

**RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG**

**HELD ON 13 OCTOBER 2020 AT 10.00 AM**

**MINUTES**

**PRESENT:**

1. Mr. Derek Drew	(DD) (Village Manager)
2. Mr. Neville Woudberg	(NW) (Chairman)
3. Mrs. Kim Whitworth	(KW) (Asst. Vill. Manager)
4. Mrs. Denise Elkin	(DE) (Deputy Chairman)
5. Mr. Chris Bennett	(CB) (Member)
6. Mr. David D’Alton	(DDA) (Member)
7. Mr. Tony Law	(TL) (Member)
8. Mr. Jim Raubenheimer	(JR) (Co-opted secretary)

**PART –TIME** Mr. Aashiq Poole (AP) (MZB Maint. Manager)

**APOLOGIES:** None

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 SMS on 05 October 2020 to residents and members.	
3	<b><u>APPROVAL OF MINUTES OF MEETING HELD ON 15 September 2020</u></b> Minutes approved, proposed by CB and seconded by DE, subject to the inclusion of the letters regarding Frail Care tariff increases between NW and Garry Reed, MD of Evergreen. Signed by NW and DD.	
4	<b><u>SAFETY and SECURITY</u></b> (Report by CB.) 1. Largely due to the <b>Covid lockdown</b> which effectively prevented visitors from entering the property and where maintaining social distancing placed a damper on any gathering, as well as the	<b>CB/DD</b>

	<p>ability to hold any evacuation exercises, the year was a very quiet one from this perspective. Nevertheless, progress has been made in appropriate <b>signage</b> and simplified instructions to residents to follow for any emergency evacuation of the Apartment building. Hopefully also, in future any such exercises are more likely to be similar to the staged floor-by-floor gathering for a briefing on what residents <b>should</b> do in the case of an emergency, rather than the previous sounding of the alarm and evacuation to a gathering point outside, which always seemed to cause some degree of panic to many residents.</p> <p>I would like to express a heartfelt word of thanks to the security staff who, under extremely difficult conditions, especially during lockdown, still managed to handle their additional responsibilities as well as those problems which they are inevitably faced with from time to time, with courtesy and patience.</p> <p>2. The <b>report</b> was discussed AND Rescom members agreed that a “fire drill” exercise should be held despite Covid and the obvious social distancing, as it is mandatory to hold an emergency evacuation exercise twice annually. Another <b>exercise</b> to be scheduled for November 2020. Residents will be informed.</p> <p>3. A <b>resident</b> asked a Rescom member whether some form of <b>weather protection</b>, a roof, could be provided to security guards in inclement weather. This matter has been raised many times before, since the removal of the security hut that existed between the gates that was originally provided. The problem is that high delivery trucks are unable to enter the village due to space restrictions, so the roof was removed.</p>	<p style="text-align: center;"><b>CB/DD</b></p>
<p>5</p>	<p><b><u>HEALTHCARE and CARE CENTRE</u></b> (Report by DE)</p> <p>1. I have visited the <b>Care Centre</b> and met with Bronwyn Davis and Melanie Carstens, and was very impressed with the many changes that have taken place. With Evergreen Health having taken over the Care Centre they have purchased new crockery – some for residents, some for staff and some for visitors. There is now a microwave oven in each of the two lounges, and a Hydrating Station in reception with a water cooler, fresh fruit, fruit juices and a coffee machine is on order. Meals are attractively served and garnished. Many more changes are planned for the next few weeks and months. Staff have attractive new uniforms.</p>	<p style="text-align: center;"><b>DE</b></p>

