

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

HELD ON 8th MAY 2018 AT 8.30AM

- PRESENT:**
- | | |
|--------------------------|------------------------|
| 1 Mr Dave D’Alton | (DD) (Chairman) |
| 2. Mrs. Melanie Carstens | (MC) (Village Manager) |
| 3. Mrs. Denise Elkin | (DE) (Member) |
| 4. Mr. David Rosenberg | (DR) (Member) |
| 5. Mr. Chris Bennett | (CB) (Vice-Chair) |
| 6. Mrs. June Orsmond | (co-opted secretary) |
- APOLOGIES:**
- | | |
|------------------------|---------------|
| 7. Mrs. Alma Swanepoel | (AS) (Member) |
| 8. Mr. Chris Turner | (CT) (Member) |

Item	Narrative	Action
1.	<u>WELCOME</u> DD welcomed all	
2.	<u>NOTICE OF MEETING</u> MC sent notification of the meeting by sms on 2/05/2018	
3.	<u>APPROVAL OF MINUTES OF MEETING ON 3 APRIL 2018</u> Minutes approved (Proposed by <u>DR</u> , seconded by <u>DE</u>) and signed by MC and DD	
4.	<u>SAFETY and SECURITY</u> (Chris Bennett) a. Exit gate: New ‘ no tailgating ’ signs are being put up. b. Marshalls: MC advised that a meeting with all Floor Marshalls will be arranged as soon as possible. Fire drill to be held soon. Revision of fire marshal and floor	

	<p>marshal duties not completed yet. Additional marshalls appointed for 1st Floor and Village.</p>	
5	<p><u>HEALTHCARE and FRAIL CARE (Denise Elkin)</u></p> <p>Denise Elkin reported:-</p> <p>a. re Care Centre:-</p> <ul style="list-style-type: none"> • Happy, more engaged atmosphere in Care Centre • 'Sitting' callinetics proving popular. • 'Carol from Simonstown' has agreed to read to Care Centre residents regularly. • Apartment and Village residents are encouraged to pop in and just visit • DE keeps regular contact and visits almost daily <p>b. Ideas are being considered about creating a 'Friends of the Care Centre' group/club who could perhaps arrange regular 'friendlies' or speaker-afternoons to stimulate interaction between Care Centre and other residents and to assist with activities.</p> <p>c. Denise said that she would ensure a once-a-month meeting with Sister Gerti Noyes.</p> <p>d Care Centre billing system details are still awaited. (i.e. a simple list for residents of what is charged for and what is not charged for). DE will follow up.</p> <p>e. Two Rescom members reported that invoices for flu vaccinations had not yet been received for vacs administered in mid March. Have other residents had this problem? Kindly report to DE.</p>	<p>DE/MC</p> <p>DE/MC</p> <p>ALL RESIDENTS</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: If you have any problems with the Care Centre, please write directly to Sister Gerti Noyes. with a copy to Melanie.</p>	<p>ALL RESIDENTS</p>

6.	<p><u>CATERING</u> (Alma Swanepoel)</p> <p><u>For your information:</u> MC advised that Western Province Caterers have been approached to sponsor a one-course standard meal for new arrivals to boost Bistro sales.</p> <p>a. Bistro served 3281 meals in April (473 In Care Centre and 2808 in Bistro).</p> <p>b. Till slip draw won by Mrs. D. Williams Apartment 106</p> <p>c. A standardised ordering/payment system is being looked at for group teas (eg Bridge Club, Knitting Group, Book Club, etc.)</p> <p>d. The promised walk-in fridge has been budgeted for completion by the end of 2018</p> <p>e. A questionnaire about Bistro service and quality will be placed in residents' postboxes in June.</p> <p>f. Rescom requests that the Bistro introduce a health-breakfast (consisting perhaps of fruit, muesli, yoghurt, juice and toast) as a daily alternative and perhaps a continental breakfast of coffee and croissants once a week.</p> <p>g. Request from Resident: Marlene Burt requested clarity about Bistro staff working hours. MC explained that the Dept of Labour stipulates a 45 hour work week. Kitchen staff are working along these guidelines.</p>	<p>AS/Bistro</p> <p>AS/Bistro</p> <p>MC/Bistro</p> <p>AS/MC</p>
7.	<p><u>LANDSCAPING & GROUNDS DEVELOPMENT & WATER MANAGEMENT</u> (Chris Turner.)</p> <p style="text-align: center;"><u>CONGRATULATIONS TO ALL OUR 'DAY ZERO HERO'S</u></p> <p style="text-align: center;"><u>You have kept to 50 litres of water per person per day.</u></p> <p style="text-align: center;">WELL DONE. PLEASE KEEP IT UP.</p>	

