

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

**HELD ON 6 MARCH 2018 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)

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| **Item** | **Narrative** | **Action** |
| 1. | **WELCOME**  Claire welcomed all to her last meeting as Chairman of Rescom, and thanked members most sincerely for co-operation and support over past 6 months. (She moves out just before Easter) Meetings had been productive and a considerable amount was achieved. DD thanked Claire for her very efficient chairing and said it had been a pleasure working with her.  CB proposed an official vote of thanks to Claire. Unanimously agreed by all. |  |
| 2. | **APOLOGIES**: None |  |
| 3. | **PROTOCOL FOR REPORTING ISSUES:** **RESIDENTS PLEASE NOTE: FIRST report issues to Management before referring to Rescom.** | **ALL RESIDENTS** |
| 4. | **APPROVAL OF MINUTES OF MEETING ON 07 February 2018** Approval of the minutes proposed by DD seconded by CB. Signed by CM and MC. |  |
| 5.  5.1  5.2  5.3  5.4 | **MATTERS ARISING FROM MINUTES OF 07 FEBRUARY 2018**  Landscaping & Grounds Development (CT)  Rainwater tanks will be placed at each cottage and at certain points at the apartment block this week.  Building Maintenance (DD)   * **Apartment Kitchen corner cupboards**: Contractor Keith de Mink to be asked to please produce quote on those he has viewed so far. Arrangements must also be made to pay those residents that have already undertaken the cupboard correction themselves. * **A**irflow in apartment block passages.As agreed a petitionwas drawn up and placed on ‘Library’ and ‘postboxes’ noticeboards for signature by residents who feel they agree with the appeal for air in the passages.   CM will put reminder notices into each post box  The petition will be presented to MANCOM when signatures obtained. Failing action thereafter, the matter will be taken to the Ombudsman. This is an important health issue.   * Replacement or modification of light fittings to take **LEDs**: MC advised that as light fitting need repair the LED compatible ones were being installed. This is an ongoing issue. * **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** 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. **Carry forward**.   Finance & Legal (DR)   * Request repeated that Patrick Maile please provide Rescom and Management with a schedule of planned maintenance urgently. This is a legal requirement. * 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. **Carry forward.**   Other items   * The correct and registration details of the care centre is to be clarified. Derek Drew asked Unique Health Head Office to verify in writing. Mancom minutes record that Unique Health is applying for registration as a Care Centre and Sub-acute Centre. * 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. * **Carpet cleaning of apartment passages** has been organised for 15th March from 6pm – 10pm. If residents need to walk over cleaned areas, please wear white-soled shoes or white socks or go barefoot until carpets are dry. * **Marshalls**: MC advised that a meeting with all Floor Marshalls will be arranged within the next two weeks. * **Shade cloth installation in basement** is scheduled to be done in March.   NB: **workmen must please not damage cars** in the basement, as has been experienced by a resident.   * **Plans for Phase 3** have been placed on notice board. Thank you. * These plans highlight the **growing parking problems.** * Rescom suggested a golf cart ferrying service as a possible solution to parking problems resulting from development of Phase 3. MANCOM * **Basement parking** is being misused. Kindly note that people who live in the village **cannot** use basement parking. It is not allocated to them. * CB suggested that ‘**Rescom Structure & Guidelines’ and ‘Housekeeping Rules’**, should both be simplified relevant to Evergreen Muizenberg and named ‘Evergreen Muizenberg Rescom Structure & Guidelines’, and ‘Evergreen Muizenberg House Rules’ .   All Rescom members asked to revise – briefly and to the point. MC will email both sets of rules to Rescom.   * **Painting of the cottages:** arrangements are being made to start by the end of March. MC will follow up. * **Chairs for gym**. MC checking and testing samples and will then purchase. * Regarding problems in cottages next to the Phase 3 building site caused by **vibration:**- an undertaking from Evergreen is requested to cover residents for current damage as well as any damage which may show up some months later. MANCOM * Re supply of waterless urinals, Mancom minutes record that choice of brand was determined by cheaper parts and lower running costs. | **MC**  **APARTMENT RESIDENTS**  **CM**  **DD/MC**  **DD**  **MC**  **P Maile/MC**  **DDrew**  **DDrew**  **DDrew/MC**  **VILLAGE RESIDENTS**  **MC**  **MC**  **RESCOM**  **DD/CB**  **ALL**  **RESIDENTS**  **MC**  **MC**  **MC**  **DD/CM** |
