

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

**HELD ON 6 DECEMBER 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.	<b><u>WELCOME</u></b> CM welcomed all.	
2.	<b><u>APOLOGIES:</u></b> None	
3.	<b><u>APPROVAL OF MINUTES OF MEETING ON 01 NOVEMBER 2017</u></b>  After adding the words ‘Tests on...’ to the beginning of minute 15j, the Minutes were accepted. Proposed by CB, seconded by CT. Signed by CM and MC.	
4.	<b><u>MATTERS ARISING FROM MINUTES OF 01 NOVEMBER 2017</u></b>  <b><u>Safety &amp; Security (CB)</u></b> 4.1 MC to check insurance compliance with regard to gas heaters on the property. <b>Carried forward</b>  <b><u>Landscaping &amp; Grounds Development (CT)</u></b> 4.3 Rainwater harvesting. Refer back to MANCOM for reconsideration of deferment decision.	MC  CM/DD

	<p><b><u>Building Maintenance (DD)</u></b></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. <b>Carried forward.</b></p> <p>4.5 Extra light requested on deck area. Lighting would be looked at in conjunction with whole area development. (Note that portable braai lights are available). Request that residents should be involved in planning of future development of this area. Refer to <b>MANCOM</b> and ask for timeline</p> <p>4.6 Apartment Kitchen corner cupboards are presently being measured for adjustment by contractor Keith de Mink. MC agreed to ask KdeM to complete measuring by end January 2018.</p> <p>5 (c) It was agreed that Sean would be thanked for his service to Muizenberg</p> <p>10 (c) The overall water consumption bill to be requested again from Amdec/Evergreen so that monitoring of the total water consumption can be undertaken.</p>	<p>CM/DD</p> <p>MC</p> <p>CM</p> <p>MC</p>
5.	<p><b><u>SPECIAL RESCOM MEETING WITH EVERGREEN MANAGEMENT</u></b></p> <p>A SPECIAL MEETING was held with Rescom and Evergreen senior management regarding the following:</p> <p>(1) <b>Water supply after Day Zero</b> (i.e. May 2018) D Drew will be issuing a communiqué to all residents in coming week about this.</p> <p>(2) <b>Airflow in apartment building passages.</b> Air flow problems under discussion with <b>MANCOM</b></p>	<p>CM/DD</p>
6.	<p><b><u>SAFETY AND SECURITY (PORTFOLIO MANAGER: CB)</u></b></p> <p>a. Regarding CB's concern about emergency evacuation if goods lift and the reception lift out of order simultaneously, Elroy Blouws from Fish Hoek Fire Department advised, during his talk on 1<sup>st</sup> November, indicated that firemen are trained to carry people out in such an event.</p> <p>b. For clarity the three lifts will in future be referred to as:</p> <ul style="list-style-type: none"> <li>• Reception Lift</li> </ul>	<p>ALL RESIDENTS</p>

	<ul style="list-style-type: none"> <li>Residents Lift (at postboxes)</li> <li>South Goods Lift</li> </ul> <p>d. MC advised that the exit gate had been damaged by an ambulance and was being repaired, but asked CB to please have a look at ways of avoiding a recurrence.</p>	CB
7.	<p><b><u>HEALTHCARE (CM)</u></b></p> <p>Nothing new to report. CM following up on:-</p> <ul style="list-style-type: none"> <li>Training of carers. This is important.</li> <li>Job descriptions of carers need review.</li> <li>List of Medical aids which have approved Unique Health as a service provider. CM will follow up directly with JHB head office.</li> <li>Telecare type system in Care Centre</li> </ul> <p><b><u>RESIDENTS : KINDLY NOTE THE FOLLOWING HOURS:</u></b></p> <p><b>Primary Health Care Clinic on the first floor is open between 9am and 11.00am</b> Mondays to Fridays for consulting, injections, BP, etc. at weekends emergency assistance can be obtained from staff on duty</p> <p><b>Medicine distribution</b> 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 style="background-color: #e0e0e0; height: 20px; margin-top: 10px;"></p> <p><b>RESIDENTS ARE ASKED TO PLEASE PUT PROBLEMS IN WRITING ADDRESSED DIRECTLY TO SISTER DEVINE, and to CC Melanie.</b></p>	<p>CM</p> <p>ALL RESIDENTS</p> <p>ALL RESIDENTS</p>
8.	<p><b><u>CATERING (AS)</u></b></p> <p>a. Bistro served 2625 meals November (373 In Care Centre and 2252 in Bistro.)</p> <p>b. Monthly till slip draw: won by Jonathan Pittman</p> <p>c. Agreed to delay installation of a self-service cold water dispenser in the Bistro at this stage due to water restrictions but disposable drinking cups should be provided at the water filter in the gym.</p>	MC

