

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

HELD ON 7 FEBRUARY 2018 AT 8.30AM

PRESENT:

1. Ms. Claire McKinnon	(CM)	(Chairman)
2. Mr Dave D’Alton	(DD)	(Vice-Chairman)
3. Mrs. Melanie Carstens	(MC)	(Village Manager)
4. Mrs. June 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 06 DECEMBER 2017</u> Approval of the minutes proposed by CB, seconded by DD. Signed by CM and MC.	

<p>4.</p> <p>4.1</p> <p>4.2</p>	<p><u>MATTERS ARISING FROM MINUTES OF 06 DECEMBER 2017</u></p> <p><u>Safety & Security (CB)</u></p> <ul style="list-style-type: none"> MC to check insurance compliance with regard to gas heaters on the property. Checked and compliant. CM delivered Sean's (past Security Site-manager) portion of the Xmas collection to him at Evergreen Diep River. <p><u>Landscaping & Grounds Development (CT)</u></p> <p>Rainwater harvesting. Evergreen have bought and will be installing rainwater tanks at each cottage and at certain points at the apartment block.</p>	
<p>4.3</p> <p>4.4</p>	<p><u>Building Maintenance (DD)</u></p> <ul style="list-style-type: none"> Measuring of Apartment Kitchen corner cupboards by contractor Keith de Mink will be completed soon. (Still 9 to do.) Airflow in apartment block passages. It was agreed that a petition should be drawn up in this regard Repair to apartment 28 satisfactorily completed. Repair to apartment 1 scheduled. Copies of engineers drawing, as requested, are the intellectual property of Amdec and not available to Rescom. DD will advise resident concerned. Replacement or modification of light fittings to take LEDs: Being looked at in conjunction with 'Energy Partners'. Carry forward. Weepholes. 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 building is next painted and therefore needs to be kept on the minutes until such time Carry forward Rescom repeats request to Amdec to please provide overall water consumption bill to MC so that ongoing monitoring of the total water consumption can be undertaken. Not everything is listed on the Motla summary e.g. community area, coin laundry, hairdresser, thus making it difficult to monitor without an overall account. For next MANCOM agenda <p><u>Finance & Legal (DR)</u></p> <ul style="list-style-type: none"> Request repeated that Patrick Maile please provide Rescom with a schedule of planned maintenance by end February 2018. 	<p>MC</p> <p>DD/CM</p> <p>DD</p> <p>DD/MC</p> <p>DD</p> <p>CM/DD</p> <p>MC/P Maile</p>

4.5	<ul style="list-style-type: none"> Rescom repeats the 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. MANCOM <p><u>Other items</u></p> <ul style="list-style-type: none"> The correct name and registration of the care centre is still under query and will be taken up at MANCOM again Rescom repeats a request to Amdec for copies of all utility plans and diagrams (i.e. sewerage, electricity, water, air-ducting, etc) to be kept in a safe place in MC office at the village with easy access for use in emergency situations. Refer to MANCOM. Carpet cleaning: MC will get quotes and organise time etc. for cleaning of apartment passages. Marshalls still needed for certain floors. New standard instruction list being drawn up. CM suggested 1 staff member be allocated to partner with each floor marshall during an evacuation. Shade cloth requested in basement was approved and due to be installed in March. Request repeated that as a courtesy, plans for Phase 3 should be displayed in Bistro area. Rescom suggested a golf cart ferrying service as a possible solution to resultant parking problems. Refer to MANCOM. 'Rescom Structure & Guidelines' review. Derek Drew asked that Rescom submit draft changes to MANCOM. CM will collect comments Painting of the cottages should have started in Jan 2018 but no action yet. Follow up at MANCOM A warm and sincere thank you to residents who contributed generously to a farewell gift for Amanda who has left to work at Evergreen Diep River. 	<p>CM/DD</p> <p>CM/DD</p> <p>CM/DD</p> <p>MC</p> <p>MC</p> <p>MC</p> <p>CM/DD</p> <p>RESCOM</p> <p>CM/DD</p>
5.	<p><u>SAFETY AND SECURITY (PORTFOLIO MANAGER: CB)</u></p> <p>With regard to the front gate CB suggested: (1) install led warning light (2) paint line on roadway at the electronic eye (3) move 'do not tailgate' sign to middle of road. CB also recommended investigating a cordless phone for security to use when phoning through to residents to advise arrival of a visitor. MC indicated that cordless phones had been tried before but where found to give problems.</p>	<p>MC.</p>
6.	<p><u>HEALTHCARE (CM)</u></p> <p>CM reported:</p>	

