

**RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG  
HELD ON 15 SEPTEMBER 2020 AT 09.30 AM  
MINUTES**

**PRESENT:**

1. Mr. Neville Woudberg	(NW) (Chairman)
2. Mr. Derek Drew	(Village Manager)
3. Mrs. Denise Elkin	(DE) (Vice-Chairman)
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)

**APOLOGIES:** None.

**PART-TIME:** Mr. Aashiq Poole (AP) (M/berg Maint. Mgr)

ITEM	NARRATIVE	ACTION BY / DEADLINE BY
1	<b><u>WELCOME</u></b> The <b>Chairman</b> greeted all present and opened the meeting.	
2	<b><u>NOTICE OF MEETING</u></b> Notification sent by e-mail on 31 August 2020 and by SMS to residents on 07 September 2020.	
3	<b><u>APPROVAL OF MINUTES OF MEETING HELD ON 18 August 2020.</u></b> The Minutes were approved. (Proposed by DE, seconded by CB). Signed by NW and DD.	
4	<b><u>SAFETY and SECURITY.</u></b> Report by CB. 1. Nothing untoward to report on security. 2. The need for <b>emergency procedure signage</b> in the apartment block was discussed and CB/DD will have these printed and mounted. These will cover the	<b>CB/DD</b>

	<p>location of the safe areas, emergency “bubble” and direction of travel.</p> <p>3. It was agreed another <b>walk-around Fire Drill</b> with residents would be more beneficial than an actual alarm “fire drill”. To be arranged by mid-October.</p>	<b>CB/DD</b>
5	<p><b><u>HEALTHCARE and CARE CENTRE</u></b> (Report by DE.)</p> <p>1. <b>Evergreen Health</b> took over the management of the Care Centre on <b>01 September</b>. New staff was recruited, and good changes have been seen regarding the daily care of the residents.</p> <p>2. The August <b>birthday party</b> was enjoyed by the residents and Melanie Carstens has asked that a very big “<b>Thank You</b>” go to DE for co-ordinating this event, to Stephanie for the beautiful birthday cards, and especially to bakers Margaret Simon, Collyeen Sinclair, Ann Myles and Shirley van Eeden, who all excelled. Mr. Carlean had a wonderful 99<sup>th</sup> birthday, but unfortunately Johnny Pereira wasn’t well enough to attend, and a few days later passed away in hospital. The September party will be held on Wednesday 23 September for 3 residents.</p> <p>3. <b>Visitors</b>, including myself, are still not able to go into the Care Centre, but Melanie is hopeful that it will not be too long before the Friends of Care can resume the many activities enjoyed by the residents.</p>	<b>DE</b>
	<p><b>Rescom members discussed at length the present state of the Covid-19 pandemic and the easing of restrictions. In no way must residents relax their efforts in preventing the spread of the virus. Masks must be worn, and correctly, covering both nose and mouth, and maintaining social distancing is vital, both in the village and while out shopping or visiting elsewhere.</b></p> <p><b>Primary Health Care Clinic is currently in the village Boardroom. Appointments only, residents to be visited in their homes.</b></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 Melanie Carstens, with a copy to Derek Drew/Kim Whitworth.</b></p>	<p><b>ALL RESIDENTS</b></p> <p><b>ALL RESIDENTS</b></p> <p><b>ALL RESIDENTS</b></p>
6	<p><b><u>CATERING.</u></b> Report by DDA.</p> <p>1. Over the <b>last few months</b> the Bistro has been under pressure, and the staff has performed very well.</p>	

	<p>Delivering meals on the scale that they have had to do, is a task they performed well, and I have received no complaints.</p> <p><b>Frozen meals and cake sales</b> have been good, and I have come to enjoy the frozen meals we get on occasion. I have also found that the counter sales of cakes have improved. With the availability of groceries like milk, bread etc., which saves a trip to the shops, is a bonus. WPC are now sending and almost daily SMS on Bistro specials, which is a great innovation.</p>	
7	<p><b><u>LANDSCAPING, GROUNDS DEVELOPMENT &amp; WATER MANAGEMENT.</u></b> (Report by TL).</p> <p>1. It has been confirmed that the <b>gardeners</b> will visit once a week on Wednesdays, unless it is raining on that day, when they will come on another suitable day. The <b>frequency</b> of their attendance will be monitored and adjusted as necessary.</p> <p>2. <b>Vegetable</b> growth will continue, but the seed boxes will have to be re-planted. Seeds to be purchased.</p> <p>3. The plumbing problem at the end of the board-walk has been repaired.</p> <p>4. An audit of <b>irrigation</b> was conducted by Christo Snel and all are now working.</p> <p>5. A <b>resident</b> has enquired about the progress of the <b>tree</b> to be planted in the phase 3 sitting area behind H73, and this resident will be contacted by TL/DD.</p> <p>6. The <b>new equipment</b> for the gym has not yet arrived, but is expected by early next year.</p> <p>7. The <b>present arrangements</b> for access to the <b>gym</b> to continue – i.e. a maximum of 4 people in the three one-hour periods. This number excludes the one person at a time permitted to use the swimming pool. It is re-affirmed that <b>table-tennis</b> should not be played during the three one-hour gym periods – 6.30am to 7.30am, 10.30am to 11.30am and 3.00pm to 4.00pm.</p>	<p>TL/KW/DD</p> <p>TL/DD</p> <p>TL/DD</p> <p>DD</p>
8.	<p><b><u>BUILDING MAINTENANCE, CONSTRUCTION &amp; HOUSEKEEPING.</u></b> (Report by TL).</p> <p>1. The <b>hot water</b> supply in the apartment block has improved in one section and a resident submitted a very complimentary letter to Rescom thanking <b>maintenance personnel</b> for their efficient handling of the repair. <b>Unfortunately</b> there is still a section on the third floor experiencing problems, and this is being investigated and will also be repaired.</p> <p>2. A <b>resident</b> submitted a letter regarding the failure of her <b>doorbell</b>. Several doorbells are inoperative, and the reasons for this are being investigated. A wireless doorbell has been installed in H73 as a “test case” – cost R965.</p>	<p>DD/KW</p> <p>AP/DD/KW</p> <p>AP/DD</p>

