

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

HELD ON 1 NOVEMBER 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)
8. Mrs. Alma Swanepoel	(AS)	(Member)

Item	Narrative	Action
1.	<u>WELCOME</u> CM welcomed all.	
2.	<u>APOLOGIES:</u> None	
3.	<u>APPROVAL OF MINUTES OF MEETING ON 04 OCTOBER 2017</u> Acceptance of the Minutes proposed by CB, seconded by DD and signed by CM and MC.	
4.	<u>MATTERS ARISING FROM MINUTES OF 4 OCTOBER 2017</u> <u>Safety & Security (CB)</u> 4.1 Rescom agreed that gas heaters must be registered and checked. A checking system to be devised. MC was requested to check insurance compliance. <u>Village Activity Groups & Social Events (AS)</u> 4.2 A sincere <u>thank you to Pat Swilling</u> for ‘full body workout’ machine donated, installed and demonstrated. <u>Landscaping & Grounds Development (CT)</u> 4.3 Rainwater harvesting. Refer back to Rescom for reconsideration of deferment decision.	MC CM/DD

	<p><u>Building Maintenance (DD)</u></p> <p>4.4 Water taste remains unacceptable to many residents who buy water, get spring water or filter water. This matter will be taken up again with City Council once the current drought challenges are handled. Carry forward.</p> <p>4.5 Extra light requested on deck area. Quotes not yet obtained. Carry forward.</p> <p>4.6 Evergreen have agreed to adapt the apartment Kitchen corner cupboards where requested to and to refund the residents who have done this adjustment. A list has been prepared. The payment of residents and the final job to be completed. Carry forward.</p> <p>4.7 Weather protection on the west deck is not resolved. This matter to be taken up at Mancom again. Carry forward</p> <p>4.8 A bench has been placed near the foot of the stairs at the entrance for people waiting to be picked up. Sincere <u>thank you to Alma Swanepoel</u> for the donation.</p>	<p>CM/DD MC</p> <p>DD/MC</p> <p>DD/CM</p>
5.	<p><u>SAFETY AND SECURITY (PORTFOLIO MANAGER: CB)</u></p> <p>(a) CB was concerned about the fact that both evacuation lifts (the goods lift and the reception lift) were out of operation at the same time over the weekend. A Plan B is needed for evacuation if lifts are out of order in an emergency. A 'Fail-safe' system is needed. Agreed to ask Elroy Blouws from Fish Hoek Fire Department at his talk at 3pm on 1st November.</p> <p>(b) Concern was expressed by a resident about shortage of security to help out with certain non-security problems. Residents should kindly note that duties over and above actual security issues are undertaken as a 'favour' and therefore security staff are not always available to assist with non-security matters when they are dealing with their actual duties. When security staff cannot assist Evergreen staff members should be asked for help if necessary.</p> <p>(c) Noted that security site manager, Sean, is moving to Diep River. Rescom agreed that a thank you letter be sent to him with a cc to his head office. He is much appreciated and will be missed. Rescom wish Guy Mawika -the new site-manager well.</p>	<p>CB</p> <p>ALL RESIDENTS</p> <p>CB</p>
6.	<p><u>HEALTHCARE (CM)</u></p> <p>a. Full monthly 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'. Unfortunately, the registration was still outstanding as the application had to be 	<p>ALL RESIDENTS</p> <p>M Jay</p>

