

RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG
HELD ON TUESDAY 12 APRIL 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.	<u>WELCOME</u> The Chairman greeted all present and opened the meeting	
2.	<u>APOLOGIES</u> No apologies.	
3.	<u>NOTICE OF MEETING</u> Notification sent by SMS on 28 March 2022.	
4.	<u>APPROVAL OF MINUTES OF MEETINGS HELD ON 8 MARCH 2022</u> Minutes approved by RvE and seconded by MO Signed by NW and DD.	
5.	<u>APARTMENT BLOCK MAINTENANCE & SAFETY and SECURITY - Report by RvE</u>	
1.	No issues to report on security.	
2.	BIG TV area - Decoder remote went missing. A new decoder remote has been purchased.	
3.	Aircon grid in middle lift requires regular cleaning .	

<p>4.</p> <p>5.</p> <p>6.</p>	<p>Maintenance are waiting on quotes to have the ground floor passage carpet hump levelled.</p> <p>Note that All maintenance issues / requests must be reported through the correct channels in order for them to be dealt with:</p> <ul style="list-style-type: none"> • Complete maintenance request form – available from reception, • Hand in the form at reception; it will then be logged onto our maintenance system, • Maintenance will make appointment to investigate (if necessary) and attend to issue / request. <p>Partitioning options for private area are on hold.</p>	
<p>6.</p> <p>1.</p> <p>2.</p>	<p><u>HEALTH CARE - Report by DE</u></p> <p>Music therapy DEMO will be revisited, details will be communicated in due course.</p> <p>Practice Number issued for the 8-bed Sub Acute facility as part of our Care Centre.</p>	
	<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> <p>1. Please tell the office when you go to hospital or are away from the village overnight.</p> <p>2. If you have any problems with the Care Centre, please write directly to Sister Yolanda Wilson, with a copy to Derek Drew.</p>	<p>ALL RESIDENTS</p>
<p>7.</p> <p>1.</p> <p>2.</p> <p>3.</p>	<p><u>CATERING - Report by HT</u></p> <p>Food and service continue to be good.</p> <p>Branwine and her team are very accommodating.</p> <p>Monthly resident's braais are well supported. The next braai is on Saturday, 16 April. If any resident wishes to be added to the Residents Braai WhatsApp group, contact Hugh Till, A219.</p>	
<p>8.</p> <p>1.</p> <p>2.</p>	<p><u>SOCIAL EVENTS & ACTIVITIES – Report by PS</u></p> <p>The recent Village Walk held was enjoyed by those who participated; the organisers were commended for their efforts. Suggestion to hold a Village walk every quarter. Details to follow.</p> <p>Chit-Chat meetings are being well attended and enjoyed by all.</p>	

<p>3.</p> <p>4.</p> <p>5.</p>	<p>Choir has been placed on hold as a pianist is required. If there is a resident or someone you know that is willing to assist the choir, kindly contact Pat Swilling, H64.</p> <p>A reminder that Aquarobics takes place every Monday at 10h30 (45 min session at R50). If you wish to join, contact Pat Swilling.</p> <p>PS / MO to look into reviving resident outings; wine farms. Quotes on venues and transport to be obtained.</p>	
<p>9. & 10.</p> <p>1.</p> <p>2.</p> <p>3.</p> <p>a</p> <p>b</p>	<p><u>LANDSCAPING, GROUNDS DEVELOPMENT & WATER MANAGEMENT, VILLAGE MAINTENANCE & HOUSEKEEPING - Report by MO</u></p> <p>Lawn outside H24 & H25 has been laid.</p> <p>Reminder that Whitecliffs has offered the added service for a ‘private’ gardener every Tuesday at R80 per hour or R40 per half hour. If you wish to make use of this service, contact reception to book. Residents are requested not to instruct the village gardeners to do ‘private’ work in their gardens or homes.</p> <p>Letter received from Michelle Jones-Phillipson with reference to undercover washing lines:</p> <p>No resident is permitted to remove other residents’ washing from the washing lines.</p> <p>All residents who make use of the washing lines need to be considerate to others and not to leave their dry washing on the lines.</p>	
<p>11.</p> <p>1.</p> <p>2.</p> <p>3.</p>	<p><u>FINANCE - Report by HT</u></p> <p>It was noted that other villages RESCOMS have a dedicated bank account and raise funds through various activities. These funds are then used at the residents’ discretion. RESCOM to consider a fundraiser portfolio going forward.</p> <p>Letter from Sue Wood posing questions on village financials, bistro & WPC will receive a response from HT.</p> <p>The Village Budget for 2022/3 had been presented to the RESCOM – this will be communicated to the residents through a residents General Meeting, on Monday 25 April 2022 at 3pm. More details will be communicated via the RESCOM.</p>	
<p>12.</p>	<p><u>RESIDENTS STATS</u></p> <p>Village occupancy – 303 Houses – 151 Apartments – 153 Occupants of Care Centre – 25</p>	

