

**RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG
HELD ON TUESDAY 9 FEBRUARY 2021 AT 10.00 AM
MINUTES**

PRESENT:

| | | |
|-------------------------|-------|----------------------|
| 1. Mr. Derek Drew | (DD) | (Village Manager) |
| 2. Mr. Neville Woudberg | (NW) | (Chairman) |
| 3. Mrs. Kim Whitworth | (KW) | (Assistant VM) |
| 4. Mrs. Denise Elkin | (DE) | (Deputy Chairman) |
| 5. Mr. David D’Alton | (DDA) | (Member) |
| 6. Mr. Tony Law | (TL) | (Member) |
| 7. Mr. Jim Raubenheimer | (JR) | (Co-opted secretary) |
| 8. Mr Mike Odd | (MO) | (Co-opted Member) |
| 9. Mr Ray van Eyssen | (RvE) | (Co-opted Member) |
| 10. Mr Hugh Till | (HT) | (Co-opted Member) |

PART –TIME None

APOLOGIES: None

| ITEM | NARRATIVE | ACTION BY / DEADLINE BY |
|-------------|--|--|
| 1 | <p><u>WELCOME</u></p> <p>The Chairman greeted all present and opened the meeting. He then introduced the three new co-opted members to Rescom, who will take over from Mr. Chris Bennett and Mr. Tony Law, both of whom had expressed their desire to resign from Rescom, and act until a new Rescom committee is formally elected at the next AGM. The Chairman and all members of Rescom expressed their thanks to Mr Law and Mr Bennett for their loyal support and service through Rescom to Evergreen Muizenberg.</p> <p>The chairman noted the death of David Rosenberg, the immediate past chairperson of Rescom. Members expressed their appreciation for his services to the village.</p> | |
| 2 | <p><u>NOTICE OF MEETING</u></p> <p>Notification sent by SMS on 1 February 2021.</p> | |
| 3 | <p><u>APPROVAL OF MINUTES OF MEETING HELD ON 8 December 2020</u></p> <p>Minutes approved, proposed by DE and seconded by DDA. Signed by NW and DD.</p> | |

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| 4 | <p><u>SAFETY and SECURITY – No Report</u> RvE will be assuming responsibility for this portfolio.</p> <p>A discussion was held and the following were noted:</p> <ol style="list-style-type: none"> 1. A map of the village houses has been drawn up showing the assembly points for fire drills, and the apportioning of houses to fire marshals. A fire drill will be held as soon as current restrictions are lifted. 2. The possible advantages to joining with the two local neighbourhood watch organisations, will be investigated. | |
| 5 | <p><u>HEALTHCARE and CARE CENTRE – Report by DE</u></p> <ol style="list-style-type: none"> 1. DE again re-iterated the good reports received since the appointment of Sister Yolanda Wilson as unit manager on January 2021. 2. Volunteers are urgently needed for birthday “eats platters” for the Care Centre; an SMS will be sent. 3. Residents should be aware of the services offered by HealthCare and our Care Centre. 4. The alterations necessary to comply with Health Department regulations have been completed, but Government has put a hold on all applications for registration until the problems raised by the pandemic are overcome. <p>Rescom members discussed at length the present state of the Covid-19 pandemic and the easing of restrictions to a lower level. In no way must residents relax their efforts in preventing the spread of the virus.</p> <p>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 behoves us all to be cautious and vigilant.</p> | DD |
| | <p>Primary Health Care Clinic is now in the village Boardroom. Appointments only, residents to be visited in their homes.</p> <p>DEAR RESIDENTS: Your health and well-being and whereabouts are our daily concern.</p> <ol style="list-style-type: none"> 1. Please tell the office when you go to hospital or are away from the village overnight. 2. If you have any problems with the Care Centre, please write directly to Yolanda Wilson, with a copy to Derek Drew. | ALL RESIDENTS |
| 6 | <p><u>CATERING & SOCIAL Report by DDA</u></p> <ol style="list-style-type: none"> 1. The Bistro and catering are functioning well, and residents attending meals regularly are high in praise regarding the standard of meals served. | |

