

RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG

HELD ON 3rd JULY 2018 AT 8.30AM

MINUTES

PRESENT:


1 Mr Dave D'Alton	(DD) (Chairman)
2. Ms Melanie Carstens	(MC) (Village Manager)
3. Mrs. Denise Elkin	(DE) (Member)
4. Mrs. Alma Swanepoel	(AS) (Member)
5. Mr. Chris Bennett	(CB) (Vice-Chair)
6. Mrs. June Orsmond	(co-opted secretary)

APOLOGIES:

7. Mr. Chris Turner	(CT) (Member)
8. Mr. David Rosenberg	(DR) (Member)

PLEASE NOTE: ALL ITEMS for attention of MANCOM were dealt with at the MANCOM meeting on 5th July. DD will issue a separate report to all.

Item	Narrative	Action
1.	<u>WELCOME</u> DD welcomed all including Village Manager, Melanie Carstens, back from a month's leave. Melanie recorded sincere thanks to Glynis and the whole Evergreen Team for excellent 'stewardship' in her absence. Apologies noted from CT and DR.	
2.	<u>NOTICE OF MEETING</u> Notification of the meeting sent by sms on 26/06/2018. Request repeated that sms should in future include a reminder to submit reports and matters for attention by 4pm on Thursday preceding the Rescom meeting.	
3.	<u>APPROVAL OF MINUTES OF MEETING ON 5th June 2018</u> Minutes approved (Proposed by CB, seconded by DD). Signed by DD and MC.	

4.	<p><u>SAFETY and SECURITY (Chris Bennett)</u></p> <p>a. Richard and Rosemary Bailey are concerned about security of Phase 1 and 2 during building of Phase 3. Rescom agreed that there is a potential of problems developing and would escalate to MANCOM 5/07/2018.</p> <p>b. Firefighting systems and equipment in the car-parking basement: MC reported a response from Ecosafety saying that we are compliant. Installation was per the rational fire design which meets SANS 20400 form T and was signed off by Sutherland Engineers. Regular monthly checks are carried out.</p> <p>c. Deliveries to apartments and in village. IMPORTANT: In future ALL deliveries for individual residents are to be handled as follows:</p> <ul style="list-style-type: none"> • ALL medication deliveries must go to the CARE Centre for collection by residents. Security are asked to advise resident concerned by phone. • ALL other small deliveries must go to Reception for collection by resident. Security are asked to notify resident by phone when delivery arrives. • ALL large deliveries must be accompanied by a Security guard or an Evergreen staff member. Security: kindly notify resident by phone. <p>d. Letters from residents: Vernon Sutherland concerned about security patrols at night. Matter referred to Derek Drew who will respond to Sutherlands</p> <p>e. Re Security in general:</p> <ul style="list-style-type: none"> • MC reported that regular meetings are held with Security to monitor efficiency. • MC is investigating the option of reprogramming remotes so that residents can enter and exit the village using their remotes. • DD thanked Security for always being alert to the needs and activities of residents 	<p>Melanie</p> <p>Derek Drew</p>
5	<p><u>HEALTHCARE and FRAIL CARE (Denise Elkin)</u></p> <p>DD thanked DE for her report as follows:</p> <p>a. 'Friends of Care Centre' – in planning stage.</p> <p>b. Sister Gerti Noyle says:  blood sugar testing can be done any day it is needed between 9-11am.</p>	

	<ul style="list-style-type: none"> ✚ quotation for monthly ear testing for residents is awaited. DE advised that we already have an audiologist from 'Kind to Hearing' who consults in the boardroom from 10-1 on the first Thursday of each month. Bookings at Reception. ✚ Basic Foot Care by Sister Belinda Mosig (more than a pedicure but not as much as a Podiatrist) @ R250 per visit. Book with Sister Gerti. ✚ A Podiatrist is also available who will visit by appointment -Deepika Patel & Associates - @ R550 per visit. Bookings at Health Care. <p>c. Residents in the Care Centre asked for fresh fruit and/or fresh salads with meals. They also requested soup, specially now in winter. MC referring to Bistro.</p> <p>d. Donations</p> <ul style="list-style-type: none"> ✚ totalling R200 used to purchase 8 stretchy gym bands. In use and much appreciated. Sincere thanks to donors. ✚ Ring-a-Pole has been donated by Hydle de Villiers and will be used in Wednesday activity in the Care Centre. Sincere thanks to donor. <p>e. The Care Centre has a set of metal Boules but because the game needs to be played in sand, it is not suitable for the Care Centre, but is available for use by Evergreen residents.</p> <p>f. Power outages are very stressful for infirm residents in houses and apartments. DE felt that a support system needs to be set up. Rescom recommend that all residents ensure that they have back-up lighting and request that the Care Centre and management staff assist where possible with advice, etc.</p> <p>g. Rescom commends the improvements in Care Centre service. It is now caring and professional. Thank you.</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. 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>MC</p> <p>MC</p> <p>MC</p> <p>ALL RESIDENTS</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>	
6.	<p><u>CATERING (Alma Swanepoel)</u></p> <p>a. Bistro served 4107 meals in total in June. (515 in Care Centre)</p> <p>b. Till slip draw won by David Rosenberg.</p> <p>c. A standardised ordering/payment system is being looked at for group teas (eg Bridge Club, Knitting Group, Book Club, etc.) Carry forward.</p> <p>d. A questionnaire about Bistro service and quality has been drafted and placed in residents' postboxes.</p> <p>e. AS reported that the 'special breakfast' on 13th June was not well-attended. Reason not clear. Excellent menu and well-displayed. Could be the cost???</p> <p>f. Walk-in fridge still on the agenda.</p>	<p>AS/BISTRO</p> <p>AS</p>