	<p>d. AS reaffirmed the importance of having a dedicated <b>Scullery person</b> to improve efficiency and reduce pressure on Bistro staff at busy times. Recommended that MC ask Western Province Caterers to meet with her to look at <b>operating efficiencies</b>. Requested that AS be invited to join the meeting with a summary of replies from questionnaire mentioned in (e) below.</p> <p>e. AS tabled a draft quality survey questionnaire which will be distributed to each resident. Residents are requested to reply and return to AS as soon as possible.</p> <p>f. AS investigating possibility of developing a <b>Residents Run Bar</b></p>	<p>MC/AS</p> <p>AS/ ALL RESIDENTS</p> <p>AS</p>
9.	<p><b><u>LANDSCAPING &amp; GROUNDS DEVELOPMENT</u></b> (CT)</p> <p style="text-align: center;"><b><u>WATERING RESTRICTIONS</u></b>  <b>MUNICIPAL WATER MUST NOT BE USED OUTSIDE AT ALL. (does not apply to people using any non-potable grey water or well point water).</b>  <b>CITY OF CAPE TOWN URGES ALL OF US TO KEEP WATER USAGE TO LESS THAN 87litres PER PERSON PER DAY.</b>  <b>NO CAR WASHING WITH MUNICIPAL WATER.</b>  <b>PLEASE DISCONNECT ALL HOSES CONNECTED TO MUNICIPAL WATER.</b>  <b>NB. ALWAYS KEEP 5 LITRES OF POTABLE WATER STORED FOR CASES OF EMERGENCY WATER RATIONING.</b></p> <p style="text-align: center;"><b>PLEASE CONSERVE WATER AT ALL TIMES</b> and re-use when possible.</p> <p>a. <b>Level 6 water restrictions</b> come into effect from 1<sup>st</sup> January 2018. The effect on us is as follows:</p> <ul style="list-style-type: none"> <li>• Use of borehole water for outdoor purposes is discouraged</li> <li>• ALL boreholes and wellpoints must be registered with the City of Cape Town</li> <li>• Properties who have wellpoints must display official City of Cape Town signage</li> </ul> <p>Liaise with MC. Printouts of the relevant City of Cape Town bulletin are on notice boards.</p> <p>b. Groundwater has been linked to existing outer ring. Pavement connection from old contractor's gate to main entrance in process. East side inner garden to be connected as well.</p>	<p>ALL RESIDENTS</p> <p>ALL RESIDENTS</p> <p>MC</p>