	<p>NB: DO NOT USE MUNICIPAL WATER OUTSIDE. DO NOT WASH CARS WITH MUNICIPAL WATER. PLEASE DISCONNECT ALL HOSES CONNECTED TO MUNICIPAL WATER. ALWAYS KEEP 5 LITRES OF POTABLE WATER STORED IN CASE EMERGENCY WATER RATIONING STILL HAPPENS.</p>	
	<p>a. Level 6b water restrictions which came into effect on 1st February 2018, are still firmly in place. Please stay with the 50 liters per person per day rule.</p> <p>b. Concern that buckets cannot fit under the taps of the 1000 litre tanks in the village is clarified by the fact that each tank has a 2m length of hose attached.</p> <p>c. Note that 5 litres containers of water can be bought at the Bistro, when available, @ R19 per bottle.</p> <p>d. Letter from resident: Chris Turner asked for clarity about use of water from village tanks. It was explained that these tanks have been installed to hold emergency water for household flushing, washing, etc. They will therefore contain a mixture of borehole water and any rainwater which may fall.</p>	<p>ALL RESIDENTS</p> <p>ALL RESIDENTS</p>
<p>8.</p>	<p><u>BUILDING MAINTENANCE, CONSTRUCTION & HOUSEKEEPING MATTERS</u> (David D'Alton)</p> <p>PLEASE residents:</p> <p>PUT WASTE OUT ONLY ON MONDAY TO FRIDAY MORNINGS BY 8am.</p> <p>(NOT at night, NOT on weekends, NOT on public holidays.)</p> <p>a. MC was asked to invite Patrick Maile to attend next Rescom meeting to discuss a schedule of planned maintenance. Carry forward.</p> <p>b. Maintenance/repair work – report as follows:-</p> <ul style="list-style-type: none"> • Apartment 1: on hold because resident not well. • Apartment 20: being refurbished • Apartment 121: will start on Tuesday 15th May. Residents will be moved. <p>c. If there are problems with cracks in some apartments that have not been reported, please discuss confidentially with Dave D'Alton.</p>	<p>MC</p> <p>DD/MC</p>

	<p>d. Apartment Kitchen corner cupboards: Quotes have been accepted and work will start soon on modification. Date to be advised. Reimbursements will be made to those residents who have done their own alterations.</p> <p>e. Airflow in apartment block passages. Petitions were delivered to AMDEC. Note that this matter is receiving constant attention from Rescom. Within the next two weeks DD will organise a walkabout to take the matter further. <u>Letter from resident: Nola Pattullo:</u> Nola advised that the situation has deteriorated significantly. Please note comments above.</p> <p>f. Replacement or modification of light fittings to take LEDs: MC advised that as light fittings need repair the LED compatible ones were being installed. This is an ongoing issue. Carry forward</p> <p>g. 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</p> <p>h. Painting of the cottages: is receiving attention.</p> <p>i. Derek Drew has arranged for the separation of water meters at cottages 5/6 and 7/8, at the same time as water meters and electricity meters are installed in the Hair Salon and the Coin-op Laundry.</p> <p>j. Rusting mild steel ‘hooks’ CB observed that rusting mild steel hooks used in the basement must be inspected urgently. (CB commented that the highly corrosive qualities of sea water and salt air should never be under-estimated.) Refer to MANCOM</p>	<p>MC</p> <p>DD</p> <p>DD/Derek Drew</p> <p>DD/MC</p>
9.	<p><u>FINANCE & LEGAL</u> (David Rosenberg)</p> <p>a. DR reported on a meeting that he and Dave D’Alton had with Derek Drew and Arthur Case:-</p> <ul style="list-style-type: none"> • CSOS levies – Amdec have taken responsibility for pursuing this. • ‘Ownership of profits’ issue:- PSG/Amdec are aware of this problem and are dealing with it. 	

