

RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG

HELD ON 04 JUNE 2019 AT 08.30 AM

MINUTES

- PRESENT:**
- | | |
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| 1. Mr Dave D'Alton | (DD) (Member) |
| 2. Mrs Christelle Johansson | (CJ) (Asst. 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. Chris Fick | (CF) (Member) |
| 8. Mr. Jim Raubenheimer | (co-opted secretary) |

APOLOGIES: Mrs. Melanie Carstens.

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 31 May 2019.	
3.	<u>APPROVAL OF MINUTES OF MEETING HELD ON 05TH March 2018.</u> Minutes approved. (Proposed by JM, seconded by CB. Signed by DR and CJ.	
4.	<u>SAFETY and SECURITY (Chris Bennett)</u> a. A small problem regarding scanning was identified recently at the entry gate, as being that of the service provider, and is being sorted out. b. The concept of a second hand-scanner for scanning of outgoing vehicles has been put on hold	CB/MC

	<p>until it is confirmed as being absolutely necessary, as the cost is high and would have to be borne by Muizenberg..</p> <p>c. Stop signs in the basement parking area have to be re-painted, quotes have been received, and residents are exhorted to obey these and all traffic signs.</p>	CB/MC
5.	<p>HEALTHCARE and CARE CENTRE (Denise Elkin)</p> <p>a. The Care Bear project was a huge success; the bears were blessed and handed out to all residents of the Care Centre on Monday 27 May, and the response was overwhelming. Every person was happy to receive their personalized Care Bear, and I have reserves for new residents coming to the Centre.</p> <p>b. A birthday party for 4 residents was held on Thursday 30 May. Thanks to a positive response to the last Friends of Care flyer, we have a few new bakers, but are always looking for more. Please contact Denise Elkin Apt. 320 if you are able to bake for some of these monthly parties, or help in any other way.</p> <p>c. The analgesics are moving slowly and a plan is being made to ensure availability of stocks after hours and on the weekends.</p>	DE DE/CJ
	<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 or Chantelle.</p>	ALL RESIDENTS ALL RESIDENTS
6.	<p>CATERING. (Dave D’Alton).</p> <p>a. Feedback received from the committee meeting </p>	

	<p>was unable to attend due to voting commitments, indicated that there was a Sunday lunch of beef that caused complaints, and these complaints have been addressed. However another meal at a different time received the highest praise from one resident, but a complaint from another. Sometimes we cannot please everyone, but we try.</p> <p>b. This month we have a few special meals, and a light snack supper is being offered on Wednesdays when Movie Night is on.</p> <p>c. Generally meal sales have improved, there is a bigger demand for breakfasts, and there is a call for more toasted sandwiches than ever before.</p> <p>DE raised her concerns regarding complaints about meals served in the Care Centre, in that meals are arriving cold and an insufficient quantity of food in a serving. DE and DD shall visit the Centre at mealtimes and determine the causes and nature of complaints and take steps to resolve these.</p> <p>Till-slip Draw won by Ms. Allyson Vine Apt. 25.</p>	<p>DD</p> <p>DE/DD</p>
<p>7.</p>	<p><u>LANDSCAPING, GROUNDS DEVELOPMENT & WATER MANAGEMENT.</u> (John Morgan)</p> <p>a. 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.</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. Evergreen are moving the gym equipment to another village.</p> <p>b. Additional stop streets – will need to be positioned in phase 3 and near unit 15 in view of the expected additional traffic flow. Quotes are being obtained for painting, but the new STOP signs have already been installed.</p> <p>c. Speeding vehicles are to be reported to Security as well as Village Management, as this has become a major problem, particularly on the access road to phase 3. Residents beware.</p> <p>d. Naming of streets – although certain proposed</p>	<p>D Drew</p> <p>D Drew</p> <p>D Drew</p>

	<p>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, who are reluctant to award licences because of falling revenue. Awaiting Evergreen.</p> <p>f. Wooden posts to retain soil and compost in flowerbeds; quotes are being obtained for the installing of these around the Lifestyle centre.</p> <p>g. Connection of fibre optics – Work is continuing, but there has been a delay in cabling certain house units in phase 1 due to conduit piping being blocked. A resolution is being sought. Vox personnel made presentations to interested residents. It is thought the whole village will be completed by the end of June.</p> <p>h. Shrubs encroaching on to the roads – the gardeners have, and are continuing, to cut back shrubs where necessary.</p> <p>i. Recycling bin area – considering plants to improve the area around the bin.</p>	<p>D Drew</p> <p>JM/CJ</p> <p>JM</p>
<p>8.</p>	<p><u>BUILDING MAINTENANCE, CONSTRUCTION AND HOUSEKEEPING.</u> (Chris Fick).</p> <p>a. Replacement of window hinges – This work is continuing. Rescom members unanimously call for more urgent steps to be taken by Evergreen to alleviate this problem and to prevent a tragedy occurring. Patrick Maille is requested to report to Rescom urgently on this, and on the Planned Maintenance programme that was to have been introduced many months ago. See b.</p> <p>b. JR advised Rescom members about a battery exploding in his smoke alarm on 01 June. This incident reminded him that for something like two years his alarm had not been tested or inspected. Some 6 years ago considerable time and money was spent on obtaining the information and equipment to satisfactorily test these units. All this seems to have been lost. See a.</p> <p>c. Additional braai unit – the new unit has been here for a month, but neither has the unit been installed nor gas ordered for it. It was needed on the weekend of 01 June when a braai was held.</p> <p>d. Lack of supervision of contractors working on site – Rescom feels that more attention needs to be paid to this matter, notwithstanding D Drew's letter.</p>	<p>CF/D Drew</p> <p>PM/D Drew</p> <p>PM/D Drew</p> <p>PM/CJ</p> <p>CJ</p> <p>D Drew</p>