	<ul style="list-style-type: none"> • Training of carers is ongoing. • There's a lot of new staff. • Concern about follow-up caring once 'patient' goes home. The Care Centre should be more proactive and advise MC of any problems and make recommendations. Sister-in-charge should visit and follow up with residents returning from hospital. MC is following up. <p>CM recommended that residents be reminded what the Care Centre billing system is (what is charged for and what is not charged for). MC will follow up.</p>	MC
	<p><u>RESIDENTS : KINDLY NOTE THE FOLLOWING HOURS:</u></p> <p>Primary Health Care Clinic on the first floor is open between 9am and 11.00am 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>RESIDENTS ARE ASKED TO PLEASE PUT PROBLEMS IN WRITING ADDRESSED DIRECTLY TO SISTER DEVINE, and to CC Melanie.</p>	
7.	<p><u>CATERING (AS)</u></p> <p>a. Bistro served 2704 meals in December (457 In Care Centre and 2247 in Bistro). Also 2803 in January (465 In Care Centre and 2338 in Bistro.)</p> <p>b. Monthly till slip draw won by: Mrs. Robinson (unit 20) in January.</p> <p>c. AS reported:</p> <ul style="list-style-type: none"> • Confidence in the new WP Caterers Unit Manager, Melanie Coetzee, who is well-experience having owned her own restaurant. • Feedback has been good from residents for past week. • A cleaning/scullery person has been appointed and is making a big difference to efficiency in the kitchen. • New cutlery and crockery has been ordered to replace mismatched and/or broken/chipped items. • Training of waiters is happening. 	

8.	<p>d. AS summarised feedback from questionnaires but was disappointed in poor response. (thank you to 35 residents who responded) Comments are receiving attention. CM requested that a repeat questionnaire be sent out in a month's time.</p> <p>e. CM advised that she had met with Bistro management to discuss management systems and principles. CM requested that AS liaise with Bistro on following:</p> <ul style="list-style-type: none"> • That Care Centre meals be prepared freshly in afternoon. • That a standardised system be set up for club teas. • That Bingo catering is sorted out. • That swing doors should be left open in the Bistro at night for access to glasses and ice in the kitchen. <p>f. AS was asked to investigate ways of welcoming new residents – maybe through welcome teas on a Friday or Saturday afternoon (perhaps discuss with Hyde de Villiers who organised welcomes in the past) or maybe through floor marshalls (think this through with MC and JO).</p> <p>f. AS will in future investigate the possibility of developing a Residents Run Bar, but not possible at present. ON HOLD FOR NOW.</p>	AS AS AS
	<hr/> <p><u>LANDSCAPING & GROUNDS DEVELOPMENT</u> (CT)</p>	
	<p align="center"><u>BE A 'DAY ZERO HERO'</u></p> <p align="center"><u>USE LESS THAN 50 litres of water</u> <u>PER PERSON PER DAY.</u></p>	
	<p align="center">GET CLEVER ABOUT SAVING WATER AT ALL TIMES AND RE-USE EVERY POSSIBLE DROP.</p>	
	<p align="center">DO NOT USE MUNICIPAL WATER OR WELLPOINT WATER OUTSIDE AT ALL – SO, NO GARDEN WATERING.</p> <p align="center">DO NOT WASH CARS WITH MUNICIPAL WATER OR WELLPOINT WATER.</p> <p align="center">PLEASE DISCONNECT ALL HOSES CONNECTED TO MUNICIPAL WATER OR WELLPOINTS.</p>	



ALWAYS KEEP 5 LITRES OF POTABLE WATER STORED IN CASES OF EMERGENCY WATER RATIONING

a. **Level 6b water restrictions** came into effect on 1st February 2018. In addition to the 50 liter pppd restriction, this means:

- No watering of gardens.
- No use of borehole water for outdoor purposes (ALL boreholes and wellpoints must be registered with the City of Cape Town.)
- Properties who have wellpoints must display official City of Cape Town signage. Liaise with Melanie.
- Printouts of the relevant City of Cape Town bulletins are on notice boards.

b. A letter to all residents dated 6 Feb from Arthur Case, CEO of Evergreen, confirms Evergreen’s determination to support residents through this drought crisis and prevent the need to stand in water-collection queues if Day Zero arrives.

