

RESCOM EVERGREEN MUIZENBERG

MINUTES OF THE RESCOM MEETING at 14h00 on 12 JULY 2022

PRESENT

RESCOM

OK Owen Kinahan

SW Sue Wood

EF Ed Fletcher

MO Mike Odd

APOLOGIES

HT Hugh Till

MANAGEMENT

DD Derek Drew

KW Kim Whitworth

MINUTES SECRETARY

Michelle Jones-Phillipson

| ITEM | NARRATIVE | ACTION |
|-------------|--|---------------|
| 1 | OK thanked DD for distributing previous meeting minutes. MO noted that the full document re the security feedback need not have been included in the minutes. | |
| 2 | OK stressed that each committee member to have their portfolio committee reports to be in the Rescom post box by Friday prior to the meeting. | |
| 3 | OK stressed the importance of confidentiality within meetings. OK raised the importance of disagreements within these meeting. | |
| 4 | Rescom thanked Grizéll on her latest Muize News edition. | |
| 5 | Pressure/flow and intermittent fluctuation of hot and cold water. EK has been very busy with house 99. EK will then address each apartment floor. by floor. Concrete feedback due back by 12 August. EK will produce a written report of all these issues. DD agreed to pay for the cost of a thermometer. | EK |

| | | |
|----|--|----------|
| | The cost of hot water has now made residents start boiling their kettles for hot water. SW brought up that this issue is a potential danger risk to our residents. The fluctuations of water pressure and heat could result in minor injuries of residents in the shower. | |
| 7 | Blistering on outside and inside of lounge wall | |
| 8 | General Recycling letter to residents. Residents to be encouraged to recycle. Residents to mark their recycling and general waste bags separately. Residents to be encouraged to place their general waste in a biodegradable green bags and recycling in clear bags. | DD/MO |
| 9 | Fire Drill. Roll calls and evacuation plans are in order. Roll calls to be updated by management. Two-way radios to be excluded. 2 x Fire blankets are to be supplied to each apartment floor at R220.00 each. Management to pay for the fire blankets. | DD / KW |
| 10 | Security to check vehicle licence disc and drivers licence procedure to be followed. | |
| 11 | Potential visit to be organised for approximately 12 people to view the nature reserve at the Koeberg Nature reserve. EK to supply KW & DD with the relevant information. | EK/KW/DD |
| 12 | Security: MO to attend a SAPS meeting on 13/7/2022 Gardens: Weeding is an on-going process. MO is following up with Markus of White Cliffs Landscaping to ensure that the area at the apartments washing lines is weeded and more plants planted. The landscaper can offer a gardener for the residents own expense at R50 per hour. Jenn Monk to organise this. Residents may also employ their private gardens at their own expense. MO has noted that he has found dogs excrement in the village. MO has requested that the Rescom meeting be at 09h30 in future. This was agreed for future meetings. | MO |
| 13 | Levy change dates for the financial year to be confirmed. DD to action a letter for residents to vote for residents to agree for the LRH to agree to change the renewal date for the levies to align with the financial year end of 28 February 2023. | DD |
| 14 | Bistro: The frozen meals are working very well. DD to follow up with the Bistro re the teapot handles which are not insulated. Aprons have been ordered for the Bistro staff. | DD |
| 15 | Xmas market. OK requested if KW could create the flyer/poster for market. Bistro to have their own tea/coffee table. OK requested a layout from DD. The flyer will be ready for distribution on Friday 15/7/2022 | KW |
| 16 | Golf cart is operational. Residents can call reception to organise a lift. | |
| 17 | Storage of paint in the basement. The chlorine storage. DD to check with Health & Safety consultant. DD to feedback. | DD |

| | | |
|----|--|--|
| | | |
| 18 | Nominations for employee of the month to be submitted by anyone by 22 nd of each month. Residents to place their nominations in the Rescom post box. | |
| 19 | Acoustic screens to be discussed at the next Mancom meeting on 17 August 2022. | |
| 20 | <p>Letters from residents:</p> <p>Mrs Turner enquiring about non- residents using the resident's elevator and not the service lifts.</p> <p>DD said that he did not feel an apology was necessary.</p> <p>All staff, contractors, cleaners etc to use the 2 x service lifts.</p> <p>The fresh flower project has been resuscitated.</p> <p>All water queries are being addressed as a project by EK and there will be feedback to residents in the future.</p> <p>The bump in the passage on the ground floor to be investigated by DD.</p> <p>The meeting was adjourned at 15h17.</p> | |

Rescom ^{past} Box.

