

RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG

HELD ON 02 JULY 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: None

Item	Narrative	Action by: and deadline date:
1.	<u>WELCOME</u> Chairman Dave Rosenberg welcomed all and opened the meeting. The Chairman and all Rescom members lamented the sudden death of Chris Fick, and expressed their condolences to the Fick family members. He will be missed.	
2.	<u>NOTICE OF MEETING</u> Notification sent by sms on 27 June 2019.	
3.	<u>APPROVAL OF MINUTES OF MEETING HELD ON 04 June 2018.</u> Minutes approved. (Proposed by DE seconded by JM.) Signed by DR and MC.	
4.	<u>SAFETY and SECURITY (Chris Bennett)</u> a. The electronic entry scanning system at the main gate is working well, and observation has confirmed that a second hand-scanner will not be	CB/MC

	<p>required.</p> <p>b. The painting of stop signs and bay numbers in the basement – while quotes have been received, costs are high and this matter is being considered. In the meanwhile, it has been noticed that residents parking in the basement are not exercising sufficient care when entering or leaving the area, and several near-misses have been noted. Please Motorists – BE AWARE!</p>	<p>CB/MC</p>
<p>5.</p>	<p><u>HEALTHCARE and CARE CENTRE (Denise Elkin)</u></p> <p>a. Structural alterations are taking place in the Care Centre and as a result all activities have been placed on hold. However the Clinic is still fully operational during these alterations.</p> <p>The plan is to separate the dementia patients and include a Nurse’s Station. Despite this disruption causing confusion to a lot of residents, it seems to be well controlled. They spend their days in the Reception area, have meals in the Physio Room or in their bedrooms, and are taken down to the Bistro for their teas.</p> <p>The alterations should be completed by 02 July 2019, and the costs will be borne by EPI.</p> <p>b. Analgesics are now available at all times.</p> <p>c. The quality, quantity and temperature of meals has improved a lot</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.</p> <p>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. (Dave D’Alton).</u></p> <p>a. I attended the Bistro lunch on 26 June 2019, and as I have not had lunch there for two weeks, I noticed a marked improvement; service was slick (all tables appeared to have been served by 12.40), and the food was outstanding and extremely well presented. While I do not have much to complain about normally, this certainly was one of the best meals and service I have received.</p> <p>b. Generally things are running smoothly, and ideas like Pancake Day created a lot of interest. We are also having a “Christmas in July” dinner with entertainment on the evening of 10 July, and this promises to be good, and the menu looks exciting. Friday evenings continue to be well supported.</p> <p>c. One complaint received is that people attend lunch without having booked, and in spite of being shown the booking list, they insist on being served. The staff are reluctant to turn them away. This immediately puts pressure on the staff and extra meals have to be suddenly produced. Please, Residents, book ahead of time as we should not be breaking the rules which are clearly stated on the menus.</p> <p>d. A Bistro committee meeting is being held 02 July 2019 and other issues will be discussed there.</p> <p>Till-slip Draw won by Ms. Minnie Retief apt 102.</p>	<p>DD</p>
<p>7.</p>	<p><u>LANDSCAPING, GROUNDS DEVELOPMENT & WATER MANAGEMENT. (John Morgan)</u></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. This buggy should be ready now. Peter Thomas unit 39 is still awaiting the plans to enable him to proceed with the parking planning. Some plans were produced but are too small to be of use.</p> <p>Clearing of unwanted equipment in the basement has begun, to enable the release of further parking bays. Awaiting Evergreen response.</p> <p>b. Additional stop streets – the signs have been positioned and the roads painted.</p> <p>c. Speeding vehicles are to be reported to Security immediately, as this has become a major problem, particularly on weekends. Severe action will be taken against residents, visitors and contractors.</p> <p>d. Naming of streets – although certain proposed names may be altered, EPI accepted the ideas.</p>	<p>D Drew</p> <p>D Drew</p> <p>D Drew</p>

	<p>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 E/G.</p> <p>A lot of money has been committed to this facility and a way to utilise this resource to our advantage must be found.</p> <p>f. Wooden posts – this work is continuing.</p> <p>g. Connection of fibre optics – Blockages of conduit tubes in several phase 1 houses as well as some apartments have delayed the installation of the cables considerably, and costs are escalating. Residents must understand that installation of cables to ALL apartments and houses must be completed, whether the resident wishes to use the facility or not, as the commitment is to have fibre access to all units. There is no cost to residents until they wish to use this service.</p> <p>h. Shrubs encroaching onto roads – these will be cut back regularly.</p> <p>i. Recycling bin – shrubs have been chosen.</p>	<p>D Drew</p> <p>D Drew</p> <p>JM</p>
8.	<p><u>BUILDING MAINTENANCE, CONSTRUCTION AND HOUSEKEEPING.</u></p> <p>a. Replacement of window hinges – This work is continuing.</p> <p>A meeting that will include Rescom members and the Maintenance Manager is being arranged for 0930 Tuesday 09 July (to be confirmed) to discuss all maintenance matters.</p>	<p>MC</p>
9.	<p><u>FINANCE.</u> (David Rosenberg).</p> <p>DR and JM met with Evergreen management and accountants to discuss outstanding issues.</p> <p>a. Evergreen agrees that Maintenance costs are out of control. The Maintenance Manager has been advised to take action, and he will be held accountable for staying within budget.</p> <p>b. Maintenance costs will in future only be charged to residents where there has been abuse of equipment/fittings.</p> <p>c. Agreed that the parking space occupied by gym equipment will be cleared and made available for parking, and disabled parking might be reduced from 3 to 2 spaces.</p> <p>Comments by JM on the May management accounts:</p>	<p>D Drew</p> <p>MC/D Drew</p>

12	<p><u>GENERAL.</u></p> <p>a. A letter received from a resident concerning the hot water temperature in the apartment block was read and discussed. This matter will be investigated urgently and corrected.</p> <p>b. It has come to the attention of Village Management that funeral costs can be significantly reduced through the use of certain selected services. Any resident/family member who wishes to avail themselves of such services, please contact Village Management.</p> <p>c. Regrettably, in the last four days dog droppings have been found on pathways and garden verges. Residents who own pets are reminded that care of their pets is their own responsibility, and they must clean up when walking their pet.</p>	<p>MC</p> <p>MC</p>
13.	<p><u>DATE OF NEXT MEETING.</u></p> <p>06 August 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 01 August 2019.**

Agendas will be issued on Friday 02 August 2019.