW corners is being investigated although probably not practical.  h. **Electrical wiring in Apartment block third floor ceiling**: Rescom requests that loose wires in the ceiling should be strapped down or be in conduit piping. This is apparently not considered necessary but Danie to investigate.  i. **Goods Lift**: Now operative. Basement tiles to be replaced and painted.  **j. Pool Management:** the pool heat pump may have to be replaced, preferably by a more powerful pump. DD has received two quotes. Blanket must be kept on the pool and residents can inform security/staff when it needs to be removed.  k. W**ater taste:** It is suggested that apartment residents experiencing problems with water taste should report the matter to management so that filters can be cleaned and tested. Rescom repeats the recommendation that water be drawn from the cold side of the tap and preferably boiled before use.  Claire McKinnon to bring in a City of Cape Town Water expert.  l. The maintenance team will investigate the problem with **chlorine smells** experienced by some residents.  **m. Grating at basement parking will be raised and sound-proofed by using bricks and rubber.**  **n. Damaged ceiling tiles on 3rd floor Apartment Block will be replaced as soon as new tiles on order arrive.**  **o**. A suggestion was received that Evergreen purchases a **domestic carpet-cleaner**. Rescom do not think that this is advisable because of maintenance and responsibility problems. The names of two reasonably-priced and reliable carpet-cleaning contractors are available at Reception.  Rescom recommends that a list of handymen/tradesmen is distributed to all residents and included in ‘Welcome’ brochures for new residents.  p. **Minor repair-work:** Residents are reminded that minor repair jobs can be done by the Maintenance Team @ R100 for half an hour and R180 for an hour. It is necessary to sign a Maintenance Request form at Reception before work can start.  q. Rescom wishes to record **compliments and thanks to Christo** for his broad understanding of all the ‘workings’ of everything in the village. We do strongly recommend, though, that an understudy is trained to assist him and take over from him when necessary. | **GS**  **ALL RESIDENTS**  **GS**  **GS**  **DD**  **DD**  **DD/GS**  **DD**  **DD**  **GS**  **DD**  **DD**  **GS**  **GS**  **ALL RESIDENTS**  **JM/GS** | |
| 12. | BUILDING CONSTRUCTION (MC)  a. **Separate Venue for private functions** remains unresolved.  **b. Evergreen logo/sign:** the village name is likely to be placed on the lift shaft area on 3rd floor level and on the gable above the Bistro entrance. | DD  **DD** | |
| 13. | RESIDENTS (MC)  **Residents in the Village**: 232. 93 in Phase 1; 139 in Phase 2.  **Occupants of Care Centre**: 15.  **Welcome to New residents:**  •Harold Cox (Apart 313 )  •David & Anne Robertson (Apart 241 )  •Star Milton (Apart 116)  •Lillian Huggett (Renting Apart 317)(Sadly passed away on the 7/06/2017)  •Diane Steward (Apart 108)  •Nigel & Ann Myles (Unit 27 – to let)  •Moamina Hendricks (Apart 106)  •Raymond & Pat van Eyssen (Apart 231)  **Sincere condolences** to families of Mrs. Le Roux and Mrs. Maureen Morgan who passed away recently. |  | |
| 14. | FINANCE & LEGAL (JM and DR)  a. ResCom extended a warm welcome to new Financial Officer, **Ben Vorster (BV)**.  b. **March and April 2017 Variance Reports** were received and queries answered by Ben Vorster.  c. Clarification is still needed on **Head Office charge of R108 000**. Information was requested about the Total Cost, who it covers and how divided amongst the various Evergreen Villages.  LEGAL:  d. Proposals were 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.  An **objection has been received** and Head Office is trying to get the objection withdrawn before it goes to Tribunal. | **DD** | |
| 15. | GENERAL :  a. Kindly note that the proposed R250 City of Cape Town **Home User Electricity tariff** is NOT likely to be imposed.  b. **It has been agreed that the Sales Team will in future give any prospective new resident a Quote of monthly costs at Evergreen, with an itemized list of levies plus additional charges. BV will assist them with these figures.**  c. **Concerns about noise levels:** These have been dealt with as follows:   * Staff have been requested to keep reasonably quiet at all times. * Contractors entering the basement in vehicles should be accompanied by a security guard to open the boom (thus avoiding any need for hooting). Notices have been put up re Hooting. * Rushdien has been asked not to rev his bike unnecessarily. * A new parking place will be allocated to Nadeem.   d. **Maintenance workers** have been asked not to congregate unnecessarily in reception area.  e. A r**equest for notice boards on all floors:** not considered to be practical.  f. A ‘**Bankie**’ for each lift, similar to one in use at Evergreen Diep River: Will be investigated.  g. A sincere thank you to residents who participated in **Photo Shoots** held on Friday 19th and Tuesday 23rd May. DD will organise a **small function to show the finished product to residents.** Date to be advised.  h. **Complaints received about a smelly misbehaving cat??** Residents with animals - kindly note that they are expected to kindly keep their animals under control.  i. **Rubbish Collection:** Letter received from a resident expressing concern about **volume of plastic waste** and questioning whether Rescom may have a solution. Sadly – the only answer is to use recyclable plastic shopping bags (which may be the cheapest option) or pink/lilac recyclable collection bags. | **GS**  **GS**  **GS/DD**  **DD**  **PET OWNERS**  **ALL RESIDENTS** | |
| 16. | NEXT RESCOM MEETING: will be on Wednesday 5th July 2017 at 8am. |  | |
| 17. | CLOSING: JM thanked all for their contributions.  The meeting adjourned at 11.45 am. |  | |

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MR. J. MORGAN, MS. GLYNIS SMITH

RESIDENTS COMMITTEE CHAIRMAN VILLAGE ADMINISTRATOR

**Could Residents, social/club facilitators and Rescom committee members kindly submit written reports and communications for next Rescom meeting, to Melanie by Friday 30th June 2017**