

**MINUTES OF THE RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE
MUIZENBERG**

HELD ON 4 OCTOBER 2017 AT 8.30AM

- PRESENT:**
1. Ms. Claire McKinnon (CM) (Chairman)
 2. Mr Dave D’Alton (DD) (Vice-Chairman)
 3. Mrs. M. Carstens (MC) (Village Manager)
 4. Mrs. J. Orsmond (JO) (Co-opted Secretary)
 5. Mr. Chris Bennett (CB) (Member)
 6. Mr. David Rosenberg (DR) (Member)
 7. Mr. Chris Turner (CT) (Member)
- APOLOGIES:**
8. Mrs. Alma Swanepoel (AS) (Member)

Item	Narrative	Action
1.	<u>WELCOME</u> CM welcomed all.	
2.	<u>APOLOGIES:</u> Alma Swanepoel	
3.	<u>APPROVAL OF MINUTES OF MEETING ON 06 SEPTEMBER 2017</u> Acceptance of the Minutes proposed by DD, seconded by CB and signed by CM and MC. Amendment to 4.11 to read ‘Pilates at 9am’ noted.	
4.	<u>MATTERS ARISING FROM MINUTES OF 2 AUGUST 2017</u> <u>Safety & Security (CB)</u> 4.1 Door self-closers. List complete. Schedule of completion requested 4.2 South goods lift software override for firemen still to be done. C/forward 4.3 Floodlight outside unit cottage 27 to be fixed. Ordered. C/forward 4.4 Talks by ‘Fire and Safety’. George Hendricks agreed. Date awaited 4.5 CM requested that a gas heater registration form be included in Welcome Pack <u>Healthcare (CM)</u> 4.6 Noted that there are changes in nursing staff. Sr Lou Devine is in charge of all staff. MC has advised residents via The Tendril. 4.7 CM to meet with Care Centre management every month on all issues. Noted	CB/MC/PMaile CB/MC CB/MC MC MC

	<p><u>Catering (AS)</u> 4.8 Bistro Shift Managers Sheila and Ricardo will oversee Bistro on Saturdays and Sundays. In Action 4.9 Noted that a trolley has been ordered and will arrive next week. Ordered</p> <p><u>Village Activity Groups & Social Events (AS)</u> 4.10 A ‘full body workout’ machine has been donated and will be installed, after which a demonstration on its use will be arranged. Carry/fwd 4.11 Noted that Pilates is going again at 8.15 on Mondays. Correction: 9am</p> <p><u>Landscaping & Grounds Development (CT)</u> 4.12 Rainwater harvesting. Not resolved. This matter will be taken to Mancom. Carry/fwd</p> <p><u>Building Maintenance (DD)</u> 4.13 DD reported that fans were being considered and it was agreed that this would be discussed at Mancom. Carry/fwd 4.14 Pool temperature has been solved for now by means of running the heat pump for more hours. Done 4.15 Water taste remains unacceptable to many residents who buy water, get spring water or filter water. This matter will be taken up again when City Council available after the current drought challenges are handled. DD/MC 4.16 Extra light requested on deck area. Quotes awaited. MC will follow up. MC 4.17 Evergreen have agreed to adapt the apartment Kitchen corner cupboards where requested to and to refund the residents who have done this adjustment at their own cost. A list of these need to be prepared so that progress can be made and this issue finalised. DD/CM 4.18 Weather protection on the west deck still to be decided on. This matter will be taken to Mancom. DD/CM 4.19 A bankie still to be placed in reception lift. DD/CM 4.20 A bench to be placed near the foot of the stairs at the entrance for people waiting to be picked up Carry/fwd Carry/fwd</p>	AS/MC AS/MC CM/CT DD/CM CM MC DD/MC DD/CM DD/CM DD/CM
5.	<p><u>SAFETY AND SECURITY (PORTFOLIO MANAGER: CB)</u></p> <p>Nothing new to report.</p>	
6.	<p><u>HEALTHCARE (CM)</u></p> <p>a. Full report received from CM on meeting with Mercia Jay and Lou Devine. The following matters were discussed:</p> <ul style="list-style-type: none"> • Registration of Care Centre: Care Centre to be registered as a ‘home based nursing care centre’ and ‘Primary Health Clinic’. Residents kindly note. Unique Health will provide a list of medical aids which have approved them as a service provider. • Care Centre Staff Training: general training as per job descriptions ongoing and special training to be arranged for assisting folk in wheelchairs. 	ALL RESIDENTS CM/M Jay CM/M Jay CM

