

RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG

HELD ON 7th AUGUST 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. Mr. Chris Turner (CT) (Member)
 - 5. Mr. David Rosenberg (DR) (Member)
 - 6. Mr. Chris Bennett (CB) (Vice-Chair)
 - 7. Mrs. June Orsmond (co-opted secretary)
- APOLOGIES:**
- 8. Mrs. Alma Swanepoel (AS) (Member)

ANNUAL GENERAL MEETING: will be held at 3.00pm on Monday 20th August 2018. (For catering purposes, kindly RSVP to Glynis by no later than 16.00 on Monday 13th August 2018) NB: only matters on the agenda will be dealt with.

Item	Narrative	Action
1.	<u>WELCOME</u> DD welcomed all. Apologies noted from Alma Swanepoel	
2.	<u>NOTICE OF MEETING</u> Notification of the meeting sent by sms on 31 st July 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 3rd July 2018</u> Minutes approved (Proposed by DR, seconded by CT). Signed by DD and MC. Please refer to attached Minutes of the MANCOM meeting on 5 th July 2018 for answers to matters which were referred to Mancom. (see 12(d) July minutes).	ALL RESIDENTS

	<p>Re AGM MINUTES: Rescom requests that Minutes of the AGM are made available to first Rescom meeting after the AGM, i.e. 4th September.</p>	MC
4.	<p><u>SAFETY and SECURITY (Chris Bennett)</u></p> <p>(a) MC is investigating the option of reprogramming remotes so that residents can enter and exit the village using their remotes. Investigation continues.</p> <p>(b) Letter from resident: Mrs. D.M. Platt is concerned about outdoor lighting. MC advised that these requests will be attended to and that service and maintenance of outdoor lighting is receiving attention. An additional outdoor light in the village is also planned. Regarding Mrs. Platt's question about cleaners and carers staying indoors during a fire drill, MC requested that residents personally alert staff members on their premises and ensure that they evacuate.</p>	MC
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':- starting to make progress and DE is preparing a flyer to go into all post boxes.</p> <p>b. DE repeated concern about potential stress and confusion in the village in the event of power outages. A 'buddy system' was suggested.</p> <p>c. Monday and Tuesday Chat mornings and Wednesday exercise classes are well supported.</p> <p>d. A tea party is planned for Care Centre residents.</p> <p>MC confirmed receiving a lot of positive feedback from Care Centre. CB proposed a vote of thanks and praise to Denise for positive changes. Agreed by all.</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</p>	

	<p>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>	
6.	<p><u>CATERING (Alma Swanepoel)</u></p> <p>a. Bistro served 4216 meals in total in June. (544 in Care Centre)</p> <p>b. Till slip draw won by Margaret Clough.</p> <p>c. Thanks most sincerely to AS for summary of returned questionnaires about Bistro service and quality. On the whole the feedback is positive, although there are some points which need to be investigated or actioned and will be dealt with. A data base for residents' dietary requirements would receive attention.</p> <p>d. A standardised ordering/payment system is being looked at for group teas (eg Bridge Club, Knitting Group, Book Club, etc.). Melanie from Bistro has given Alma a draft form to peruse.</p> <p>e. Walk-in fridge still on the agenda.</p> <p>f. Rescom records very sincere appreciation to Alma for her sterling efforts on behalf of us all.</p>	AS

