

RESCOM EVERGREEN MUIZENBERG
at 09h30 on Tuesday 27th September 2022
in the Boardroom

PRESENT

| | |
|------------------|----------------------|
| OK Owen Kinahan | Chairman |
| SW Sue Wood | Vice Chair |
| EK Erik Kiderlen | |
| EF Ed Fletcher | |
| HT Hugh Till | |
| AG Alice Grant | |
| DD Derek Drew | Village Manager |
| KW Kim Whitworth | Asst Village Manager |
| SC Soz Christie | Minutes Secretary |

Apologies

MO Mike Odd

| ITEM | NARRATIVE | ACTION |
|------|---|----------------|
| 1. | Welcome and apologies | OK |
| 2. | Approval of Minutes Approved | |
| 3. | Matters arising from previous Minutes | DD/KW/AP |
| a. | Solar Panels: Feasibility study in progress, awaiting report back and to be added to Agenda for next Mancom meeting. | |
| b. | Water pressure and heating in Apartments: Generally improved but Load shedding hours of outage affect the pumps, water pressure and the temperature of the hot water. Residents still being charged for supply of Hot water irrespective of above. | OK/EF DD/KW |
| c. | Detailed Levy Statement: Colour Pie Chart of breakdown of general expenses provided by Hugh Till see attached to minutes. Lydia Hirschmann dealing direct with Alet. | OK/DD/KW |
| d. | Wheelchair Signage – west end Exit of Boardwalk not yet | |
| e. | Rust: swimming pool and Gym Equipment is work in progress. SW noted bolt sheared off at base of handrail in pool possible hazard. | OK/SW/DD/KW |
| f. | Garden: Trees on Boardwalk have been trimmed. | |
| g. | Birdlife: J Behr (H90) seeks volunteers for a Birding Club/Group. | |

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| h. | Overbooked Shuttle: Existing Service every Monday. Added service every second Tuesday in the month underutilised. To be advertised by advertising on notice boards, Whats App and e-mail circular to all residents. | DD/KW/OK |
| i. | City Council rates rebates for pensioners: Visit and presentation at Muizenberg Village by Ward Councillor and city of Cape Town Rates department to be arranged for applications by residents. | OK/LH |
| j. | Sensitive issue: RESCOM concerned with the number of residents displaying ‘memory loss’ tendencies and actions. This issue is being taken up with Garry Reed and on the agenda at the next Mancom meeting. RESCOM will accept all anonymous correspondence. | DD/MO/KW |
| k. | Basic Levy Increase: Concerns from Michelle Jones-Phillipson to be added to the next MANCOM Agenda for discussion and objection. | DD/KW |
| l. | Library: Compliments to Lydia and the Library Committee for the excellent job, well done. Going forward RESCOM would appreciate a short monthly report on progress and book needs. | DD/KW |
| m. | Security: Access and Exit continues to be erratic and lax. Licence discs and Drivers Licences are not being photographed with discipline. Notification to Residents by phone of the arrival of visitors to them or the village of any nature, from Security does not always occur. Any eager criminal element will easily spot the weakness, and this makes our village vulnerable to unwelcome invasion. SW noted for the 2 nd time that the costs to the village for security, monthly is high, in comparison to the level of security provided by the guards at the gate. | DD/KW |
| n. | Residents Lift: SW noted for the 3 rd time that certain staff and contractors continuously use this lift ignoring the rule. | KW |
| o. | Employee of the Month: September award to be granted in October | |
| p. | Cleaning of Carpets: on the ground floor and other grubby areas. Cleaners have been booked to action in October. | |
| 4. | Christmas Craft Market: Owen requested KW to create a larger advertising poster as a reminder to Residents to participate and join in the fun on 29 th October. Michelle Jones-Phillipson and her enthusiastic team of “Trolley Ladies” Requested RESCOM specifically to thank all residents for their generous donations of items for the White Elephant Table.: and they have space for plenty more. See Michelle’s letter attached | OK/KW |
| 5. | Underutilized Leisure Furniture on Apartment Landings: Letter from Lydia Hirschmann requesting more chairs/couches for the Lifestyle Area, left short after the removal of the couches Management to look into it | DD/KW/LH |
| 6. | Notice Boards: reduction in poster size request Lydia Hirschmann, as at times there are so many and space is limited. RESCOM decision to retain status-quo but drop any duplication. | DD/KW/LH |

