

RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG

HELD ON 02 APRIL 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. David Rosenberg	(DR)	(Chairman)
5. Mr. Chris Bennett	(CB)	(Member)
6. Mr. John Morgan	(JM)	(Vice-Chairman)
7. Mr. Jim Raubenheimer		(co-opted secretary)

APOLOGIES: Mr. Chris Fick

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 27th March 2019.	
3.	<u>APPROVAL OF MINUTES OF MEETING HELD ON 05TH March 2018.</u> Minutes approved. (Proposed by JM, seconded by DD. Signed by DR and MC.	
4.	<u>SAFETY and SECURITY (Chris Bennett)</u> a. The introduction of the new electronic entry scanning system at the main gate has revealed a few problems. Initially it did not appear that Grinnell had ensured that all the relevant staff were fully acquainted and/or trained in the use of the new system before it was introduced, which possibly	CB/MC

	<p>caused some confusion at the gate. Matters have improved, and it would be helpful if we could get feedback on how effective management is finding the new system, and if there have been any complaints.</p> <p>MC reported that the wi-fi signal was too weak and the scanner could not properly scan driver's licences. The router and booster system will be strengthened, but otherwise the system was functioning well.</p> <p>b. Stop signs in the basement parking area have to be re-painted, and residents are exhorted to obey these and all traffic signs.</p> <p>c. Investigations into the re-layout of the laundry drying area are ongoing, and in the meanwhile quotes have been obtained for further drying lines.</p> <p>d. Problems being experienced with the south lift "call buttons" have again been discussed with Schindler and they are working on obtaining the necessary parts. Pressure has been applied to Schindler management and will continue.</p>	<p>CB/M</p> <p>CB/MC</p> <p>CB/MC</p>
5.	<p>HEALTHCARE and CARE CENTRE (Denise Elkin)</p> <p>a. Activities have continued as normal.</p> <p>b. The doll raffle tickets are still on sale, and the draw will take place and prize-winner announced soon.</p> <p>c. The Care Bear project is in hand and knitters are busy. More knitters are needed, and anyone willing to help, please contact Denise on ext 2320.</p> <p>d. Delayed invoicing from Unique Health head office is being corrected and is improving. This will be monitored.</p> <p>e. Evergreen have received their registration as a "frail care" unit by the Dept. of Social Development.</p> <p>f. Sister Varity Martheze is settling in her new role.</p> <p>g. Staff changes are being made to ensure a registered nurse is always on duty.</p> <p>h. Flu vaccine is available to residents, and consideration is being given to the need for pneumonia vaccine.</p> <p>i. Unique Health have responded favourably to our request for analgesic sales in the Care Centre, and stocks are being organised.</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</p>	<p>ALL RESIDENTS</p>

	<p>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: Your health and wellbeing and whereabouts are our daily concern. 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 Varity Martheze, with a copy to Melanie.</p>	<p>ALL RESIDENTS</p>
<p>6.</p>	<p><u>CATERING.</u> (Dave D’Alton).</p> <p>a. The new staff have settled in and things seem to be running much better. At our last meeting there were only two complaints, both of a minor nature. b. A meal partaken recently was found to be highly satisfactory. c. Our Committee will meet again early in April.</p> <p>Till-slip Draw won by Ms. Dawn Gordon apt 246.</p>	<p>DD</p>
<p>7.</p>	<p><u>LANDSCAPING, GROUNDS DEVELOPMENT & WATER MANAGEMENT.</u> (John Morgan)</p> <p>a. Water restrictions remain at Level 3, but residents are encouraged to keep water consumption to a minimum, within the 105 litres/day, as dam levels are decreasing rapidly. Municipal water can be used for watering by bucket or watering can. Well-point users can water on Tuesdays, Thursdays and Saturdays before 0900 or after 1800 hours. b. Rainwater harvesting – Evergreen will investigate at a later date as they are currently concentrating on the utilisation of “well point” water and investigating other sources. c. Lack of parking – Evergreen are busy with plans for several additional parking bays in Phases 1 & 3, and the use of a 6-seater golf buggy, which has been ordered.</p> <p>A comprehensive report was submitted of suggestions for several additional parking bays in Phase 1 and Phase 3. 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</p>	<p>D Drew</p> <p>D Drew</p>

	<p>enable him to proceed with the parking planning. Clearing of unwanted equipment in the basement has begun, to enable the release of further parking bays. Awaiting Evergreen response regarding the gym equipment.</p> <p>d. The parking/turning area adjacent to units 38 &39 has been re-investigated and it is deemed not feasible to pave the areas thought as suitable. A more prominent “NO EXIT” sign at the T-junction was suggested. Awaiting E/G.</p> <p>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. A drawing showing changes to signage regarding speed limits and directions has been submitted to Evergreen.</p> <p>Speeding vehicles are to be reported to Security, as this has become a major problem, particularly on the access road to phase 3.</p> <p>f. Naming of streets – although certain proposed names may be altered, Evergreen accepted the ideas and signage quotes have been received. Awaiting Evergreen.</p> <p>g. Water connection from well point to apartments – still awaiting licences and decision on rate to be charged for this water to residents. A consultant has been engaged by Evergreen to assist with the application to the City Council. Awaiting E/G.</p> <p>h. Wooden posts – the fitting of these will be continued once Blackland have completed their work.</p> <p>i. Connection of fibre optics – The contractor Frogfoot will be on site 11 April, and it is felt a presentation by them to residents is necessary to outline the costs and method of connection to individual residents. Work is to be completed by 31 May 2019.</p> <p>i. Phase 3 – the Waterberry trees seem to be doing well, but the other wooden-staked trees are not doing well in the windy conditions, so they may have to be replaced. All of the trees and gardens in Phase 3 require more watering, and now that a gardener has been employed for this sector, is being done. The lawns need levelling.</p>	<p>D Drew</p> <p>D Drew</p> <p>D Drew</p> <p>D Drew</p> <p>D Drew</p> <p>JM</p>
8.	<p><u>BUILDING MAINTENANCE, CONSTRUCTION AND HOUSEKEEPING.</u> (Chris Fick).</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 April 2019.</p> <p>b. Solar Power – We have not been advised of</p>	<p>CF/D Drew</p>