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| | <p>2. With all the offerings available, the Bistro is well supported.</p> <p>3. Co-opted member Hugh Till will be helping with this portfolio.</p> | |
| 7 | <p><u>LANDSCAPING, GROUNDS DEVELOPMENT & WATER MANAGEMENT - Report by TL</u> Taken over by MO.</p> <p>1. Boardwalk stream. Algae will have to be physically removed as chemicals cannot be used in the stream.</p> <p>2. The area around the waste paper igloo needs attention, to be kept clean of waste and gardener's equipment.</p> <p>3. Rescom invites residents to submit a suitable name for the garden in phase 3, sometimes referred to as the "secret garden".</p> <p>4. Letters from residents re watering and irrigation times have been noted and attended to. Cleaning up of the village exterior gardens has commenced and dead plants removed.</p> <p>5. All residents are exhorted to save water. While there has been a lifting of some of the bans on water usage, water is still a precious commodity, and should be used sparingly.</p> | <p>DD</p> <p>ALL RESIDENTS</p> <p>DD</p> |
| 8. | <p><u>BUILDING MAINTENANCE, CONSTRUCTION & HOUSEKEEPING – Report by TL</u></p> <p>1. Alterations completed, delay in registration. See 5.4 above.</p> <p>2. Elize Porter is MD of Evergreen Health. Melanie Carstens has gone back to her previous position as Care Manager responsible for all village primary health care clinics.</p> <p>3. Gym Equipment due to arrive in March 2021.</p> <p>4. The letter submitted by a resident re the failure of window hinges in the apartment block was discussed. Urgent maintenance of apartment window hinges will resume and will be reported on at every meeting. New equipment is being sourced to assist with riveting.</p> <p>5. The cooling of the recreation "bubbles" is still being investigated, several suggestions having been put forward, and this matter is ongoing.</p> <p>6. Letters from residents regarding the availability and use of lifts was discussed. Residents are urged to be patient and realise that the pandemic is of premium importance to all, and by necessity we must work together and show tolerance, especially to those who may be a lot worse off. Any malfunctions should be reported to Reception immediately.</p> | <p>DD / AP</p> <p>DD</p> |
| 9. | <p><u>FINANCE</u></p> <p>1. December Management accounts have not yet been received. However, it was noted in the November figures the monthly loss was higher than budget because the levy increase was lower than what the budget was based on.</p> | <p>NW / DD</p> |

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| 10. | <u>LEGAL</u> The AGM continues to be postponed. | |
| 11. | <u>RESIDENTS</u> Village occupancy - 310 Houses - 145 Apartments – 165 Occupants of Care Centre - 27 | |
| 12. | <u>COMMUNICATION</u> (DD) 1. The bi-monthly “ Muize News ” issue of December 2020 was highly acclaimed and the committee’s thanks go to Grizéll Luxton. If any resident has anything of interest they feel should be included, please be in contact directly with Grizéll, house 84, intercom phone 04084. 2. Resident’s “ Who’sWho ” photo board was again discussed after another request from a resident, JR suggested making it a ‘hanging’ picture which would lower the height. JR to investigate. | |
| 13. | <u>GENERAL</u> ADDENDUM to the minutes: an amount of R25 900.00 was collected from residents to distribute to 51 staff members at Christmas as a thank you for the excellent service received in 2021. | |
| 14. | <u>DATE OF NEXT MEETING</u> Tuesday 09 March 2021. | |
| 15. | <u>CLOSURE</u> The Chairman closed the meeting at 11.32am. | |

NEVILLE WOUDBERG
RESIDENTS COMMITTEE CHAIRMAN

DEREK DREW
VILLAGE MANAGER

Will Rescom portfolio holders and Residents kindly submit reports and communications to Derek Drew on Thursday, 4 March 2021 by 11.00 am

Agenda will be issued on Friday, 5 March 2021

HEALTHCARE REPORT FOR
RESCOM 9 FEBRUARY 2021

1. Sister Yolanda Wilson joined us on 5 January 2021 as NSM-Nursing Services Manager and has taken charge of our Care Centre. She has outstanding qualifications and experience and has already made a positive difference in the Care Centre. We have had a lot of positive feedback from short-term residents in Care who are back in their own home and from spouses of permanent residents in Care.
2. Unfortunately due to the second Covid wave Friends of Care have not been able to visit the Centre and all our activities are on hold. We have, however, been able to continue with the much-loved Birthday Parties with only residents and staff present; one was held on 6 January where a resident's 90th birthday was celebrated and the next one will be on Thursday 25 February. A big thank you to our faithful bakers but more volunteer bakers are needed – IF YOU'RE ABLE TO SUPPLY A PLATE OF EATS FOR A PARTY PLEASE LET DENISE KNOW (APARTMENT 320).
3. Evergreen Health would like to inform residents of the availability of in-house Healthcare Services available to residents, eg. residents sometimes struggle and appoint private care workers instead of contacting the Healthcare team who are always available to discuss personal needs.
4. There is also a counsellor available should a resident feel they need to talk to someone, this is arranged through the Care Centre.
5. Evergreen Health has on two occasions sent data through to the Department of Health in liaison with the Dept. of Social Development, on the number of residents and staff in all our villages, to secure vaccines as soon as they are available for the second phase of the rollout programme.
6. Currently 24 residents in Care

DENISE ELKIN

Bistro Report

January 2021

We have been unable to attend the Bistro as much in January this year

We had our monthly meeting and only one complaint was registered and all the other feedback was positive