Full co-operation of every single resident is needed to achieve this.

b. The MOTLA water consumption bill shows that several residents are not yet complying with the water restrictions. This is a problem and residents not complying will be approached individually. We’ve GOT to get this right. Should any resident not be sure of their water usage they can talk to Melanie.

9.

BUILDING MAINTENANCE, CONSTRUCTION & HOUSEKEEPING MATTERS (DD)

Reminder to residents:

PLEASE PUT WASTE OUT ONLY ON MONDAY TO FRIDAY MORNINGS BY 8am.

(NOT at night, NOT on weekends, NOT on public holidays.)

DD reported that Chairs in Gym need replacement. MC is attending to this need and also checking on condition of some dining room chairs.

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10.	<p><u>FINANCE & LEGAL (DR)</u></p> <p>a. DR reported that latest financial reports are well put-together and indicate good management. CM asked MC to email financial reports to all Rescom members in future together with the relevant meeting agenda.</p> <p>b. DR advised that he has made contact with the Ombudsman and lodged 2 complaints (1) querying their rate of R40pp, and (2) who the profits on the evergreen books belong to</p> <p>c. DR commented on the following:-</p> <ul style="list-style-type: none"> • Time taken to sell apartments is variable. • Afrikaans residents request a Burger newspaper be provided in the Bistro on Saturdays. MC will follow up. • Possibility of paying levies from Capital investment because of decreasing financial ability has been queried by certain residents. MC advised that there is a process in place involving forms that have to be completed and various financial statements provided. 	MC MC
11.	<p><u>RESIDENTS</u> (MC) (FYI: possible full capacity of Evergreen Muizenberg village is 300 – 350 people)</p> <p>Residents in the Village: 247 - 92 in Phase 1; 155. Phase 2. Occupants of Care Centre: Permanent 15. Step down: Patients recuperating</p> <p>1. Welcome to new residents: Jeff and Liz Levey (apartment 230) Avril Butler (apartment 14) Victor Strugo (apartment 335) Caroline Bekker (apartment 337)..... renting out. Moved to Nazareth House: Eleanor Schoeman (unit 18)</p> <p>Sincere condolences to: Jim and family of Myrtle Raubenheimer (Unit 50) who passed away recently. Families of Frieda Koenig (242) and Frank Barden (111) who passed away recently.</p>	
12.	<p><u>ITEMS SUBMITTED BY RESIDENTS</u></p> <p>12.1 First item is from Melanie who asks that 'residents please be mindful of how they or their visitors park in the village roads as cars are obstructing driveways in certain roads.</p> <p>12.2 Nola Pattullo:</p>	All cottage residents.

	<ul style="list-style-type: none"> • Questions about toilet flushing in apartments. Apartment toilet cisterns flush 9 litres on big button and 6 litres on small button. Rescom requests that apartment residents persevere with use of small button and a bucket to flush with grey water. • Care centre staff have been asked to wear epaulettes and badges. 	All apartment residents
12.3	<p>Chris Bennett:</p> <ul style="list-style-type: none"> • Suggested use of boardroom for '<u>skyping</u>' so as to give privacy to residents. MC agreed and asked that residents who wanted to skype, should book a time with Reception for private use of Boardroom. • Can 'Snail Mail' be 'posted at Reception? MC indicated that there was a note in The Tendril about this and snail mail can be handed in at reception for posting. • Water crisis: Progress report please on progress with promised tanks installation, water filtration and connections. Refer to MANCOM. • On a principle of courtesy, clarification was requested from Evergreen about supply of urinal waterless traps. Refer to MANCOM. 	<p>All residents MC</p> <p>All residents</p> <p>CM/DD</p> <p>CM/DD</p>
12.4	<ul style="list-style-type: none"> • Recommended that water to showers in gym be turned off. Rescom agreed unanimously that this should be done. MC advised that showers in gym were turned off on 22nd January 2018. 	MC
12.5	<p>Lizanne Barnett:</p> <ul style="list-style-type: none"> • reported a list of dissatisfaction with the Health Care Centre. All matters have been discussed with Mercia Kay and MC will refer the letter to the Care Centre for expeditious feedback. <p>CM requested that Health Care be urgently asked to issue a notice listing what they do and don't offer; this notice should then be circulated to all residents and in future should be added to welcome packs for new residents.</p>	<p>MC</p> <p>MC</p>
12.6	<p>Stephanie de Haas, Sue Beele and Alyson Vine:</p> <ul style="list-style-type: none"> • reported various dissatisfactions with various aspects of the Bistro running and meals. CM referred all mail to Derek Drew, who in turn escalated it to the MD and Operations Managers of Western Province Catering. MC and Derek Drew subsequently met with Western Province Caterers and have taken up all matters with them. Meanwhile, the appointment of a new experienced Unit Manager, Melanie Coetzee, will 	

