

**RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG**

**HELD ON 14 JANUARY 2020 AT 08.30 AM**

**MINUTES**

<b><u>PRESENT:</u></b>	1. Mr. Derek Drew	(DD)	(Village Manager)
	2. Mr. Neville Woudberg	(NW)	(Chairman)
	3. Mrs. Denise Elkin	(DE)	(Member)
	4. Mr. Chris Bennett	(CB)	(Member)
	5. Mr. David D'Alton	(DDA)	(Member)
	6. Mr. Tony Law	(TL)	(Member)
	7. Mr. Jim Raubenheimer	(JR)	(Co-opted secretary)
<b><u>PART TIME</u></b>	Mr. Romeo Human		Maintenance Manager

**APOLOGIES:** None.

ITEM	NARRATIVE	ACTION BY / DEADLINE BY
1	<p><b><u>WELCOME</u></b></p> <p>The <b>Chairman</b> greeted all present and opened the meeting. He recorded the resignation of vice-chairman David Rosenberg, saying DR had been an invaluable member of Rescom, and on behalf of the committee wished him well, and expressed his thanks for his sterling efforts in assisting residents with financial advice and other personal issues. DR was previously chairman of Rescom. Denise Elkin was unanimously elected as the new Rescom vice-chairman.</p>	
2	<p><b><u>NOTICE OF MEETING</u></b> Notification sent by SMS on 06 January 2020.</p>	
3	<p><b><u>APPROVAL OF MINUTES OF MEETING HELD ON 10 December 2019.</u></b> Minutes approved subject to the amendment</p>	

	of para 5.12 to read 320 and not 302 (Proposed by DA, seconded by TL). Signed by NW and DD.	
4	<p><b><u>SAFETY and SECURITY.</u></b> Report by CB.</p> <p>1. CB's <b>report on emergency procedures</b> was discussed, as were the suggestions made by the consultants Ecosafety, and the matters that arose out of the meeting held earlier in the month attended by DD, DE, TL, and resident Elaine Turner. The procedures were agreed to be in order, but these must now be introduced to residents of the apartment block for them to have a full understanding of the steps to be followed in an <b>emergency evacuation</b>, and this will be done floor by floor with all residents, at the same time making certain the fire/emergency <b>marshals</b> are recognized and known to all. CB stressed the need for clear, short and precise <b>instruction sheets</b> to be published and distributed, and these reinforced by equally clear <b>signage</b> to guide residents to the safe/refuge areas.</p> <p>The above actions will take place in the near future.</p> <p>2. Residents are advised a new <b>Goods Pass-out</b> form has been introduced, available at Reception, to be completed and <b>signed by residents</b> to permit any staff to remove goods from the village premises. .</p>	<p><b>CB/DD</b></p> <p><b>CB/DD</b></p> <p><b>CB/DD</b></p> <p><b>ALL RESIDENTS</b></p>
5	<p><b><u>HEALTHCARE and CARE CENTRE</u></b> (Report by DE.)</p> <p>All <b>social events</b> were on hold over the holiday period, and will resume on 15 January with our <b>first exercise class</b>, and <b>Keith Jewell</b> on the 16<sup>th</sup>. Our January <b>Birthday Party</b> will be held on Thursday 30<sup>th</sup> January at 3.00 pm.</p> <p>1. While <b>Sister Kathleen</b> du Toit, the Village/Apartment sister is <b>on leave Sister Lauren</b> Burford and <b>Sister Luleka</b> Kasibe will share the shifts – there will always be a Registered Nurse <b>on duty</b> for visits. Upon Sister Kathleen's return, she will share shifts with Sister Lauren and Sister Luleka as back-up.</p> <p>2. Our proposed <b>Craft Morning</b> will get underway soon. Anyone willing to <b>assist</b> please contact Denise Elkin Apartment 320 – you don't need to be an artist – just be able to</p>	