13.	<u>COMMUNICATION</u>	
1.	The latest Muize News edition will be distributed during the course of the week.	
2.	Employee of the month for April will be announced in the next RESCOM minutes. Nominations are always welcome.	
14.	<u>GENERAL</u>	
1.	Kindly read Martin & Shirley Harrisons letter with reference to the U-Turn donation bin.	
2.	If any medical information / personal details of residents' changes, remember to notify the office.	
3.	Mr Roberts, of A111 has recently noticed that his car has a very bad scratch running the length of his car. This possibly happened in the basement parking. If anyone saw anything suspicious, kindly report it to DD.	
14.	<u>DATE OF NEXT MEETING</u>	
	Tuesday 9 May 2022 at 09h30.	
15.	<u>CLOSURE</u>	
	The Chairman closed the meeting at 11h35.	

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 6 May 2022

Agenda will be issued on Friday 7 May 2022

SAFETY, SECURITY AND APARTMENT MAINTENANCE

THURSDAY APRIL 12 2022

- Air-conditioning grid in centre lift needs to be removed and dusted
- Feedback from Hugh Till on partitioning for TV area?
- Nothing to report on security.
- Remote still missing for TV in library area??
- Window handle for apartment 311 about to fall off.

HEALTHCARE REPORT FOR
RESCOM 12 APRIL 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. 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. COHSASA (The Council for Health Service Accreditation of Southern Africa) Audit & Inspection visited our Care Centre on Friday 1 April 2022 in order for us to obtain our practice number for the approved 8 Sub-Acute beds, it went very well and COHSASA will submit their findings and report to Board of Healthcare Funders (BHF). We'll receive feedback and hopefully approval of practice number in the next two weeks. There are a few structural changes and clinical documentation updates that we need to do, but overall we received compliments and positive feedback from the Audit Inspection person.
5. Currently 24 residents in Care.

DENISE ELKIN

Catering committee report to Rescom meeting on 12th April 2022.

Our Catering committee meeting was held on the 29th March 2022.

Feedback

The food and service continue to be good.

St Patrick's Day lunch was a wonderful occasion with good food, good company and good music. Everything had an Irish tint to it, from the cream soda in the glasses to the peppermint tart to finish the meal. The music by 'Just B' had a distinct Celtic harmony, although I am not sure how the Irish would like 'Scotland the Brave' on bagpipes.

Menu

There has been no decision as yet regarding the serving of vegetarian meals on some Saturdays.

Future events

There are plans for the celebration of Mother's Day with a Brunch on Saturday the 7th May.

Residents' braai planned for the 16th April, during the Easter weekend.

Comments

The Bistro staff under Branwyne is as always helpful and happy, the Bistro is a great place to eat or meet over a cup and cake.

Hugh Till

7th April 2022

APRIL SOCIAL ACTIVITIES REPORT

CHIT CHAT : The April meeting saw 24 residents join in the general chatter. The new arrivals at Evergreen had all been contacted and invited to join us, and quite a few arrived and were introduced. It was a happy meeting, and many residents expressed the view that they felt better for having made the effort to mingle and chat.