(8a)

WHEN QUESTION FOR RESCOM

I WOULD LIKE TO ,AGAIN, ASK THE FOLLOWING

Why do the domestic and maintenance staff use our lifts for transporting their cleaning materials, ladders etc. instead of the service lift? I find it very frustrating when a full lift arrives on my floor full of the above, this means I have to wait for an empty lift before I can get to where I want to be.

I asked Derek the same question some time ago and although I distinctly heard him ask Laaequah put out a message re using the service lift and not the residents lift, nothing has transpired. I WOULD LIK TO THE ADD TO TH ABOVE THAT WHEN I REALISED THAT THE STSTUS QUO WAS TH SAME I mentione4d this to Derek

Derek then asked what he was supposed to do? Stand in front of the lifty allday? this I thought was an entirely inappropriate response from our village manager

MRS E TURNER APATMENT 332

From: Shelley Wolstenholme <shewolstenholme@gmail.com>
Sent: Monday, 27 June 2022 09:12
To: ~~Amanda Norawana~~ OWEN / SUE.
Subject: [EXTERNAL] Fwd: Pets in Evergreen Apartments

----- Forwarded message -----

From: Shelley Wolstenholme <shewolstenholme@gmail.com>
Date: Sun, 26 Jun 2022, 19:15
Subject: Pets in Evergreen Apartments
To: <owenkinahan@gmail.com>

Please can I have clarity on the rules.

It is my understanding that only apartments 12 - 17 residents might be considered for a companion pet. Who can forget Avril and Soetie.

Cats can live indoors, but dogs need exercise and company. Dogs bark
And a lot of dogs means a lot of noise!
They communicate with neighborhood
dogs - even neighboring developments.

I discovered we have 2 new residents with big dogs. Apartment 3 that opens directly onto the common grounds and apartment 18 that has a private garden/patio, who's access to the grounds is via the goods lift and an exciting (and a bit noisy) run through the underground parking. Everyone in Evergreen is expected to have their dogs on a leash and to pick up excrement when out and about.

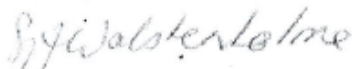
I have to thank all the management for really going out of their way to minimise the noise that I am exposed to because of the position of my apartment. It's so considerate and much appreciated.

I understand very well that it is a big adjustment moving into a retirement village and families want the best transition. Independent living and all that.

Human nature will try to bend the rules.

Good luck with that. I'm sympathetic BUT selfish.

Kind regards,



Shelley Wolstenholme
A16
083 661 4155

Item 13

Evergreen Muizenberg

Recommendations on; Emergency nursing response

Requirements

Immediate response by qualified person in emergency situations

Preferably 24/7 but definitely at least 5 days per week office hours.

Follow up on Residents who are not well either after an emergency or illness

Report to management

Communicate with family & medical professionals

Good communication skills, both verbal and written, computer literate

Follow ups on new residents specially regarding the Telecare

Completion of DQ98 which I understand is a statutory requirement for all residents every year

DQ89 Dependency Quotient form used for the ASSESSMENT FOR ADMISSION TO HOMES
FOR FRAIL PERSONS / SUPPORT NEEDS FOR OLDER PERSONS

All assistance apart from medical supplies used to be of no charge to the residents

These requirements are best satisfied by a Paramedic with a minimum of Intermediate Life Support qualifications or ideally Emergency Care Technician qualifications.

Hugh Tili

2022-06-28

(8c)

63 Evergreen
Mulzenberg

11 June 2022

To: RESCOM - for discussion please at meeting on 14 June 2022

Building and Liability insurances over property at Evergreen, Mulzenberg

Attached is a copy of my e.mail to Garry, with cc to Derek, dated 04 June 2022, together with copy of Garry's reply dated 06 June 2022.

In my opinion, Garry's reply is completely incorrect. I cannot find any clause in the LRA that gives the property owners the right to delegate insurances to the residents. As I have said in my e.mail, it is absolutely unheard of for property owners to charge tenants/residents for this insurance which is definitely the liability of property owners. The 0% increase stated by Garry is nothing whatsoever to do with insurances.

I am extremely concerned on this matter as it unfairly affects all residents of Evergreen.

After you have discussed this matter at Rescom, would you kindly give me feedback.

With thanks.



Audrey Marshall at H.63

TO RESCOM COMMITTEE. 14 JUNE.

FROM BRENDA WADSWORTH. A 214

RE:- FRESH FLOWERS:-

NOTICE TO RESIDENTS

Further to my discussion with Sue.

Have canvassed approx. 12 RESIDENTS.

all amenable to contributing R5

per month to a supply of fresh flowers
for Lifestyle Centre.

Perhaps you can discuss this as
to feasibility.