	<p>resubmitted to the Department of Health due to some outstanding issues.</p> <ul style="list-style-type: none"> • Medical aids: Unique Health will provide a list of medical aids which have approved them as a service provider. Carry forward • Care Centre Staff Training: in process. • Food in Care Centre and possible waste: CM following up. • Concern about lack of Telecare type system in Care Centre was taken to Mancom, but unresolved. The Care Centre to take the matter up with Evergreen Management. • Event for Residents to meet Senior Care Centre staff and hear a presentation on services offered will be arranged during November. • Clinic Hours should be reflected in Minutes and notices to be placed at the reception of the Care Centre and Clinic entrance doors. 	<p>MJay</p> <p>CM</p> <p>MJay</p> <p>CM/MC/ M Jay</p>
	<p>RESIDENTS : KINDLY NOTE THE FOLLOWING HOURS:</p> <p>Primary Health Care Clinic on the first floor is open between 9am and 11.00am 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>
	<p>RESIDENTS ARE ASKED TO PLEASE PUT PROBLEMS IN WRITING ADDRESSED DIRECTLY TO SISTER DEVINE.</p>	<p>ALL RESIDENTS</p>
<p>7.</p>	<p><u>CATERING (AS)</u></p> <p>a. Bistro served 2896 meals in October (441 In Care Centre and 2455 in Bistro.)</p> <p>b. Monthly till slip draw: won by Joy Duddy</p> <p>c. Recommended that a self-service cold water dispenser be installed in the Bistro. MC will take further. Carry forward.</p>	<p>MC</p>

	<p>d. AS reported as follows:</p> <ul style="list-style-type: none"> • Walk-in fridge approved. Installation in 6-9 months. • A dedicated Scullery person is urgently recommended to reduce pressure on current staff and ensure that waitrons are present front-of-house. • Staff training has started. • More positive feedback received but lack of consistency still a challenge. <p>e. MC reported staff training on 'customer service' by Ulundi Groenewald from Western Province Caterers.</p>	AS/MC/WPC
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. November What's On:</p> <ul style="list-style-type: none"> • *Wednesday, 1-Rescom @ 8:30am • *Wednesday, 1-Fire Safety Talk @ 3pm by Elroy Blouws from Fire & Rescue Fish Hoek Fire Station • *Thursday, 2-IEC Registration of residents new to Muizenberg area for elections in 2019 • *Thursday, 2-Kind to hearing from 10h00-13h00 in boardroom. Book with Amanda • *Friday, 3-Crafts & Hobbies Fair: 2h30-5h00 • *Tuesday, 7-Importance of recycling by Angela Raynardt-Mpact Recycling @ 11am • *Tuesday, 7-Presentation: Life as a journey by Rev Roux Malan: Clinical-Pastoral Therapist and life Coach @3pm • *Thursday, 9-Bingo @ 5pm (R30: Book & pay reception) • *Friday. 10-Tulbagh Tourism with Wittedrift Manor House presentation @ 3pm. RSVP by 8 November for catering • *Wednesday, 15-Talk by Wouter: The power of photography at Red Cross Children's Hospital @ 5pm (Main TV) • *Thursday, 16-Winetasting with Winkelshoek @ 3pm. RSVP by 10 November. Cost R15 • *Tuesday, 21-Fouriesburg Senior Travels @3pm. Tours for 2018 <p>b. Camera Club: on Monday 30th October 2017, the Club held a viewing of the project 'Animal Planet'. Printed pictures will be hung in the Library.</p>	All residents

	<p>Project theme for November is 'Macro (Close-up) photography.' and viewing will be at 6pm on Monday 27th November in the Bistro.</p> <p>c. Wine Club: negotiations in progress with Winkelshoek Winery or alternative for a tasting in November.</p> <p>d. Oefen Afrikaans have decided to meet monthly on last Tuesday of every month from 3-5. Hyde ext 2236 is co-ordinating.</p> <p>e. 2017 all going according to plan for the Craft and Hobbies Market on Friday 3 November. Interesting and innovative stands are planned. PLEASE BRING FRIENDS AND RELATIVES AND ENJOY A HAPPY RELAXED AFTERNOON.</p> <p>f. Rummikub: in full swing every day at 2pm-ish.</p>	ALL RESIDENTS
9.	<p><u>COMMUNICATION (MC)</u></p> <p>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 (CT)</u></p> <div style="background-color: yellow; padding: 5px; text-align: center;"> <p><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). CITY OF CAPE TOWN URGES ALL OF US TO KEEP WATER USAGE TO LESS THAN 87 litres PER PERSON PER DAY. NO CAR WASHING WITH MUNICIPAL WATER. PLEASE DISCONNECT ALL HOSES CONNECTED TO MUNICIPAL WATER. NB. ALWAYS KEEP 5 LITRES OF POTABLE WATER STORED FOR CASES OF EMERGENCY WATER RATIONING.</p> </div> <p>a. Reminder to all residents: PLEASE CONSERVE WATER AT ALL TIMES and re-use when possible.</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 matter to be taken to Mancom as it's a long outstanding issue. CM to meet with Derek Drew on this matter prior to the next Mancom.</p>	<p>ALL RESIDENTS</p> <p>ALL RESIDENTS</p> <p>CM/DDrew</p>

