

RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG

HELD ON 2 OCTOBER 2018 AT 8.30AM

MINUTES

PRESENT:

1. Mr Dave D’Alton	(DD) (Member)
2. Ms Melanie Carstens	(MC) (Village Manager)
3. Mrs. Denise Elkin	(DE) (Member)
4. Mr. Chris Fick	(CF) (Member)
5. Mr. David Rosenberg	(DR) (Chair)
6. Mr. Chris Bennett	(CB) (Member)
7. Mr. John Morgan	(JM) (Vice-Chair)
8. Mrs. June Orsmond	(co-opted secretary)

APOLOGIES: None

Item	Narrative	Action by: and deadline date:
1.	<p><u>WELCOME</u></p> <p>Chair Dave Rosenberg welcomed all.</p> <p>DR emphasised that all future communications with AMDEC management must be addressed directly to Village Manager Melanie Carstens.</p>	
2.	<p><u>NOTICE OF MEETING</u></p> <p>Notification sent by sms on 25th September 2018.</p>	
3.	<p><u>APPROVAL OF MINUTES OF MEETING ON 4th September</u></p> <p>Minutes approved (Proposed by DD, seconded by JM). Signed by DR and MC.</p> <p>Note: Minutes of AGM held Monday 20th August are not yet available.</p>	

4.	<p>SAFETY and SECURITY (Chris Bennett) MC is compiling quotes for reprogramming of remotes so that residents can exit the village using their remotes. The idea has been approved by Derek Drew in principle. Carry forward</p>	MC
5.	<p>HEALTHCARE and FRAIL CARE (Denise Elkin)</p> <p>a. DR thanked DE for her comprehensive report. Following noted:</p> <ul style="list-style-type: none"> • 'Friends of Care Centre' is going well. Residents wishing to contribute in some way please speak to Denise ext 2320 • In planning are a possible kiddies' tea party with the Care Centre and some Pet Therapy with SPCA doggie visitors, and maybe supervised exercise on gym equipment. <p>b. Rescom urges the Care Centre to faithfully record blood pressure, blood sugar readings, etc so that these are available to doctors especially in emergencies. DE has offered to assist with setting up of recording systems.</p> <p>c. Sale of analgesics, etc. (recorded here as well as under 7. Catering). Rescom recommends that a small selection of schedule 0 medications be kept in the Health Care facility - such medications are freely available in supermarkets and even in Spaza shops. We have verified that there are no legal impediments to doing this (DR).</p> <p>d. Wellness Mobile Health Clinics questionnaire. Residents are requested to please complete this survey circulated separately, and return to MC.</p>	<p>ALL RESIDENTS</p> <p>DE/MC</p> <p>ALL RESIDENTS by 15th October</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>ALL RESIDENTS</p> <p>ALL RESIDENTS</p>

	<p>DEAR RESIDENTS: Your health and wellbeing and whereabouts are our daily concern. MC.</p> <p>1. Please tell the office when you go to hospital.</p> <p>2. 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>
<p>6.</p>	<p><u>CATERING (Dave D’Alton)</u></p> <p>a. Thank you to DD for report on the Catering Committee meeting on 17th September as follows:</p> <ul style="list-style-type: none"> • Suggestion to revive month- end dinners: agreed to try having something once-a-quarter, eg. Valentines Day, Xmas-in-July, Women’s Day Brunch, Christmas lunch etc. • Re: Suggested Selling of small selection of schedule 0 medications in the Bistro: Not keen. Strong reservations about control of stock and cash recoveries. (See also 5b above) • Re Meal figures presented each month: DD advised that calculations are done on number of main courses served and breakfasts or toasted sandwiches served during the day. DR pointed out that these figures are meaningless without also providing comparative data for prior months so we can assess trends. As long as Evergreen continues to subsidise the Bistro this data will remain relevant to residents. • In general the Bistro is running well and Melanie is introducing innovations such as a Continental Breakfast on 6th Oct, Pancake sales on 12th Oct and Boerewors Rolls on 19th Oct. <p>b. DR noted concern about the internal controls and systems at the Bistro – for example they employ a post-billing system which should rather be a pre-billing system and consideration should be given to using a bar code system --- Rescom has offered help to assess controls and systems.</p>	