	<p><b>Residents are reminded that if they have problems with any plant or equipment, to immediately complete and submit a Maintenance Request form from/to Reception. Do not wait for a Rescom meeting to bring the matter up.</b></p>	<b>RESIDENTS</b>
9.	<p><b><u>FINANCE.</u></b>  1. NW read out some <b>salient points</b> regarding revenue and expenditure arising from the July 2020 accounts. Extra-ordinary expenses were uniforms for new personnel and necessary <b>PPE purchases</b> to comply with safety measures.  A sudden over-expenditure on water and electricity <b>meter reading</b> services is being investigated.</p>	<b>NW/DD</b>
10.	<p><b><u>LEGAL.</u></b>  1. The <b>Evergreen Muizenberg AGM</b> has been moved to <b>Tuesday 13 October 2020</b>, and will be held then unless Covid-19 restrictions necessitate a change again. If this happens, the <b>next Rescom</b> meeting will take place on that day and the AGM will be moved to another date.  In view of the above, we bring to the attention of residents that <b>nominations</b> for members of <b>Rescom</b> must be handed in <b>2 weeks prior</b> to the AGM. These nominations <b>must be</b> accompanied by a short <b>CV</b> of the Applicant's business/career experience, what they hope to do as a member, and a <b>photograph</b>.  2. A <b>resident</b> submitted several <b>suggestions</b> about the composition and functioning of Rescom. These were discussed, including making the committee more demographically representative. Members agreed with the idea, but were not in favour of what amounted to a quota system. It is up to the residents to nominate those they think would provide a better gender balance. The allocation of portfolios would, as usual, be decided at the first meeting of the new Rescom. There would be some flexibility in the make-up of the portfolios.</p>	<b>RESIDENTS</b>
11.	<p><b><u>RESIDENTS.</u></b>  Village occupancy – 295  Houses – 129  Apartments – 166  Occupants of Care Centre – 25</p>	
12.	<p><b><u>COMMUNICATION.</u> (Derek Drew)</b>  1. Resident <b>Grizéll Luxton and DE</b> had discussions regarding the MuzeNews and a new issue is expected soon.  2. The <b>Communications Board</b> has been completed and placed in position on the Bistro wall. Rescom</p>	<b>DE/KW</b>  <b>RESIDENTS</b>

	members urge <b>all residents</b> who do not have their photos on display to please arrange for this to be done.	
13.	<p><b><u>GENERAL.</u></b></p> <p>1. A <b>complaint</b> has been received from a resident regarding her inability to use the Care Centre lift when wishing to access her apartment, and has to walk all the way to the lobby lift. We sympathise with this problem, but due to the lockdown restrictions and the need to provide maximum safety to those in care, this situation will have to continue until restrictions are abolished.</p> <p>2. A <b>notification</b> was received while the meeting was in progress from the <b>Department of Social Development</b> that elderly residents facilities may receive visitors, <b>PROVIDED THE MEETING IS PRE-ARRANGED, AND THAT VISITORS COMPLY WITH TEMPERATURE AND SYMPTOM CHECKS AND EVIDENCE OF PREVIOUS KNOWN EXPOSURE TO THE COVID VIRUS.</b></p> <p>3. A <b>letter</b> was received from residents close to the <b>South wall</b> of the village property complaining of noise created by <b>barking dogs</b> housed over the road in or near Fisherman's Village. Various enquiries and investigations have been undertaken, but until residents/management have a fixed address from where the nuisance is arising, further action cannot be taken, as any requests to civil authorities to control this nuisance will not be dealt with. <b>Residents on the South side</b>, please make every effort to pin-point this disturbance.</p> <p>4. Residents are <b>warned</b> there are a myriad <b>scam</b> being published on the <b>Internet</b>, and extreme care must be taken when even opening such notices, not to mention when replying to them. <b>DD</b> to send a mail circular.</p> <p>5. It is nearing <b>year end</b>, and residents are reminded of our practice of <b>staff gratuity donations</b>. Rescom has decided that the same procedure as was used last year will be followed this year, and further information will be made available shortly regarding deposit boxes.</p> <p>6. A <b>resident</b> has submitted a letter expressing thanks and gratitude to management and staff for the way in which <b>lockdown</b> and pandemic procedures have been handled.</p> <p>7. <b>Residents are reminded</b> that if they have any points to raise with Rescom, they do so in writing before the <b>cut-off date</b> given below the minutes.</p>	<p><b>DD</b></p> <p><b>DD/KW/ALL RESIDENTS</b></p> <p><b>DD</b></p> <p><b>RESIDENTS</b></p> <p><b>RESIDENTS</b></p> <p><b>RESIDENTS</b></p>
14.	<p><b><u>DATE OF NEXT MEETING.</u></b></p> <p>Tuesday 10 November 2020 (provisional).</p>	

15.	<b><u>CLOSURE</u></b> The Chairman closed the meeting at 11.43 am.	
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**MR. NEVILLE WOUDBERG**  
**RESIDENTS COMMITTEE CHAIRMAN**

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

**Could Rescom portfolio holders and Residents kindly  
submit reports and communications to Derek Drew  
by 11.00 am Thursday 08 October 2020.**

**Agenda will be issued on Friday 09 October 2020.**