	<p>c. 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 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>d. Noted that David Philander has been very ill and will be off for another two weeks. Rescom wish him well.</p>	<p>MC</p> <p>MC/CM</p> <p>CM/DD</p>
<p>11.</p>	<p><u>BUILDING MAINTENANCE, CONSTRUCTION & HOUSEKEEPING MATTERS (DD)</u></p> <p style="text-align: center;">Reminder to residents: PLEASE PUT WASTE OUT ONLY ON MONDAY TO FRIDAY MORNINGS BY 8am. (NOT at night, on weekends, or on public holidays.)</p> <p>a. Airflow in apartment block passages. Verbal quotes have been received, but seemed unrealistically high. Rescom request :-</p> <ul style="list-style-type: none"> • to see the quote • are there comparative quotes • please provide sight of ducting diagrams <p>b. Serious structural problems and bad cracks in apartments: clear answers awaited. Noted that cracks on ground floor are not maintenance problems but are structural. Once cracks are repaired Rescom request an independent engineer's report. A possible matter for the Ombudsman if unresolved.</p> <p>c. Rescom request that each apartment liferights holder should be given a letter by building owners, stating unambiguously that they, or their estates, will not be charged for structural cracks damage repair or painting required as a result of the required ongoing repairs.</p> <p>d. The replacement of the light fittings (in a phased approach) in the passages and stairwells of the apartment block (where the lights are required to be constantly turned on) should be replaced or modified to take LED globes. DD to follow up.</p>	<p>ALL RESIDENTS</p> <p>DD/CM/ D.Drew</p> <p>DD/D.Drew</p> <p>DD/D.Drew</p> <p>DD</p>

12.	<p><u>FINANCE & LEGAL (DR)</u></p> <p>a. DR reported an excellent set of management accounts for the past month, but again warned that maintenance spend was over budget and needs to be monitored. He recommended that 'planned maintenance' should appear on the budget with a % add-on for unforeseen events. Agreed that PM be asked to provide Rescom with a schedule of planned maintenance.</p> <p>b. DR reported on CSOS meeting at Century City on 19th October 2017, as follows:</p> <ul style="list-style-type: none"> • meeting was well attended • CSOS is easy to approach • It is a competent organisation • DR made an undertaking to go to the Ombudsman within two months to clarify procedures. <p>c. DR made the following points:</p> <ul style="list-style-type: none"> • Clarification requested on why an effluent charge is levied on hot water separately as the City do not charge effluent on hot water but as a % of the total water consumption. • Information requested from AMDEC as to the status of their lawyers' letter to the department of Human Settlements regarding the ombudsman's levy on retirement facilities <p>d. DR emphasised the request in 11c that a letter is needed from Amdec for each apartment resident stating that 'residents or their estates will not be charged for the refurbishment costs of structural cracks in their apartments should they leave the facility or die'.</p> <p>e. DR repeated his offer to provide free economic updates for any interested residents.</p> <p>f. DR reported that Patrick Maile took the decision to not to take advantage of the free waterless urinal kit donated to Evergreen nor is he interested in the green drain product</p>	<p>MC/PM</p> <p>DR</p> <p>DR</p> <p>DR/MC</p> <p>DR/D.Drew</p> <p>MC/D.Drew</p>
13.	<p><u>RESIDENTS</u> (MC)</p> <p>Residents in the Village: 245 - 96 in Phase 1; 149 in Phase 2.</p> <p>Occupants of Care Centre: Permanent 13. Step down: Patients recuperating 6.</p> <p>Welcome to new residents: Reiner and Brigitte Gust (Apartment 233) Chris Roberts (Apartment 311) Pat Swilling and Trish Lewis (Unit 64)</p>	

