

RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG

HELD ON 05 MARCH 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 opened the meeting..	
2.	<u>NOTICE OF MEETING</u> Notification sent by sms on 01 st March 2019.	
3.	<u>APPROVAL OF MINUTES OF MEETING HELD ON 14TH February 2018.</u> Minutes approved. (Proposed by CB, seconded by DD. Signed by DR and MC.	
4.	<u>SAFETY and SECURITY (Chris Bennett)</u> a. I should have added to last month's report my congratulations to the new head of security, Johnny	CB/MC

	<p>Welcome, who seems to be fitting in well in his new post.</p> <p>b. On the morning 09th February there was a security incident outside our front gate when a female member of our staff was mugged by three men in a car in full view of the security camera. Regretfully there was no proper reaction to her screams, or what could be seen on camera by the security staff member on duty at the gate. The guard concerned was immediately moved to somewhere else and will not in future be sent to any Evergreen premises.</p> <p>However, notwithstanding all the negative reactions by those who saw the incident, it has had a good result. SAPS informs us that the three men involved have been arrested (as a result of additional information taken from our video such as the car's registration number), and they will be charged. An additional gain is that the SAPS, as a result of our reporting the incident, has been able to register Sunrise Boulevard as a hotspot, and last week when our security reported a suspicious parked vehicle, the SAPS were on the scene within minutes.</p> <p><i>In other words our own security has been enhanced which demonstrates the importance of reporting any such case to the police.</i> It also highlights the fact that SAPS Colonel Naidoo and his team are indeed committed to maintaining law and order in Muizenberg.</p> <p><u>Lesson learnt:</u> Report any incidents to the SAPS as soon as possible.</p> <p>c. MC read out the letter received from residents regarding the deplorable lack of adherence to speed limits and attention to stop signs, as well as other transgressions of road safety rules and regulations, by residents as well as service contractors and visitors to our village. This has been occurring for far too long, and residents and their visitors are warned that from now on vehicles deemed to be speeding or not being driven safely will have their registration details taken, and residents called in to Management and the relevant visitor's vehicle barred from entering the village for repeated offences. Bigger and brighter 15 km speed limit signs should be investigated..</p> <p>d. The exit gate has been changed to open on activation of a resident's remote control, as advised last month. It has been noted that phase 3 residents</p>	<p>CB/MC</p> <p>CB/MC</p>
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	<p>have a different type of remote to those used by the phases 1 & 2 residents, and Evergreen will have to replace/supply new phase 3 remotes at Evergreen's cost.</p> <p>e. Investigation into possible improvements to the basement Laundry Drying area has been made by MC and CB, and two options are available. Further thought will be given and a decision made soon.</p> <p>f. MC advised that management presence will be on duty 24/7, and additional staff and other staff changes will be made in the near future to provide this necessary facility.</p> <p>g. Problems being experienced with the south lift "call buttons" have been discussed with Schindler and they are working on obtaining the necessary parts. This must be resolved soon.</p>	<p>CB/MC</p>
<p>5.</p>	<p><u>HEALTHCARE and CARE CENTRE (Denise Elkin)</u></p> <p>a. Activities have resumed after the Christmas break.</p> <p>b. The doll raffle tickets are on sale at Reception, and residents are asked to support this project to raise funds for our activities in the Care Centre. Should the doll be won by someone who doesn't want her, we will donate it to Rainbow Pre-school Creche in Vrygrond.</p> <p>c. A new project is underway: knitters have been asked to knit small teddy bears, and each resident in Care, and future new residents, will be given a Care Bear. Anyone interested in helping, please contact Denise ext. 2320.</p> <p>d. We have not had any further response from Unique Health regarding our request for analgesic sales in the Care Centre. MC will raise this directly with Elize Porter who has demonstrated her ability in solving other matters with UH.</p> <p>e. The invoices from our Care Centre are sent to Johannesburg for processing immediately after residents receive service, and the delay in receiving the invoices lies with Unique Health head office. Sister Noyle has e-mailed complaints to the person concerned, and hopefully the system will improve.</p> <p>f. Sister Gerti Noyle is leaving the Care Centre and Sister Varity Martheze will be taking over.</p>	<p>DE</p> <p>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.</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>ALL RESIDENTS</p> <hr/>
<p>6.</p>	<p><u>CATERING.</u> (Dave D’Alton).</p> <p>a. With the change of staff that has taken place over the last two months, things have not always run smoothly, but with the additional training matters are improving. The quality of the food remains good, but at times inconsistent portions and hot food are lacking. I ate there on Wednesday and found things much improved and look forward to continued improvement.</p> <p>The introduction of the special fish meal at a cheaper price has drawn more diners to the Bistro. Our monthly committee meetings will continue to address any matters raised.</p> <p>b. A collection was taken for Sheila who left the Bistro on transfer to Bergvliet to run their operation. As she was unable to come here to receive her presentation, we delivered it to her on Monday 18th February 2019. She was delighted with the gift, and appears very happy there, although she misses the action and the people at Muizenberg, as it is very quiet there. She asked me to thank everyone for the gift, and I gave a report back at lunch on the 19th February.</p> <p>c. Residents are reminded that no private or own meals are allowed to be consumed in the Bistro, in the way one would not do so at a restaurant. WPC are the contracted caterers, and remain so.</p> <p>Till-slip Draw won by Ms. Lydia Smith apt 305.</p>	<p>DD</p>