CHOIR : Sadly the choir is having it's difficulties. A pianist is still needed. It was decided by the prospective choristers to hold fortnightly meetings instead of weekly

AQUAEROBICS : Posters have been put up in an effort to drum up support for this activity

PAT SWILLING

Mike Odd

LANDSCAPING, GROUND DEVELOPMENT & WATER MANAGEMENT

- On the whole gardens are looking good after the summer and seasonal prevailing wind.
- The retaining terraced wall adjacent to the basement parking is in need of attention with weeding, replanting and a general tidy up which is hand with Markus.
- A new front lawn to be laid at houses 24 and 25 to replace that which is in poor shape caused by moles and a lack of attention.
- There has been no interest from residents with the proposed schedule to maintain house gardens at a cost and perhaps another communication be sent showing that this service is still available.
- Composting in common areas is due which is done twice annually autumn and spring.
- The proposed open gardens now planned for spring – September. Details to follow.

BUILDING MAINTAINEDNCE – HOUSES

- Apart from painting of the boundary wall along Prince George nothing has been brought to my attention.
- Three fire hydrant points in Phase 3 covered with vegetation has been cleared, re-painted and are now clearly visible.

EVERGREEN LIFESTYLE VILLAGE MUIZENBERG.

Report on the Management Accounts for Feb 2022, to Rescom Meeting to be held on the 12th April 2022.

For our normal income and expenditure items we showed an income in excess of expenditure of R39,025 for the month. And for the year there was a deficit of R1,576,677 that is R707,125 better than budget.

The accounts were however dominated by the imposition of unbudgeted expense for Head Office Recovery and Insurance for the total amount of R1,297,515

The Head Office Recovery was justified on the following grounds by Garry Reed at a Mancom meeting held on 23rd March 2022.

There are four companies falling under Evergreen Holding (EG), Evergreen Property Developments (EPD), Evergreen Property Investments (EPI), Evergreen Lifestyle Villages (ELV) and Evergreen Health (EGH) all reporting through their MD to the board of EG, and each expected to at least break even.

The Management Fee is made up of the salaries of the MD, accountant and two admin clerks who work exclusively for ELV. And a contribution to legal. This is adequate to manage a total of 2000 units (although there are only about 1000 occupied in all the Evergreen Villages at the present time). This total cost was divided by 2000 and this came to R300 per unit. Representing a contribution of 50% of the total overhead.

With the imposition of the two extraordinary items the Year End showed a deficit of R2,835,689 and an accumulated loss for the Village over its lifetime of R10,206,123. This is obviously part of the driving force behind the Head Office charges.

With regard to the imposition of a charge for the heating of water in the apartments.

An analysis of the electricity usage for the Village shows that the heating of the water in the apartment building consumes 21% of the total electricity used for the common area and services.

There was nothing else in the income or expensed that were in anyway out of the ordinary.

I believe that over the foreseeable future the cost of living at Evergreen Muizenberg is going to increase significantly.

Hugh Till

6th April 2022

Good day Kim

Would you please forward the following request to the Rezcom?

Request for additional washing lines for covered washing line area:

- I had found the shortage of available line space in the underground covered drying area to be a problem since I arrived here in June 2021.
- I have taken to hanging up my washing at night/late evening as that is when I can find line space available.
- Today when I came to hang my washing up at 16h30 – please see photographs above - every line was filled to capacity.
- I chose to rehang 2 towels of another resident, that were completely dry, from a horizontal position to a vertical position to create some space.
- I took off a dry bed sheet and folded it neatly and placed it on the table together with the pegs. I was told previously by a resident that this is the practise when one finds no line space available. I do not believe that this is the best practise and hereby, appeal to the Rezcom to consider alternative solutions to this problem.

Possible suggestions:

- Create more undercover washing lines in the empty tandem parking bays.
- Allocate specific drying days for each floor. E.g. Third floor on Mondays, Second floor on Tuesday etc.
- Identification of laundry hanging on the line e.g. disc with apartment number to be hung with washing so that the owner can be contacted to take the washing down when dry – should the lines be full.
- If you arrive and there are no lines and your washing is dry then residents can remove your washing and place it in your washing basket.
- This system above works very well in the laundry, whereby, if you fail to remove your washing when your wash cycle is up and there is no available washing machine – residents remove the completed clean washed clothing and place it in your washing basket.
- A roster could be filled in when washing is hung up with apartment number. This system works well in the laundry.

The underground drying area is a wonderful facility and a valuable asset to Evergreen.