	<p>Colin and Marie Alexander (Unit 11) – still to move in.</p> <p>Sincere condolences to family of Beryl Hillier (Apartment 14) who passed away recently.</p>	
14.	<p><u>ITEMS SUBMITTED BY RESIDENTS</u></p> <p>a. Sewerage blockage: Rescom sympathises very sincerely with residents who had to deal with the stench and the cleaning up of sewerage leaking into their shower. In future staff would be availed to assist with the cleaning up process.</p> <p style="text-align: center;">URGENT NOTICE:</p> <p>Residents in apartments are warned that this situation is likely to recur as our water supply slows more and more. It was indicated by the plumbers that most blockages are caused by too much paper in the toilet during this time of drought</p> <p style="text-align: center;">PLEASE BE MINDFUL OF PAPER USEAGE IN TOILETS</p> <p>It was alarming to discover that no-one other than Christo knew where the relevant pipes were.</p> <p>CM proposed that, as a matter of urgency, a full set of utilities plans and diagrams (i.e. sewerage, electricity, water, air-ducting, etc) be requested from Amdec, and kept in a safe place with easy access for use in emergency situations.</p> <p>b. Carpet cleanliness in community areas: MC will acquire two quotations to deepclean all common area carpets on a regular basis.</p> <p>c. Window Wash unsatisfactory: The committee felt that Window Wash are doing a satisfactory job under difficult conditions and complying with all safety and security requirements. Rescom request that the complainant assist with the situation by finding an alternative system and submit any findings on alternative possible (compliant) systems to Rescom.</p> <p>d. MC agreed to arrange for clear information to be broadcast over the intercom to keep residents informed of progress during window cleaning.</p>	<p>MC</p> <p>MC/CM</p> <p>MC</p> <p>MC/relevant resident</p> <p>MC</p>

15.	<p>d. Closing of windows on 2nd floor: This matter will not be taken up further until such time as the person closing the window can be identified.</p> <p>e. Lack of marshals on certain floors: MC is dealing with this situation systematically. Next is a meeting with people on North block.</p> <p>f. Airflow in passages: See item 11 a</p> <p>g. List of medical aids: See item 6</p> <p>h. Request for Evergreen owned transport for outings/tours for residents: It was felt that this was a good idea and the matter would be submitted to Mancom</p> <p><u>GENERAL:</u></p> <p>a. Poppy Day on 11th November. CB organising poppies and collection tin at Reception. MC will notify residents by sms. Rescom felt that a memorial would not be arranged due to the minimal of support last year.</p> <p>b. Thanks to MC for new cupboards for fire equipment in upstairs lounges.</p> <p>c. MC advised that Garth Daniels, an Evergreen staff trainer is here for 4 weeks. He will be checking all areas from catering, health care to security.</p> <p>g. CT requested that as a courtesy, plans for Phase 3 should be displayed in Bistro area. He wondered what plans are in place to provide parking on bad days for residents from new Phase 3 houses.</p> <p>h. Christo's wedding collection: CM and DD to collect donations. MC sms to residents to donate.</p>	<p>MC</p> <p>CM/DD</p> <p>CB/MC</p> <p>MC/D.Drew</p> <p>All Residents CM/DD</p>
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	<p>i. The role of Rescom has become rather blurred and a review is necessary. MC agreed to email 'structure and operational guidelines' to Rescom members for comment and give possible suggested changes</p> <p>j. Feedback from Mancom: (other than the issues already raised)</p> <ul style="list-style-type: none"> • The water from the seepage, well point and mixed water will be done so as to assess usability going forward. The results will be provided to Rescom. • The engineers report on the major cracks experienced in the building will not be supplied to Rescom • The schedule of painting of the cottages is still awaited • Weather protection on the west deck is still undecided 	<p>MC/Rescom</p> <p>MC/CM</p> <p>MC/PM DD/D.Drew</p>
16.	<u>NEXT RESCOM MEETING:</u> will be on Wednesday 6 th DECEMBER 2017 at 8.30am.	
17.	<u>CLOSURE:</u> CM thanked everybody for attending. The meeting adjourned at 11.35 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 1st December 2017**