	<p>2. <b>Daily activities</b> (6 days a week) are being organised by Evergreen Care and Friends of Care will assist. These include Exblox, exercises set by our physiotherapists, art, games, audio books, music, chat groups and much more. The first Art Morning with Stephanie de Haas took place on 07 October and the drawings done by residents were impressive. Covid restrictions mean only one Friend of Care can take part in any activity at a time with staff assisting residents. We are confident that in the not too distant future we will be able to get back to having more Friends helping.</p> <p>WE ARE LOOKING FOR <b>RESIDENTS</b> WHO CAN ASSIST US WITH <b>MUSIC</b>; IF YOU PLAY AN INSTRUMENT AND WOULD BE PREPARED TO SPEND AN HOUR A MONTH ENTERTAINING CARE RESIDENTS PLEASE CONTACT DENISE ELKIN AT APARTMENT 320.</p> <p>3. The September <b>birthday party</b> was much enjoyed and again thanks go to our Friends of Care helpers. The October party will take place on Thursday 29 October. Anyone who would like to supply a plate of eats for one of our monthly parties, please contact Denise Elkin.</p> <p>4. <b>Not included</b> in last month's meeting <b>minutes</b> were the discussions and resolutions pertaining to the steep increases in frail care accommodation and assistance. During the week following the <b>August</b> meeting, <b>letters</b> were exchanged between NW and Mr. Garry Reed, MD Evergreen. <b>NW will write a further letter to GR about this issue of utmost concern to residents.</b> At today's meeting further letters were tabled raising concerns of affordability. This matter is still in hand.</p> <p><b>Rescom members discussed at length the present state of the Covid-19 pandemic and the easing of restrictions to LEVEL 1. In no way must residents relax their efforts in preventing the spread of the virus.</b></p> <p><b>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. World evidence proves that this virus is far from over, and it behooves us all to be cautious and vigilant.</b></p>	<p>DE</p> <p>ALL RESIDENTS</p>
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	<p><b>Primary Health Care Clinic is now back in the Care Centre. 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.</b></p>	<p><b>ALL RESIDENTS</b></p> <p><b>ALL RESIDENTS</b></p>
6	<p><b>CATERING</b> (Report by DDA)</p> <p>1. The <b>Bistro</b> continues to deliver good service and innovations, the latest being the Heritage Day meal last month, which was a big success. Another successful “Boere Dag” was held at lunchtime on 8 October 2020.</p> <p>2. <b>Standards</b> have remained high. The lunchtime take-away snacks continue to be popular and the on-counter food is good.</p> <p>3. Several discrepancies in <b>invoicing</b> of meals have arisen, and these errors are being investigated.</p>	<p><b>DA/DD</b></p>
7	<p><b>LANDSCAPING, GROUNDS DEVELOPMENT &amp; WATER MANAGEMENT</b> (Report by TL)</p> <p>1. Many <b>residents</b> are wondering why the pre-Covid arrangements cannot be resumed regarding gardening/watering. A team of gardeners once a week (if it doesn't rain) is not enough, especially as summer is coming and watering will be an important part of keeping our surrounds looking good. The pavement gardens are huge and need alteration. Pleasant garden surrounds do much to enhance the lives of older folk.</p> <p><b>Jenna Monk</b> has agreed to develop the garden in the new section of the village, and will be sourcing two trees to set it off.</p> <p>DD stated that he had proposed that two <b>daily gardeners</b> should be employed in addition to the team that arrives weekly.</p> <p>Two letters from residents were tabled in connection with <b>garden care</b> and these were discussed and action will be taken.</p> <p>Seeds for the <b>vegetable garden</b> will be sourced and purchased in this week.</p>	<p><b>DD</b></p> <p><b>DD</b></p> <p><b>DD</b></p> <p><b>DD</b></p> <p><b>DD</b></p>

	<p>2. A <b>resident</b> raised concerns about <b>rodent</b> activity in gardens. The village has a contract with rodent exterminators who visit the village quarterly, and are due again to attend the rodent repellent boxes on Friday 16 October 2020. In addition, the resident raised concerns about the outside <b>irrigation systems</b>, and DD reported that all sprayers had been checked, all were working, and some had been changed from a stand-pipe feed to a pop-up system to reduce damage to the stand-pipes. Water pressure then became an issue as low water pressure will not activate the pop-up. This is on-going, and the original installers are coming on Monday to resolve this.</p>	
<p>8.</p>	<p><b><u>BUILDING MAINTENANCE, CONSTRUCTION &amp; HOUSEKEEPING</u></b> (Report by TL)</p> <p>1. The designated equipment in the <b>gym</b> is still to be replaced, and perhaps it will happen soon. DD advised delivery during March 2021.</p> <p>2. There have been no complaints regarding <b>hot water</b> supply since the last Rescom meeting.</p> <p>3. Older village houses still having a <b>step</b> on their entrance walkway and not a ramp, require the step to be re-painted for safe access at night to prevent falls.</p> <p>4. The <b>paper</b> presently supplied in the gym for sanitizing is really inferior and will be changed.</p> <p>5. Progress on <b>doorbells</b> on houses in phase 3 – AP and DD both reported that tests with wireless bells proved they were unsuitable as they were all on the same frequency, meaning pressing one bell would activate several bells at once. Wired bells are now being obtained for installation.</p>	<p style="text-align: center;"><b>DD</b></p> <p style="text-align: center;"><b>TL/DD</b></p> <p style="text-align: center;"><b>DD</b></p> <p style="text-align: center;"><b>DD</b></p>
<p>9.</p>	<p><b><u>FINANCE</u></b> (NW)</p> <p>Comments re <b>August 2020 Management Accounts</b>:</p> <p>1. Village Staff &amp; Admin – Staff costs – The monthly budget of R383 seemed to be low. Management response was that the budget would have to be adjusted because with Evergreen taking over health care, service costs to residents would in future have to be paid.</p> <p>2. Travel &amp; Fuel – R9171 over budget. This was due to fetching and carrying of staff during Covid lockdown.</p>	