	<ul style="list-style-type: none"> • Query about two main meals per day causing food waste not satisfactorily resolved. CM will follow up. • Concern about lack of Telecare type system in Care Centre will be followed up urgently. This matter would also be taken to Mancom. • Event for Residents to meet Senior Care Centre staff and hear a presentation on services offered. Agreed that this should be arranged. • Any volunteers to assist Care Centre residents to attend downstairs events and return to the Centre. This matter still needs finalisation. • Clinic Hours should be reflected in Minutes and notices to be placed at the reception of the Care Centre and Clinic entrance doors. • Claire, Mercia and Lou agreed to meet monthly in future shortly before the Rescom meeting. 	<p>CM/M Jay</p> <p>CM/MC</p> <p>CM/M Jay</p> <p>CM/M Jay</p> <p>CM/M Jay/L Devine</p>
	<p><u>RESIDENTS : KINDLY NOTE THE FOLLOWING HOURS:</u></p> <p>Primary Health Care Clinic on the first floor is open between 9am and 11.30am Mondays to Fridays for consulting, injections, BP, etc. at weekends emergency assistance can be obtained from staff on duty</p> <p>Medicine distribution takes place between 7:30 and 9am weekday mornings and in the evenings and on weekends distribution by ENA (Enrolled Nursing Assistants) at the Care Centre.</p>	<p>ALL RESIDENTS</p>
7.	<p><u>CATERING (AS)</u></p> <p>a. Bistro served 2786 meals in September (includes Care Centre meals.) CM requested that in future a division is shown between the meals served in the Bistro and those of the Care Centre</p> <p>b. Monthly till slip draw: won by Sonia Hall.</p> <p>c. CM asked why Bistro staff were on duty until 7pm every day. MC explained that front-of-house is closed at 5pm, where after thorough cleaning is done until 7pm.</p> <p>d. Recommended that a self-service cold water dispenser be installed in the Bistro. MC will take further</p> <p>e. AS submitted a full report on meeting with Bistro staff</p> <ul style="list-style-type: none"> • Walk-in fridge is very urgently needed (its very difficult to cater for weekends, etc.) • A dedicated Scullery person is recommended to reduce pressure on current staff and ensure that waitrons are present front-of-house. • Staff training needed to ensure good standards and how to deal with residents • Prepping and setting up of a tea/coffee station and Sunday afternoon lunch tables should be improved • Concern expressed about lack of consistency on the food and the service side. Lack of ‘ownership’ and ‘pride in service delivery’ cited as basic problems. 	<p>MC/AS</p> <p>AS/MC</p>
8.	<p><u>VILLAGE ACTIVITY GROUPS & SOCIAL EVENTS (AS)</u></p>	