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| 7. | <p>Bistro Pastries and other food complaints: There have been complaints about portion sizes, quality of pastries, cold meals arriving at tables etc. Teething problems were expected at the time of the change over from Bistro to The Production Kitchen. Branwine and her team with the managers at the Production Kitchen are in touch daily and in the last week the improvement is noticeable, and the compliments are coming in. Residents are encouraged to fill in the Compliment Slips provided at each meal, with constructive comments, to assist Branwine to get things right if and when they go wrong.</p> <p>Reminder: Frequent load shedding does affect the kitchen, and the heating of the lunches and food in general, and we ask for patience and understanding at these times.</p> <p>Closing times of the Bistro: RESCOM, the Catering Committee and Management are aware of the irritation and varying opinions in the village and we would like to remind all residents that this was the best option available in the financial interests and avoidance of extra levies for all of us. Operation hours on a Friday are until 6pm. Any after hours functions will be priced accordingly.</p> | |
| 8. | <p>RESCOM POST BOX There is a new metal Post Box on the wall under the Poster to the right of the Notice Board. Residents are urged to use this anonymously to write comments, complaints and compliments. OK refunded for the purchase of the post box.</p> | OK/DD |
| 9. | <p>Suspension of Anonymity Protocol: RESCOM has suspended the anonymity protocol. We encourage all residents who have complaints or observations to take advantage of this window and use our new RESCOM Post Box, so that we can address serious concerns on your behalf. RESCOM reserves the right to refuse publication of abusive correspondence.</p> | OK/SW |
| 10. | <p>Blockage of Toilets (H99) and Water Supply Issues RESCOM discussed the problems experienced by House 99, see letters attached to the minutes. Management’s opinion is that the account is for the Life Right Holder to pay, and quoted correspondence from Garry Reed.</p> <p>It was reported that Houses 100 and 110 are experiencing a “water hammer effect” in their water pipes, since the City Council did maintenance work on the water mains from the street. EK and EF noted that this constant problem will lead to a deterioration of the pipes through wear and tear. Water hammer effect is caused by an air lock in the system. DD to ask Patrick to bleed out any air locks in the pipes. Erik requested a meeting with DD, EF, Patrick Maile and Ashiq Poole to resolve the problems.</p> <p>If any other residents in the houses are experiencing this Thumping or Water Hammer in the pipes, please advise DD ASAP.</p> <p>EK requested DD to keep an electronic Log Book on all maintenance issues in the village in order to identify areas where frequent problems keep arising, in order to establish patterns where problems arise.</p> | DD/OK/EK DD/AP/EK/EF/ PM DD/EK/PM/AP |

| | | |
|-----|---|---|
| | Ek requested permission to purchase a portable temperature and water pressure monitor to check the various water systems. | |
| 11. | <p>Any other Business:</p> <p>a. Sports Day Congratulations and a big thank you to John and Gill Morgan, and Pat Swilling for organising and putting together a really fun Sports Day, thoroughly enjoyed by all who took part. Thanks to the assistants Hugh Till and others who refereed. The laughter and joy was so refreshing to see and the atmosphere so light. We have had numerous requests to ask this great team if this event could be arranged every three months? It is noted that DD suggested that in future the event be widely advertised in the village to encourage greater participation. Volunteers to assist John, Gill and Pat in this venture would be appreciated.</p> <p>b. OK noted Quiz night in future will be on 1st Friday evening of each month at 6.00 pm, after Fish and Chips. Cost R30.00 pp. Residents can bring their own wine or other beverages. Ice, water and glasses will be provided by the Bistro. To be advertised around the village, KW to make a poster for the notice boards. Book by placing money in an envelope with your name and unit number in the RESCOM Post Box</p> <p>c. Owen complimented DD and KW on how the cleanliness of the public toilets in the Village is appreciated. It was also noted that the sliding door on the Disabled Toilet requires a guide to stabilise it when opening and closing it.</p> | <p>OK/DD/KW</p> <p>OK/KW</p> <p>DD/AP</p> |
| 12. | The next RESCOM meeting Tuesday 25 th October at 09h30 in the boardroom. | |
| 13. | There being no other business the meeting closed at 11h30 | |

