

RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG
HELD ON TUESDAY 8 FEBRUARY 2022 AT 09H30

<u>PRESENT:</u>	1. Mr. Neville Woudberg	(NW) (Chairperson)
	2. Mrs Denise Elkin	(DE) (Deputy Chairperson)
	3. Mr Derek Drew	(DD) (Village Manager)
	4. Mrs Kim Whitworth	(KW) (Assistant VM / Secretary)
	5. Mr Hugh Till	(HT) (Member)
	6. Mr Mike Odd	(MO) (Member)
	7. Mr Ray van Eyssen	(RvE) (Member)
	8. Ms Pat Swilling	(PS) (Member)

ITEM	NARRATIVE	ACTION / DEADLINE BY
1.	<p><u>WELCOME & APOLOGIES</u></p> <p>The Chairman greeted all present and opened the meeting. No apologies.</p>	
2.	<p><u>NOTICE OF MEETING</u></p> <p>Notification sent by SMS on 31 January 2022.</p>	
3.	<p><u>APPROVAL OF MINUTES OF MEETINGS HELD ON 21 DECEMBER 2021</u></p> <p>Minutes approved by MO and seconded by HT. Signed by NW and DD.</p>	
4.	<p><u>APARTMENT BLOCK MAINTENANCE & SAFETY and SECURITY - Report by RvE</u></p> <p>1. Letter received from Mr Howard, H47. <u>Security</u></p> <p>2. All visitors / contractors, etc. (frequent or not) must be announced, by security to every resident prior to them being allowed entry. The visitors will be scanned in (car license disc and driver's license).</p> <p>3. <u>Barking dogs</u> A brief survey was conducted with the result of no complaints about barking dogs being an issue within the village. Our Duty Managers will</p>	

4.	<p>monitor this at various times of the day and we also ask our early morning walkers to advise if they experience excessive barking and to immediately report to reception.</p> <p>A request has been made that all residents adhere to the traffic signs within the village as well as maintain the required speed limit (15km/hour). We also request that you advise all your visitors do the same.</p> <p>Those stop road markings that have faded will be repainted.</p>	
5.	<p><u>HEALTH CARE - Report by DE</u></p> <ol style="list-style-type: none"> 1. Dementia Support Group still proving to be a great asset to those who attend. 2. All activities have started again. 3. There are no Covid-19 cases in the frail care. 4. Music Therapist visited the frail care recently and DE would like to introduce him to the village. 	
	<p>Primary Health Care Clinic is now in the village Board Room. 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 Sister Yolanda Wilson, with a copy to Derek Drew. 	<p>ALL RESIDENTS</p>
6.	<p><u>CATERING - Report by HT</u></p> <ol style="list-style-type: none"> 1. Vegetarian meals have been implemented weekly and are proving to be very popular. 2. New Year Eve braai was a great success as well as the recent resident braai held on 5 February. 3. Valentine's Dinner set for 16 February. 	
7.	<p><u>SOCIAL EVENTS & ACTIVITIES – Report by PS</u></p> <ol style="list-style-type: none"> 1. Chit-chat meetings are held on the first Tuesday of every month. They are going well, with 16 residents that attended the last meeting. Next meeting, they have all been asked to bring a wedding photo. 2. PS is very keen to have the Choir start again. More details will follow. 3. Some of the gym equipment may need to be shifted slightly in order to accommodate packing of the other equipment; weights, balls, etc. DD & NW to investigate to see what can be done. 	

4.	It was agreed that DE (apartments) and PS (houses) will be the champions for welcoming all new residents to the village. The management office will keep them up-to-date with new residents moving in.	
8.	<u>LANDSCAPING, GROUNDS DEVELOPMENT & WATER MANAGEMENT - Report by MO</u>	
1.	Palm trees – it was decided that they do not need trimming at present time.	
2.	MO to investigate the need for a dedicated White Cliffs gardener to attend residents garden on a regular basis.	
3.	Irrigation system is in working order.	
4.	Letter received from Mrs Wood, A232 DD responded to this letter prior to the Rescom Meeting (response attached). Letter was primarily a letter of objection to the new hot water tariff to be introduced from 1 March.	
9.	<u>FINANCE - Report by HT</u>	
1.	As per the report, the expenditure for December 2021 was below budget showing a surplus of R34 429.00.	
2.	Clubhouse expenses have been below budget for the two months.	
3.	Property rates have been below budget for the last two months as we had paid less than expected.	
4.	The reversal of the two garage doors has not yet been completed (minutes 2022 12 21, point 12.2) DD to follow up	DD
10.	<u>RESIDENTS</u> Village occupancy - 301 Houses – 149 Apartments – 152 Occupants of Care Centre – 26	
11.	<u>COMMUNICATION – Derek Drew</u>	
1.	No Employee of the month for January was awarded. The Employee of the month for February will be decided and awarded in due course. Nominations are being received, thank you.	
12.	<u>GENERAL</u>	
1.	HT feedback on the partitioning for the bistro area is still in the investigation phase. Once a decision has been made, it will be communicated to the residents.	RESCOM

