

RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG

HELD ON TUESDAY 10 MAY 2022 AT 09H30

PRESENT:

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 3 May 2022.	
4.	<u>APPROVAL OF MINUTES OF MEETINGS HELD ON 12 APRIL 2022</u> Correction, next meeting Tuesday 10 May 2022 Minutes approved by DE and seconded by PS. Signed by NW and DD.	
5.	<u>APARTMENT BLOCK MAINTENANCE & SAFETY and SECURITY - Report by RvE</u> 1. No security issues to report. Security officer Alberto was moved to a site closer to his home. He has been replaced by Mr Gertze. 2. Bathroom extraction fans still an issue on ground and second floor. The fans have been removed and quotes are being obtained to have it repaired or replaced.	

<p>3.</p> <p>4.</p> <p>5.</p> <p>6.</p>	<p>Middle lift basement landing carpet stained – management to investigate what needs to be done.</p> <p>Bistro ladies toilets have been fitted with a raised toilet seat and a hand rail (two separate cubicles) over six months ago.</p> <p>Two lights on ramp leading to basement not working – maintenance to investigate and repair if necessary.</p> <p>Recent article in the People’s Post newspaper alerting Muizenberg residents of the rise in crime in the area. We ask that all residents are vigilant and are aware of their surroundings, and if possible do not walk alone.</p>	
<p>6.</p> <p>1.</p> <p>2.</p> <p>3.</p> <p>4.</p>	<p><u>HEALTH CARE - Report by DE</u></p> <p>Dementia Support group meets two days per month. Contact Denise Elkin for more information</p> <p>Music Therapist, Christopher Wildman visits the care centre once per week and proving very beneficial. Christopher has offered a free demo to village residents on 17 May.(has been subsequently cancelled due to poor interest)</p> <p>Reminder to return the residents information form to the office as soon as possible. Having the correct information makes it easier to assist residents in times of need.</p> <p>Letter from Elaine Simons, H99 The village will continue to notify residents where necessary of the Covid-19 cases within the village.</p>	
	<p>Primary Health Care Clinic is in the village Board Room <u>until Friday 20th, then moving to the Care Centre.</u> Appointments only. Residents to be visited in their homes.</p> <p>DEAR RESIDENTS: Your health and well-being and whereabouts are our daily concern. 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>Celebrating Mother’s Day brunch held on Saturday, 7 May. It was well supported.</p> <p>Residents’ monthly braai will be held on Saturday, 14 May. Contact Hugh Till for more information.</p> <p>Reminder that the Bistro offers soup every day as well as frozen meals for takeaway.</p>	

8.	<p><u>SOCIAL EVENTS & ACTIVITIES – Report by PS</u></p> <ol style="list-style-type: none"> 1. Intervillage challenge – Evergreen Noordhoek has requested that the next challenge be at their village. More details will follow in due course. 2. Choir is still on hold – they are looking for a pianist to assist twice a month. 3. Chit Chat recently held was well attended, with 11 new residents. 4. PS is looking into options for resident outings. Any suggestions please contact a Rescom member. 5. It was suggested that a Village walk is held every quarter. Dates and time will be communicated. 	
9. & 10.	<p><u>LANDSCAPING, GROUNDS DEVELOPMENT & WATER MANAGEMENT, VILLAGE MAINTENANCE & HOUSEKEEPING - Report by MO</u></p> <ol style="list-style-type: none"> 1. Trees being trimmed where necessary 2. Reminder about the Muizenberg Open Gardens coming up in Spring. There are categories available for apartments and houses. Details are on the notice board. 3. Fire Drills for both apartments and houses must be held at least twice a year. We are looking for fire marshals kindly let the office know. 4. Letter received from Lydia Hirschmann, A17 The fluctuating hot water issue in her shower needs to be rectified. 5. HT mentioned that the he is also experiencing the hot water fluctuations in his apartment. 6. The hot water pressure and heating will be investigated. 7. Letter from June Orsmond, A234 (part 1) Kindly be reminded that we do collect recycling in the village. All you need to do is separate the recycling into one bag (paper, tin, cardboard, plastic) from the wet waste in a separate bag (food and other). 	
11.	<p><u>FINANCE - Report by HT</u></p> <ol style="list-style-type: none"> 1. March 2022 Management Accounts – Overall, the aim is to balance the books. 2. Levy income was under budget by R54 721.00; this is due to EPI squaring off any operational losses at the end of the financial year. 3. A number of “over budget” entries, for example Admin expenses; due to audit costs being charged in March and work done in Feb. 4. Property rates not budgeted for, this is because some levies include rates, no provision was made. 	