	<p>spare an hour a month.</p> <p>3. The <b>choir</b> visited the Centre on Monday 16 December, singing Christmas Carols and taking time afterwards to greet the residents individually, which was a great success.</p> <p>4. <b>Renee Kieswetter</b> spent some time on Christmas afternoon playing her <b>CD's</b> for the residents.</p> <p>5. David Rosenberg has completed his overview of how the four major <b>medical aid schemes</b> respond to <b>frail care</b> claims. This report is available to Residents on request.</p> <p>6. A <b>letter</b> from a resident pointing out shortcomings in <b>first aid/healthcare</b>, was read out and noted. Actions to correct these errors in service have already been taken.</p>	<p>DE</p> <p>DE</p>
	<p><b>Primary Health Care Clinic on the first floor is open between 9.00 am and 11.00 am Monday to Fridays</b>, for consulting, injections, BP, etc. All weekends emergency assistance can be obtained from staff on duty,</p> <p><b>Medicine distribution takes place between 7.30 and 9.00 am weekday mornings</b>, and in the evenings and on weekends distribution by ENA (Enrolled Nursing Assistants) at the Care Centre.</p> <p><b>DEAR RESIDENTS:</b> Your health and well-being and whereabouts are our daily concern.</p> <p><b>1. Please tell the office when you go to hospital or are away from the village overnight.</b></p> <p><b>2. If you have any problems with the Care Centre, please write directly to Sister Lee Hampton, with a copy to Derek Drew.</b></p>	<p>ALL RESIDENTS</p> <p>ALL RESIDENTS</p> <p>ALL RESIDENTS</p>
6	<p><b>CATERING.</b> Report by DDA.</p> <p>A very Happy New Year to everyone. May Evergreen continue to provide a safe and pleasant environment for all of us during 2020.</p> <p>The bistro had a <b>good year</b> with few problems, and generally people who ate there were satisfied. With many staff changes and expansions, some problems were experienced, but these were of a minor nature, and the new staff has settled in well. December highlights were the Christmas</p>	<p>DDA</p>

	<p>dinner on 11 December, which drew <b>180 people</b>, a record for the Bistro, and a great success. Christmas Day lunch, served cold, was also an occasion to remember. The New Year's party went off very well and many residents saw in the new year.</p> <p>We had our first committee meeting on 07 January, and despite one complaint, things are going well. There were 15 slips of commendation during the month.</p>	
7	<p><b><u>LANDSCAPING, GROUNDS DEVELOPMENT &amp; WATER MANAGEMENT.</u></b> (Report by TL).</p> <p>1. Where are we with our <b>Soil for Life</b> contract, what do we have to pay them each month now the system is established?  Answer: A 6-month contract expiring end April 2020, costing R16 000 to end of term.</p> <p>2. <b>What do we get</b> for what we pay?  Answer: Seedlings, advice on what and when to plant, a visit from SFL every fortnight.</p> <p>3. <b>Replanting</b> needed of carrots, lettuce, radishes, spring onions, parsley and spinach. Not needed, kale and beetroot, which are not in demand.</p> <p>4. Would it not be a <b>good idea</b> to place two benches along the Boardwalk for people to sit and enjoy the scenery? Answer: No.</p> <p>5. The <b>tree</b> at the far end of the boardwalk needs to be cut back so people can sit comfortably. Done.</p> <p>6. A <b>letter</b> from a resident regarding the pruning of trees and watering of gardens was discussed, and DD has already inspected the site. <b>Residents</b> are reminded that common area gardens are cared for by the gardening staff, but gardens behind dwellings must be <b>cared for</b> by the <b>residents</b> themselves.</p> <p>7. The <b>gardens</b> generally are looking good, but the profusion of agapanthus has gone, and this will be discussed with the service provider, <b>Marcus</b> from Whitecliffs.</p>	TL
8.	<p><b><u>BUILDING MAINTENANCE, CONSTRUCTION &amp; HOUSEKEEPING.</u></b>  (Report by TL).</p> <p>1. The use of the <b>golf cart</b> – we are still awaiting the <b>Evergreen legal team</b> to complete the indemnity cover so full use can</p>	NW/DD

