

RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG

HELD ON 14 FEBRUARY 2019 AT 08.30 AM

MINUTES

PRESENT:

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:
1.	<u>WELCOME</u> Chairman Dave Rosenberg welcomed all and was in turn welcomed by members following his recent illness.	
2.	<u>NOTICE OF MEETING</u> Notification sent by sms on 06 th February 2019.	
3.	<u>APPROVAL OF MINUTES OF MEETING ON 6th December 2018.</u> Minutes approved subject to the amendment of clause Legal 9e to state that the correct clause reference be Finance 9a and not 9b regarding the Ombudsman. (Proposed by JM, seconded by CB). Signed by DR and MC.	
4.	<u>SAFETY and SECURITY (Chris Bennett)</u> a. There was breach in security when a bakkie was	CB/MC

	<p>allowed to enter the village without proper checks, which resulted in the guilty security individual being moved to another venue. This may seem a heavy-handed reaction, but consideration had to be given to the fact that the individual concerned was a senior security official and thus supposed to set an example to all the other officials.</p> <p>b. The exit gate has been changed to open on activation of a resident's remote control, or for departing visitors by the gate security staff. It will be interesting to see how this works. Concerns are two-fold; firstly that it will cause a back-up queue at the gate. Secondly, that the security staff become too casual about opening the gate for departing visitors, in effect returning to a semi-automatic opening of the gate by them without checking properly.</p> <p>c. Residents are reminded of the Armed Forces Night Shoot on Sunrise Beach, Muizenberg.</p> <p>Rehearsal, 18/2/2019 @ 19.30 to Late. Night Shoot 19/2/2019 @ 19.30 to 21.00.</p> <p>The public is welcome to attend both evenings.</p> <p>Warning: Very loud noises will be heard at the following times, and pet owners are requested to take sufficient precautions:</p> <p>18 & 19 February 2019</p> <p>15.00 to 16.00: Practice firing. 19.30 to 21.00: Low-flying aircraft and weapons firing.</p> <p>d. Residents are reminded that in the event of their discerning shortcomings in the standard of service given by any personnel, these are to be reported <u>immediately</u> to village management, with full facts regarding the personnel involved and the dates and times of the occurrence.</p> <p>e. Problems are still being experienced with the south lift "call buttons" and this has been reported to Schindler several times. This will now be taken up by senior management for resolution by Schindler without further delay.</p>	<p>CB/MC</p> <p>CB/MC</p>
5.	<u>HEALTHCARE and CARE CENTRE (Denise Elkin)</u>	

<p>There has been a break in activities over the Christmas period, and residents missed these, especially the exercises. Sister Gerti Noyle gave each volunteer a lovely mug in appreciation for their help in the Care Centre, and a letter of thanks was written to all helpers. Monthly birthday parties continue, but there are no birthdays in February. Volunteer bakers are needed.</p> <p>Donations received: Jim Raubenheimer – 62 audio books and a portable player. Sister Gerti – a doll which we're going to raffle for funds for our care activities. Alf Gadd – an adult colouring-in book and koki pens.</p> <p>Unique Health has responded to the request for analgesic sales in the Care Centre, but there is a lot of red tape and Sister Gerti is following up.</p> <p>The Department of Social Development have done their final inspection of the Care Centre. They will be issuing their certificate of registration as a frail care in due course.</p> <p>It has been reported that the Unique Health billing system is too slow, some accounts being rendered up to a year after the event. This will be taken up with UH.</p> <p>Elize Porter (ex UH) has been appointed by Evergreen to oversee all Evergreen health-care units and monitor needs and improvements.</p>	<p>DE</p> <p>DE/MC</p>
<ul style="list-style-type: none"> • 'Friends of Care Centre'. Residents wishing to contribute in some way please speak to Denise ext 2320 	<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. 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:</p>	