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AUGUST 2022 RESCOM REPORT

25/08/2022

Mike Odd

SECURITY

There has been no Muizenberg SAPS Joint Crime Meeting so far this month and according to Captain Knapp hopefully it will be next week.

No security issues within the village.

Our security service continues to function with adhering to required procedures and the independent security service random screening checks with guards, activates, radio and cameras are all in order. However, there was a problem with traffic when the zebra crossing was painted outside the Bistro causing a restricted entry into the village compounded with two delivery trucks unloading in the roadway rather than parking in the available parking bays. This has been addressed with security.

STAY SAFE OUT THERE.

Kim Whitworth

From: ERIK M KIDERLEN <erik@ashway.ikapa.org>
Sent: Friday, 23 September 2022 16:21
To: Kim Whitworth
Cc: Sue Wood
Subject: [EXTERNAL] EvG RESCOM meet - My 'Notes'

Hi Kim; herewith summary Notes:

a) Apartment Hot Water systems.

Have not received any specific complaints. Have requested drawings from original consultants. Am applying to EvG for instrumentation to measure complaint values so temperature, flow rate and pressures can be noted in Incident Log Book(if existing). Alternatively: "Contract Out" these measurements, but under EvG supervision.

b) Individual Houses.

Noted that HW flow in House 99 is unsatisfactory. Have proposed to occupants they record flow volumes and times (using household gadgets).

These measurements to be compared to similar houses-any variance in temperature/ flow to be recorded in Incident Log Book.

c) General

Have not seen any formalised Incident reporting procedure / policy. This to be checked with EvG management (Garry Reed ??).

Note that any intervention, without measurement, is a "patch job". It will not solve systemic / design inadequacies. Need these measurements to identify if complaints are 'localised' or systemic. Also needed for any Hot Water cost allocations by EvG.

Best regards;

ERIK M KIDERLEN(Pr.Eng)

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06/09/2022

GARDEN UPDATE.
EDWARD FLETCHER

CATERPILLARS.

Via Janice Behr, Antonia Joubert complained about small, white caterpillars eating the milkwood trees leaves growing on the southern side of Phase 3, as well as some of the plants growing in her garden. A caterpillar in a sample bottle was given to the chairman.

First contact with Janice produced the name of a pesticide (Plant Care) recommended by Ferndale Nurseries. Following a discussion with Markus on Friday, September 2nd, it transpired these caterpillars are endemic to the region and not a danger to indigenous flora. Also, spraying the caterpillars will not help due to the furry nature of their hairs. The spray mist would not penetrate to the skin.

Both Janice and Antonia were advised accordingly. Both did not agree with Markus' statement. Janice inquired after Markus' qualifications as she felt her 'contacts' were better qualified. She wanted me to set up a meeting between her 'contacts', Markus, herself and myself. It transpired that her daughter had shopped around getting prices and opinions regarding this product. I advised her that neither I nor, I believe, Rescom members were qualified to judicate. Furthermore, I was not prepared to be a postman between Markus, Ferndale Nurseries, and whomever else she wanted to 'bring to the party'. Finally, I expressed an opinion that Derek would take Markus' advice, he being the contracted gardening services owner.

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OTHER MATTER

I am experiencing intermittent mild to medium hydraulic in the water pipe when A N Other resident/s open a tap. It does not occur when I open a tap. This started after the municipality worked on the water mains some weeks ago (during July ??). Erik reports the same.

Handwritten numbers 4 and 5, each enclosed in a circle. The number 4 is on the left and the number 5 is on the right.