	<p>commence. This matter is <b>long overdue</b> and will be raised at the <b>Mancom meeting</b> at the end of January.</p> <p>2. A <b>contract</b> is to be concluded with <b>Technogym</b> to replace all current gym equipment, March 2020.</p> <p>3. A <b>letter</b> from a resident raised the question of <b>maintenance issues</b> that have not been resolved. These issues included <i>inter alia</i> the following:  <b>Second borehole</b> – installed October 2019.  <b>Golf cart</b> – see above.  <b>Water usage and licensing</b> – ongoing, not a priority.  <b>Preventive maintenance plan</b> – this is in hand and will be operative by 01 March 2020.  <b>Amended House Rules and Annexure A</b> – completed.  Further to the above, <b>apartment block window</b> maintenance was discussed and Rescom was assured by RH that this was ongoing on a daily basis.</p>	<p>TL/DD</p> <p>Patrick Maille</p> <p>PM</p>
9.	<p><b><u>FINANCE.</u></b> No report.</p>	
10.	<p><b><u>LEGAL.</u></b> A <b>letter</b> was received on behalf of a <b>resident</b> querying an item in the Rescom minutes of 06 December 2017, in which Rescom requested that <b>residents affected</b> be given a letter to the effect that they or their estates will not be charged for <b>structural</b> cracks, damages, repairs, etc., as the case may be.  Answer: At the Annual General Meeting of September 2018 it was recorded in the <b>minutes</b> that this statement was fact, and having been recorded was <b>legal and binding</b>, and therefore no letters to individual residents need be sent.</p>	<p>DD</p>
11.	<p><b><u>RESIDENTS.</u></b> Village occupancy – 308  Houses - 129  Apartments - 179  Occupants of Care Centre - 21</p>	
12.	<p><b><u>COMMUNICATION. (Derek Drew)</u></b> Apart from the resignation of David Rosenberg from Rescom, DD advised that <b>Mr. Romeo Human</b>, Muizenberg</p>	

	<p>Maintenance Manager had also resigned and would leave at the end of January 2020. Rescom members wished Mr Human the best of luck for the future.</p> <p><b>Mrs. Kim Whitworth</b> would be taking up her duties as <b>Assistant Village Manager</b> on Monday 20 January 2020.</p> <p>The “<b>Chit-Chat</b>” is now under the guidance of <b>Jenna Monk</b>, who is working on several events for the future.</p>	
13.	<p><b><u>GENERAL.</u></b></p> <p>1. A <b>letter</b> received from a resident querying the removal of <b>indoor plants</b> in the apartment block, was discussed. An outside contractor was handling these plants and removed them when the contract was <b>terminated</b>. The provision of plants and their maintenance is now being done <b>in-house</b>, which will result in a substantial cost saving. This same letter raised the question of money donated by residents for staff <b>Xmas bonuses</b> – how they were collected and distributed. Rescom was happy with the method used this past year (using a collection box at Reception for voluntary contributions) and decided the same procedure would be followed this year. The closing date for contributions would be a few days earlier to allow more time for the processing of the bonuses. For December 2019, a sum of R17 940 was collected, and 52 employees received bonuses.</p> <p>2. A letter received from a resident regarding <b>obstructive parking</b> in the village was discussed. DD has already spoken with the resident concerned, and will again speak with the offender and finalise the matter.</p> <p>3. A verbal communication from a resident to a Rescom member regarding the <b>Who’s Who</b> board was discussed. This task is to be undertaken by <b>Stephanie de Haas</b> and her team, with Diana Hawke as photographer. A new board is being prepared.</p>	<p>DD</p> <p>DD</p> <p>DD</p> <p>DD</p> <p>DD</p>
14.	<p><b><u>DATE OF NEXT MEETING.</u></b> <b><u>Monday</u></b> 10 February 2020.</p>	
15.	<p><b><u>CLOSURE.</u></b> The Chairman closed the meeting at 10.20 am.</p>	

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**MR. NEVILLE WOUDBERG**  
**RESIDENTS COMMITTEE CHAIRMAN**

**MR. DEREK DREW**  
**VILLAGE MANAGER**

**Could Rescom portfolio holders and Residents kindly  
submit reports and communications to Derek Drew/Rescom members  
by 11.00 am Thursday 06 February 2020.**

**Agenda will be issued on Friday 07 February 2020.**