	c. Till slip draw won by Mr/s de Wet.	
	d. Walk-in fridge promised for mid-December. Absolutely urgent.	
7.	<u>LANDSCAPING, GROUNDS DEVELOPMENT & WATER MANAGEMENT(John Morgan)</u> DR thanked JM for co-ordinating a new Grounds Sub-committee, and thanked committee members Colleen Sinclair, Hazel Fick and Neville Baling for their contribution. JM's detailed report is attached as an Addendum to these minutes. Specific focus items are:-	
	a. Level 5 water restrictions are now in force. New regulations are: 70 litres per person per day. Charges are being reduced.	ALL RESIDENTS
	b. Parking shortage in village is a major concern and is receiving AMDEC's attention. Residents are encouraged to submit any proposals they may have to MC for referral to Amdec. (For example House 15 will be clearing out their garage to allow for car-parking and so open up a street parking space.) Rescom recommends that consideration should be given to purchasing a golf buggy for in-village transportation to meals and events at the Bistro when Phase 3 comes on stream.	ALL RESIDENTS
	c. Residents and visitors driving in the village are reminded to please stay within the 15kph speed limit and stop at stop signs.	ALL RESIDENTS
8.	<u>BUILDING MAINTENANCE, CONSTRUCTION & HOUSEKEEPING MATTERS(Chris Fick)</u> <u>WASTE DISPOSAL and RECYCLING</u> Dear Residents: please put waste out <u>ONLY ON MONDAY TO FRIDAY MORNINGS by 8am</u>	ALL RESIDENTS

	<p>Please separate waste 4 ways:- 1. paper, 2. mixed clean recyclable waste, 3. pure refuse and 4. compost.</p> <p>Please place used batteries and lightbulbs in 2 small bins under the table, below the notice board, in the library.</p>	
	<p>a. 'Schedule of planned maintenance' – Christo has included the continuing window and door rust problems in the village under the heading 'Preventative Maintenance'.</p>	
	<p>b. The Bin Room will still be locked at night until further notice.</p>	
	<p>c. Painting of houses: job nearly complete. The exterior walls of the complex will be painted once the houses are done.</p>	
	<p>d. Painting and Maintenance of Apartment Block: 2nd floor now being painted and preparation work being done on first floor. Once the boundary walls of the complex are painted, the exterior of the Apartment Block will be painted. Projected date: 15th October.</p>	
9.	<p><u>FINANCE & LEGAL(David Rosenberg and Chris Fick)</u></p> <p>DR advised that he was compiling a 'REVIEW LIST' of 'critical issues' to present to AMDEC through MC.</p> <p>FINANCE:</p> <p>a. In reviews of 'Annual Income & Expenditure Summary for period ended August 2018' and its accompanying 'General Notes', <u>DR said:</u></p> <ul style="list-style-type: none"> • Negative variance in 'other income' – is this a permanent trend? • We understand that maintenance costs are now being carefully monitored to ensure that the costs are charged to the relevant entity. (this answers concerns about reallocation of maintenance costs and DRs observation that great care should be taken to ensure that maintenance costs are allocated correctly between those belonging to our facility and those belonging to Amdec.) 	