	<p>‘WHAT’S ON’ - Residents are reminded to keep up-to-date with ‘What’s On’ by checking the monthly activity calendar displayed on all 3 notice boards.</p> <p>a. October What’s On:</p> <ul style="list-style-type: none"> *Tuesday, 3rd October - Keith Jewell at the keyboard: 4:15pm *Thursday 5th October 11am: Kind 2 Hearing in attendance *Thursday 5th October 10am: Line Dancing starting. *Tuesday 10th October 13h00 to 15h00 Working Lunch With Pippa Hudson Of Cape Talk. *Wednesday 11th October 3pm: Pamper Afternoon. * Thursday 12th October 10am: Mantelli’s Biscuits on sale. * Thursday 12th October 5pm: Bingo *Thursday 26th October 8-4pm Babylonstoren outing. * Friday 15th September Vitality Wellness Day. <p>b. Camera Club: on Monday 25th September 2017, the Club held a viewing of the project ‘Wood’. Printed pictures now hanging in the Library. Project theme for October is ‘Animal Planet’ and viewing will be at 6pm on Monday 30th October in the Bistro</p> <p>c. Wine Club: negotiations in progress with Winkelshoek Winery for a tasting to be hosted by them in November.</p> <p>d. NEW: The Afrikaans-speaking group who got together recently have decided to meet monthly on last Tuesday of every month from 3-5. This will start on 31 October at 3pm. They are ‘Oefen Afrikaans’ and Hydle ext 2236 is co-ordinating.</p> <p>e. 2017 Craft and Hobbies Market is planned for Friday 3 November. A co-ordinating committee has been formed with Ursula Law as convenor. There was a good response to the questionnaire and participation looks promising. June Orsmond had to withdraw as convenor because of personal overload. On behalf of Rescom CM thanked June for initiating the Craft Market idea on 3rd March 2017. It was successful and well attended.</p> <p>f. Rummikub: CM requested that Rummikub be added to the calendar on Wednesday afternoons at 14:00</p>	All residents
9.	<p><u>COMMUNICATION</u> (MC)</p> <p>a. CM said that she was concerned about a fairly large group of residents who do not get communications by email or sms. CM asked members to give this some thought and make recommendations at the next meeting.</p>	Rescom
10.	<p><u>LANDSCAPING & GROUNDS DEVELOPMENT</u> (CT)</p> <p style="text-align: center;"><u>WATERING RESTRICTIONS</u> MUNICIPAL WATER MUST NOT BE USED OUTSIDE AT ALL. (does not apply to people using any non-potable grey water or well point water).</p>	ALL RESIDENTS

	<p style="text-align: center;">CITY OF CAPE TOWN URGES ALL OF US TO KEEP WATER USAGE TO LESS THAN 87litres PER PERSON PER DAY. NO CAR WASHING WITH MUNICIPAL WATER. PLEASE DISCONNECT ALL HOSES CONNECTED TO MUNICIPAL WATER</p> <p>a. Conserving water. Residents – PLEASE CONSERVE WATER AT ALL TIMES and re-use when possible. Toilets need to be properly flushed only when necessary.</p> <p>b. Linking of groundwater to existing outer ring and external water system and outer St George’s St pavement area in process. Dateline requested. This CM to meet with Derek Drew.</p> <p>c. CM requested that the waste shower water in the Care Centre be utilized to water the trees in the courtyard of the Care Centre as well as the 2nd floor balcony pot plants which were neglected.</p> <p>d. It is important that water usage monitoring is carried out extremely diligently in view of the Cape Town water crisis. Agreed that the overall water consumption bill be requested from Amdec/Evergreen. All water consumption will be carefully checked. The Motla print-out showing individual usage which will be utilized to enable detection of ‘delinquents’. Concern was expressed that the common areas and Bistro did not seem to have a separate meter enabling monitoring of that water usage and it was agreed that this would be taken up at Mancom.</p>	<p>CT/DDrew</p> <p>CT</p> <p>CM/MC</p>
11.	<p><u>BUILDING MAINTENANCE, CONSTRUCTION & HOUSEKEEPING MATTERS (DD)</u></p> <p>a. Reminder to residents about refuse removal: PLEASE DO NOT PUT WASTE OUT AT NIGHT, ON WEEKENDS, OR ON PUBLIC HOLIDAYS.</p> <p>b. Airflow in apartment block passages. Two items here:</p> <ul style="list-style-type: none"> • Unnecessary closing of 2nd floor windows on the south side: CM is still trying to find the person responsible for closing of the windows. • Report from DD that 2 fans are to be installed on the 2nd floor to test whether they work before installing more. Rescom questioned whether the proposed fans were standard ‘air-circulating’ type fans or whether they would bring fresh air in from outside. DD will investigate further and report back. DR insisted that if this problem is not resolved soonest, it must be taken to the Ombudsman. <p>c. Serious structural problems and bad cracks in apartments: clear answers are required for this unacceptable state of affairs. DD will pursue. Also a matter for the Ombudsman if unresolved. MC reported that an engineer had inspected the problem about 2 weeks ago. Rescom is waiting for a written report from the Engineer.</p> <p>d. New Light Fittings. CM requested that any future light fittings being installed should be LED compatible. CM also suggested that phased replacements of all fittings should be considered. DR asked whether</p>	<p>All residents</p> <p>CM</p> <p>DD</p> <p>DD</p> <p>DD</p> <p>DD</p>