	hopefully improve matters.	
12.7	<p>Alyson Vine:</p> <ul style="list-style-type: none"> expressed concerned on having to fetch water from the JoJo tanks at the Boardwalk, as laid out in Derek Drew's Circular 19-2017 under Step 3. Kindly note that this is no longer a problem because booster pumps being installed at Muizenberg and Diep River apartment blocks will deliver water to apartments, frail care centres and common areas (Arthur Case's January 2018 bulletin 'Water Security at Evergreen villages') 	ALL APARTMENT RESID
12.8	<p>Hydle de Villiers:</p> <ul style="list-style-type: none"> expressed sincere gratitude to Care Centre staff for their speedy and kind reaction to and follow-up on Gawie's fall on 23rd January 2018 	ALL RESIDENTS
12.9	<p>Carol Smuts:</p> <ul style="list-style-type: none"> concern about buying bottled water is noted. Note that it is now possible to buy 5 litres of water at the Bistro, when available, @ R19 per bottle. <p>NB: do not ever buy 'PREPARED WATER' FROM THE WESTERN CAPE. Certain retailers are filling plastic bottles at the taps and then selling it</p> <ul style="list-style-type: none"> It was also asked about where income from waste paper sales goes. MC advised that it goes to village income. It was agreed that this could not go to a specific group or club but that any needs can be expressed to Melanie. 	
12.10	<p>Richard Bailey:</p> <ul style="list-style-type: none"> expressed concern about damage which could be caused to his cottage and neighbours units by the vibrating roller working for Civils 2000 next door on Evergreen Muizenberg Phase 3. This matter has been escalated to Cobus Bekker. A representative of Civils 2000 will meet with the Baileys. Melanie asked that anyone else who has problems/damage caused by vibration should report to her. An UNDERTAKING is requested from Evergreen that a letter will be issued to all residents to record building damage. Refer to MANCOM. 	VILLAGE RESIDENTS CM/DD MC
12.11	<p>Chris Turner:</p> <ul style="list-style-type: none"> MC will ask the garden staff to cover the black plastic with stones as required 	CM/DD
12.12	<p>Chris Bennett :</p> <ul style="list-style-type: none"> Clarity will be sought from Evergreen/Amdec as to how 	

<p>12.13</p> <p>12.14</p>	<p>they intend to apply the new water tariffs. Refer to MANCOM</p> <p>June Orsmond:</p> <ul style="list-style-type: none"> asked that Rescom have sight of 2017 AGM minutes please, and in future can AGM Minutes be made available as soon as possible after the AGM. <p>Nola Pattullo:</p> <ul style="list-style-type: none"> asked that the problem of air circulation in apartment passages be kept on the Rescom Agenda. Noted – see Matters Arising 4.3. Nola also queried water charges for period 29-31 January. This variation is very small 	<p>MC</p>
<p>13.</p>	<p><u>GENERAL:</u></p> <p>i. Report back on water usage: February bill may show a clearer picture. Agreed that CM draft a letter to defaulters and refer to Derek Drew for approval. Refer to MANCOM</p> <p>ii. The role of Rescom as described in the Guidelines has become rather outdated and blurred and a review is necessary. Rescom members are asked to refer any comments and suggested changes to CM for next MANCOM meeting. .</p> <p>iii. Rescom sincerely thanks Pat van Eyssen for efficient new DVD storage/booking-out system, and for new organised noticeboard management.</p> <p>iv. Sincere thanks also to Rose for sorting out magazines.</p> <p>v. Claire advised that as her stay at Evergreen Muizenberg is extended to the end of March, she is available to carry on as Rescom Chair for March. The committee welcomed this move and thanked her for her proactive business-like approach.</p>	<p>CM</p> <p>Rescom members CM</p>
<p>14.</p>	<p><u>NEXT RESCOM MEETING:</u> will be on Wednesday 7th March 2018 at 8.30am.</p>	

15. **CLOSURE:** CM thanked everyone for attending. The meeting adjourned at 12.55

MS. CLAIRE MCKINNON
RESIDENTS COMMITTEE CHAIRMAN

MRS. MELANIE CARSTENS
VILLAGE MANAGER

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