	<ul style="list-style-type: none"> • Aside from incorrect billing by the City for refuse is the positive variance in this line item going to continue for the remainder of the year? • What is the basis for the subsidy to the Bistro? • We do not understand the negative variance in levies over the past few months - perhaps due to recently introduced changes in levy charges which may not have been precisely anticipated in the budget. <p><u>JM said:</u></p> <ul style="list-style-type: none"> ➤ CSOS levies – separate what ‘CSOS levies recovered’ are. ➤ Staff meals have increased? MC explained. ➤ Agreed that ‘questions’ be collated by DR in time for submission to MANCOM. 	
	<p>b. DR expressed concern about the cost of the heating of the pool --- it is understood that the pool is a selling point for the village but we need to know the attendant electricity cost. (MC tabled a print-out from Energy Partners)</p>	
	<p>c. Resales: DR said that we really need assurance that resales are attended to expeditiously.</p> <p>We are pleased and grateful that AMDEC will in exceptional circumstances buy back units which have been vacated and are proving difficult to sell causing financial difficulties to those departing or their families.</p> <p>Rescom repeats its recommendation that if Amdec cannot find a new Life Rights buyer within 3 months, then the executor/seller should have the right to bring in own agent.</p>	
	<p>d. CSOS levies: suggestion repeated that the CSOS levies continue to be deducted but held in trust until the Ombudsman gets its house in order, and we urge AMDEC to continue to lobby the Ombudsman to reduce the levy for facilities such as ours.</p>	
	<p>LEGAL: CF reported as follows:</p>	

	<p>e. Insurance: Insurance claim for damage caused to resident's car by Blackland fence is receiving priority attention. 2 further quotations needed have been forwarded to insurance company.</p>	
	<p>f. Amended House Rules: CF has perused existing house rules but wishes to compare them with new house rules which are still awaited.</p> <p>DR commented that new house rules should receive urgent attention.</p>	<p>CF/MC</p>
	<p>g. Levies payable on cancellation of LRA. Noted that letter to Amdec requesting a 3-month limit to the more recent LRAs, met with a negative response.</p>	
	<p>h. Provision of Utility and Building Plans: Rescom once again requests that Patrick Maile provides a full set of utilities plans and diagrams (i.e. Sewerage, electricity, water, airducting, etc.) to MC, lest they need to be referred to by maintenance staff and contractors. (Carried forward from Minutes of Rescom meeting 1st November 2017 – 14a, where these plans were requested as a matter of urgency after sewerage floods in the apartments)</p>	<p>CF/MC</p>
<p>10.</p>	<p><u>RESIDENTS</u>(Melanie Carstens)</p> <p>Residents in the Village: 255– 91 in Phase 1; 164 in Phase 2</p> <p>Occupants of Care Centre: 24</p> <p>Welcome to new residents: Michael Preston (Apartment 228) Helmien Lahoud (Apartment 330)</p> <p>Moved to Care Centre: Dalene Williams (Apartment 105)</p>	

	Sincere condolences to the family of : Xandrien Semple (Care Centre) who passed away recently	
11.	<p><u>COMMUNICATION</u> (Melanie Carstens)</p> <p>a. Thank you, as always, to Melanie for ‘The Tendril’ – copies available at Reception. Thank you also for regular sms communication.</p> <p>1st October craft market newsletter is out. Reminder to all residents to check ‘Diary’ for Craft Market activities and enter photos with Di Hawke for the ‘Guess Who’s Who’ competition by Friday 12th October.</p>	<p>ALL RESIDENTS</p> <p>ALL RESIDENTS</p>
	<p>b. MC communicated the following:</p> <ul style="list-style-type: none"> • Murray Laundry has given notice effective end October. Unique Health are taking over. • Glynis Smith has resigned. She and her family are moving back to George at the end of November. Glynis will be sorely missed by management and residents. Rescom wishes her a successful and happy future. • Mfundo Marawana is on annual leave (which includes 3 days paternity leave to welcome his new baby girl) Warm congratulations to the Marawana family. • For personal reasons, June Orsmond has resigned as co-opted secretary of Rescom, effective end November. DR, MC and Rescom members thanked June sincerely for 3 years of regular voluntary service. 	
	<p>c. DR and Rescom appeal:- Is there a resident willing to volunteer for the job of Rescom secretary?</p>	ALL RESIDENTS
	<p>d. Notification of Marketing events: CB pointed out that these events can be very disruptive for residents because of limited access to Bistro services, etc. Rescom agreed and request that at least 3 days notice is given in future.</p>	MC
12.	<u>GENERAL</u>	