Thursday 15th September 2022

Dear Kim,

Our conversations x 2 and my emails refer.

We understand the difficulties that you, as management, and we as residents are now landed with.

This communication is intended to enable us to work together, positively, and courteously, to engage with Garry Reed, James Wilson and John Wilson.

Given that there is a current stand-off in providing us with clear information, we believe that this is an extremely serious situation, with grave implications.

The following points and facts are noted:

- There is a great sense of empathy and compassion, by all the residents and RESCOM, within this Village at Muizenberg, for any person who suffers from dementia.
- Frustrations and concerns are increasing among all LRA holders, including RESCOM members, at the number of recent admissions of people who clearly are unable to pass the criteria and stringent medical qualifications required in the House Rules, and in the LRA's themselves.
- The medical assessment should take place before any sales agreement is signed.
- We are reasonably entitled to valid explanations, and up until this correspondence, the information requested "IN CONFIDENCE" is clearly denied.
- The request is for the number of these admissions, not for personal information, or for any identity. We preferred to request information directly from management, but the refusal to provide this information is rather absurd, as we have updated telephone lists, and are aware of the list of residents held at security, to prevent those from leaving the village. Residents living in the vicinity of these folk are aware of their dependence, so we have the information in any event.
- This concern is not only voiced by the residents, but by staff as well.
- There are many types of dementia, and caring for this multifaceted condition requires specialist training, therefore it is beyond the bounds of sensible reason to expect staff and management who have a hotel background and not a medical one, to cope with this at any time either short or long term.

- The admission of those who clearly are not of current 'sound mind' are affecting the happiness and community spirit we are achieving in this village and there is a sense of outrage at the ricochet effect this is creating.
- There are incidents of argument, aggression, verbal abuse and inappropriate swearing at staff and LRA holders, something the House Rules are abundantly clear about.
- The real possibility of physical violence, is an incident simply waiting to happen.
- Minutes of the recent RESCOM make this clear.
- Residents who are not of this ilk, are finding themselves forced into becoming vicarious carers, as they are decent human beings.
- Families of those so incumbent are opportunistically quick in taking unfair and inordinate advantage of the natural goodness and neighbourly qualities of the residents involved.
- This is in contravention of the Lifestyle Agreements we all hold, and is unsustainable.
- Residents this morning, tried to assist a recent new arrival, with this condition, in preventing her from making repeated bank payments on her cell phone.
- This is unsustainable, unacceptable and inappropriate, and has the potential of a willing resident being accused of fraud or theft.
- The increase in fires in toasters, microwaves, stove tops, in ovens, and water damage is already evident and noted by fire marshalls, and is not acceptable, as it puts the apartment building at high risk of fire, if not noticed immediately.
- This situation is contrary to the lifestyle of Independent Living that the majority of us bought into, and would then imply incorrect advertising, and, or misrepresentation by Evergreen Lifestyle Villages.
- Muizenberg Village is rapidly being forced into a "Dementia Home Status" facility, and it is inferred that this is for financial reasons, driven by 'slow sales'.

When questioned on this, Cindy the Sales Agent, is vehement, that her only responsibility is to "sell the unit", "Management make the decisions"

The result of this practice, should it continue, has the disastrous potential to snowball into reputational damage to Evergreen, thereby decreasing sales even further, to the detriment of the entire business, and all of our investments.

- This RESCOM is committed to integrity in communication, transparency, courtesy, and with the intention of solving the problems, for we are experienced enough to know that there is a solution to most situations, when both parties are truthful and willing to co-operate, instead of taking what is perceived to be, a more "obdurate stance".
- In conclusion, we request that you, Derek, Owen and myself draft a united presentation to Garry Reed, James Wilson and John Wilson in the future interests of Muizenberg Village.;

Sincerely,

Sue Wood
Vice Chair Rescom

Good afternoon Sue,

Thank you for your email.

Management are very aware of who purchases Life Rights in the villages. All purchasers go through the normal medical checks and tests, not only from us but the purchasers GP who have years of medical history.