6.	<p>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>Highlights over the festive season were the Christmas Party and the New Year Braai. Two letters were received in connection with these event, both containing constructive criticism of various shortcomings in the handling of the events. Both letters were discussed at the Catering Committee meeting, and steps will be taken to address these matters and ensure improvements for next year. One matter that was of concern was the Secret Santa gifts. It appeared that some gifts were of no or very little value while others took great care in providing lovely gifts to the value of up to R100.</p> <p>This was brought to the attention of the Catering Committee and Management and a decision was made not to do Secret Santa again.</p> <p>A third letter was received drawing attention to poor service by Bistro staff was also received and discussed with the Catering Committee. As a result further training steps have been put in place to remedy these errors. Residents should note that our new chef has international diplomas, and the new assistant chef has 10 years’ experience, and between them we should see a marked improvement in the months to come.</p> <p>A further complaint has been received regarding the poor sound system in use for parties, and this will have to be investigated.</p> <p>Lastly, it has been noted that coffee shop orders are not written down when taken and this leads to incorrect items being served. Some residents are not being billed after coffee shop orders are taken either.</p> <p>Till-slip Draw won by Mr. Andre Vercuiel.</p>	

DD

DD/MC

7.

LANDSCAPING, GROUNDS DEVELOPMENT & WATER MANAGEMENT. (John Morgan)

a. **Water restrictions** remain at Level 3, but residents are encouraged to keep water consumption to a minimum as dam levels are decreasing rapidly. Evergreen have re-attached most of the Phase 1 taps that were removed last year. Residents are reminded that garden watering remains Tuesdays, Thursdays and Saturdays as before.

b. **Rainwater harvesting** – Evergreen will investigate at a later date as they are currently concentrating on the utilisation of “well point” water to a maximum.

c. **Lack of parking** – A comprehensive report was submitted of suggestions for several additional parking bays in Phase 1 and Phase 3, and the use of a 4-seater golf buggy. This latter is on order and will be available at the beginning of March.

At an on-site meeting with Derek Drew, most of the suggestions were agreed as feasible.

Peter Thomas of unit 39 is **still awaiting the plans** to enable him to proceed with the parking planning. The removal of the **gym equipment store** from the parking basement will enable a further 6 parking bays to be used.

Tandem Parking is to be used for Apartment Residents with 2 cars.

d. **The parking/turning area adjacent to units 38 & 39** - Evergreen to investigate additional paving to ease parking and turning. A more prominent “NO EXIT” sign at the T-junction was suggested.

e. **Additional stop streets** – will need to be positioned in phase 3 and near unit 15 in view of the expected additional traffic flow.

f. **Naming of streets** – although the proposed names may be altered, Evergreen accepted the ideas and signage quotes were being obtained.

g. **Water connection from well point to apartments** – still awaiting licences and decision on rate to be charged for this water to residents.

h. **Connection of fibre optics** – Evergreen have been asked for an update on progress. Meanwhile discussions with Vodacom have revealed an easier and more cost effective approach.

i. **The employment of an additional gardener** to handle Phase 3 has been approved.

j. **Water Tank Lids** are to be properly sealed to prevent access for mosquitos.

8.	<p><u>BUILDING MAINTENANCE, CONSTRUCTION AND HOUSEKEEPING. (Chris Fick).</u></p> <p>a. Painting and Maintenance of Apartment Block – the painting of the interior is complete. The painting of the exterior recommenced in the new year on 14 January 2019. The painters are busy with the South block on the Western side and are cleaning and painting the Eastern side of the Northern block. The exterior boundary wall has been completed. Blackland expects to complete the job sometime in March.2019.</p> <p>b. Solar Power – We have not been advised of progress at Diep River.</p> <p>c. Replacement of window hinges – Christo informs me that the window hinges on the Western and Southern side of the apartment block have been replaced with stainless steel hinges and rivets. The Eastern side replacements will hopefully start within the next two weeks. Derek Drew informs us the problem has been taken up with the manufacturers with little success.</p> <p>d. Cracks in wall caused by incorrect bricklaying at time of construction – this has been attended to.</p> <p>e. Entrance and exit gate hinges – Christo informs me this has been investigated, and parts of the kerb will have to be removed.</p> <p>New matters –</p> <p>f. A few ladies have mentioned how scruffy the chairs are in the Salon, and have asked if Evergreen would inspect the chairs. This also applies to the club chairs in the bar area.</p> <p>g. A letter has been received from Hyde de Villiers regarding the amount of clean water lost while waiting for hot water to arrive at the tap outlet. It is important that the mixer lever be fully moved to HOT and not left central so cold water mixes with the hot at the same time. There is little other that can be done, as water in the pipe will be cold in a short time, and in her previous unit a loss of about a litre and a half can be expected.</p> <p>h. Investigation into possible improvements to the basement Laundry Drying area is deemed necessary.</p>	
9.	<p><u>FINANCE. (David Rosenberg).</u></p> <p>a. An answer is still awaited from the Ombudsman regarding the levy rates applied to Evergreen Muizenberg, and DR is to approach the Ombudsman</p>	