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 the Phase 1 garden taps that were removed last year.

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. The possibility of another well point is being considered.

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

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. **Awaiting E/G.**

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

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

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

h. **Connection of fibre** optics – Evergreen have advised a contract has been accepted for this work. It will take 3 months, March for the design, and 2 months for installation, to be completed by 31 May 2019.

i. **An additional gardener** to handle phase 3 has been appointed; his name is Brighton.

8.

	<p><u>BUILDING MAINTENANCE, CONSTRUCTION AND HOUSEKEEPING. (Chris Fick).</u></p> <p>a. Painting and Maintenance of Apartment Block – The painting of the exterior is still in hand. Blackland expect to complete the job some time in March.2019.</p> <p>b. Solar Power – We have not been advised of progress at Diep River. Awaiting Evergreen.</p> <p>c. Replacement of window hinges – This work is continuing. It takes a full day to complete one apartment.</p> <p>d. Entrance & Exit gate hinges – The kerbing has been altered to allow the entrance gate to open further. The hinges must be altered to allow this, and the work should be completed soon.</p> <p>e. Some of the chairs in the Salon have been replaced.</p> <p>f. MC tabled a letter received from a resident regarding the pool temperature. It appears the heat pump is faulty and will probably have to be replaced by a larger one to ensure a constant temperature of 30/31 degrees C. The situation is being monitored, especially as ambient temperatures are falling now.</p> <p>g. MC tabled a letter from a resident regarding the provision of covered/sheltered seating at the braai area. After some discussion, it was decided to present this matter to the Mancom meeting to be held next week, this discussion to cover better wind protection and a possible additional braai unit.</p> <p>h. Complaints have been received by village management regarding the playing of TV's and radios at excessively high volumes after hours, disturbing other residents. Residents are asked to be neighbourly and keep noise levels low.</p>	<p>CF</p>
<p>9.</p>	<p><u>FINANCE. (David Rosenberg).</u></p> <p>Comments on January management accounts:</p> <p>a. Year to date total expenses R440k over budget mainly due to Village Staff Admin. Expenses and maintenance, moderated by property rates and property insurance.</p> <p>b. For February 2019 there is an adverse variance against budget, and a significant risk of the full year heading for a R250k adverse variance due to lower levy income and overrun on expenses.</p> <p>c. Municipal rates and utilities for the month – it was thought the 35 day electricity reading cycle applied to last month. We need to determine the electricity cost of the pool.</p>	<p>DR</p>

- d. Negative maintenance variance for the month continues unabated – this is becoming a serious problem and needs to be better controlled.
- e. Catering costs moving in the right direction – with better control. This line item could further improve.
- f. Looking at the detailed line item expenses it is clear that either the budgets were very poorly set or budgetary control needs serious attention, or both.
- g. I am setting up a meeting with the Ombudsman for, hopefully, next week 11th March.
- h. MC will make available DR comments on the 2019/2020 budget.