I do not think that the correct channel to highlight these concerns are to include Derek and I.

These should be taken up with the Managing Director of Evergreen, Garry Reed and the Managing Director of Evergreen Health, Elize Porter.

Regards,
Kim

Sue Wood

To: Kim Whitworth; Derek Drew
Cc: owen@owenkinahan.co.za; 'Hugh Till'; smodd@zsd.co.za; 'Edward Fletcher'; 'ERIK M KIDERLEN'
Subject: RE: [EXTERNAL] CONCERNS RE DEMENTIA ISSUES CONFIDENTIAL

Good morning Kim,

Thank you for your e-mail.

Your second paragraph contains conflicting information of which I am sure you are aware and why should you and Derek be excluded, when you are the management of this village, when your concerns are the same?

If this is truly the case, why do we have this growing serious problem here of people who obviously cannot cope alone at all, and residents expressing their concerns and more?

This reference then makes one question the doctors ethics who are signing these forms. It has emerged as a result of this dementia issue, that a number of our LRA holders are too afraid to come forward with their evidence, due to a very real fear of being ostracised, bullied, or having essential assistance refused them in a time of need by Evergreen Management.

(My personal case in point being the unresolved matter of moving apartments, and the message I was given by Hugh Till, that "they were going to make life as difficult as possible for me" – at a then RESCOM meeting which I discussed with you at the time being September 2021.)

Further investigation has highlighted part of the cause being the appalling letter that Derek wrote to all residents on the eve of our first residents meeting in April 2022, as having made residents fearful and distrustful.

I am sure you will agree that this is a disgraceful situation.

This matter will be on the agenda for RESCOM meeting on Tuesday 27th at 09h30 where we can discuss an effective approach to Garry Reed, Elize Porter, James Wilson and John Wilson, that includes yours and Derek's experience and frustration, tactfully.

Garry himself imparted a situation to me whereupon a person took the medical forms to a friend – who suffers the same diagnosis, and between them the "friend" fraudulently completed the forms, posing as a bogus medical doctor, and the applicant got in.....

Our approach to you was taken, in accordance with the "house rules".

Regards
Sue

Sue Wood

From: Michelle Jones-Phillipson [michellejp50@gmail.com]
Sent: Friday, 09 September 2022 4:26 PM
To: Sue Wood
Subject: Fwd: Gratitude

This letter to please be added at the next meeting minutes.
Thanks Sue xx

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

From: Michelle Jones-Phillipson <michellejp50@gmail.com>
Date: Fri, 09 Sep 2022 at 10:10
Subject: Gratitude
To: Sue Wood <suewood@data-recovery.co.za>
Cc: Meg Wilkinson <missmeg2468@gmail.com>, <vivbez0830@gmail.com>

Good morning Sue

The White Elephant Elves would like to thank all the residents who have so kindly donated goods to the White Elephant to date.

We would like to remind residents that we will be collecting donations up until Wednesday 26 October for the Christmas Market on Saturday 29 October.

The names Of every residents who has donated will be placed in the lucky draw.

The prize is a R250.00 voucher to our beauty salon/hairdresser here at Evergreen.

The Winner will be announced at the Christmas Fair.

Feel free to contact us and we will happily collect from your home or leave your donations at reception.

Many thanks

Meg A9 - int phone 2009

Vivian A7 - int phone 2007

Michelle A6 - int phone 2006

Sent from my iPhone

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TO: PRESIDENT – RESCOM, MR OWEN KINAHAN
DATE: 15TH SEPTEMBER 2022
FROM LYDIA HIRSCHMANN – APARTMENT

ARMCHAIRS IN THE SOCIAL AREA

We appear to be short of armchairs and even a couch or two in the Social Area. When there are various functions and club activities, then there are large empty spaces and the room looks empty void of furniture.

Please could you ask if it is possible to obtain more seating for the social area '

Thank you

Lydia

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TO: PRESIDENT – RESCOM, MR OWEN KINAHAN
DATE: 15TH SEPTEMBER 2022
FROM LYDIA HIRSCHMANN – APARTMENT

BISTRO PASTRIES

On numerous occasions I have requested Branwine to order these from WPC as I have seen them in the Bistro of Noordhoek and they look delicious.