Dave D'Alton

4 February 2021

Rescom report for February 2021

5/02/2021

Item 7 Landscaping, Grounds, Development and Water

- a) We are blessed with more sunshine now that it is summer and therefore we get more algal growth and the little stream gets quite blocked before it is cleaned by hand. The algal growth also depletes the oxygen in the water. We might reduce the growth if at source we splash the water venting the carbon dioxide in the water and exposing it to oxygen. We might even get fish to live in the water if there is oxygen in the water.
- b) Marcus' men under Wonderful seem to be getting on with the gardens and things are looking better. There are still areas on the driveway that need weeding and we should do something about the garden refuse area near house 67. The whole area should be cleaned up and a proper area be fenced off and given to the gardeners for their tools.
- c) The large tree in the garden of remembrance (for want of a name) is budding so it looks like the transfer has worked.

Item 8 Building maintenance, Construction and Housekeeping.

- a) One presumes that the alterations to the Frail Care are finished? Is the Frail Care now operated totally by Evergreen and if so who is in charge?
- b) An alarm of sorts goes on in the Gents toilet of the gym - it is heard when anyone goes in. The matter has been reported.
- c) When is the gym equipment to arrive - new or otherwise.

Evergreen Retirement Holdings is owned jointly by the Amdac Group and PSG Alpha

From: Elaine Simons <alfrasio1@gmail.com>
Sent: Wednesday, 03 February 2021 21:38
To: Derek Drew <derekd@evergreenlifestyle.co.za>
Subject: Rescom matters

Dear Derek,

We hope this mail finds you well. We are writing to you regarding the irregular and untimely activation of the outside sprinklers.

At our house, the sprinklers are activated an 07h00 and we got used to this.

One morning about 2/3 weeks ago we noticed that was on for much longer. Margaret tried to contact Christo and could not get hold of him, and left a message with Nazli. He did not respond personally. Nazli later told Margaret that according to Christo, the duration of the activation was increased.

On Monday, 1 February, the sprinklers at the back were activated at 19h00. Margaret informed Mfundo, who was on duty, and asked him to inform Ashiq. This evening, 3 February, at 19h00 the sprinklers at the back were activated again.

This afternoon between 13h00 and 14h00 the sprinklers in front were activated.

We have not been informed about the change of times/duration of the time being increased.

The above are not isolated incidents with regards to the untimely activation of the sprinklers. There have been other incidents too.

The above causes a lot of inconvenience for us.

- We already had to run to take washing off the line
- On one occasion our househelp had to run to take furniture and mats back into the house.
- We are often outside gardening/crafting when the sprinklers are activated.
- When the sliding door at the back is open, the water gets onto the floor and furniture.

We request that we are informed should any changes be implemented/when they test the sprinklers. We were informed by Ashiq that the sprinklers are activated on certain evenings after midnight.

If this can be sorted out between you and the maintenance team, you do not have to take this to RESCOM.

Please inform us measures that will be put in place to improve the situation.

Sincerely,

Elaine and Margaret Simons

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RESCOM

I ask Rescom to appeal to Management to seriously address the state of the sidewalk along George Road which runs parallel with the Evergreen boundary wall from the circle to Prince George Drive.

Prior to Covid 19, the gardeners tended to the growth of shrubs and plants there, and it presented a pleasant attractiveness prior to driving into the village.

However, it has been neglected and allowed to depreciate into an eyesore which creates a false impression of our beautiful village.

It just requires some thought and care !

Regards,

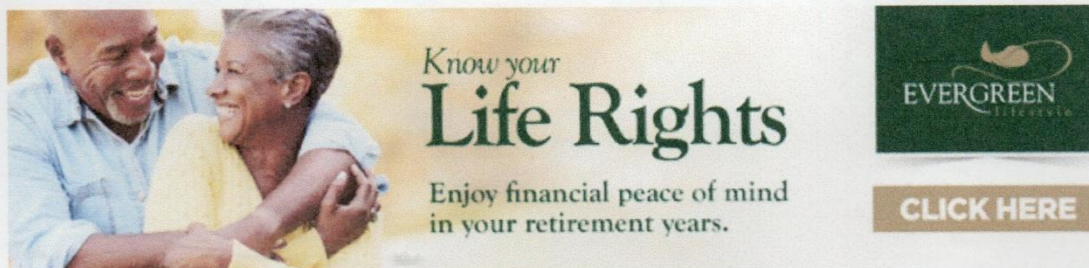
Pat Swilling

Pat Swilling

I understand why one lift must be dedicated to Frail Care due to Covid but why two? People are ignoring the rules of 3 at a time in the lift because you can wait for the lift to pass 2 or 3 times before you can get in! By the way that includes one of your staff (not the cleaning staff). To me this is far more likely to promote the spread of the virus.