7.	<p><u>LANDSCAPING, GROUNDS DEVELOPMENT & WATER MANAGEMENT (Chris Turner)</u></p> <p>a. Level 6b water restrictions still apply. Please stay with the 50 litres per person per day rule, by request of City of CT. .</p> <p>FYI: The dam levels on 7th August 2018 versus the same week in 2017 are: (56.9% ave now vs 29.3 ave% in 2017)</p> <ul style="list-style-type: none"> • Berg River: 86.8% vs 44.7% • Steenbras Lower: 57.2% vs 29.4% • Steenbras Upper: 92.9% vs 87.4% • Theewaterskloof: 42.4% vs 22.8% • Voëlvlei: 59.4% vs 21.9% • Wemmershoek: 83.0% vs 37.8% <p>b. Noted that gardens are looking good and well cared for. Sincere thanks to gardening team.</p> <p>c. Please do not allow potted plants belonging to the village to be moved. MC advised that one of two valuable potted plants left to the village in an estate, had been moved without permission. MC has instructed that in future any potted plants belonging to the village are not to be moved at all.</p> <p>d. Dog owners kindly note that, thanks to donations from Pat Swilling and Trish Lewis, ‘pooh bags’ are now available at reception. So, when walking your dog, please first collect a bag, then do the necessary and deposit in closest bin. Dog droppings cannot be allowed in the village. Apart from unsightliness, it is unhygienic and there is a danger of slipping.</p> <p>e. Re widespread concern about lack of adequate parking in village, especially when new Phase 3 units are occupied: NOT resolved at the Mancom meeting, so DD will escalate to the AGM.</p> <p>f. 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>ALL RESIDENTS</p> <p>MC</p> <p>ALL VILLAGERS</p> <p>DOG OWNERS</p> <p>DD</p> <p>ALL RESIDENTS</p>
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8.	<p><u>BUILDING MAINTENANCE, CONSTRUCTION & HOUSEKEEPING MATTERS (David D'Alton)</u></p> <p><u>WASTE DISPOSAL and RECYCLING</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>NOTE: THURSDAY 9th AUGUST, WOMAN'S DAY, IS A PUBLIC HOLIDAY</p> <p>a. Regarding the outstanding 'schedule of planned maintenance': this is a legal requirement relative to certain clauses in Life Rights Agreements, and has been on Rescom's Agenda (<u>with timelines</u>) since 1 November 2017 (Minute 12a). Rescom appeals to Evergreen to please resolve this matter by 30th August 2018, in time for inclusion on the 4th September 2018 Rescom meeting agenda.</p> <p>b. Ongoing Maintenance/repair work continues as per schedule. Mornay and colleague have started on the 3rd floor with maintenance of all apartment block passages.</p> <p>c. Airflow in apartment block passages. As Rescom can take this no further, we have advised Mrs.Pattullo to take the matter up with the Ombudsman. DR is prepared to assist.</p> <p>d. Smoke detectors in houses are scheduled to be checked by Christo.</p> <p>e. Petition received, signed by 7 ground floor apartment residents, protesting about smell of cigarette smoke from one apartment. It was also requested in the petition that it be a house rule that no smoking is allowed in the apartment building. Noted. MC advised that she had immediately followed up and thanks the 'smoker' for being considerate and co-operative and for committing to change to 'e-cigarettes'.</p>	<p>ALL RESIDENTS</p> <p>DD/Derek Drew</p> <p>DR</p> <p>MC/Christo</p>
9.	<p><u>FINANCE & LEGAL (David Rosenberg)</u></p> <p>a. Answers to DR's questions in July Minutes are in the MANCOM minutes attached.</p> <p>b. DR committed to taking the following unresolved matters to the AGM.</p> <ul style="list-style-type: none"> • House Rules must be resolved (Mancom 	