She has told me now that she has ordered these but cannot understand why they are never sent with her order.

I would also like to suggest a larger variety of tarts and cakes. We also seem to run out of stock towards the end of the week and there is little of interest left over the weekend and including Monday.

Perhaps you could investigate this as many items are very popular and they run out.

Thank you

Lydia

TO: PRESIDENT – RESCOM, MR OWEN KINAHAN
DATE: 15TH SEPTEMBER 2022
FROM LYDIA HIRSCHMANN – APARTMENT 17

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NOTICE BOARDS

With reference to the above, I would like to bring to the attention of Rescom the current state of these.

The boards are fully covered with A4 paper posters, many of which could be easily reduced in half to A5 size. The Birthday list which is on A3 size paper need only be on an A4 sheet and by using a bold font be easily read by those who need a larger print (not paper).

There is no space on any of the 3 boards to place notices from the residents at all.

Whilst we need to be informed, we would also like the opportunity of informing others.

Please could this matter be discussed in our interest.

Thank you

Lydia Hirschmann

6003398104880
LETTERBOX LOCKABLE
Price 580,00 C

TOTAL [4] ZAR 1 004,00
Terminal Payment 1 004,00

*** Customer Receipt ***

15/09/2022 04:04 PM
MERCHANT ID:00000001252832
RRN:107222626340
OPERATOR:00063076
TRN:417034
TILL ID:107
AUTH NO:805776

+ 15% 580

AID:A0000000031010
APL:Visa Card
TC :B81A889BE8ADF362
TST:0000
TVR:000000000

667

457896*****4722
APPROVED
Tap

Purchase
Cheque

10

TOTAL R1004.00

| | VAT AMT | VAT INCL | VAT EXCL |
|-------|----------|------------|----------|
| C 15% | R 130,96 | R 1 004,00 | R 873,04 |



You were served by:
Nashla Jaca

Thank you for shopping with us!
Please visit us on
www.builders.co.za

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Dear RESCOM,

During the week of 22 August 2022, we experienced blockages in both our toilets. We completed a Job Card after which the Evergreen Maintenance came to try and fix it. The toilet in bathroom no. 1 was in order after they checked it. They could not fix the toilet in bathroom no. 2

Aashiq phoned us to inform us that he would have to get in a plumber and that this will be for our account. We queried this as the problem was on the outside of the house. Aashiq told us that the problem was in the main line on our premises and that he would send us the Maintenance Protocol where this is stated.

This is indeed the case as stated in the Protocol 3 (h) on page 3 in said document. The plumber came to fix the problem on 25 August and confirmed that this was in the main line on the premises. We received an account for R747.50.

HOWEVER, we are not completely satisfied with the state of affairs. We are curious about the effect that regular maintenance would have on this problem. We asked Aashiq to send us a copy of the annual maintenance plan for phase 3 as well as a report on maintenance done on house 99 for the past year. We have had no response.

Could you please assist us in this? We are attaching the relevant correspondence and documents.

Many Thanks,

Sincerely,

Margaret and Elaine Simons

H99

1 September 2022

Dear Aashiq,

Please furnish us with the following documents:

1. The Evergreen Muizenberg Maintenance Protocol as promised to both of us (on separate occasions) a week ago (25 August 2022).
2. A copy of your annual maintenance plan for Phase 3.
3. A report of maintenance done at House 99 for the last year, excluding faults and repairs as requested by us.