JM tabled some notes on the January 2019 accounts Adam Kajee will probably be able to answer:

1. Village Maintenance – 4002/007 Repairs General of R62 719 is very high, as it is R20 665 over budget. Apparently the main expenses were for door closers and stainless steel window hinges . MC needs to satisfy herself that the BUCO account for R55 106 is reasonable.
2. Village Staff & Administration Expenses – 1005/007 Recovery Meter Reading R1 624 credit per month since September 2018; is this a recovery from EPI of Motla charges for reading common area meters? Why only from September 2018?
3. Accumulated losses to February 2018 since village inception – I heard that these Accumulated Losses were to be written off. However, this may not be possible in Evergreen Lifestyle Villages (Pty) Ltd from an accounting point of view, but I would like a reply from Adam on this matter.

DR commented on the new budget as follows:

1. Not ideal to budget for a deficit. Must trim expenditure.
2. Is it reasonable to assume all 43 units in phase 3 will be sold by September? I think this is unlikely and so costs in the period to September can be reduced.
3. I would like to see audited accounts as soon as they are available.
4. Why a reduction in subscriptions?
5. Waterless urinal in Bistro does not work – their product is known not to work. Poor management decisions.
6. Solar is no longer an option – it is imperative. Electricity budget could be way too low.
7. When will we be using our internal water?
8. Municipal refuse costs too high?

	<p>9. With better control catering management fee recovery can be improved. Control very poor.</p> <p>10. Why no budget for management staff meals? (R132k)</p> <p>11. Why do audit fees double?</p> <p>12. Why not full recovery for CSOS levy?</p> <p>13. Delay golf cart purchase until more residents in phase 3.</p> <p>14. What is Transport Service?</p> <p>15. Why such a big increase in Municipal Rates? I thought we were negotiating for a reduction.</p> <p>16. Generally the repair and maintenance increase is too high given the very large overrun in expenditure last year. Is the R200k general provision necessary?</p> <p>JM also commented on the budget, as follows:</p> <ol style="list-style-type: none"> 1. The budget is based on 266 units but there are only 260. 2. New residents are being levied at a lower rate from 2018, and this will have to be corrected for the 2019/20 year. 3. Municipal Refuse is set at R76k? Far too high. 4. The 43 phase 3 units are budgeted from the 1st March, but levies are paid by EPI. 5. Repairs and maintenance has been set at R24k? 	
<p>10.</p>	<p><u>LEGAL.</u> (Chris Fick).</p> <p>a. New House Rules – still nothing received from Evergreen. Awaiting Evergreen.</p> <p>b. Amendments to LRA regarding resident’s claims from insurance for loss or damage caused by phase 3 construction – no response has been received. Awaiting Evergreen.</p> <p>c. A reply is still awaited from Amdec regarding the Ombudsman – no response has been received. DR is approaching directly.</p> <p>d. 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. This must be finalised. Awaiting Evergreen.</p> <p>e CF raised the necessity of Evergreen submitting a monthly or 3-monthly report regarding the re-sale of empty units/apartments for information. Awaiting response from Philip Wilson.</p> <hr/> <p><u>RESIDENTS.</u> (Melanie Carstens)</p> <p>Village occupancy – 287. Phase 1 - 99 Phase 3 - 14</p>	

	Apartments -174	
11.	Occupants of Care Centre – 25	
12.	<p><u>COMMUNICATION. (Melanie Carstens).</u> a. MC advised a new Tendril issue would soon be available. b. MC also advised that leaflet advertising from outside the village was not permitted to be circulated on the premises.</p>	MC
13.	<p><u>GENERAL.</u> a. DD received a reply from the City Council Traffic authorities regarding speed control on Sunrise Boulevard, to the effect that the Council was investigating various solutions to the problem, of which they are well aware. This situation will continue to be monitored.</p>	DD
14.	<p><u>DATE OF NEXT MEETING.</u> 02 April 2019.</p> <p><u>CLOSURE.</u> The Chairman closed the meeting at 10.25 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 March 2019.**

Agendas will be issued on Friday 29th March 2019.