It makes drying laundry a pleasure and protects garments from the harsh wind, sun and salty air that laundry is exposed to in the outside laundry area.

Many thanks

Michelle

Apartment 6

UTURN Clothing Donation Bin

My wife and I, Apartment 101, clear the UTURN Clothing Donation Bin in the Apartment Laundry and deliver the donations to our daughter whp is P.A. to the UTURN CEO.

Recently, however, we have noticed that on several occasions clothing has been removed from the bin before we could collect it.

We would request that this unacceptable practise be brought to the notice of all residents and staff Via the Rescom minutes and the Muize News.

If a substantial donation is to be made, we are happy to collect it directly before delivering it to UTURN.

Thanking you



Martin and Shirley Harrison

Apartment 101, Phone 2101

Dear Hugh

Further to my long questionnaire regarding the financials there are a few further points requiring clarity:

1. To whom does all the catering equipment i.e crockery, cutlery, glassware, linen, stoves, fridges, pots pans, uniforms, billing system belong ?Evergreen Muizenberg or to Western Province Catering
2. Recently a brand new coffee machine was purchased, who paid for it, and under whose operating equipment stock list does this item appear?
3. If this all falls under Evergreen Muizenberg, then clear transparent fact and justification are to be provided as to what and why Evergreen Muizenberg are being debited an amount of R45000 per month?
4. As with the Evergreen Health care conundrum logical accounting should provide for a rental of the Muizenberg Floor space to be paid to us, including levies.
5. Who pays for the electricity and gas to enable the Bistro to cook the food which is SOLD to all the patrons for WPC profit?
6. Why in the levies quoted by Cindy for the incoming LRA holders are there 2 extra separate levies shown over and above the usual

Being R280 for Health Care and R250 for catering? This defies reason given the existing facts.

7. I have received several queries as to the situation with the monthly accounting and provision of statements from the Bistro.

I for one, still have not received the monthly statement from Branwine for the month of March.

The queries brought to my attention appear to be issues with payments made via EFT to the WPC FNB bank account not being correctly allocated as credits to the accounts in question, resulting in inaccurate accounting to those account holders. In order to be part of the solution and not the problem I offer my assistance to Branwine to do the Bank reconciliations and transfer the payments to the correct

accounts to take this stress and pressure off both Branwine and the residents who are not being credited for their bon fide payments.

8. It appears that comments made from upper management are giving the reason for the deficit/loss of over R10 million rand for Evergreen has been caused by the management oversight of not including the cost of the heating of the hot water to the apartments, and the recovery thereof. **Facts here please** and a breakdown of exactly how this loss was incurred, as there are too many rumours floating around about developers, and a host of other rare reasons.

9. It cannot be stressed loudly enough that what Muizenberg is staring in the face is insolvency. This has occurred on the CEO'S and Rescmom's watch.

10. David Rosenberg battled long and loud on this issue of overspending – nothing to do with hot water – which everyone involved seems to be in management and residents together.

11. What was the issue with the R1 million rand and the repainting of the apartment block, which caused a huge deficit ? **Facts here please**

Regards

Sue Wood 232

Response from Hugh Till <hugh.till@gmail.com>

Good afternoon Sue

Thanks for the email, it was placed on the agenda of Rescom at our last meeting.

First to answer some of your questions, all the equipment in the Bistro belongs to the property owner and the coffee machine was purchased by WPC, the Village did not pay for it.

The catering expense is the difference between the 'Management fee' paid to WPC to provide catering services at Muizenberg and the refund paid back to the Village based on the number of meals served. As per the agreement between Evergreen and WPC. This will come up for much more in depth discussion and review in the very near future.

At the Budget meeting on Monday, we were presented with the budget for FY2023. A copy of the budget and their methodology will be circulated to all residents in a day or so when we have put together an appropriate worded letter. We then plan to have a Residents meeting on the 25th April and the AGM is planned for the end of May (no date set as yet). The idea is to enable an open discussion.

The budget will answer most of your other questions and pose many others. Principles applied in the methodology are being applied to all villages in the Evergreen stable with the goal to reach comparability between all villages.

When you have had time to read and digest the information, we can sit down over a cup of coffee and discuss it.

Blessings

Hugh