Many Thanks,

Sincerely,

Margaret and Elaine Simons

TAX INVOICE

NUMBER: INV0003203
REFERENCE:
DATE: 31/08/2022
DUE DATE: 31/08/2022
SALES REP:
OVERALL DISCOUNT %: 0.00%
PAGE: 1/1



FROM
PULSE PLUMBING (PTY) LTD

VAT NO: 4330287469

POSTAL ADDRESS:

P O Box 1411
Durbanville
Cape Town

7551

PHYSICAL ADDRESS:

6 Vin Doux Street
Durmonte
Durbanville
Cape Town

TO
MRS. SIMMONS

CUSTOMER VAT NO:

POSTAL ADDRESS:

PHYSICAL ADDRESS:
Evergreen Muizenberg
House 99

| Description | Quantity | Excl. Price | Disc % | VAT % | Excl. Total | Incl. Total |
|--|----------|-------------|--------|--------|-------------|-------------|
| 00 - Unblock main sewer line to property | 1.0 | R650.00 | 0.00% | 15.00% | R650.00 | R747.50 |

Pulse Plumbing (PTY)LTD
Account number 62773263430
FNB
Cheque Account
Branch Code 250655

021 976 5712
admin@pulseplumbing.co.za
All goods remain the property of Pulse Plumbing until full and final payment has been received

Total Discount: R0.00
Total Exclusive: R650.00
Total VAT: R97.50
Sub Total: R747.50

Grand Total: R747.50

BALANCE DUE

| | |
|--|-------------------------------------|
| POLICY: Maintenance Protocol - Interpretation and Application | COMPANY: Evergreen Lifestyle |
| APPROVED BY: Garry Reed | DATE: 20 July 2022 |

The entities and abbreviations referred to in the document below, are:

- LRH – Life Right Holder
- LRA – Life Right Agreement
- Owner – EPI – Evergreen Property Investments (Pty) Ltd.
- Operator – ELV – Evergreen Lifestyle Villages (Pty) Ltd.
- Property Development – EPD – Evergreen Property Developments (Pty) Ltd.
- EVG – Evergreen Retirement Holdings (Pty) Ltd.

FREQUENTLY ASKED QUESTIONS (FAQ)

EXTERIOR UNIT MAINTENANCE

This entails keeping the exterior of all units (i.e., the structure and not wear and tear items and moving parts) aesthetically pleasing. In terms of the LRA this is the responsibility of the Owner and Operator, whose maintenance obligations are partly funded by the levies.

1. *What part is funded by the levies?*

- All exterior non-wear and tear items are village Operator costs, funded by the levies, which is classified as maintenance.
- Long-term repainting of units will be funded by the Owner.
- All structural large cost items, will be motivated to the Owner.
- All building structures are covered by the EVG Asset All Risks insurance policy, the Operator facilitates all insurance claims.

Interior Unit Maintenance

In terms of the LRA the responsibility and cost of maintaining the interior of the unit as well as wear and tear items and moving parts, is that of the LRH. The interior of the units is to be maintained in an aesthetically pleasing condition and in good working order. This includes ceilings, all wall and floor coverings, all doors, garage doors (including motors), gates and windows, all cooking, heating and solar heating, geyser (after expiration of the warranty period), cooling, lighting, plumbing, air-conditioning installations (and any moving part of any such doors, garage doors, motors, gates, windows and installations, including but not limited to handles, hinges, doorbells, outside lights, sliding door wheels and where applicable irrigation systems) and any other fixtures, fittings and furnishings in and around the unit.

2. What warranties are in place and what service schedules are shared to ensure warranties are maintained?

- All warranty documents with operational and maintenance manuals are handed over to the Operator by the Owner.
- All warranties and servicing are managed and facilitated by the Operator.
- The LRH is responsible for the cost of servicing of any equipment in a residential unit i.e., air conditioner, heat pump, mechanical door, water treatment plant etc.
- The Operator is responsible for the Annual Preventative Maintenance Plan of all plant and equipment in the village., i.e., lifts, generators, boiler system, heat pumps, irrigation pumps, water storage, booster pumps, pool pumps, HVAC, air-conditioning, refrigeration, fire equipment, security systems, entrance booms and gates, IT infrastructure etc.

3. What part of the below is LRH responsibility and how / when is it determined that due to inferior quality it is not the LRH responsibility but up to EPI to resolve?

a) Garage door (partly exterior) with several installation issues reported.

b) Windows (partly exterior) with several leaks reported causing interior damage and damp.

c) Doors and door locks – catch plates and faulty locking mechanisms.