	<p>c. MOTLA water consumption bill was analysed by CM. Concern was expressed at the number of residents not keeping to the water restrictions of not more than 87litres per person per day. <b>There were 18 cottages using above the allowance and 27 apartments using above the allowance.</b> All residents are asked to comply with the water restrictions. Water usage would continue to be monitored and residents not complying will be approached individually in this regard. Should any resident not be sure of their water usage they can approach MC in this regard.</p> <p>It was agreed that MC and CM would meet with Motla regarding the accounting summary and totals and also in particular to common areas and Bistro readings. The issue of common property readings being available will also be taken up at <b>MANCOM</b>.</p>	<p>ALL RESIDENTS</p> <p>MC/CM</p> <p>CM/DD</p>
12.	<p><b><u>BUILDING MAINTENANCE, CONSTRUCTION &amp; HOUSEKEEPING MATTERS (DD)</u></b></p> <p style="text-align: center;"><b>Reminder to residents: PLEASE PUT WASTE OUT <b>ONLY</b> ON MONDAY TO FRIDAY MORNINGS BY 8am. <b>(NOT at night, on weekends, or on public holidays.)</b></b></p> <p><b>The above is still a problem. Will all residents please note and comply.</b></p> <p>a. <b>Airflow in apartment block passages.</b> This matter receiving priority attention and will be taken up again with <b>MANCOM</b></p> <p>b. <b>Serious structural problems and bad cracks in apartments:</b> DD reported that repair to Apartment 28 is due to start soon. Occupying resident transferred to Care Centre while work is under way. CM thanked DD for his perseverance to get the work underway.</p> <p>c. Recommended that 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. CB suggested that possibility of replacing with 'strip-lighting' should be considered by 'Energy Partners' who are presently looking at all energy matters.</p> <p>d. <b>Weepholes.</b> Noted that weepholes for entire apartment building must be checked on and if missing they must be created. It was noted that this would only be done when the</p>	<p>ALL RESIDENTS</p> <p>DD/CM</p> <p>DD</p> <p>DD/D.Drew</p> <p>DD</p>

	building is next painted and therefore needs to be kept on the minutes until such time.	
13	<p><b><u>FINANCE &amp; LEGAL (DR)</u></b></p> <p>a. Request repeated that Patrick Maile be asked to provide Rescom with a <b>schedule of planned maintenance</b>.</p> <p>b. DR advised that he is presently consulting with lawyers about legal matters affecting residents and will after that go to the Ombudsman to clarify procedures.</p> <p>d. 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. Refer to <b>MANCOM</b></p> <p>e. Rescom request that each apartment life rights holder be given a letter from Amdec/Evergreen, 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. <b>MANCOM</b></p> <p>f. DR listed the following 'obfuscated' points which need clearing up and taken to <b>MANCOM</b>:</p> <ul style="list-style-type: none"> <li>• CSOS levy status</li> <li>• Consider a levy 'standstill' for next year</li> <li>• Correct naming of Care Centre on the Evergreen website</li> <li>• Provide categorical documentary evidence of where profit goes</li> </ul>	<p>MC/PMaile</p> <p>DR</p> <p>CM/DD/DR</p> <p>DR/CM</p> <p>CM/DD</p>
14.	<p><b><u>RESIDENTS</u></b> (MC)</p> <p><b>Residents in the Village:</b> 247 - 95 in Phase 1; 152. Phase 2.</p> <p><b>Occupants of Care Centre:</b> Permanent 15.</p> <p style="padding-left: 40px;">Step down: Patients recuperating 6.</p> <p><b>Welcome to new residents:</b></p> <p>Ingrid Rindfuss (346)</p> <p>Fred &amp; Marion Nelsen (344)</p> <p>Above will be moving to Evergreen Noordhoek when that village opens</p> <p>Marieta Akhurst (Unit 7a)</p> <p><b>Sincere condolences</b> to families of Joanne Banwell (unit 12) and Brian King (Unit 48) who passed away recently.</p>	

15.	<p><b><u>ITEMS SUBMITTED BY RESIDENTS</u></b></p>	
	<p>a. <b>Sewerage blockage:</b> Rescom sympathises again with residents having to deal with repeated stench and cleaning of sewerage leakage. Sincere thanks to Melanie and team for caring and efficient assistance. The resident has requested the name and contact details of the Ombudsman and this will be provided by a representative of Rescom. The name and contact information of the Ombudsman will be displayed on notice boards.</p>	<p>MC  CM MC</p>
	<p style="text-align: center;"><b>URGENT NOTICE:</b></p> <p><b>Residents in apartments are warned that this situation is likely to recur as the drought deepens and our water supply slows more and more. Plumbers advise that blockages are caused by wetwipes and too much paper in the toilets.</b></p> <p style="text-align: center;"><b>PLEASE BE MINDFUL OF PAPER USEAGE IN TOILETS</b></p>	<p>ALL RESIDENTS</p>
	<p>b. Rescom repeats a request to Amdec for <b>copies of all utility plans and diagrams</b> (i.e. sewerage, electricity, water, air-ducting, etc) to be kept in a safe place with easy access for use in emergency situations. Refer to <u>MANCOM</u></p> <p>c. Carpets in Bistro were deep-cleaned on 5<sup>th</sup> December. Passages and Lift landing areas still to be done. Repeat in 6 months.</p> <p>d. <b>Closing of windows on 2nd floor:</b> This matter will not be taken up further until such time as the person closing the window can be identified.</p> <p>e. <b>Marshals on certain floors:</b> MC is looking at marshalls arrangements on 1<sup>st</sup> floor South Block.</p> <p>f. <b>Request for Evergreen owned transport for outings/tours for residents:</b> It was felt that this was a good idea and the matter would be submitted to <u>MANCOM</u>.</p> <p>g. Comments by resident on various issues in November Rescom minutes are noted.</p> <p>h. Request received from resident as follows: ‘with the windy season upon us I wonder if Amdec would consider attaching shade cloth to the outside of the pillars between the wash lines and the building (in the basement) to protect cars from the sand</p>	<p>CM/DD  MC   MC  CM/DD</p>