	a. 30-day Vouchers for free Wi-Fi in the Bistro now available, only to residents, at Reception. (Visitors are asked to purchase). DR commented that we are happy and grateful for this new arrangement.	
	b. Heating in the Bistro. Consideration will be given to providing appropriate heating in the Bistro next winter. (One option, which MC will price, is gas-fired heaters, like those used in restaurants.)	MC
	c. Fibre Optics: In response to a report from JM, Rescom requests a written Fibre Installation update from AMDEC on roll-out of fibre optic cable to Phase 1 and 2 residents, with proposed dates and estimates of costs for individuals.	MC/JR
	d. Request for credit card facilities at Reception: Agreed not feasible at present.	
	e. Request that AMDEC reconsider provision of bus for transport to be shared by all Evergreen villages in Cape Town area. Agreed that timing not appropriate, but further investigation will be done into the operation and costing of ride-hailing system, Uber .	MC
13.	<u>NEXT RESCOM MEETING:</u> will be on Thursday 1 st November 2018 at 8.30am.	
14.	<u>CLOSURE:</u> DR thanked everyone for attending and MC for tea/ coffee and closed the meeting at 10.50am.	

MR. DAVID ROSENBERG
RESIDENTS COMMITTEE CHAIRMAN

MRS. MELANIE CARSTENS
VILLAGE MANAGER

Could Rescom portfolio holders and Residents kindly

submit reports and communications to Melanie Carstens

BY 4pm on THURSDAY 25th October 2018.

Agendas will be issued on Friday 26th October 2018.

SUNDRY NOTES FROM 3 OCTOBER RESCOM MEETING

1. Consideration will be given to providing appropriate heating in Bistro next winter
2. Parking is a major concern and is receiving AMDEC's attention---residents are encouraged to come up with their own proposals
3. House rules not yet received and this should receive urgent attention
4. Concern raised about the cost of heating the pool---understand that this a selling point for the village but we need to know the attendant electricity cost
5. Concern about the internal controls and systems at the Bistro---for example they employ a post billing system which should rather be a pre billing system and consideration should be given to using a bar code system---we have offered our help to assess their controls and systems
6. Recommend that a small selection of schedule 0 medications be kept in the Health Care facility --- such medications are freely available in supermarkets and even in Spaza shops---we have verified that there are no legal impediments to doing this
7. Emphasised that all communication to AMDEC be addressed directly to Melanie
8. Providing data on the number of meals provided by the Bistro each month is meaningless without also providing comparative data for prior months so we can assess trends---so long as Evergreen subsidises the Bistro this data is of interest to residents
9. We understand that maintenance costs are now being carefully monitored to ensure that the costs are charged to the relevant entity
10. Aside from the incorrect billing by the City for refuse is the positive variance for this line item going to continue for the balance of the financial year
11. We do not understand the negative variance in levies over the past few months---perhaps it is due to the changes in levy charges to residents which were recently introduced and which may not have been precisely anticipated in the budget which is not surprising
12. We once again request that the utility and building plans are provided to Melanie lest they need to be referred to by maintenance staff and contractors
13. We are pleased and grateful that AMDEC will in exceptional circumstances buy back units which have been vacated and are proving difficult to sell causing financial difficulties to those departing or to their families
14. We are happy and grateful for the new wi fi arrangement

15. We once again suggest that the CSOS levy continue to be deducted but held in trust until the Ombudsman gets its house in order and we urge AMDEC to continue to lobby the Ombudsman to reduce the levy for facilities such as ours

16. We request more information on the roll out of fibre optic cable to phase one and two residents

17. We urge the Care Centre to faithfully record blood pressure, blood sugar readings etc so that they are available to doctors especially in an emergency

Sincerely, David Rosenberg