

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

<b><u>PRESENT:</u></b>	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.	<b><u>WELCOME &amp; APOLOGIES</u></b>  The <b>Chairman</b> greeted all present and opened the meeting. No apologies.	
2.	<b><u>NOTICE OF MEETING</u></b>  Notification sent by SMS on 28 February 2022.	
3.	<b><u>APPROVAL OF MINUTES OF MEETINGS HELD ON 21 DECEMBER 2021</u></b>  Minutes approved by DE and seconded by PS. Signed by NW and DD.	
4.	<b><u>APARTMENT BLOCK MAINTENANCE &amp; SAFETY and SECURITY - Report by RvE</u></b>  1. Nola Pattullo reported to RvE that someone is placing strange items on the second floor. DM's will be informed to look out for this  2. It was noted that the ground floor landing at the goods lift is looking poor and in need of attention. If it requires replacing, DD will look at the budget to see if there are funds available to replace the flooring, the same as the basement elevator landing  3. Partitioning for Lifestyle Centre – a sample partition will be made up by the supplier, in the agreed colour 'Salt'. This will be delivered to the village to be tested.	

<p>4.</p> <p>5.</p> <p>6.</p> <p>7.</p> <p>8.</p> <p>9.</p>	<p>All the required road stop signage has been repainted. This will be maintained as and when required.</p> <p>Security <b>sensor</b> box on the CCTV cameras has been replaced. All the CCTV cameras are in working order.</p> <p>Complaints received about the font of the printouts being too small. Best alternative is to email all documents through so it can be enlarged on the PC.</p> <p>Sensor lights on the floor passages are very delayed, the reason being too many lights are connected to one sensor. A quote has been received to change this and waiting on approval from the property company.</p> <p>DE enquired about the protocol for residents who should not be leaving the village unattended. DD advised that security has been informed who the relevant residents are. There is also a list up in the guard room, that has the name, unit number and photograph of each resident.</p> <p>Third panel of the cellphone tower screening to be confirmed.</p>	
<p>5.</p> <p>1.</p> <p>2.</p> <p>3.</p>	<p><b><u>HEALTH CARE - Report by DE</u></b></p> <p>The Care Centre Music therapy group every Monday morning is going well. DE will follow up with the music therapist about introducing him to the village residents. Further information will follow.</p> <p>If there are any residents who require a driver to / from the hospital, doctors appointments or any other short travelling they can contact the following:</p> <ul style="list-style-type: none"> <li>• Peter Wetton: 072 288 5339 Mandy Mulder: 079 505 5874</li> </ul> <p>Your health and well-being and whereabouts are our daily concern. <b>It is vitally important that you wear your panic button on your body or at least place it in a strategic place within your unit. Tell the office when you go to hospital or are away from the village overnight.</b></p>	
	<p><b>Primary Health Care Clinic is now in the village Board Room. Appointments only. Residents to be visited in their homes.</b></p> <p><b>DEAR RESIDENTS: If you have any problems with the Care Centre, please write directly to Sister Yolanda Wilson, with a copy to Derek Drew.</b></p>	<p><b>ALL RESIDENTS</b></p>
<p>6.</p> <p>1.</p> <p>2.</p>	<p><b><u>CATERING - Report by HT</u></b></p> <p>Overall catering is going well.</p> <p>Last residents' braai was well attended. <b>Next braai will be held on Saturday, 12 March.</b></p>	