<p>9.</p>	<p>FINANCE. (David Rosenberg). Comments on March and April management accounts: a. DR spent some time criticising these accounts due to his inability to understand why costs were being allocated to incorrect accounts, and in spite of both he and JM pointing out to Adam Kajee and Evergreen’s accounts department various errors, they have not been corrected. This has resulted in confusion between budgeted and actual expenditure, leading to misleading financial statements. DR feels both he and JM must now meet with Evergreen’s accountant (Adam Kajee) and clear these matters to obtain accuracy in reporting and a sound base for control.</p> <p>JM reported as follows on these accounts, with copies to Adam Kajee and D Drew: 1. The expenses for March and April 2019 seem to be getting totally out of control as can be seen from the April Negative Variances (R153 700) for the month and (R209 313) the for the cumulative 2 months to April 2019. It is important that Adam attends a meeting with Rescom to explain these massive variances and give us insight into how expenses are to be controlled for the remainder of the financial year. 2. <u>GENERAL Note 1</u> mentions that the variance of (R46 689) is mainly due to backdated salary increases for March and April, which accounts for (R27 467) of the variance, giving a cum variance of (R1 665) which is understandable. However, the (R27 467) variance caused by the purchase of Staff Uniforms of R28 051 is of concern as this is presumably an annual cost, but is far more than the annual budget of R7 000. 3. <u>GENERAL Note 2</u> mentions that the (R18 276) variance is due to residents not taking occupation. Last month’s (R14 089) was also queried by me per Query 4, as it was felt that <i>these rates should be recovered from EPI</i>. The response was that “the expense was to be reversed” but this has not yet happened for either of the 2 months. 4. <u>GENERAL Note 3</u> indicates that the R20 000 cost of the Test Intrusion Test is annual, but the budget allows for 2 tests per year of R19 822 in June and Nov 2019. The various Repairs & Maintenance expenses per the budget should be separated from the Security Contract Expenses and re-aligned with</p>	<p>AK/D Drew</p> <p>AK/D DREW</p>
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	<p>the actual Repair expense as the combined cum variance is (R12 111) due to excess repair costs. 5. <u>GENERAL Note 4</u> mentions the main repair items which are mostly under 4002/007 Repair General which shows a (R70 094) variance. These expenses need to be better controlled, especially BUCO account and perhaps recovered from the relevant initial supplier e.g. Automatic Sliding Door repairs. What is the R9 750 spent on Floor Coating?</p>	
	<p>LEGAL. (Chris Fick). a. New House Rules – still nothing received from Evergreen. <i>DR has again visited the Ombudsman and lodged documented queries regarding the R40 levy, costs pertaining to delays in house sales, and the House Rules.</i> He managed to obtain an application form that will be completed on behalf of two residents seeking relief from the levy, and hopes with the addition of information that other similar villages have received relief, that he can achieve the same. b. Levy Restructuring Addendum – it is not known if this has been finalised.</p>	<p>D Drew</p> <p>D Drew</p>
10	<p>RESIDENTS. (Melanie Carstens) Village occupancy – 290. Phase 1 - 96 Phase 3 - 16 Apartments -178 Occupants of Care Centre – 26</p>	
11.	<p>COMMUN ICATION. (Melanie Carstens). a. The June Tendril had been issued, for which Rescom members thank MC in absentia. b. With growth of the village, it is important that residents follow protocol with regard to any matters to be taken up by them with Village Management. Their first approach is to contact Reception staff who will seek guidance and answers from duty Managers, who in turn, if they themselves are unable to satisfy a request, will arrange for a senior management interview. Residents are all kindly requested to follow this procedure. c. Residents who have not had their photographs taken to be added to the visual list of Who's Who in Muizenberg village, are encouraged to contact Diana Hawke Apt. 107, call 2107, to arrange this.</p>	

12	<p><u>GENERAL.</u></p> <p>a. A letter has been received from a resident thanking Evergreen and Rescom most sincerely for the provision of bus transport for shopping and outings.</p> <p>b. A letter has been received from a resident regarding the difference in lighting levels in phase 3 compared with phase 1. Investigation has revealed that the standard and intensity of lighting in both areas is the same, BUT phase 1 has 10 years of tree and shrub growth ahead of phase 3, and the shadows cast by these prevent the large pools of light seen in phase 3. Nothing can be done about this, other than to suggest that if a resident feels the illumination is insufficient to and from home, that he/she carries a torch to assist them.</p> <p>Regarding the walkway lights at the entrance to the Lifestyle centre, we thank the resident for again bringing this to Rescom and Management attention, and parts have already been ordered to restore these lights to working order.</p>	<p>DDrew</p> <p>CJ</p>
13.	<p><u>DATE OF NEXT MEETING.</u></p> <p>02 July 2019.</p>	
14.	<p><u>CLOSURE.</u></p> <p>The Chairman closed the meeting at 10.03 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/
Chantelle Johansson by 4.00 pm Thursday 27 June 2019.

Agendas will be issued on Friday 28 May 2019.