<p>7.</p>	<p><u>LANDSCAPING & GROUNDS DEVELOPMENT & WATER MANAGEMENT (Chris Turner)</u></p> <p>a. Still on Level 6b water restrictions. City of CT request that we please stay with the 50 litres per person per day rule so that the dams can fill up and the risk of Day Zero can be avoided for at least a couple of years.</p> <p>b. MC agreed to publish daily rainfall report on notice board.</p> <p>FYI: The dam levels on 2nd July 2018 versus the same week in 2017 (2017 – 25.1 ave% and 48.3% now) are:</p> <ul style="list-style-type: none"> • Berg River: 78.7% vs 36.9% • Steenbras Lower: 52.1% vs 29.9% • Steenbras Upper: 101.7% vs 63.1% • Theewaterskloof: 34.7% vs 19.4% • Voëlvlei: 42.0% vs 19.9% • Wemmershoek: 79.0% vs 36.8% <p><i>(PS. I get an average of 64.7% when I add up the percentages and divide by 6 – not 48.3% ??? June.)</i></p> <p>b. Sue Beel’s concern about tank overflow water causing rising damp on the wall of her unit, being referred to MANCOM 5th July, together with question about storm water drainage in village.</p> <p>c. Residents are extremely concerned about lack of adequate parking in village. Already there is often no parking for visitors, so where will Phase 3 residents park who want to join activities in the Bistro? Rescom is very worried that this glaring planning deficiency will cause negative perceptions of Evergreen Muizenberg. Answers are requested. Refer to MANCOM 5th July</p> <p>d. Supervision and Monitoring of garden services:</p> <ul style="list-style-type: none"> • Edging strips requested around gardens to retain soil and compost: Matter referred to Marcus, but nothing to report yet. • Reports received from CT about severe shortage of gardening equipment • and lack of supervision. Marcus not very visible. <p>MC reported that Marcus was injured in another accident and is not well.</p> <p>Rescom recommend that supervision and monitoring of garden services must be improved. MANCOM 5th July</p>	<p>ALL RESIDENTS</p> <p>MC</p> <p>MC</p>
-----------	--	--

	<p>e. Letters from residents</p> <ul style="list-style-type: none"> • Mrs. P. Lightfoot Unit 28, concerned about very poor lighting along road from unit 14 to 28 and requested that trees be cut down. MC advised that poor lighting was caused by many failed light bulbs. New bulbs have been installed and monitoring systems enforced to avoid a recurrence. • Mrs. Lightfoot commented on traffic concerns as follows: cars ignore the 15kph speed restriction; stop signs – specially at unit 49, are ignored. And alarming shortage of parking space at the boardwalk. • Mrs. Lightfoot reported increased incidence of owners not cleaning up after their dogs. Apart from unsightliness, this is unhygienic and there is a danger of slipping. MC will follow up. <p>Note that parking concerns are dealt with under 7c. And will be referred to MANCOM 5 July. Residents and visitors driving in the village are reminded to please stay within the speed limit and stop at stop signs. There are many pedestrians to consider.</p>	<p>MC</p> <p>ALL RESIDENTS</p> <p>MC</p>
8.	<p><u>BUILDING MAINTENANCE, CONSTRUCTION & HOUSEKEEPING MATTERS (David D’Alton)</u></p> <p style="text-align: center;"><u>WASTE DISPOSAL</u> Dear Residents: please put waste out ONLY ON MONDAY TO FRIDAY MORNINGS by 8am NOT at night, NOT on weekends, NOT on public holidays.</p> <p>a. Regarding the requested schedule of planned maintenance, MC will follow up with MANCOM 5 July this is an important issue which must be kept top of mind in light of certain clauses in Life Rights Agreements.</p> <p>b. Ongoing Maintenance/repair work continues as per schedule.</p>	<p>ALL RESIDENTS</p> <p>MC</p> <p>DD</p>

	<p>c. Airflow in apartment block passages. This matter is receiving constant attention from Rescom and will be kept on the Agenda. DD has written to Arthur Case. Carry forward MANCOM 5 July</p> <p>d. 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 agenda until such time. Carry forward</p> <p>e. 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.) Also puddling noted in basement near base of central lift which could be related to above. MANCOM 5 July.</p> <p>f. Handrails in bathrooms: MC advised that handrails are purposely not provided in showers because of varied heights and needs of residents. Residents are asked to purchase their own rails which will be installed free-of-charge by the Maintenance team.</p> <p>g. Pool. Pool running well at present. Cover in use and temperature stable. Reason for drop in water level being investigated.</p> <p>h. Letters from Residents: Margaret Ferguson thanked Evergreen for professional repair job to her apartment (endorsed by CB). Carpets will be shampooed on request.</p>	<p>DD</p> <p>MC.</p>
--	---	------------------------------------

9.

