

RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG

HELD ON 07 MAY 2019 AT 08.30 AM

MINUTES

PRESENT:

1. Mrs Melanie Carstens	(MC)	(Village Manager)
2. Mrs. Denise Elkin	(DE)	(Member)
3. Mr. David Rosenberg	(DR)	(Chairman)
4. Mr. Chris Bennett	(CB)	(Member)
5. Mr. John Morgan	(JM)	(Vice-Chairman)
6. Mr. Jim Raubenheimer		(co-opted secretary)

APOLOGIES: Mr. Chris Fick Mr. David D'Alton

Item	Narrative	Action by: and deadline date:
1.	<u>WELCOME</u> Chairman David Rosenberg welcomed all and opened the meeting.	
2.	<u>NOTICE OF MEETING</u> Notification sent by sms on 01 May 2019.	
3.	<u>APPROVAL OF MINUTES OF MEETING HELD ON 02 April 2019.</u> Minutes approved. (Proposed by DE, seconded by JM, subject to amendment of the date in item 3 from 2018 to 2019). Signed by DR and MC.	
4.	<u>SAFETY and SECURITY (Chris Bennett)</u> a. The new electronic entry scanning system at the main gate working well now that the wi-fi connectivity has been extended. MC reported that the security of residents is, and will be further, greatly improved by the scanning in as well as out of vehicles visiting the village. All information	CB/MC