5.	Village maintenance expenses over budget in March but the work was carried out in January & February 2022.	
12.	<p><u>RESIDENTS STATS</u></p> <p>Village occupancy – 305 Houses – 151 Apartments – 154 Occupants of Care Centre – 24</p>	
13.	<p><u>COMMUNICATION</u></p> <p>1. We would like to thank Grizéll Luxton for all her hard work she puts into making the “Muize News” a great success.</p> <p>2. April Employee of the Month was awarded Nigel Chisvo. Nominations always welcome.</p> <p>3. The AGM has been set for Monday, 30 May. The notification will be sent out two weeks before the meeting.</p>	
14.	<p><u>GENERAL</u></p> <p>1. Letter from June Orsmond, A234 (part 2) As one of our cost saving measures, we will no longer be sending out SMS’s for activity groups. We will only send out SMS’s for announcements, such as Loadshedding.</p> <p>2. Activity groups are more than welcome to use WhatsApp groups to notify each other of up-and-coming events.</p> <p>3. It was also suggested that our resident telephone list is updated with resident cellphone number, rather than the landline numbers. If any resident is opposed to this, kindly notify reception.</p>	
14.	<p><u>DATE OF NEXT MEETING</u></p> <p>Provisionally Tuesday 14 June.</p>	
15.	<p><u>CLOSURE</u></p> <p>The Chairman closed the meeting at 12h10.</p>	

NEVILLE WOUDBERG
RESIDENTS COMMITTEE CHAIRMAN

DEREK DREW
VILLAGE MANAGER

SAFETY, SECURITY AND APARTMENT MAINTENANCE

THURSDAY MAY 10 2022

- Air-conditioning grid in centre lift dusted and lift been kept clean.
- Carpet tiles in basement outside centre lift seem to be stained with something
- Nola reported that the air vents in the passages on the 3rd floor were not working and also the extractor in her bathroom?? She has filed a report
- Nothing to report on security.

HEALTHCARE REPORT FOR
RESCOM 10 MAY 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. Christopher will be in our Gym on Tuesday 17 May at 11am for a free demonstration to House and Apartment residents who feel they would benefit from this activity; tea/coffee will be served afterwards. If there's sufficient interest the sessions will be held twice a month at a cost of R150 per session.
3. Exercises and Art activities as well as Birthday Parties are enjoyed by all participants.
4. We now have our practice number for the 8 Acute Beds but to date they have not been used.
5. There have not been any Covid 19 cases in Care.
6. Currently 25 residents in Care.

DENISE ELKIN

Catering committee report for Rescom meeting on the 10th May 2022

The committee met on the 29th of April.

The quality and quantity of the meals and service continue to be of a consistently high standard.

I gave feedback on the comments made on the first questionnaire and they included.

- Request for smaller meals

- A wider range of sweets and drinks

- Reduced hours

- Increased staff, especially on Sundays

- Evening meals on Wednesdays

As winter approaches we were reminded that there is soup available every day, order by 10.00 am.

Also, frozen meals are available to take away.

Wednesday April 27th, offered eggs Benedict and this was enjoyed by many of our residents.

Mother's Day brunch on Saturday May 7th, come and enjoy a hearty breakfast and good company.

Our next Residents' Braai is planned for the May 14th, have had a good response so far.

Branwine will be on leave from May 11th and be back on May 20th, Angelique will be acting manager in her absence. We wish her a blessed time.

As always, I must thank Branwine and her wonderful staff for serving us so well.

Our biggest challenge is finding a way forward that will satisfy the majority of the residents and be as economical as possible. This using Western Province Caters or a different service provider.