2.	<p>Feeding of the birds – E Fletcher, H110 More complaints have been received about residents feeding the birds. The birds mess on the paving of the homes and have subsequently seen rodents in / around their homes.</p> <p>As per clause 4.6.8 of the house rules is clearly stipulates:</p> <p><i>“Life Right holders are discouraged from feeding birds and other wild animals, as this tends to encourage pigeon / starling infestation and attracts rodents”.</i></p>	
13.	<p><u>DATE OF NEXT MEETING</u></p> <p>Tuesday 8 March 2022 at 09h30.</p>	
14.	<p><u>CLOSURE</u></p> <p>The Chairman closed the meeting at 11h37.</p>	

NEVILLE WOUDBERG
RESIDENTS COMMITTEE CHAIRMAN

DEREK DREW
VILLAGE MANAGER

Rescom portfolio holders and Residents to kindly submit reports and communications to Kim Whitworth by 12h00 (midday) on Thursday 3 March 2022

Agenda will be issued on Friday 4 March 2022

SAFETY, SECURITY AND APARTMENT MAINTENANCE

THURSDAY FEBRUARY 3 2022

- Letter to management from Barry Howard re Security at entrance
- No residents have come forward with individual complaints.
- Feedback from Hugh Till on partitioning for TV area?
- On safety issue seems that there are some motorists that seem to ignore stop signs and speed limits in the village.

HEALTHCARE REPORT FOR
RESCOM 8 FEBRUARY 2022

1. The Dementia Support Group for people living with partners who have Dementia meets every 1st and 3rd Wednesday of the month at 3pm in a private venue and everything is confidential. Anyone interested in joining please contact Denise Elkin in Apartment 320.
2. All Frail Care residents as well as Village residents who wanted to have their Covid 19 Boosters and been vaccinated. Presently no Covid cases in Care.
3. A registered Music Therapist will visit the Care Centre once a week commencing 7 February, about 10 families have signed up for their loved ones to enjoy this therapy; cost is borne by the families.
4. Exercises and Art activities as well as Birthday Parties are up and running for 2022.
5. Currently 26 residents in Care – sadly 3 residents have passed away.

DENISE ELKIN

EVERGREEN LIFESTYLE VILLAGE, MUIZENBERG

Catering Report to Rescom meeting to be held on 14th December 2021

First meeting of the catering committee was held on 25th January, feedback from the residents was very positive.

Vegetarian options have been added to the menu on Wednesdays and have proved very popular usually being ordered more than the alternate choice offered that day.

The service continues to be good sometimes under difficult situations, one Sunday the staff had to contend with 11 guests arriving without booking. Everyone was catered for, a great achievement.

The residents held a braai on New Year's Eve that was enjoyed by all, no one stayed up to see the New Year in, most retired to watch the Royal command performance. The next resident's braai is planned for this Saturday 5th February at 6:00 pm. All welcome, bring your own food, drinks and utensils.

We are looking forward to a Valentine's Day supper on 16th Feb, details to follow.

The Bistro continues to provide very good meals and they are continually striving to improve the quality of food, and the service.

It continues to be a great pleasure to work with the committee and the Bistro staff.

With thanks to Brandwine and all the staff of the Bistro.