We need to brighten up our surroundings
and create a more pleasant sitting
area to relax in.

Thank you.

Brenda

FLOWERS FOR AFRICA WILL DELIVER

C W & M W Burt

1st July 2022

Apartment 240

Muizenberg

Copy.

8d

Re Water Account

We have just received our Water Account dated 27/04/2022 to 25/05/2022. Only to find that the total water consumption amounts to R68.13. Added to that is amount of R76.71 and R63.54. I'm told by Kim that those last two figures totalling R140.24 are for availability and heating.

HOW can the heating charge be for the full water consumption?

HOW is the figure of R76.71 arrived at?

I find it inconceivable to arrive at these figures. Surely when a building is erected and sold to occupants it wouldn't be able to be sold in the first place without the water connection BY THE BUILDERS/ OWNERS. The other problem which is peculiar to this building is that the taps are not separated hot and cold. In order to have a shower or wash dishes one has to run an excess of the required hot water to get it hot enough for the job in hand.

I look forward to an answer to this dilemma.

Yours faithfully

Marlene W Burt.

Yours faithfully

~~FK + DD~~
8e

Apt 25

27th June 2022

Dear Rescom,

Re- That strip across the passage carpet on the ground floor

Firstly I would like to correct the misguided opinion that I am always out.

My groceries are delivered by Checkers Sixty 60

I use Takealot & clothing, even wool I have couriered to me.

When I do go out it is to the renal clinic & the cardiac clinic at the Military hospital.
After driving there I am so much pain I also have my medication delivered.

Recently I have unavoidably had to go to the bank.

I would also like to draw your attention to the following:

My car has wide tires with air in them, it has a proper suspension & shock absorbers & a comfortable padded seat. In comparison a wheelchair has narrow, solid tires & no shock absorbers of any sort. Saying I am out in my car & go over many bumps in the road cannot be compared to going over **that bump** at the end of the passage in my wheelchair. I have serious spinal problems that cause me pain made worse when jolted like that. (It is not the kind of pain a couple of Panado will cure)

I am not asking ^{for} the whole building to be changed....just removal of that one strip that affects me every single day.

Kind Regards

Allyson



8A

Sue Wood

From: Michelle Jones-Phillipson [michellejp50@gmail.com]
Sent: Saturday, 02 July 2022 2:01 PM
To: owen@owenkinahan.co.za
Cc: Sue Wood
Subject: Correction to AGM point 7 required

Good day Rescom

See below point no 7 from the AGM Document distributed to residents by management on 21 June 2022.

"7. Monthly Basic levy

We confirm:

- Your basic levy per month will remain as it is currently per your Life Right Agreement. No increase.
- The additional person levy is R500
- The next Basic levy increase will be on 01 March 2023 or on 01 September 2022 if the reporting period amendment is not adopted."

Management have made a mistake by confirming that there is no increase to our basic levy for the current year.

Management have imposed an increase on the apartments basic levy since February 2022.

Management have cited that the increase imposed due to the electricity charge for hot water is included in our Life Right Agreement.

The statement and confirmation by management above is not applicable to all apartment residents.

I, hereby, request that management correct the above statement and notify all apartment residents accordingly.

In my personal case the increase in my basic levy by the additional cost of hot water has already resulted in a 10% increase in my levy for this year to date.

Management have reassured residents on numerous occasions that any increases would be CPI plus 2. The 10% increase that I have is above that figure for 2022.

The two requests that I have from management as an apartment resident are:

-A formal written confirmation that the apartments have had an increase for this year.

-That the apartments will not receive a further increase for this year.

Best wishes

Michelle

Apartment 6

SW 10/1/10
Report

NOORDHOEK/MUIZENBERG EVERGREEN ANNUAL CHALLENGE

On June 7th, 27 Muizenberg Evergreen residents descended upon Noordhoek for the Annual Challenge. There were 6 Canasta players, 6 Pool players, 6 Bridge, 2 Rummikub and 7 Table Tennis players.

Everybody enjoyed the afternoon, which included a generous and delicious tea. The Muizenberg Evergreen Canasta and Bridge teams won overall, the Pool team drew and Rummikub lost. The Table Tennis team won after being soundly beaten two years ago when we were last at Noordhoek.

Pat Swilling

(09)

To: Owen Kinahan RESCOM Muizenberg Chairman
From: Sue Wood Apartment 232 (RESCOM Vice Chairman)
RE: Hot Water supply to apartments

6th July 2022

Dear Owen,

I address you as the LRA of Apartment 232, and as a member of RESCOM Muizenberg, on the question of the hot water supply to the apartments. I request that a meeting be set up with Patrick Maille, Erik Kiderln, Derek Drew, and RESCOM on this matter of the Hot water supply to the apartment building.