	<p>3. Village Maintenance – an amount of R23 651 for heat pump maintenance was queried. This was necessary for repairs to the pool, boiler and heat pumps, which was not budgeted for.</p>	
10.	<p><b><u>LEGAL</u></b></p> <p>1. The <b>AGM</b> has been postponed to <b>Tuesday 24 November 2020</b> provided the current regulations are eased to allow for more than 100 people in a gathering. Close watch is being kept on rule changes so that if this restriction remains in force, an alternative will have to be made.</p> <p>2. A <b>resident</b> submitted a <b>complaint</b> regarding clause 10.2 of the Rescom minutes of 15 September 2020, objecting to the terms used, as these could be construed as being racist. “Demographic” and “quota” refers <b><u>ONLY</u></b> to Gender Demographic only.</p>	<p><b>DD</b></p>
11.	<p><b><u>RESIDENTS</u></b></p> <p>Village occupancy – 299 Houses – 132 Apartments – 167 Occupants of Care Centre – 27</p>	
12	<p><b><u>COMMUNICATION</u></b> (DD)</p> <p>1. The monthly <b>newsletter MuizeNews</b> produced by Resident Grizéll Luxton was discussed and a vote of acclaim from Rescom and residents alike was made, and we trust this newsletter will continue in this form.</p> <p>2. A resident submitted a letter regarding the <b>Who’s-Who</b> board stating it was difficult to read, especially for those in wheel-chairs, and that the photos were also too small. Following some discussion, it was difficult for members to come up with a suitable solution. Larger photos would require a new board and possibly a new placing, and lowering the board would create difficulties for taller people.</p>	<p><b>DE/DD</b></p> <p><b>DD</b></p>
13.	<p><b><u>GENERAL</u></b></p> <p>1. Staff member <b>Elizabeth</b> (domestic cleaner) will be retiring at the end of November 2020. A gratuities box will be placed at Reception for those who wish to contribute towards a <b>gift</b> following her nine years of service to the residents.</p> <p>2. Similarly a box for staff <b>Xmas</b> gratuities will be placed at Reception at the beginning of November.</p>	<p><b>DD</b></p> <p><b>DD</b></p> <p><b>DD</b></p>

	<p>3. Resident <b>June Orsmond</b> is launching the publication of her new <b>book</b> locally on 23 October, and will follow this with a presentation of the book to residents in the first week of December 2020.</p> <p>4. A <b>letter</b> was received from a resident regarding the disappearance of a white <b>oblong table</b> from the 2<sup>nd</sup> floor of the apartment block. Management have tried unsuccessfully to locate this table. Currently 8 tub chairs are being repaired and recovered.</p>	<b>DD</b>
14.	<p><b><u>DATE OF NEXT MEETING</u></b> Tuesday 10 November 2020.</p>	
15.	<p><b><u>CLOSURE</u></b> The Chairman closed the meeting at 11.31 am.</p>	

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**NEVILLE WOUDBERG**  
**RESIDENTS COMMITTEE CHAIRMAN**

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**DEREK DREW**  
**VILLAGE MANAGER**

**Will RESCOM portfolio holders and Residents kindly  
submit reports and communications to Derek Drew  
by 11.00 am Thursday 05 November 2020.**

**Agenda will be issued on Friday 06 November 2020.**