3.	DE mentioned that the wine tasting was enjoyable <b>and</b> well presented.	
7.	<p><b><u>SOCIAL EVENTS &amp; ACTIVITIES – Report by PS</u></b></p> <p>1. Choir rehearsals <b>are</b> underway, with approximately 18 participants.</p> <p>2. Chit-Chat held on the first Tuesday of every month. The most recent get-together was a good afternoon, with 22 residents in attendance.</p>	
8.	<p><b><u>LANDSCAPING, GROUNDS DEVELOPMENT &amp; WATER MANAGEMENT, VILLAGE MAINTENANCE &amp; HOUSEKEEPING - Report by MO</u></b></p> <p>1. More sweeping of the roads required.</p> <p>2. Open gardens – suggested to wait until Spring season.</p> <p>3. Three gardeners from Whitecliffs are employed for all the common areas. As an added service a ‘private’ gardener has been secured every Tuesday. Contact reception to book for this service, R80 per hour or R40 per half hour.</p> <p>4. DE mentioned that water pressure in the gym showers is <b>a lot</b> lower than normal, and the hot water still fluctuates.</p> <p>5. Hot water charges for the Apartment residents: Letters received from four residents;</p> <ol style="list-style-type: none"> <li>1. A006 Ms Jones-Phillipson</li> <li>2. A011 Mrs Carter</li> <li>3. A201 Mr &amp; Mrs van der Vyver</li> <li>4. A313 Mr Cox</li> </ol> <p>The Rescom members strongly disagree on the hot water tariffs. They agree that services must be paid for but disagree <b>with</b> the way it was introduced. This will be taken up <b>again</b> at the next Mancom Meeting and a letter written to the MD, Garry Reed.</p>	
9.	<p><b><u>FINANCE - Report by HT</u></b></p> <p>1. Overall, January showed an expenditure in excess of the income – more than budgeted.</p> <p>2. Common property: Municipal utilities – Electricity accrued income was a correction of something historic.</p> <p>3. Village maintenance: There was an amount of R141 163 paid out from insurance in May 2021, and accrued. The actual replacement was done at a later stage, the amount was charged to the village again. A query has been lodged with the Evergreen financial manager.</p>	

10.	<b><u>RESIDENTS</u></b> Village occupancy - 301 Houses – 149 Apartments – 152 Occupants of Care Centre – 26	
11.	<b><u>COMMUNICATION – Derek Drew</u></b>  1. February 2022 <b>Employee of the Month</b> went to Laeeqah Bantam. PS joined us in handing it over to her. Nominations are always welcome  2. The <b>quarterly Muize News</b> will be distributed by month end. Contribution towards the Muize News are welcome.	
12.	<b><u>GENERAL</u></b>  1. Residents <b>photo board</b> is updated regularly.  2. Next sales event will be held on Wednesday, 6 April 2022.	
13.	<b><u>DATE OF NEXT MEETING</u></b>  Tuesday 12 April 2022 at 09h30.	
14.	<b><u>CLOSURE</u></b>  The Chairman closed the meeting at 11h23.	

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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 7 April 2022**

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**Agenda will be issued on Friday 8 April 2022**

## SAFETY, SECURITY AND APARTMENT MAINTENANCE

### THURSDAY MARCH 3 2022

- Nola has complained that there is someone who is leaving strange trash in the passage on the 2<sup>nd</sup> floor?
- Feedback from Hugh Till on partitioning for TV area?
- Still 5 stop signs to be painted but motorists definitely slowing down since painting has been done.
- Nothing to report on security besides replacement of a unit that affects the security cameras
- Complaint about the font being too small on printouts of statements. E-mail???
- Sensors for passage lights on 3<sup>rd</sup> floor seem to only activate when you are already half way down the passage.

HEALTHCARE REPORT FOR  
RESCOM 8 MARCH 2022

1. The Dementia Support Group for people living with partners who have Dementia meets every 1<sup>st</sup> and 3<sup>rd</sup> 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. A registered Music Therapist, Christopher Wildman, visits the Care Centre once a week and this is proving beneficial to all participants.
3. Exercises and Art activities as well as Birthday Parties are enjoyed by all participants.
4. All Care residents received their Covid Boosters and there are presently no Covid positive cases in Care.
5. Painting and repair work is in progress on vacant bedrooms to ensure that they're move-in ready for new residents.
6. Currently 25 residents in Care.

DENISE ELKIN

Catering committee report to Rescom meeting on 8<sup>th</sup> March 2022.

Our Catering committee meeting was held on the 22<sup>nd</sup> of February.

### **Feedback**

With the few complaints, mainly related to persona preferences the quality and of the food served in the Bistro continues to be very good.

St Valentine's Day supper on the 16<sup>th</sup> of Feb was a great success. The food was superb, the service great and the music well suited for the occasion.

### **Menu**

Vegetarian meals continue to be well received with requests that the frequency be increased to have it on the menu every 2<sup>nd</sup> Saturday of the month. The Bistro is looking into this.

The Bistro continues to present a varied and well-balanced menu.