	existing fittings can be modified to take LED bulbs. DD to follow up.	DD
12.	<p><u>RESIDENTS</u> (MC) Residents in the Village: 239. 92 in Phase 1; 147 in Phase 2. Occupants of Care Centre: Permanent 13. Step down: Patients recuperating 6. Sincere condolences to families of Arthur Kinman (Unit 10) and Cynthia Porter (Apt 6/Care Centre) who passed away recently.</p>	
13.	<p><u>FINANCE & LEGAL (DR)</u></p> <p>a. DR's research on CSOS Levies continues. DR will attend a meeting on the subject at Century City on 19th October 2017 and relay back to Rescom.</p> <p>b. DR reported as follows on August 2017 Management Accounts for Evergreen Muizenberg:</p> <ul style="list-style-type: none"> • Excellent set of management accounts---few minor cross reference errors of no consequence---run rate indicates a huge surplus in excess of budget. • Maintenance costs quite sharply above budget and need to be monitored. • Provision for the year of R256 000 should be utilized. • Accumulated loss for the village is likely to be extinguished by the end of 2019. <p>He commented further that</p> <ul style="list-style-type: none"> • Lifestyle concept being rolled out in London and New York for young people with communal living areas is a very interesting development. • A Presentation on Wealth Disparity and the Political Economy in South Africa to be made by David Rosenberg when convenient. • A rational reason is needed from Amdec why they have not approved the walk in refrigerator. 	<p>DR</p> <p>DD/MC/DR</p>
14.	<p><u>GENERAL :</u></p> <p>a. MC advised that installing water flow restrictor/aerators in all showers was being considered. Rescom recommended that water usage figures should be checked before further action is taken.</p> <p>b. DR indicated that he was willing to donate one waterless urinal conversion device to Evergreen. He was thanked for that generosity.</p> <p>c. MC said that more floor marshalls are needed on 3rd floor south and 2nd floor north, and she would talk to residents about this. This needs urgent attention. CM commented that this should receive priority attention because the apartment block is a 'high risk area'.</p> <p>d. A resident has suggested starting an Evergreen Face Book Page. Rescom agreed that it should not be done in the name of Evergreen , but no problem to do in own name. CM will respond.</p> <p>e. Request received from resident to rearrange the gym and move machines. Rescom discussed but agreed not feasible. CM will respond</p>	<p>CM/MC</p> <p>MC</p> <p>CM</p> <p>CM</p>

	<p>f. Bin Room to be rearranged. Agreed to keep rubbish bins inside room and move recyclables bins out. MC will requested additional waste bins and fewer recycling bins. CM will undertake the rearrangement in conjunction with David.</p> <p>g. Suggestion received from three residents that Gym and Swimming Pool area be reserved for residents only. Rescom felt very strongly that such a decision would infringe on residents' 'family rights' and therefore would not be considered. It was recommended that any flooding incidents or other abuse of the area should be reported to Management.</p> <p>h. It was agreed that a collection for Christo's wedding would be arranged during the month of November</p> <p>i. Annual Food Collection for Capricorn Primary will start at beginning of November. JO will assist with set up of trolley.</p>	<p>CM</p> <p>CM</p> <p>JO</p>
15.	<u>NEXT RESCOM MEETING:</u> will be on Wednesday 1 st NOVEMBER 2017 at 8.30am .	
16.	<u>CLOSING:</u> CM thanked everybody for attending. The meeting adjourned at 11.15 am.	

MS. CLAIRE McKINNON
RESIDENTS COMMITTEE CHAIRMAN

MRS. M.C. CARSTENS
VILLAGE MANAGER

Could Residents, social/club facilitators and Rescom portfolio holders kindly submit written reports and communications for next Rescom meeting, to Melanie by **Friday 27th Oct. 2017**