Hugh Till

5th May 2022

Kim Whitworth

From: Pat Swilling <patswilling@telkomsa.net>
Sent: Wednesday, 04 May 2022 18:00
To: Derek Drew; Kim Whitworth; Neville Woudberg
Subject: [EXTERNAL] social activities report for April 2022

SOCIAL ACTIVITIES REPORT – APRIL 2022

Table Tennis : We have been contacted by Noordhoek Evergreen with a view to playing a return challenge against them in Table Tennis, Canasta, Rummikub and Bridge. Seems like this time round the Bridge players are keen to join in.

Choir : This group has reached a standstill pending finding a pianist, which appears to be a major problem. However, Meryl Preston has indicated that she plans to have Xmas Carols for an end of year concert

Chit Chat : The list of 11 new arrivals to Evergreen were contacted and welcomed, a few of whom arrived at the meeting and made new acquaintances. We numbered 9 residents who gathered, the low turnout being attributed to the fact that we were unable to send a reminder sms on the day, despite the posters which Amanda at reception had made for us advertising the meeting !

MAY 2022 RESCOM REPORT

04/05/2022

Mike Odd

LANDSCAPING, GROUND DEVELOPMENT & WATER MANAGEMENT

- Overall the gardens and landscaped areas are in good shape with general on-going maintenance and care. There is nothing of any significance to report.

BUILDING MAINTAINEDNCE – HOUSES

- Nothing to report.

Financial Report on March 2022 accounts. For Rescom meeting on 10th May 2022.

Overall

Levey Income was R54,721 under budget presumably due to unoccupied units.

Expenditure was well controlled apart from a few items. (Details below)

Admin expenses, this was due to audit costs being charged in March and budgeted in April.

Village Maintenance, a large portion of this was spent in Feb but charged in March.

Property rates, due to over optimistic budgeting or accounting discrepancies. Will follow this up at Mancom.

The biggest problem is the 47.2% increase in Healthcare when budgeted for a 3% increase. Will investigate exactly what we are being charged for.

Income

Levies received for March are R855,422, Feb was R916,585. The shortfall for unoccupied units of R30,343 should be covered by the developer. What is the Feb accrual reversal of R31,702?

Expenditure

Head Office and Insurance recovery, we are not happy but accept them.

Clubhouse expenses

Recovery Rental Equipment, EPI paid the rental for the gym equipment R12,830.

Recovery Laundry, recovery from the laundry of water and electricity usage R22,091.

Levies expenses

CSOS, Community Schemes Ombudsman Service, paid from our levies not invoiced separately.

Administration expenses

Audit fee, charged in March budgeted for April.

Health and Safety Audit, charged in March budgeted for over the whole year.

Gifts, birthday gifts to residents and on arrival of new residents. Sales to bear the cost of new resident's gifts in the future.

Counselling fees fall away at the end of Melony's contract at the end of April.

Information Tech

Data line rental for one line will fall away at the end of its contract a reduction of R4888 per month. Brining expenditure in line with budget.

Depreciation

Security equip i.e. computers in security office for which there was budget.

Common property utilities

Recoveries on Electricity, Water and Sewerage show a combined shortfall of R68,055, due in part to the delay in implementing water heating recovery in the apartment block, this will begin to reflect in the May accounts.

Property rates R23,658 over budget expenditure.

No provision in budget for units where rates are included in levies, R11,449 per month.

Unoccupied units' rates not recovered from previous resident or developer, R2,219.

Leaving R9,990 still unaccounted for.

Village maintenance

Maintenance was R50,370 over budget, in Feb maintenance was R62,468 under budget

R&M Electrical R8,943, R&M Plumbing R19,489, and R&M General n/recoverable R45,929 were all expenses incurred in Feb and invoiced in March.

Medical exp

Healthcare management fee shows a budgeted increase of 30%. And charged us with an additional R6800 giving a total of 47.2% increase. Garry's budget allows a 3% increase.

This is over and above the approx. R25,000 recovery EGH makes on services charged to residents!!!

What are we being charged for?

Hugh Till

5th May 2022

Questions for Management

1. What exactly are we being charged for in the R73,600, by Evergreen Health? This is a 47.5% increase while the budget allows for a 3% increase.
2. Property rates, why the discrepancy with budget, will we reach a position when all the rates on the units are recovered, and we are left with only the common area rates?
3. Levy income, why are not all units levies recovered, will we reach a position where all the levies of all the units is received?
4. What is the Feb accrual reversal of R31,702?