	<p>for clarity. A favourable response would greatly assist in reducing the loss expected for this year.</p> <p>b. Evergreen promised the issue of the 2019/20 budgeting accounts early February, and these are now urgently required so a start can be made on more accurate budget estimates.</p> <p>c. JM presented a report concerning the management accounts for December 2018, as follows: The loss for December of (R3 798) is a big improvement on the loss of (R96 795) for November, which was worse than the previous month's losses of October (R57 893) and September (R70 112). The main difference over these 4 months seems to revolve around Salaries & Wages, Repairs General, Municipal Charges, Consumables, Cleaning and Catering.</p> <p>The Salaries & Wages fluctuation between November and December is rather confusing as one would have expected December expense to be higher due perhaps to Christmas bonuses paid. Adam Kajee to be asked for an explanation.</p> <p>With residents now in occupation in Phase 3 there will again be an adjustment because of levies due by EPI and the new residents.</p>	DR
	<p><u>LEGAL.</u> (Chris Fick).</p> <p>a. New House Rules – Annexure A of the House Rules were sent to Derek Drew by Melanie in early December 2018 and he has submitted them to Evergreen's legal team.</p> <p>b. Utility and Building Plans – According to Derek Drew, Patrick Maile has access to all the plans. He has help in the form of Garth and this will speed up the process.</p> <p>c. Amendments to LRA regarding resident's claims from insurance for loss or damage – no response has been received.</p> <p>d. Arthur Case has reported that Evergreen will not be pursuing the matter of the CSOS levy any further as they have discussed this matter with other retirement village operators and do not anticipate being able to change the CSOS levy model. DR will pursue this matter with the ombudsman.</p> <p>e. Levy restructuring Addendum – Derek Drew has replied to the effect that some residents have been replied to by Adam Kajee and any other residents who have queries should put these in writing. <i>All submitted Addendums need to be signed by EPI and returned to residents</i></p>	DR

10.	<p>CF raised the necessity of Evergreen submitting a monthly or 3-monthly report regarding the sale of empty units/apartments for information.</p> <hr/> <p><u>RESIDENTS.</u> (Melanie Carstens)</p> <p>Village occupancy – 270. Phase 1 - 96 Phase 3 - 4 Apartments -170</p> <p>Occupants of Care Centre - 28</p> <hr/> <p><u>COMMUNICATION.</u> (Melanie Carstens).</p> <p>a. MC was again congratulated on her Tendril issue. JM asked if the header could be hanged more frequently. MC will consider this.</p>	MC
12.	<p><u>GENERAL.</u></p> <p>a. DR advised that in future, if any Rescom member other than MC had to be absent from a meeting for any reason, the meeting would take place without that member.</p> <p>b. CF advised he would be absent overseas in April/May.</p> <p>c. DD was granted permission by Rescom to investigate with the City Council a means of curtailing speeding motorists on Sunrise Boulevard.</p> <p>d. JM advised that Telkom in turn advise that load-shedding would continue to create problems with phone lines and ADSL.</p> <p>e. MC stated it had been noted that some resident is dumping garbage at the waste paper bin outside unit 67. Residents who wish to dispose of unwanted items must approach Management so that these may be removed in the correct manner.</p> <p>f. MC tabled a letter received from Prof. de Vries protesting at the unauthorised use of residents' hose and other garden equipment that should be provided by the gardening service headed by Marcus. This matter has been raised with Marcus, and will be controlled.</p>	
13.	<p><u>DATE OF NEXT MEETING.</u></p> <p>05 March 2019.</p>	
14.	<p><u>CLOSURE.</u></p> <p>The Chairman closed the meeting at 10.20 am.</p>	

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 4.00 pm Thursday 28th February 2019.**

Agendas will be issued on Friday 1st March 2019.