Blessings

From: [Derek Drew](#)
Sent: Wednesday, February 03, 2021 11:12 AM
To: [Terry Dancer](#)
Cc: [Neville Woudberg](#) ; [Kim Whitworth](#) ; [Jim Raubenheimer](#)
Subject: RE: Lifts and laundry



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Good Morning Terry,

Thanks you for bring to my attention the state of the coin operated laundry, you are quite correct it needed a clean.
We are in the next month getting the floor polished.

I agree, waiting for a lift can be very irritating. I am sure you understand that we are not able to open the reception or that service lift until we are vaccinated and achieved population immunity. We are still very much in the "covid world"
If the door is "open and closing" uncontrollable please report it immediately to reception, we pay a lot of money monthly to Schindler for maintenance of the elevators.

Regards
Derek

Hi Derek

Can you please place the situation with the elevators on the agenda for the next committee meeting again. We are all constantly having to wait for the lifts (sometimes up to 7 mins.) while it goes up and down and then sits on one floor.. Today I came back from shopping and when the elevator eventually came the door kept opening and closing – after it doing that 10 times (no exaggeration) I eventually gave up and walked to the end lift. Then I needed to return the trolley.....🤦 It is more than irritating when I am just around the corner from the reception lift. Can we use the service lift??

I would also like to put the state of the communal laundry on the agenda. The machines are never cleaned around the lids and coin slots and there is no basin or cloth to do it yourself. I also think the floor is a disgrace. The whole laundry actually needs a complete revamp.

Thanks Derek.

Blessings

Terry (244)

From: margaret ferguson <maferguson@telkomsa.net>

Sent: Thursday, 04 February 2021 12:27

To: 'John Morgan' <m.john420815@gmail.com>; Derek Drew <derekd@evergreenlifestyle.co.za>; Garry Reed <garryr@evergreenlifestyle.co.za>

Cc: Christo Snel <christos@evergreenlifestyle.co.za>; Aashiq Poole <aashiqp@evergreenlifestyle.co.za>; 'Neville Woudberg' <nevwood@mweb.co.za>; Patrick Maile <patrickm@evergreenlifestyle.co.za>; Melanie Carstens <melaniec@evergreenlifestyle.co.za>; 'Neville & Joan Woudberg' <nevwood@mweb.co.za>

Subject: Item to be discussed at next Residents Committee Meeting

Importance: High

Window Rivets

Please can Evergreen supply a schedule of the apartments that have had their window rivets replaced and which apartments are still outstanding.

A window fell out of Apartment 226 and landed on the patio of Apartment 26 in November 2018 due to corroding rivets. I haven't kept a record of all the windows that have fallen out since but I know there have been several other incidents including the one from Apartment 118 on 13 January 2021 for which Evergreen are blaming the wind. My windows were open the same evening and didn't move at all as it wasn't that windy. It would only take the slightest breeze to assist a window with corroding rivets to respond to gravity. The Rescom Dec 2018 decided that all the windows rivets in the Apartment block would be replaced and this was kept as an item on the Agenda until recently.

I think this is a matter which should be taken seriously as there could be very serious consequences should a falling window injure/kill a resident or member of staff.

Many thanks

Kind Regards

Margaret Ferguson

maferguson@telkomsa.net
021 709 0178

2021/02/04

From: Sue Wood [<mailto:suewood@data-recovery.co.za>]
Sent: Thursday, 28 January 2021 11:50 PM
To: 'Evergreen Muizenberg Apartments'
Subject: RE: [Evergreen Muizenberg Apartments] 28 January 2021 : COVID-19 Update for the village

Dear Derek

Thank you for your update including the comments on the Virus.

One fundamental issue regarding the lift, which the residents use being “the middle lift” I have seen minutes and comments and complaints about the staff suing the lifts for dustbins, vacuum cleaners etc.

When is it going to be enforced that this lift is for residents only , not for staff with large wheelie bins, staff with house cleaning equipment and even worse, the removal from this building of dead bodies in the most appallingly insensitive manner??

The service lifts are designed to accommodate the above especially gurneys for ambulances and staff activities.

Please ensure that these comments are reported at the next Rescom meeting.

Sue Wood

From: EvergreenMuizenbergApartments [<mailto:evergreenmuizenbergapartments-bounces@lists.zsd.co.za>] **On**
Behalf Of Evergreen Muizenberg Apartments
Sent: Thursday, 28 January 2021 5:37 PM
To: EvergreenMuizenberg@lists.zsd.co.za; EvergreenMuizenbergApartments@lists.zsd.co.za
Subject: [Evergreen Muizenberg Apartments] 28 January 2021 : COVID-19 Update for the village



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