	<p>Minutes 6f say: ‘All Evergreen village’s comments are being collated by Evergreen legal department and once completed, will be released.)</p> <ul style="list-style-type: none"> • Is the matter of reduced Ombudsman fees being dealt with? (DR is willing to help with this matter) • 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. • 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. <p>c. DR repeated a recommendation that Rescom creates a ‘shopping list’ with timelines, of items that need resolving, such as House Rules and the long-outstanding ‘schedule of planned maintenance’, which is a legal requirement. DD will go through the minutes and add time lines.</p> <p>d. DR commented that the new levy structure was well thought-out and well planned. He cautioned, however, that residents should be aware that future levy increases will be based on operating costs. Clarity is needed on what constitutes ‘operating costs’.</p> <p>e. David Rosenberg has been asked to attend Mancom meetings together with Rescom Chair and Vice Chair.</p> <p>f. Lack of clarity about role of Rescom: In a 2-page ‘discussion document’ Chris Bennett expressed deep concern about the lack of clarity about the role of Rescom and its validity in the management cycle of Evergreen Property Investments (Pty) Ltd (EPI). Chris comments: ‘Shared objectives: <i>EPI, as owner, as well as the residents of the Village all have a vested interest in the long-term success of the Village and it is <u>intrinsic to the long-term success of the Village</u> that the responsibilities, accountability and proper communication channels are put in place between EPI and the residents as represented by the Rescom.’</i> (It should be noted that comments on wording of ‘Rescom Rules’ were previously submitted to Mancom in December 2017) Rescom agreed that Chris should refer this matter to the AGM.</p>	<p>DD</p>
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	<p>g. Who are we? June asked how it's possible to have an AGM of a 'village'? Isn't an AGM held of a 'body, or association, or trust, etc? As Chris points out '<i>every person who purchases a life right automatically becomes a member of the so-called Management Association of the Village.</i>' So we do have a 'body' and the AGM can correctly be 'The Annual General Meeting of the Evergreen Muizenberg Management Association.' But there's no constitution??</p> <p>Rescom agreed that June would refer these questions to the AGM.</p>	<p>CB</p> <p>JO</p>
<p>10.</p>	<p><u>RESIDENTS</u> (Melanie Carstens)</p> <p>Residents in the Village: 254– 92 in Phase 1; 162 in Phase 2</p> <p>Occupants of Care Centre: 23</p> <p>Welcome to new residents: Robert and Linda Stanford (House 62) Ms. Maureen Mason (Apartment 108) Ms. Winnie Zick (Apartment 347) Ms. Meryl Preston (Apartment 326) Ms. Anna Bonnema (Apartment 339) has now moved in. Nigel and Ann Myles (House 27) has now moved in.</p> <p>Moved to Care Centre: Ms. Xandrien Semple (Unit 51) John Pereira (Apt 15)</p> <p>Sincere condolences to son Anthony, sister Connie (Apt 213) and all family of Olga Staak who passed on recently.</p> <p>.</p>	
<p>11.</p>	<p><u>COMMUNICATION</u> (Melanie Carstens)</p> <p>a. MONTHLY ACTIVITY CALENDAR and CONTACT LIST. MC reminds Activity Group leaders and facilitators, to please consult the Calendar if and when they need to re-arrange meeting times or wish to bring in a speaker or entertainer, etc.</p> <p>b. AUGUST CRAFT MARKET NEWSLETTER: Two 'actions' needed: (1) if not already done, please tick your interests, fill in your name and hand to Reception. (2) Pop a photo of yourself between ages 30-40 into Di</p>	<p>All Activity Group leaders and facilitators.</p> <p>ALL RESIDENTS</p>

	Hawke's postbox 107 for the 'Guess Who's Who' competition (Craft Market /Bring 'n Braai: Sat 3 rd November 2.30). c. REQUEST FOR WRITTEN FEEDBACK ON MANCOM MEETINGS. Please see Minutes of Mancom meeting held 5 th July 2018 attached.	ALL RESIDENTS
12.	<u>GENERAL</u> a.Free WiFi in the Bistro. Vouchers will be available (refer Mancom Minute 5b). IT working on the problem. b. Electricity, airtime and data is now available at Reception for Apartments and houses. c. Disclosure of items sold to staff members. MC requested that residents please always disclose sales to staff members, to Management. MC praised the recent disclosure of a sale by a resident to a staff member. It was open and transparent and clearly documented. d. Letter from Resident: June Orsmond questioned the enviro-friendliness of having to use 4 separate plastic bags three times a week to move (1) Recyclables, (2) Paper, (3) non-recyclable refuse and (4) compost. MC recommended that recyclable items be placed in cardboard boxes for staff to collect in usual way.	ALL RESIDENTS ALL RESIDENTS
13.	<u>NEXT RESCOM MEETING:</u> will be on Tuesday 4 th September 2018 at 8.30am.	
14.	<u>CLOSURE:</u> DD thanked everyone for attending and MC for tea/ coffee and closed the meeting at 11am.	

MR. DAVE D'ALTON
RESIDENTS COMMITTEE CHAIRMAN

MRS. MELANIE CARSTENS
VILLAGE ADMINISTRATOR

**Could Rescom portfolio holders and Residents kindly
submit reports and communications to Melanie Carstens
BY 4pm on THURSDAY 30th August 2018.
Agendas will be issued on Friday 31st August 2018.**