| 6. | **SAFETY AND SECURITY (PORTFOLIO MANAGER: CB)**  Following being attended to: (1) paint line on roadway at the electronic eye. (2) add 2nd ‘do not tailgate’ sign on central pillar.  MC investigating a speed hump at the gate.  Rescom warned that the extra noise caused by revving could cancel any slow-down benefit. | **MC** |
| 7. | **HEALTHCARE (CM)**  a. **FLU VACCINATIONS AVAILABLE @ R90 per person.** Book at Care Centre.  b. CM recommended that residents be reminded what the Care Centre billing system is. (what is charged for and what is not charged for).  Note that it is a legal regulation that **they do not keep stock** of or issue any medication.  c. Great improvement noted in running of Healthcare. Rescom recommends that management systems should be activated to ensure consistently good standards of care.  **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  **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.  RESIDENTS ARE ASKED TO PLEASE PUT PROBLEMS IN WRITING ADDRESSED DIRECTLY TO SISTER DEVINE, **and to CC Melanie.** | **ALL RESIDENTS**  **LDevine**  **ALL RESIDENTS** |
| 8. | **CATERING (AS)**  a.Bistro served 3030 meals in **February** (413 In Care Centre and 2617 in Bistro).  b. Till slip **draw won by Carol & John Smuts**    c. AS reported:   * marked improvement in quality of meals * Figures for meals doubling up, although service a bit slower . * Care Centre meals are being prepared freshly in afternoon. Thank you. * A standardised system will be set up for club teas. * Residents are asked to **please stick to the menu** and not ask for last minute changes.   d. Rescom requests that **compliments** be conveyed to Bistro management, chefs and staff for considerable improvement.  e. AS is attending to a repeat **questionnaire** to be placed in residents’ postboxes soon.  f. Welcome to the new **Welcome Team** – members, Hydle and Gawie de Villiers, Rosalie McDermid and Audrey Marshall. A welcome tea being organised for Friday afternoon 16th March for all new residents since May 2017. All residents will be welcome .More information later.  g. AS will investigate feasibility of a Residents- Run Bar in future**,** but not possible at present. **On hold for now.** | **AS**  **ALL RESIDENTS**  **AS/MC**  **AS**  **ALL RESIDENTS** |
| **9**. | **LANDSCAPING & GROUNDS DEVELOPMENT (CT**)  **BE A ‘DAY ZERO HERO’**    **USE LESS THAN 50 litres of water PER PERSON PER DAY.**  **GET CLEVER ABOUT SAVING WATER AT ALL TIMES AND RE-USE EVERY POSSIBLE DROP**.  **DO NOT USE MUNICIPAL WATER OUTSIDE AT ALL.**  **DO NOT WASH CARS WITH MUNICIPAL WATER.**  **PLEASE DISCONNECT ALL HOSES CONNECTED TO MUNICIPAL WATER.**  **☺**  **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 litre pppd restriction, this means:   * No watering of gardens. * 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.   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**.  c. 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.  d. Note that 5 litres containers of water can be bought at the Bistro, when available, @ R19 per bottle.    **NB: do not ever buy ‘PREPARED WATER’ FROM THE WESTERN CAPE. This is a scam.** Certain retailers are filling plastic bottles at the taps and then selling it.  e. **Swimming Pool**: Note that as per instruction received from Mr Case the pool was closed. It was felt that it is important to conserve this body of water in case it becomes necessary to keep the sewerage systems going if municipal water has to be switched off.  f. Rescom requests that **empty bottles** under the boardwalk be removed.  g. According to Mancom Minutes there is not separate billing for common areas, except kitchen which has a meter. Coin-op laundry price will be increased from R17 to R30 per load to recoup some costs. | **ALL RESIDENTS**  **MC**  **MC** |
