

RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG

HELD ON 06 DECEMBER 2018 AT 10.00AM

MINUTES

PRESENT:

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

APOLOGIES: None

| Item | Narrative | Action by: and deadline date: |
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| 1. | <u>WELCOME</u> Chairman Dave Rosenberg welcomed all. | |
| 2. | <u>NOTICE OF MEETING</u> Notification sent by sms on 29 th November 2018. | |
| 3. | <u>APPROVAL OF MINUTES OF MEETING ON 1st November 2018.</u> Minutes approved (Proposed by JM, seconded by CB). Signed by DR and MC. | |
| 4. | <u>SAFETY and SECURITY (Chris Bennett)</u> a. Fire Drill (Apartments) on 23 November 2018. While reasonably successful, there are some points of concern that must be addressed. 1. A system to direct residents to their safety points, especially those unable to use the stairs or are frail, must be finalised and put into practice. | CB/MC |

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| | <p>2. Fire marshalls require further training and instruction.</p> <p>3. Residents must be more aware that these drills are for their own safety and protection, and not to be shrugged off as “Only a drill, why bother”.</p> <p>4. The Fire Marshall’s debriefing meeting must be held immediately following the drill, and before the management critique is held.</p> <p>b. It has been noted that access to the village could be improved by speeding up the process of the signing in of contractors and visitors, by using more advanced technology. These systems are being used in other similar villages and guarded access points. New technology will continue to be monitored.</p> <p>c. The supply and programming of remotes so residents can exit the village using their remotes has been completed for the apartments and almost all of the Phase 1 houses, by Theo Toerien. Once completed the system will be activated.</p> <p>d. Investigation into possible improvements to the basement Laundry Drying area is deemed necessary, and this will be considered.</p> | <p>CB/MC</p> |
| <p>5.</p> | <p><u>HEALTHCARE and CARE CENTRE (Denise Elkin)</u></p> <p>a. Our regular events are still going well, but there will be a break over the Christmas period. I will continue to visit and read and check on the progress.</p> <p>b. We now have Neville Woudberg who visits the men and chats on a one-on-one basis. Two more male helpers are in the pipeline. Joan Woudberg has become a good Friend of Care, and visits bed-ridden residents to chat or read a story, and generally helps where she can.</p> <p>c. We are having the December birthday party Tuesday 11th.</p> <p>d. Relevant staff have notebooks in which to record vital statistics before these are transferred to the individual resident’s file, both in the Care Centre and for individual residents. This is monitored regularly and is working well.</p> <p>e. Those few complaints and issues raised by residents are taken up with Sister Noyle and resolved.</p> <p>f. A reply is still awaited from Unique Health regarding the sale of analgesics.</p> <p>The registration of the Care Unit is still proceeding, and the Department of Health has approved the application for 8 beds for sub-acute care.</p> | <p>DE</p> |

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| 6. | <ul style="list-style-type: none"> • 'Friends of Care Centre'. Residents wishing to contribute in some way please speak to Denise ext 2320 | ALL RESIDENTS |
| | <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>DEAR RESIDENTS: Your health and wellbeing and whereabouts are our daily concern.</p> <p>1. Please tell the office when you go to hospital or are away from the village overnight.</p> <p>2. If you have any problems with the Care Centre, please write directly to Sister Gerti Noyle, with a copy to Melanie.</p> | |
| | <p><u>CATERING.</u> (Dave D'Alton).</p> <p>a. The Bistro continues to function efficiently despite a few problems due to meals not being hot enough. This was due to the Bain Marie not working properly, and this has now been resolved.</p> <p>b. The walk-in fridge/freezer has made a big difference to service.</p> <p>c. Investigations are under way to increase diner numbers.</p> <p>d. Breakfasts, toasted sandwiches and tea/coffee are attracting bigger interest, and the numbers of these meals are increasing.</p> <p>e. MC has provided an analysis of monthly subsidies of meals to DR for his and DD's consideration.</p> <p>f. December specials include: Burger Friday Christmas Dinner on the 13th. Summer Smoothies. New Year's Eve braai.</p> <p>Till-slip Draw won by Mrs. Muriel Owen.</p> | DD |