	<p>progress at Diep River. Awaiting Evergreen.</p> <p>c. Replacement of window hinges – This work is continuing.</p> <p>d. Entrance & Exit gate hinges – This work has been completed and the gate now opens fully.</p> <p>e. An additional braai unit – a quote has been received.</p> <p>f. A letter received from a resident was read out regarding the state of the common walkway between units 51 and 52, where the paving that had been dug up some time ago had not been properly re-laid, constituting a hazard. This will be investigated and corrected.</p> <p>The same letter referred to the incidence of mosquitoes thought to be breeding in the rainwater tanks, and this too will receive attention.</p>	<p>MC/D Drew</p> <p>MC</p> <p>MC</p>
<p>9.</p>	<p><u>FINANCE.</u> (David Rosenberg).</p> <p>Comments on February management accounts:</p> <p>a. Year to date loss R230 000 in line with expectations – significant (R1,4 m) adverse variance against budget due to new levy structure, admin expense due to the reallocation of maintenance staff costs and overrun on maintenance costs</p> <p>b. Maintenance costs continue to be significantly over budget, which has persisted throughout the year and is disconcerting.</p> <p>c. Pleasing to see the positive catering variance, some of which is due to better control over billing in the Bistro.</p> <p>d. Why are subscriptions running far ahead of budget?</p> <p>e. Maintenance costs should be a major area of focus in the 2019/20 financial year.</p> <p>Comments by JM on the February management accounts:</p> <p>a. Village Staff & Administration expenses – 4017/010 Stationery Expenses of R18 025 is equivalent to the whole year’s budget of R18 406. What is this expenditure and is it likely to last several months?</p> <p>b. Common Property: Municipal Rates & Utilities - 4000/001 Water Expenses of R26 598 is R15 573 over budget, partly due to the water consumption being more than double that of January 2019. This needs to be investigated and monitored carefully in future. Perhaps the additional usage is due to watering in Phase 3, but only R22 729 is budgeted for March 2019.</p>	

	<p>c. Village Maintenance – A). 4002/004 Repair Electricity includes R10 510 for basement lights replaced which seems excessive; please explain. B). 4002/007 Repair General includes R5 030 carpet replaced plus R9 039 flooring repairs for apartment 347; should this not be for EPI? C). 4002/013 Repair Plumbing includes R5 290 to Watt’s for garden taps re-installed, and there is likely to be more Watt’s expenses in March for more taps to be re-installed after Evergreen staff disconnected Phase 1 taps and then struggled to re-install them. These taps should never have been disconnected in the first place, and has resulted in unnecessary expense for Muizenberg’s account.</p> <p>These comments have been submitted to Adam Kajee for clarification.</p>	
10	<p><u>LEGAL.</u> (Chris Fick). a. New House Rules – still nothing received from Evergreen. <i>DR has visited the Ombudsman and lodged documented queries regarding the R40 levy, costs pertaining to delays in house sales, and the House Rules.</i> b. Report on resales of units – no response received from Phil Wilson. Awaiting Evergreen. c. Survey – This past week residents received a survey form to be completed with regard to Security, Catering, Village Maintenance and Management, and it is Rescom’s opinion that it would really be wasting money by doing this survey every 3 months. It would be more prudent to do this maximum 6 monthly.</p>	CF
	<p><u>RESIDENTS.</u> (Melanie Carstens) Village occupancy – 295. Phase 1 - 98 Phase 3 - 16 Apartments -181 Occupants of Care Centre – 28</p>	
11.	<p><u>COMMUNICATION.</u> (Melanie Carstens). a. MC advised the new Tendril had been issued, for which Rescom members thanked her..</p>	MC
12	<p><u>GENERAL.</u> a. A letter has been received from a resident concerning the use by extra-heavy vehicles of Sunrise Boulevard as a short-cut between Baden Powell Drive and Capricorn Park, and requesting control of these vehicles and the resultant noise and</p>	DDrew

	<p>damage to the traffic circle. This direct action is beyond the scope of Rescom and will be passed to the City Council for action in concert with our former submission on traffic control and speeding.</p> <p>b. Rescom members unanimously gave a vote of thanks to be passed to Mfundo Norawana for his outstanding service as Administrative Assistant.</p> <p>c. MC advised that a few residents are expressing their anger and frustration, for whatever reason, against staff members at Reception. Rescom members and management take strong exception to this, and advise any resident who is for any reason unhappy about anything, to take the matter up with management directly.</p>	MC
13.	<p><u>DATE OF NEXT MEETING.</u></p> <p>07 May 2019.</p>	
14.	<p><u>CLOSURE.</u></p> <p>The Chairman closed the meeting at 10.28 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 2nd May 2019.**

Agendas will be issued on Friday 03rd May 2019.