### **Future events**

St Patrick's day lunch planed for the 17<sup>th</sup> March with live entertainment.

Residents' braai planed for the 12<sup>th</sup> March

Last braai was well attended with many folks from phase 3 joining us for the first time.

### **Comments**

Thank you to Branwine and her staff for the good food and always being willing to make allowances for our personal preferences.

Hugh Till

3<sup>rd</sup> February 2022

**From:** Pat Swilling <patswilling@telkomsa.net>

**Sent:** Tuesday, 01 March 2022 19:44

**To:** Kim Whitworth <kimw@evergreenlifestyle.co.za>; Derek Drew <derekd@evergreenlifestyle.co.za>; Neville Woudberg <newwoud@mweb.co.za>

**Subject:** [EXTERNAL] social activities report

## SOCIAL ACTIVITIES REPORT

**CHOIR:** The first meeting called for people interested to start the choir again was held three weeks ago, at which 24 residents attended. The following week singing commenced in earnest and 18 people arrived, so it is hoped that number will now settle, and weekly gatherings will occur every Friday in the gym at 3.30 to 4.30 pm. Meryl is looking for a pianist as she finds it difficult to conduct the choir as well as playing the piano! It is hoped that they will be able to sing at the Good Friday service at Evergreen, which will be held in the TV lounge in the morning.

**AQUAEROBICS:** These classes are held every Monday morning at 10.30 am in the heated pool in the gym, at R50 per class, which lasts for 45 minutes. At present there are 2 vacancies in the class, so anyone interested in getting fit in this very pleasant manner can phone the instructor Tania at 082 222 0802 if they require more details or be at the pool before 10.30 on a Monday!

**PILATES:** Classes are going ahead and a steady number of residents attends every Monday at 9.00am

**CHIT CHAT:** This month there were 22 residents who arrived at Chit Chat which is held on the first Tuesday of each month at 2.30 pm, and which is aimed at welcoming new residents as well as residents who have made Evergreen their home for some time. It is a friendly get together to chat and make new friends. This month, we had a fun competition where residents were asked to bring a wedding or old photo of themselves. It sparked much interest and laughter as people tried to reconcile the creaseless, attractive faces on the photos with the faces sitting around the chatting! A small prize of chocolates was given to the one who correctly recognised the most number of photos. There were 22 people who attended this month and there was a convivial atmosphere as people got to know one another!

**CANASTA:** This group is under way and meets three times per week to play. The times are available on the activities list. Anyone wishing to join in could contact Steph de Haas who is apartment 2

**RUMMIKUB:** This group meets on Wednesday afternoons at 2.00 pm in the Lifestyle lounge. Any resident interested in learning this game should come along and join in.

PAT SWILLING



Mike Odd

**LANDSCAPING, GROUND DEVELOPMENT & WATER MANAGEMENT**

- General maintenance and tidying continues but there is a need to focus on watering where there is no irrigation and sweeping the sides of the roads including weeding.
- Thick vegetation along the boundary wall in Prince George Drive has been cut back.
- The proposal for a schedule to maintain house gardens at a cost to the resident is being considered pending the outcome of interest shown after a communication to residents.
- The open garden proposal is still in hand and will be attended too during the course of the month.

**BUILDING MAINTAINEDNCE – HOUSES**

- Apart from painting of the boundary wall along Prince George nothing has been brought to my attention.
- One of the three bench seats in the secret garden has been re-located to the end of the street in phase 3 by number 81.

## EVERGREEN LIFESTYLE VILLAGE MUIZENBERG.

Report on the Management Accounts for Jan 2022, to Rescom Meeting to be held on the 8<sup>th</sup> March 2022.

Overall, January showed an expenditure of R179,115 in excess of our income R17,036 more than budgeted. But we remain R521,350 better than budget for the year to date.

Income is on track.

### Expenses

**Clubhouse expenses** remain consistently better than budget, 38% on average monthly. R21,445 better than budget for this month.

**Medical Response** remains consistently on budget, 5% better than budget on average monthly. R2,004 better than budget this month.

**Village staff and Admin expenses** has been on average R 51,000 better than budget for the last 6 months, 2% better than budget on average monthly for the year. R 76,077 better than budget this month.