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| <p>7.</p> | <p><u>LANDSCAPING, GROUNDS DEVELOPMENT & WATER MANAGEMENT.</u> (John Morgan)</p> <p>a. Water restrictions have been amended to level 3 from 01 December 2018. Consumption per person has been increased to 105 litres from 70 litres per person; watering of gardens with Municipal water by bucket or watering can is now permitted on Tuesdays, Thursdays and Saturdays for an hour before 0900 or after 1800. Evergreen needs to urgently re-attach the Phase 1 external water taps that were removed earlier this year. Tariffs, (including VAT) have also been reduced, viz. Water R24.37 to R15.73 (-35.4%) and effluent R19.47 to R13.82 (-29.01%).</p> <p>b. Lack of Parking – the additional phase 3 vehicles will worsen the current problem. Use of a 4-seater Golf Buggy is being investigated. Unused parking bays at individual Phase 3 houses may be available for visitors coming to special events if relevant residents are contacted beforehand. A comprehensive report has been submitted of suggestions for several additional parking bays in Phase 1 and possibly Phase 3.</p> <p>c. Naming of streets – accepted and signage quotes being obtained.</p> <p>d. Water Connection from Well Points to Apartments – still awaiting licences and decision on rate to be charged for this water to residents. Tests of purified water have been completed.</p> <p>e. Wooden posts – in order to retain soil and compost, have been installed on Unit 58 verges, and later, after the apartment block painting is complete, the verges around the Lifestyle centre.</p> <p>e. Boardwalk garden – the gardeners have cleared the ground adjacent to the stream and planted colourful flowers.</p> <p>f. The parking/turning area adjacent to units 38 and 39 must be examined to provide more space to allow ease of vehicle turning. A mor prominent “No Exit” sign is required at the end of Mossie Meander.</p> <p>g. Connection of fibre –optic cables to the village must be scheduled.</p> <p>h. Evergreen should investigate rainwater harvesting from the huge apartment block roof.</p> | <p>JM</p> |
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| <p>8.</p> | <p><u>BUILDING MAINTENANCE, CONSTRUCTION AND HOUSEKEEPING.</u> (Chris Fick).</p> <p>a. Painting of apartment block –the painting of the interior is almost completed.</p> <p>b. The painting of the exterior of the apartment block commenced some four weeks ago. At the same time the painting of the exterior wall is being done, but with the builder’s holidays looming, this work will probably only be completed in early 2019.</p> <p>c. Investigations carried out on the apartment block has revealed no signs of damp occurring anywhere, and thus further work on weep holes will not be undertaken.</p> <p>d. Investigations regarding the use of solar power at all Evergreen villages have been under way for a while, and a pilot project is in hand at Diep River.</p> <p>e. A resident had a narrow escape following a window falling out of a second floor apartment following failure of hinges and hinge fasteners. This matter is being handled urgently by Rescom and Evergreen, who should take this up with the window manufacturers. This situation will be monitored and reported on as progress is made.</p> <p>f. Cracks in the external walls of a unit have been discovered to be due to the incorrect laying of bricks during the construction phase, and is being investigated.</p> <p>g. A proposal for amending the Entrance and Exit gate hinges has been received from Peter Thomas, unit 309.</p> | <p>CF</p> |
| <p>9.</p> | <p><u>FINANCE.</u> (David Rosenberg).</p> <p>a. October Management accounts – analysis shows an expected loss of R100 000 or possibly more by the end of the financial year, due to the re-structuring of levies, and higher than expected maintenance costs and re-allocation of maintenance salaries. A reduction in our rates would off-set some of this loss, but answers are still awaited from the ombudsman for a zero rating of rates.</p> <p>b. The medical response variance needs investigating as this appears to be due to re-furbishing of the medical alert consoles to be re-installed in apartments or units re-occupied by new residents. This cost should be for EPI.</p> <p>c. It appears that the budget drawn up for this year was not as accurate as it might have been, and next year’s budget must be more closely calculated.</p> | <p>DR</p> |

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| | <p>d. The arrival of Phase 3 residents will assist in controlling income/expenditure. The first resident in Phase 3 is expected sometime in January 2019.</p> <p>e. Every effort must be made to reduce operating costs.</p> | DR |
| 10. | <p><u>LEGAL. (Chris Fick).</u></p> <p>a. The claim instituted against Blackland for damage to a resident's vehicle has been settled.</p> <p>b. Comments on the House Rules were submitted to Derek Drew by MC some three weeks ago and the response is that we should complete Annexure A with matters applicable only to Muizenberg.</p> <p>c. Utility and building plans for use in a possible emergency have still not been received by MC.</p> <p>d. An amendment or addendum to LRA's is possibly required regarding the liabilities of residents wishing to claim from insurance in the event of loss or damage.</p> <p>e. A reply from Mancom is still awaited regarding the ombudsman – see Finance 9b above.</p> <p>f. Levy restructuring – a draft Addendum has been submitted to residents, but Rescom wishes to raise certain queries with Evergreen regarding the wording.</p> | CF |
| | <p><u>RESIDENTS. (Melanie Carstens).</u></p> <p>Village occupancy – 265. Phase 1 – 95 Apartments – 170</p> <p>Occupants of Care Centre – 25.</p> | |
| 11. | <p><u>COMMUNICATION. (Melanie Carstens).</u></p> <p>a. A resident queried if it was necessary to contact head office to get access to wi-fi. The answer is YES, once only, to get connected. Guests who need wi-fi will receive a token to enable them to log-on.</p> <p>b. Rescom unanimously thanked MC for her excellent work in producing The Tendril</p> | |
| 12. | <p><u>GENERAL.</u></p> <p>An e-mail from June Orsmond thanking MC and Rescom was read out and appreciated.</p> | |
| 13. | <p><u>DATE OF NEXT MEETING.</u></p> <p>05 February 2019.</p> | |
| 14. | <p><u>CLOSURE.</u></p> <p>The Chairman closed the meeting at 11.22 am.</p> | |

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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 31st January 2019.
Agendas will be issued on Monday 4th February 2019.**