	<p>obtained is recorded, relayed to Grinnell head office, and kept confidential as required by government legislation. Walk-in visitors have their ID books/cards scanned.</p> <p>Denys of Grinnell will be advising village staff members on 09 May 2019 of village and national security needs and responses, and village residents will be similarly informed on 24 May 2019.</p> <p>b. Stop signs in the basement parking area will be re-painted by a contractor, and residents are exhorted to obey these and all traffic signs.</p> <p>c. Investigations into the re-layout of the laundry drying area have resulted in the obtaining of quotes for the two collapsible drying lines required, and this area will be re-organised soon.</p> <p>d. The South lift "call buttons" have been replaced.</p>	<p>CB/MC</p> <p>CB/MC</p>
<p>5.</p>	<p>HEALTHCARE and CARE CENTRE (Denise Elkin)</p> <p>a. Sister Varity Martheze has settled in well..</p> <p>b. The doll raffle was won by Mrs. Isobel Hales (unit 42). R442 was raised for the Care Centre activities.</p> <p>c. The Care Bear project is going well and 30 bears have been knitted. Each Care resident and future new residents will be given a bear; anyone willing to help, please contact Denise on ext 2320.</p> <p>d. A birthday party for 5 residents (March & April birthdays) was held on Thursday 25 April. Stephanie made each person a card, and cakes and eats were made by Collyeen Sinclair, Margaret Simon, Lydia Hirschmann and Pat Baling.</p> <p>e. While Evergreen have received their registration as a "frail care" unit by the Dept. of Social Development, the "step-down" or after-care section of 8 beds has been licensed but still has to be inspected by the Board of Healthcare Funders before they will notify the various Medical Aids of the registration..</p> <p>f. We would like more residents to become Friends of Care, and a flyer has been distributed via all mailboxes and e-mails. Please contact Denise on ext. 2320 for details.</p> <p>g. Analgesics are now on sale in the Care Centre for all residents in the village, and a list of prices has been distributed.</p> <p>h. Rescom members congratulated Denise Elkin who, on her own initiative, has completed an online course "Understanding Dementia" through the University of Tasmania. She showed members her certificate, and stated that she has found this course to be of great help to her in the Care Centre.</p>	<p>DE</p> <p>DE</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 Varity Martheze, with a copy to Melanie.</p>	<p>ALL RESIDENTS</p> <p>ALL RESIDENTS</p>
<p>6.</p>	<p><u>CATERING.</u> (Dave D’Alton).</p> <p>a. The Bistro continues to function efficiently, and the staff have really been called on, over the last few weeks, with functions and memorial services all having to be arranged at the same time as allowing normal Bistro activities to continue.</p> <p>On May 01 2019 there was bridge in the morning, a birthday celebration followed by lunch, and then a large memorial service. These events were all beautifully organised, and the staff and management are to be complimented for jobs well done.</p> <p>However, it has been brought to my attention, and in one case I personally witnessed an incident where Bistro staff were shouted at and criticised publically by residents. Residents must realise that if they have a complaint, their course of action is through Management, as residents have no right to belittle staff in public or anywhere else. This is not only demeaning but downright rude and bad mannered. The staff tries to please but are being de-motivated by the attitude of some residents. Management takes this very seriously, and offending residents will be called to account for their actions.</p> <p>We appeal to all residents to respect all staff members at all times, and if you have a complaint, to follow the correct procedures.</p> <p>Till-slip Draw won by Ms. Daphne Earp-Jones apt.3.</p>	<p>DD</p> <p>MC</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.</p> <p>b. 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>At an on-site meeting with Derek Drew, most of the suggestions were agreed as feasible.</p> <p>Peter Thomas unit 39 is still awaiting the plans to 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 not required. 2 items have been removed from the gym and new equipment is being introduced...</p> <p>c. Additional stop streets – will need to be positioned in phase 3 and near unit 15 in view of the expected additional traffic flow.</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>d. Naming of streets – although certain proposed names may be altered, Evergreen accepted the ideas and signage quotes have been received. Awaiting Evergreen.</p> <p>e. 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 Evergreen.</p> <p>h. Wooden posts – for the retention of soil and compost in flower beds; the fitting of these near the Bistro will be continued now that Blackland have completed their work.</p> <p>i. Connection of fibre optics – The contractor Frogfoot is on site. Work is to be completed by 31 May 2019. Arrangements are being made to present a schedule of options and costs of services to units and apartments.</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</p>	<p>D Drew</p> <p>D Drew</p> <p>D Drew</p> <p>D Drew</p> <p>D Drew</p> <p>D Drew</p> <p>MC</p> <p>MC</p> <p>MC</p>
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	<p>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. Brighton, who was the gardener, has left, and George is now in his place. The lawns need levelling, and instructions have been issued for this to be done.</p> <p>j. Direction and larger 15km signs are being ordered.</p> <p>k. Shrubs encroaching on the roads to be trimmed.</p> <p>l. Paper re-cycling area – to be neatended with paving and plants. Residents Neville Baling and Collyeen Sinclair assisting with advice.</p>	<p>MC/D Drew</p>
<p>8.</p>	<p><u>BUILDING MAINTENANCE, CONSTRUCTION AND HOUSEKEEPING.</u> (Chris Fick).</p> <p>a. Painting and Maintenance of Apartment Block – completed.</p> <p>b. Solar Power – We have not been advised of progress at Diep River, if any. Awaiting Evergreen.</p> <p>c. Replacement of window hinges – This work is continuing. In spite of this attention, another window has fallen out, and urgent attention is being given to other, better methods of window repair. Corrosion of component parts is the main cause of faults arising.</p> <p>d. An additional braai unit – has been received and will be installed soon.</p> <p>e. The common walkway between units 51 and 52 – quotes for repairs have been received and work will commence in the near future.</p> <p>f. Rescom members unanimously expressed their concern at the apparent lack of supervision given to the work of contractors on site when refurbishing houses or making alterations or repairs. It is felt this duty should be performed by responsible persons appointed by Evergreen to ensure compliance with standards, and upholding the safety and convenience of residents. Several cases of shoddy work and apparent lack of supervision or control of contractor’s workers, have been noted and brought to the attention of village Management. Rescom stresses the need for this control to be introduced as a matter of urgency by Evergreen Management.</p>	<p>D Drew</p> <p>MC</p> <p>D Drew</p>
<p>9.</p>	<p><u>FINANCE.</u> (David Rosenberg).</p> <p>Comments on March management accounts and other matters:</p> <p>1. A presentation on “Financial Planning for Retirees” was made to residents – some residents required assistance.</p> <p>2. One resident (who never buys on credit in the Bistro) had about R300 in charges made to her</p>	