**Common property: Municipal utilities** fluctuate quite widely every month, on average they are R19,015 worse than budget per month due mainly to the change in City of Cape Town's fee structure. This month we were R 80,008 worse than budget. Not sure yet how the released electricity accrued income of R45,773, affects these numbers.

**Property Rates** have been mostly better than budget, 65% on average monthly for the year. R 8,390 better than budget this month.

**Security** have been mostly better than budget, 9% on average monthly for the year. R28,069 better than budget this month.

**Village maintenance** has been mostly better than budget, 11% on average monthly for the year. This month it was R69,053 worse than budget.

**Catering** has been mostly worse than budget, 7% on average monthly for the year. This month it was R308 better than budget.

**Healthcare** has been mostly spot-on budget, 1% worse than budget on average monthly for the year.

Hugh Till

3<sup>rd</sup> March 2022

WED - 2/2/2002

GOOD DAY PAT

PLEASE COULD YOU FORWARD MY OBJECTION AGAINST THE PROPOSED BILLING OF HOT WATER TO MY APARTMENT NUMBER 6,

I WAS INFORMED BY CINDY PRIOR TO MY PURCHASE HERE THAT THE REASON THE APARTMENTS SQUARE METRAGE <sup>LEVY</sup> COST WAS MORE HERE IN THE APARTMENTS VS THE HOUSES WAS BECAUSE WE RECEIVED HOT WATER AT NO ADDITIONAL CHARGE.

INDIVIDUAL  
QUALITY  
CINDY ASSURED ME THAT THE APARTMENTS WERE NOT RESPONSIBLE FOR THE COST OF THEIR HOT WATER SUPPLY AS IT WAS INCLUDED IN THE CALCULATION OF THE APARTMENT LEVY RATE.

I HAVE INFORMED DEREK THAT I CHOOSE NOT TO HAVE ACCESS TO HOT WATER IF I AM TO BE BILLED FOR IT.

~~AT JONATHAN PHILLIPS~~  
REGARDS MICHELLE A6!

28 FEBRUARY 2022.

MR DEREK DREW  
EVERGREEN  
MUIZENBERG.

EACH MEMBER  
C.C. REP COMMITTEE

DEAR DEREK,

IN RESPONSE TO YOUR MEMO 002/2022, MY  
FEELINGS ON THE SUBJECT ARE AS FOLLOWS:

YOUR TARIFF: THIS SHOULD BE PER PERSON. THE  
LOAD SHOULD NOT BE PER SINGLE APARTMENT.  
EITHER HALVE THE AMOUNT FOR SINGLE  
APARTMENTS, OR DOUBLE THE AMOUNT IN  
APARTMENTS WHERE TWO PEOPLE RESIDE. YOU  
HAVE TO BE FAIR AND EQUAL.

CONSUMPTION TARIFF: DOES THIS KICK IN ONCE  
THE HOT WATER ACTUALLY BECOMES "HOT" OR  
ARE WE ALL GOING TO COLLECT THE COLD WATER  
IN BUCKETS AND RETURN IT TO YOU FOR OUR  
DAILY DISCOUNT? I DEMAND THAT WE NOT  
HAVE TO PAY FOR AT LEAST <sup>1</sup>/<sub>2</sub> <sup>TO</sup> FULL BUCKETS OF  
WATER FOR SHOWERING OR WASHING UP PURPOSES.  
AS IT IS I ALREADY PROVIDE WATER FOR THE  
COURTYARD GARDENS AT NO CHARGE.

I WONDER WHAT OTHER DEMANDS YOU ARE  
GOING TO MAKE ON THE "POOR" PENSIONERS IN  
THIS BUILDING. NOT ONLY ARE WE MUCH POORER  
SINCE OUR ARRIVAL, BUT WE ARE GOING TO  
REACH A POINT WHEN PAYMENT OF HIGHER  
LEVIES IS JUST IMPOSSIBLE. ARE YOU GOING TO  
MAKE IT POSSIBLE FOR US TO DRAW ON THE AMOUNT  
OF CAPITAL WE DO HAVE AT THE MOMENT? HEY, NO !!  
PROBLEM WE'LL JUST BE CHARGED FOR THAT AS WELL.

LESLIE CARTER.