There is plenty of correspondence on record from Michelle Jones- Phillipson, Lydia Hirshmann, and others voicing concerns about the charges.

We also have correspondence from Mrs Burt and Mrs Pat van Eyssen, and I now add my voice too.

The fluctuation in the Hot water supply has already been minuted in RESCOM minutes and is on the Agenda, and we understand that PM is aware of the problem, but has no solution at present.

Irrespective of the poor service supply of the Hot water, we are compelled to pay – is this a reasonable or fair approach by management? I believe not.

The following questions are raised:

1. There are 2 metres for measuring water usage per water supply per unit. One metre measures the Hot water usage, the second metre recording the usage of Cold water. Why on the Motla Invoice is there only one graph line?
For ease of reference and transparency, there should be two lines on the graph, one in blue and the other in red?
2. The first charge on the Invoice under the heading **Electricity** shows CALC E2 100.00% and a fee charge of R66.70 plus VAT R 10.00 = R76.71. This we are told is the fee for "availability" for the privilege of having Hot Water available to us in the apartments. If this is the case then the Hot Water should be instantly available on the switching on of a Hot water Tap.

3. Not a matter of "interpretation" as to cold water lying around in the pipes, but a fact being the charge is for availability then the hot water should be available ON TAP.
4. I have measured the amount of cold water flowing through the Hot Water taps daily for 30 days in A 232. A minimum of 4.5 litres per tap of cold water runs through the shower, the basin, the sink, on each use.
5. Conservative usage being 1 shower, washing up 2 x day, and 1 use of 1 hand basin renders 18 litres per day of cold water through the HOT Tap, for which I am charged 15c per litre incl VAT. This amounts to R 2.70 per day for the electricity, which is actually measured by the litres of water through the water metre.
6. Then there is a charge for City Council water supply at 0.01586 CA 73 per litre of water via the cold tap and the same charge via the Hot tap, in this example 483 litres of Hot water and 2041 litres of Cold water. **Added in to this water charge is yet another fee, that of R 26.09 plus Vat of R 9.91 = R 36.00** what is this "fee" for? It is not an 'availability fee' it is the carryover from the days of Drought and water shortage, by COCT and never been rescinded.
7. Then there is the effluent charge. Please supply the calculation as stated by the Cape Town City Council of the ratio per litre of water usage. On the copy Invoice attached to this letter, the charge for Effluent is for a total of 2272 litres of water, and the actual water usage is in fact 2254 litres. How can it be that 2272 litres of water out of a usage of 2524 litres is treated as effluent? This indicates that only 252 litres of water is not treated as effluent in a month.
8. How is the water, both hot and cold, and effluent charged for, to the Hairdresser?
9. How is the water charged for, both Hot and Cold, and effluent, to the Bistro?
10. The same query goes for the Frail Care section, how are they charged for water? Frail Care use the same water supply from the boilers as the apartments do.

11. The rationale behind the charge for Hot water is understood, that is not in question. The strong contention is paying "electricity" for COLD water. I propose that a reasonable, fair negotiation be entered into with all apartment residents. This consideration being an allowance of 4.5 litres per person occupying the apartment, per day per month discount for the cold water we receive instead of HOT.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Sue Wood', with a stylized, cursive script.

Sue Wood

Mike Gdd
portfolio
report

Muizenberg SAPS Crime Joint Meeting – 24th June 2022

Attended by: SAPS / Metro Police / Traffic Police / Mountain Men / ADT / CPF /
Neighbourhood Watch / Sanparks / Muizenberg Improvement Unit? / SRT (Special Response
Team / and others?

Points discussed:

- Vrygrond a satellite police station approved before year end
- Seawinds a gangster hotspot.
- Muizenberg SAPS not considered a priority with new recourses going elsewhere. Short staffed etc.
- Cable theft a big problem in particular the railway line and need more co-operation with PRASA. Copper theft on the increase.
- Theft of and out motor vehicles a growing problem.
- A concern of robberies and attacks against pedestrians in Prince George Drive and Sunrise Boulevard between Sunrise Circle and Capricorn between 11am and 6pm. Focus by SAPS and others security providers to be increased.
- A big problem with vagrants which is difficult to control without a viable alternative for them to be re-located.
- I mentioned harassment against our staff in particular by the cemetery in Sunrise Boulevard and we must report all incidents to SAPS. Also make ADT aware.
- Elderly person's awareness month in October with a SAPS visit and presentation for Evergreen.
- Colonel Pillay the Station Commander and deputy to return to duty on 27th June.