Hugh Till

February 3rd, 2022

Mike Odd

LANDSCAPING, GROUND DEVELOPMENT & WATER MANAGEMENT

- Apart from general maintenance and tidying up there are no major issues with the gardens inside the village.
- Cutting back and thinning out of the trees to the right of the boardwalk facing the main building still needs to be attended too.
- The thick vegetation along the boundary wall in Prince George Drive needs to be cut back.
- The three palm trees in the complex have accumulated dead palms under the new growth that can fall in high winds which could be a danger to pedestrians. Can they be cut back?
- A proposal received for a schedule to maintain house gardens at a cost to the resident that are not in the common area. Markus confirmed that it can be done as in Evergreen Bergveit with an extra gardener and a member of staff to manage providing there are enough residents who agree to make it worthwhile.

BUILDING MAINTAINEDNCE – HOUSES

- Apart from painting of the boundary wall along Prince George nothing has been brought to my attention.
- Bench seats in the secret garden have been renovated thank you.

Evergreen Lifestyle Village Muizenberg

Report on the Management Accounts for November and December 2021, to Rescom Meeting to be held on the 8th February, 2022

Overall, November showed a deficit of R 20,050, R 140,000 below budget. And in December expenditure was R 200,983 below budget allowing us to show a surplus of R 34,429 for the month, the first time ever.

Income

Levies R 4,511 below budget for the two months, less than 1%.

Other income continues below budget due to over optimistic estimated budget

Expenses

Clubhouse expenses R 37,935 under budget for the two months, about 36%.

Medical response; continues slightly under budget

Village staff and admin; R 64,342 under budget for the two months bringing the year-to-date expenditure to R 53,275 below budget.

Common Prop Utilities; under budget by R 11,697 for the two months. Due to lower electricity usage in December. Still R 129,153 over budget for the year.

Property rates; R 44,520 below budget for the two months, paid less than expected recovered more than expected.

Security; R 27,316 under budget.

Village maintenance; R 117,799 under budget for the two months, R 290,603 for the year.

Is this good or are we slacking on maintenance?

Nov; service of fire equipment R 23,332, of which R 9,647.50 is recoverable, was it recovered?

Dec; fire equipment 10,117 on surface mounted heat detectors?

MDA RR December 2021 Muizenberg Recovery Maintenance R 14,075

I could not trace reversal of the two garage doors from October 2021 R 8,545 each.

Catering; R 10,544 over budget for the two months.

Medical; R 2,073 over budget for the two months.

Hugh Till

February 3rd, 2022

From: Barrie Howard <barriejinh@gmail.com>

Sent: Tuesday, 01 February 2022 09:43

To: Derek Drew <derekd@evergreenlifestyle.co.za>

Subject: [EXTERNAL] front gate security & dogs

FOR RESCOM MEETING

To whom it may concern:-

The front gate security is of grave concern to me~what is the point of having this if it is not conducted or executed?

Yesterday my grandson & his girlfriend came to visit us & drove straight up to our house with no stopping by security at the booms, because booms were open, no phone call to advise us of their visitation

I immediately called Derek to advise him, This is now the "4th" time this has occurred with us

We either have a reliably controlled security system or not at all?

Whilst on the subject of 'bitching' i would like to complain about the sudden influx of dogs to the village, barking is becoming like living in the immediate vicinity of the SPCA!!!!

I in no way whish to condone residents having pets, having a dog who barks is not the fault of the dog, but that of a resident who has not given the appropriate training!!! Dogs DO understand a simple NO or STOP THAT

A couple of years ago this was an exceptionally peaceful quiet village that had restrictions on the pets one was allowed?

Perhaps in selling homes now in these difficult times Evergreen have waived the restrictions in order to sell?

Apologies, sincerely don't wish to start the year negatively

Barrie Howard (unit 47)

Derek Drew's response to Sue Wood's letter

Kim Whitworth

From: Derek Drew
Sent: Monday, 07 February 2022 16:22
To: Sue Wood
Cc: newwoud@mweb.co.za; Kim Whitworth; 'Sozon Christie'; Hugh Till
Subject: RE: [EXTERNAL] RE MINUTES OF MEETING HELD 9 DECEMBER 2021 APARTMENT HOT WATER CHARGES
Attachments: WOOD - Motla 202202.pdf; [EXTERNAL] [Evergreen Muizenberg Apartments] Important - Apartment Hot water Charge

Afternoon Sue, good to hear from you.