Apartment 201  
Evergreen Lifestyle Village  
Muizenberg

25 February 2022

#### OBJECTION TO INCREASED WATER CHARGES

Dear Derek,

We have received your 17 February email regarding notice to increase water charges, and hereby wish to raise our objection to paying the increased charges.

Our water bills have previously been around R40 a month, yet according to your notice our monthly charge would in future increase to over R80 a month. We do not believe that this 100% and more increase is justifiable.

The per litre rate that we have been charged so far is 1.586 cents a litre, yet it is now being indicated that this charge will increase to as much as 15 cents a litre. The City Council water tariff per litre for the first 6 kilolitres used is indeed the same 1.586 cents a litre that we are currently paying. We cannot accept therefore that it is justifiable for Evergreen to provide us with water sourced from the City Council and to increase that charge by 845%.

Our son requested clarification on our behalf from one of your management staff of the so-called availability tariff that is also to be introduced. It was explained to him that this is actually a City Council charge that is levied on all households for making water available to a household. If this availability tariff is indeed a City Council charge, we would like to know what the amount of that City Council charge to the Evergreen complex actually is, and what would be a pro rata share of that City Council charge.

As you correctly point out in your email, the basis of the charge for water consumption by us has remained the same for all the years that we have been in the complex, some 8 years and more. If that charge has been applied over all of that time – and there has been no change by the City Council to the basis of the charge – we cannot accept that the charge should now be changed by such a significant amount.

We question our obligation to pay this new charge also on the basis of the contract we have in place with Evergreen for our apartment. We believe there is no allowance in that contracted arrangement with Evergreen for new charges for water now to be levied. The terms of our contract need to be honoured until the contract is no longer in force.

There has already been one example where Evergreen not too long ago tried to pressure residents to change the terms of their contracts with regard to the basis of annual levy increases. As Evergreen management experienced at that time, no such changes by Evergreen to contractual terms can be made without residents' consent. We do not in this instance consent to the significantly increased water charges which Evergreen wishes to impose on residents.

Yours sincerely,

*Ambrander Dyver*  
*ET van der Vyver*  
25-2-2022

Mr ET & Mrs AM van der Vyver



## Kim Whitworth

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**From:** Derek Drew  
**Sent:** Tuesday, 01 March 2022 12:56  
**To:** Harold Cox  
**Cc:** Kim Whitworth; newwoud@mweb.co.za  
**Subject:** New Hot Water charges

Hi Harold,

We have taken notice of your objection and will also forward it to the residents committee.

We are very aware of the rising costs for the individual and especially for our residents who are generally on a fixed income.

All we are asking is for a resident to pay for the expenses that they are incurring, it takes a cost to have hot water on 'tap' and Evergreen cannot be expected to pay this expense in finitum.

The residents living in the houses have been paying to heat their water since day one.

We have never tried to hide the fact that we are in business, and again not to make money at our residents expense from the levy, but merely to reach a 'break-even'

Please contact Hugh Till, the ResCom financial member to have a look at the monthly management accounts and see the monthly electricity expense and the expenses that go into running the village.

If you feel that your hot water takes an inordinate time to get hot please contact me or the front desk for maintenance to come and inspect.

As with any hot water generating system the water takes time to heat up and to get to the tap, I am sure you remember that from your home before you came to Evergreen.

Regards  
Derek

P.S. Harold, I think you replied directly to our 'bulk' mail address, that is why it was blocked, not the use of your Gmail address.

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**From:** Harold Cox <harold@kenilworthtravel.co.za>  
**Sent:** Monday, 28 February 2022 16:17  
**To:** Derek Drew <derekd@evergreenlifestyle.co.za>  
**Subject:** [EXTERNAL] New Hot Water charges

Hi , Good afternoon. This morning I tried to send you an email with my objections to the new Hot water charges from my Gmail address but for some reasons it seemed to be blocked and undelivered?

I would like to register my objections to these new charges wef 01Mar22 and I can foresee it adding about R200.00 to one's account each month . There is a limit to everyone's disposable income. When I shower I have to wait for about two litres of cold water each time before the hot arrives. Perhaps I should shower in the Gym like many others including some of your committee members to save money, and never use your shower in your apartment

Regards

Harold Cox  
#313