21 April 2022

TO: RESCOM – MUIZENBERG
FROM: LYDIA HIRSCHMANN – APARTMENT 17
RE: MY BATHROOM SHOWER

Over the past 21/2 years I have been complaining about the fact that my shower goes from boiling hot to freezing cold during the course of a shower making me jump out every few minutes to either stop being burnt or end up freezing.

Your maintenance team has spent much time in trying fix this problem from putting new valves into the mixer and trying to even the flow and keep it in one position to enable me to have a decent shower.

Winter is nearly upon us and I am totally fed up with this situation which I believe is not fixable with the current manner in which it is piped to the bathroom. I am at the end of the pipe and every user along the way causes this problem for me.

I would like to suggest the following. In order to attach an instant water heater to the shower it has to be connected to my DB board. The DB board is at the entrance to my unit and the shower is at the other end making it almost impossible to connect. I think it would be possible to link electricity from the main board in the passage to my DB board cable. Then a hole could be drilled through the back of the main board cupboard which is directly in line with my bathroom and would need a short connection.

The costs could be split between Evergreen and myself and this would not be too expensive and I could have a normal shower which should be provided to all residents of Evergreen.

Please consider this proposal and let me know the outcome.

Kind regards

Lydia Hirschmann

A handwritten signature in black ink, appearing to read 'Lydia Hirschmann', with a long horizontal stroke extending to the right.

Kim Whitworth

From: Derek Drew
Sent: Tuesday, 03 May 2022 11:57
To: Kim Whitworth; 'Neville Woudberg'; Denise Elkin
Subject: FW: [EXTERNAL] RECYCLING and whatsapp

From: June Orsmond <june.orsmond@mweb.co.za>
Sent: Tuesday, 03 May 2022 11:33
To: Derek Drew <derekd@evergreenlifestyle.co.za>
Subject: [EXTERNAL] RECYCLING and whatsapp

Dear Derek and Rescom

2 matters

1. RECYCLING

Its interesing (and sad) what I can see from my 2nd floor east facing windows.

First there is the 'Waste Mountain' on the horizon, that has risen out of the ground in the 3 years that we have lived at A234, and the constant 7-days-a- week traffic of trucks dumping tons and tons of rubbish at least 8 trucks every time one looks out.

Then - one morning last week I watched two rubbish-pickers systematically working through Evergreen's black wheeliebins. Thy were looking for recyclables and from each bin they extracted a lot of recyclable containers, etc (even a large bra which they put back into general rubbish!!)

Could you please advise how our recycling is dealt with?

Could you please remind residents what the waste disposal rules are, eg should we divide our waste into:-

- a. Compostable waste
- b. paper and light cardboard
- c. recyclables (such as tins, bottles, plastic containers, etc) – or should this be separated as well??

2. COST OF GENERAL SMS MESSAGES.

Can whatsapp be used instead perhaps?

Kind regards
June Orsmond A234

Hot Water Flow

Recent developments at Evergreen have prompted us to take decisive action regarding the water wastage.

We started to collect water from the One tap in our ensuite bathroom.

1. Within 3 days (29 and 30 April and 1 May) we collected 10 liters of water.
2. On 2 May we decided to note the times when that tap was being used:
 - 2.1 At 06h30 we collected 2 liters of water
 - 2.2 At 10h30 we collected another 2 liters of water
 - 2.3 At 22h30 we collected 3 liters of water.

So this amounted to 7 liters of water for 1 day.

3. On 3 May we collected 2,5 liters of water at 07h30.

For +/- 4 days we collected 19,5 liters of water.

We plan to monitor this situation for 3 months to get a clear picture. Thereafter we will seek expert advice to ascertain what this amounts to in financial terms.

This situation is not limited to that one tap. The same goes for our other taps as well as the showers.

Although this matter has been reported some time back we are still awaiting a proper plan to solve this.

Once again, residents are at the receiving end through no fault of their own.

Please give this matter your urgent attention.

Many thanks.

Sincerely,

Margaret and Elaine Simons

House 99. Evergreen Muizenberg.