Please see my comments below in **red**

Regards
Derek

From: Sue Wood <suewood@data-recovery.co.za>
Sent: Wednesday, 02 February 2022 10:45
To: Derek Drew <derekd@evergreenlifestyle.co.za>
Cc: newwoud@mweb.co.za; Kim Whitworth <kimw@evergreenlifestyle.co.za>; 'Sozon Christie' <sozonchristie@gmail.com>
Subject: [EXTERNAL] RE MINUTES OF MEETING HELD 9 DECEMBER 2021 APARTMENT HOT WATER CHARGES
Importance: High

Good morning Derek

Item 5.1 of the Rescom minutes of the meeting on 9 December 2021 refers, and in response to the letter of 17th December 2021 which I cannot find any record of, I wish to formalize my objection.

Letter attached.

In item 5.1 it is stated as follows:

“Apartment hot water charges are currently a large operational expense that all residents are paying for, including those in the houses. However, this should be covered by the Apartment residents who physically use the hot water system. From 1 March 2022 the heating of the hot water will be charged to the Apartment residents; reflecting on the monthly Motla water. A letter was sent to all the apartment residents on 17 December 2021. It was mentioned that if residents are going to be charged for their hot water, then the inconsistency of the hot water must be resolved. It was reported that some apartments are still experiencing problems with their hot water – this must be reported to the office in order for it to be investigated. **More information will be communicated in due course.**
DD”

1. I would like to be appraised of the actual costs of water heating and would like to see a copy of the monthly Income and Expense Account for Evergreen Muizenberg.

Please contact Hugh Till, the ResCom financial member he has all the management accounts

2. How is this going to be accurately measured and monitored? It is all very well to say it will be done by Motla, but exactly how?

Each apartment is fed by a separate hot and cold water pipe, both of which have meters on. Motla will do the readings of the meters, we will then give the relevant calculation to add to the hot water usage.

3. How can this cost be implemented on 1st March when there has been no further feedback from DD as stated in the minutes?

Correct there has been no further correspondence as there has been nothing new to report. As I said in my letter, to be 100% accurate with the hot water charge we have had to consult with a number of organisations and persons who were involved in the original installation and other who have subsequently consulted on the matter, like SmartMatter, PEC Utility Management and Sutherland Engineering. This takes time and many meetings

4. **In Apartment 232 the hot water does NOT come through immediately. At least 5 litres of cold water runs through the hot water tap before it becomes luke warm in the shower. Most of us collect this water in buckets and use it for hand washed items of clothing, flushing the toilet etc. The same goes for the hot water supplying the hand basin and the kitchen sink.**

We have monitored the hot water supply over a number of months on the third floor, which technically is the furthest point, it takes between 15 and 25 seconds to heat up for the user to then start using a cold water mix. This is not a inordinate long time and is normal when turning on a water mixer.

5. Mixer taps are in on all the water outlets in the apartments so how is this going to be accurately monitored

There are mixer cartridges in each mixer tap which control the amount of hot water that is dispensed.

6. What is going to be the overall cost to implement this monitoring system?

Motla already read the meters on a monthly basis, there will be a small additional admin. charge

7. I queried the hot water supply with the estate agent (Barbara) when I was in the process of purchasing the life right for this apartment. I was assured by her that the costs of this supply were built in to the monthly levy and that this would not change.

I cannot comment I was not at the sales negotiation between the two of you.

8. The Bistro, the Laundry, the Frail Care Centre, the common use toilets, and the change rooms in the Gym are all linked to the same water heating system. Are these entities also going to be charged for the hot water supplied to them via the same system? If not why not?

The Bistro, laundry and Care Centre already get charged for their water use, and they in turn will also be charged for the hot water use as per the apartments. We do not have a meter on the gym yet, that is being installed in the next month.

9. If they are, I would like to see how much these large areas with high hot water usage are going to be charged in relation to the charges for the residents. This must appear in the minutes of the Rescom meeting due on the 8th February.

Please contact Hugh Till, the ResCom financial member

10. This exercise appears to have some other motive behind it and targeting the residents of the apartment building is counterproductive when there are large areas of common use, used by those resident in both the houses, the apartments and their visitors on a daily basis, never mind the use by the Frail Care Centre.

Not sure what you mean.

11. We are already penalised by a ridiculously high percentage charge by the council for the water we use (refer to my letter in this regard and the answer from Neville Woudberg), in my case the extra water charge is more than 50% of the actual water used.

Incorrect, latest Motla account attached. This is a municipal cost and unfortunately at this stage those who are able to are paying.