	<p>account erroneously – this is a serious matter requiring attention.</p> <p>3. Matters of harmonious relationships – Nobody has a right to “own” a chair or space in the Bistro. Nobody has a right to read a newspaper before another resident – we need two Die Burger papers. A few residents are guilty of talking loudly to other residents, or speaking loudly on their cell phones when presentations or memorial services are being held. This is clearly unacceptable. All donations should cease – some residents are battling to make ends meet, and the persistent call for donations unsettles them. In future, Village Management will merely place any approved donation request on the notice boards.</p> <p>Management Accounts – March 2019: a. Not a good start to the year – budgeted profit R46 702, versus actual loss of R8 911. b. A 26 per cent overrun in clubhouse expenses due mainly to plant/flower expenses and consumables. c. Property Rates showed an adverse variance of R14 089 - budget was not seasonalised as regards the recovery of rates from new residents which will take place throughout the year, and not evenly during the year. The rates <i>for unsold units</i> should be recovered from EPI. d. Village maintenance is out of control, as it was throughout last year. Management must pay special attention to this line item. R26 503 for replacement fire doors should be charged to EPI. Maintenance charges for Muizenberg versus EPI must be clearly delineated. Budget expenses are a commitment, and managers need to be held accountable for any major variance.</p> <p>Comments by JM on the March management accounts: a. Clubhouse expenses – 4001/018 Plant & Flower Exp (F) + Plant Rental expenses need to be re-aligned with budget. b. Village Staff & Admin Expenses – 4012/004 Comm Telephone & Fax + 4012/006 Comm Line Rental also need to be re-aligned with budget. c. Village Staff & Admin Expenses – 4017/001 Printer Rental Contract + Printer Copier charges also need to be re-aligned with budget. d. Property Rates – General Note 2 on the Summary</p>	<p>MC</p> <p>AK</p> <p>AK</p> <p>AK</p> <p>AK</p> <p>AK</p>
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	<p>Page indicates the reason for the R14 089 negative variance is due to residents not taking occupation. Surely these rates should be recovered from EPI?</p> <p>e. Repairs & Maintenance Schedule – R23 657 shown as 4002/015 expenses against a NIL budget. These expenses should be re-allocated to the various Security Repair sub-headings which have individual budgets totalling R14 435. <i>Panic Repeaters</i> of R16 182 are for use by security guards to call ADT.</p> <p>f. Repairs & Maintenance Schedule – when comparing the <i>Total Repairs & Maintenance</i> of R151 581 against the individual budgets of R32 439, there is a negative variance of R119 142 which is excessive as these March expenses account for nearly 5 months of budgeted expenses. <i>ALL the large expense items on this schedule need to be vetted by Melanie and explained to us.</i></p> <p>g. The costs for Apartment 347 should be transferred to EPI for April.</p> <p>h. The layout of the Management Accounts is very different to the final Draft Budget received on 08 March 2019 i.e. contracted expenses were separated. Perhaps Adam has a re-vamped budget for us in line with the layout of the Management Accounts?</p>	<p>AK</p> <p>AK</p> <p>AK</p> <p>AK</p>
<p>10</p> <p>11.</p>	<p><u>LEGAL.</u> (Chris Fick).</p> <p>a. New House Rules – still nothing received from Evergreen or the Ombudsman. If the Ombudsman does not reply within a week DR will again approach.</p> <p>b. Report on resales of units – no response received from Phil Wilson. Awaiting Evergreen.</p> <p>c. Levy Addendums – residents are still awaiting the return of these after signing by EPI.</p> <hr/> <p><u>RESIDENTS.</u> (Melanie Carstens)</p> <p>Village occupancy – 291. Phase 1 - 97 Phase 3 - 16 Apartments -178</p> <p>Occupants of Care Centre – 24</p> <hr/> <p><u>COMMUNICATION.</u> (Melanie Carstens).</p> <p>a. The new Tendril for May has been issued, for which Rescom members thanked MC.</p> <p>b. Due to the many staff changes in recent months, MC is designing an organisation chart with photographs to inform residents of the names and functions of staff members.</p> <p>c. Rescom members voted a big thank you to David D’Alton for his assistance with voting needs.</p>	<p>DR</p> <p>D Drew</p> <p>D Drew</p> <p>MC</p>