FINANCE & LEGAL (David Rosenberg)

a to i below: Summary of matters being referred to Mancom 5th July:- .

a. problems being experienced by families of departed or deceased residents with regard to reselling and extended payment of levies. Potentially unethical and could cause undue delay to winding up of estates.

b. restructuring of levies.

c. 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.

d. 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 late.

e. **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.

f. Rescom requests that new draft **House Rules** be made available for perusal by end June.

g. letter from Richard and Rosemary Bailey about inconclusive promises and a need to accommodate private functions.

h. A suggestion was received 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 will escalate to **MANCOM**.

i. DR commented on Annual Income and Expenditure summary for y/e April 2018, as follows: **(MANCOM)**

- **Re Rates:** do houses contribute?
- **Levy increases.** Clarify underlying assumptions of budget for levies
- Can Rescom have sight of **Audited Financial Statements** please.

	<ul style="list-style-type: none"> Under Notes: <u>Note 2</u> : ‘Clubhouse expenses’ reflects a positive variance Clarification requested and how disposed?? <u>Note 4</u>: village and admin expenses reflect a negative variance.... ?Does budget allow for salary increases if applicable. Is this ongoing or will it resolve itself by end of financial year. <u>Note 5</u>: Common Property Municipal rates & utilities reflects a positive variance More clarity needed please. <u>Note 6</u>: Property rates reflects a negative variance this is due to 21 apartments taking transfer. Clarity requested please. <p>In addition to above, DR raised a lot of issues just prior to Rescom meeting, and as Mancom meeting takes place on 5th July, these matters will be referred directly to MANCOM 5th July.</p>	DD
10.	<p><u>RESIDENTS</u> (Melanie Carstens)</p> <p>Residents in the Village: 252– 91 in Phase 1; 161 in Phase 2 Occupants of Care Centre: 17</p> <p>Welcome to new residents: Alister & Elaine Davidson (Apartment 334) Mrs. Mosa Dlundla (Apartment 237- in August) James Gibson (Apartment 338) Neville and Joan Woudberg (House 18) Anna Bonnema (Apartment 339 – renting out)</p> <p>Sincere condolences to families of Roger Blackburn, Joy Gerber and Peter Hart, who passed on recently.</p>	
11.	<p><u>COMMUNICATION</u> (Melanie Carstens) Thank you to Hydle for report to Rescom on 4 vibrant village activities:</p> <ul style="list-style-type: none"> Weekly Fellowship Services every Friday at 10 in the Care Centre. Attendance: 24 residents Movies every Sunday night and on the first and last Wednesday night. Attendance up to 40. ‘Chit Chat’ getting-to-know-you meetings once a month. Attendance 30 to 40. Special request for donations to be used in monthly Lucky Draw. 	ALL RESIDENTS

	<ul style="list-style-type: none"> • 'Oefen Afrikaans' in Boardroom once a month. Attendance 8-12. 	
12.	<p><u>GENERAL</u></p> <p>a. Craft Market Saturday 3rd November 2.30 to 5pm followed by a Bring'nBraai: Convenor Ursula Law planning a general interest meeting for mid July.</p> <p>b. Summary of matters for MANCOM 5 July 2018:</p> <ul style="list-style-type: none"> • installation of fibre optics in existing village - referred to Arthur Case who advises that as soon as possible this installation will happen in Phases 1 and 2. DD to follow up • Requests for free wifi in the Bistro. <p>c. Availability of electricity at Reception for Apartments as well as houses. Theta Theta closed down, but looking hopeful that new supplier Kazang will be able to sell electricity to apartments as well. MC will advise residents.</p> <p>d. Letter from Resident: Lydia Hirschmann (Apartment 17) asked for written feedback on Mancom meetings. DD will attend. (FYI: Mancom meetings are held every two months and feedback is included in first Rescom meeting following.) Lydia also requested that David Rosenberg be asked to attend Mancom meetings together with Rescom Chair and Vice Chair. Agreed.</p>	<p>MC</p> <p>DD</p> <p>DD</p>
13.	<p><u>NEXT RESCOM MEETING:</u> will be on Tuesday 7th August 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 11am.</p>	

**MR. DAVE D'ALTON
RESIDENTS COMMITTEE CHAIRMAN**

**MRS. MELANIE CARSTENS
VILLAGE ADMINISTRATOR**

Could Rescom portfolio holders and Residents kindly note that the cut-off time for reports and communications for the next Rescom meeting is 4pm on THURSDAY 2nd AUGUST 2018. Agendas will be issued on Friday 3rd