	<ul style="list-style-type: none"> • They intimated that levies would not be increased above lower previous rates • Their budget control system is excellent. <p>b. DR alerted Rescom to problems being experienced by families of departed or deceased residents with regard to reselling and extended payment of levies. Priority does not seem to be given to fast resale of an apartment or cottage whilst levies continue to be charged. Not only is this potentially unethical but it could cause undue delay to winding up of estates.</p> <p>c. DR had queried the fact that levies continue to be charged when a Life Rights holder is deceased. He has been assured that all levies are being re-structured and that this question would also be reviewed. The effects of this restructuring should become clear when levies are reviewed in August.</p> <p>d. The question of insurance responsibility for external awnings was raised with Amdec. Amdec confirmed that damage to external awnings was covered by their general building insurance. There is an excess applicable if the damage is caused by the resident.</p> <p>e. 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.</p> <p>f. 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. Carry forward</p> <p>g. Rescom repeats a request to Amdec for copies of all utility plans and diagrams please (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. Carry forward.</p> <p>h. Suggested amendments to House Rules have been submitted. Carry forward.</p> <p>i. Letters from residents:</p>	<p>MC</p>
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	<ul style="list-style-type: none"> letter from Richard and Rosemary Bailey about inconclusive promises and need to accommodate private functions has been referred to MANCOM Letter from June Orsmond suggested that photos are routinely taken of the interior of apartments or cottages when a new life rights holder or tenant moves in, or when damage occurs as a result of construction activity. Rescom agreed that this is a good idea and MC will escalate to MANCOM. 	
10.	<p><u>RESIDENTS</u> (Melanie Carstens)</p> <p>Residents in the Village: 251 – 90 in Phase 1; 161 in Phase 2 Occupants of Care Centre: 17</p> <p>Welcome to new residents: Roy and Helen Paterson (Apartment 239) Dawn Gordon (Apartment 246) Caroline Damstra (Apartment 125) Peter and Cecelia Burns (Apartment 218) Colleen Gouws (Apartment 202)</p> <p>Farewell to Liz Deenik (Apartment 9) who has left the village:</p> <p>Sincere condolences to families of Sheila Morris (Care Centre) and Lennox Grobler (Unit 62), who passed on recently.</p>	
11.	<p><u>COMMUNICATION</u> (Melanie Carstens)</p> <p>MC advised meeting about following staff changes:</p> <ul style="list-style-type: none"> Welcome to new receptionist Mandy Mulders who will also be on duty every alternative Saturday 8-12 Christo – now Facilities Manager Mfundo – now Duty Manager 	
12.	<p><u>GENERAL</u></p> <p>a. Dear Residents: Kindly do not adjust air conditioning settings in gym/pool area.</p> <p>b. Metallic Taste in Water: sadly the metallic taste in the tap water has been reported again in the</p>	<p>ALL RESIDENTS</p> <p>ALL RESIDENTS</p>

	<p>Apartments and the Bistro. As before it seems to be present in the hot water.</p> <p>Reminder: When tapping water for making tea, etc, turn the kitchen basin mixer tap firmly to the right (ie cold water side), run off a cup or two and then fill your kettle or pot.</p>	APARTMENT RESIDENTS
13.	<p><u>NEXT RESCOM MEETING</u>: will be on Tuesday 5th June 2018 at 8.30am.</p> <p><u>ANNUAL GENERAL MEETING</u>: will be held at 3.00pm on Monday 20th August 2018.</p>	
14.	<p><u>CLOSURE</u>: DD thanked everyone for attending and MC for tea/ coffee and closed the meeting at 10.15.</p>	

MR. DAVE D'ALTON
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 1st June 2018.

Social club facilitators kindly submit upcoming months plans directly to Melanie in time for inclusion on the monthly calendar.