16.	<p>and salt that blows in with the South Easter'. It was agreed that MC will get quotes and then escalate request.</p> <p>i. Resident's concerns about air flow and window cleaning are noted and dealt with in 12a.</p> <p>j. Compliments to pipe-laying team for neat job and causing minimum disruption received from a resident. Message will be forwarded by MC.</p> <p>k. A resident also expressed concern about considerable waste of ground water from sprinkler run-off. It is agreed that ground water has to be diligently utilized in current drought conditions and MC will check with gardeners.</p> <p><b><u>GENERAL:</u></b></p> <p>a. <b>Poppy Day</b> on 11<sup>th</sup> November. Thank you to CB for organising poppies and collection tin at Reception. Residents had a memorial service in the Care Centre.</p> <p>b. CT requested that as a courtesy, <b>plans for Phase 3</b> should be displayed in Bistro area. Refer to <u>MANCOM</u></p> <p>c. <b>Christo's wedding collection:</b> a very sincere thank you to residents for generous contributions. Over R9000 was collected. Official handover by DD in the Bistro at 4pm on Friday 8<sup>th</sup> December.</p> <p>d. <b>The role of Rescom as described in the Guidelines</b> has become rather outdated and blurred and a review is necessary. Rescom members are asked to submit comments and possible suggested changes prior to the next Rescom meeting so that this can be taken up at <u>MANCOM</u> as they are generic to all villages.</p> <p>e. <b>Painting of the cottages:</b> DD reported that painting of all cottages externally by contractors will start in January 2018</p>	<p>MC</p> <p>MC</p> <p>MC</p> <p>CM/DD</p> <p>DD</p> <p>RESCOM MEMBERS</p>
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	<p>g. <b>Xmas Collection for Staff.</b> Residents wishing to contribute to the Annual Xmas collection for staff, kindly hand <b>donations to Claire McKinnon or Dave D'Alton by 18<sup>th</sup> December.</b></p> <p><b>(Note added by CM post meeting for residents knowledge – A huge thank you to all residents for their generosity. A total of R19 950 was collected and this was divided amongst 73 staff as well as to Sean from security who is now at Diep River, so 74 in total)</b></p>	ALL RESIDENTS
17.	<b><u>NEXT RESCOM MEETING:</u></b> will be on Wednesday 7 <sup>th</sup> February 2018 at 8.30am.	
18.	<b><u>CLOSURE:</u></b> In closing Claire advised that she is leaving Evergreen Muizenberg at the end of February 2018. Claire thanked everyone for their support, time and input and wished all a meaningful, blessed and safe family holiday season.	

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MS. CLAIRE McKINNON  
RESIDENTS COMMITTEE CHAIRMAN

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MRS. M.C. CARSTENS  
VILLAGE MANAGER

**Could Residents and Rescom portfolio holders kindly submit written reports and communications for next Rescom meeting, to Melanie by **Friday 2<sup>nd</sup> February 2018.** Social club facilitators' to submit upcoming months plans directly to Melanie in time for inclusion on the monthly calendar.**