| **10.** | **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.)**  a. DD reported that Chairs in Gym need replacement. MC is attending to this need and also checking on condition of some dining room chairs.  b.Noted that **Apartment 121 needs attention**. DD will follow up.  c. Mancom minutes record that Astra is considering a conservatory for the deck area.  d. It is noted that there may be problems with severe cracks in some apartments that have not been reported. **Rescom recommends that Residents discuss problems with Dave D’Alton** | **APARTMENT RESIDENTS** |
| **11.** | **FINANCE & LEGAL (DR)**  DR reported as follows:   * Management accounts continue to reflect strongly positive variances in total as reported in previous periods * Significant Expenses should be accrued when incurred and not paid in order not to distort the financial results * Levies should not be increased next year. * Some line items continue to show positive variances---These need to be taken into account in next year’s budget. * Need to find out why electricity costs so low in January---probably due to the swimming pool being closed. * OMBUDSMAN applications in process. * ‘Ownership of profits’ issue still being handled | **EVERGREEN SENIOR MANAGEMENT** |
| **12.** | **RESIDENTS** (MC)  **Residents in the Village**: 252 – 92 in Phase 1; 160 in Phase 2  **Occupants of Care Centre**: Permanent 15.  Step-down: patients recuperating: 1  **Welcome to new residents:**  James Jeftha 217  David & Colleen Rickets 341  Malcolm Strachan 345  Maureen & Eileen Lowry 343  Sue Wood 232  Chris & Hazel Fick owners moving into 317 on 13 March  Nick & Lizanne Barnett moving from 317 to 337  **Moved to Noordhoek:**  Fred & Marion Nelson  Ingrid Rindfuss |  |
| **13.**  **13.1**  **13.2**  **13.3**  **13.4**  **13.5**  **13.6** | **ITEMS SUBMITTED BY RESIDENTS**  REPEAT: MELANIE 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.  Conrad Samuels:  Queries about Health Care answered directly.  Denise Elkin:  Re comment about a residents-run bar – on hold until further notice.  Re non-receipt of food questionnaire: kindly note that the next questionnaire which is due soon will be placed in all residents’ post pigeonholes.  Nola Pattullo:  Comments noted for attention.  Suggestion of a golf-cart to help solve parking problems near Bistro could be a solution to be considered in future and will be taken to Mancom.  Note that a bin room is not needed for Phase 3 but increased services per week of current bin room will be required.  Nola Pattullo letter no. 2:  Reminder is noted that problem of airflow in apartment block passages must be carried forward until resolved.  Sincere thanks and praise to Claire noted with thanks.  Pat van Eyssen:  Concern about sewerage odours on 2nd floor – specially near the lift, in her flat and down the east passage. The first plan of action is to make sure that all shower traps have odour cups. All showers on 2nd and 3rd floors north block will be checked as soon as possible. Then plumbers need to check the pipeline. | **ALL RESIDENTS**  **MC** |
| **14**. | **GENERAL**  a. **Residents’ Committee membership revision** due to Claire’s departure:   * Dave D’Alton – previously Vice-Chairman now becomes Chairman * Chris Bennett agreed to be Vice-Chairman until the 2018 AGM. * In time for the next Rescom meeting, DD will approach the person who received the next highest number of votes at the 2017 AGM to fill the vacant committee position. * DD and CM to meet about minutes and outstanding matters to ensure smooth handover.   b. Rescom records a sincere **thank you to Astra** for new furniture in the bistro  c. **Burger** newspaper now provided in the Bistro on Saturdays. Thank you to MC.  d. Water meters to be read every second week in future. Letters will continue to residents still using more than 50 litres per person. | **DD** |
| **15.** | **NEXT RESCOM MEETING**: will be on Wednesday 4th April 2018 at 8.30am. |  |
| **16**. | **CLOSURE:** CM thanked Melanie for delicious eats and closed the meeting at 11.35am. Melanie thanked Claire for her valuable contribution to Evergreen Muizenberg and said ‘you will be missed’. |  |

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**MR. DAVE D’ALTON MRS. MELANIE CARSTENS**

**RESIDENTS COMMITTEE CHAIRMAN VILLAGE MANAGER**

**Could Residents and Rescom portfolio holders kindly submit written reports and communications for next Rescom meeting, to Melanie by Thursday 29th March 2018. Social club facilitators kindly submit upcoming months plans directly to Melanie in time for inclusion on the monthly calendar.**