- Unless recorded and listed when LRH takes handover of the unit, these are all wear and tear item, with moving parts, therefore the LRH is responsible for the cost of all replacement parts, once warranty has expired
- The LRH is responsible to maintain the garage doors, motors, remotes, windows, window hinges, window handles, glass, doors, door handles, door hinges and sliding doors. The Operators maintenance team may assist the LRH, if they elect to use their services, or may opt to use an outside contractor. The cost of these services, will be for the LRH
- If this is deemed to be a faulty product, a motivation will be made to the supplier to replace, under the product warranty.
- Should the product warranty be expired, the situation will be evaluated and dealt with on a case-by-case basis.
- If there is damage due to the negligence by the LRH, i.e., Broken window/door glass etc., the replacement of such will be for the resident's cost.

d) Outside lights (fittings and globes?) will the fittings be replaced that is deemed inferior?

- This is a village common area maintenance, therefore the responsibility of the Operator.
- The LRH is responsible for the replacement of all light bulbs and lamps.
- The Operators maintenance team will assist the resident in maintaining all exterior lighting.
- If this is deemed to be a faulty product, a motivation will be made to the supplier to replace, under the product warranty.

e) **Gates** (partly exterior) latches reported to be faulty.

- This is a village common area maintenance and is the responsibility of the Operator.
- The Operators maintenance team will assist the resident in maintaining all gates and fencing.
- If this is deemed to be a faulty product, a motivation will be made to the supplier to replace, under the product warrantee.
- Latches are a wear and tear item and will be for the cost of the resident.

f) **Solar panels** (exterior) but part of heating system. Cannot be impacted on by LRH use?

- This is a wear and tear item; it is part of the water heating system and is the LRH responsibility once the product warranty expires.
- **Products included in the 1-year manufacturer's warranty:** This includes the pressure reducing valve (PRV), vacuum breakers, temperature and pressure safety valve (T&P Valve), solar panel, pump, air release valves, mixing valve, geyserwise controller, geyserwise power supply, element, thermostat.
- **Product included in the 5-year manufacturer's warranty:** The geyser tank.

g) **Geyser** – with a complicated heating system several parts can break down with no impact from the LRH use?

- As per above.
- The geyser is insured by EVG and forms part of the Asset All Risks insurance policy.
- If it is within the warranty period, the manufacturer will replace at no cost.
- If the geyser bursts after the warranty period expires, the Operator claims from the EVG Asset All Risks insurance policy and the LRH is responsible for the excess.

h) **Plumbing** – who is responsible for which part?

- The moving parts and wear and tear items and blockages, i.e., mixer taps, faucets, toilet flushing mechanisms, toilet seats and blocked waste pipes or sewer drains, are the LRH responsibility,
- The water and waste pipe reticulation are part of the structure and therefore fall under the responsibility of the Operator and covered by the EVG Asset All Risks insurance policy.
- If there is damage due to the negligence by the resident, i.e., drilling into a pipe etc., the LRH will be responsible for the cost of the repairs.

4. **Are all latent defects still covered by the Owner?**

- There is a 5-year latent defects clause in the Principal Building Contract and the contractor is responsible for latent defects, for a 5-year period.
- Once the latent defects clause expires, the situation will be evaluated and dealt with on a "case by case" basis.

16/9/22

Alice GRANT
A4 Evergreen Lifestyle. J

Referring to the last Rescom meeting Tuesday 30th August, I requested that the state of all carpets in the passages in Apartment building be looked into as they appear dirty and smell sometimes. Need cleaning! Has this been attended to, as Kim promised to look into the matter and get quotes.

Trudy
J

Evergreen Muizenberg Expenses

- Head Office Recovery
- Insurance
- Clubhouse Exp
- Medical Response
- Employee Cost Salaries
- Employee Cost Other
- Levies Expenses
- Administration Expenses
- Consulting Expenses
- Information Tech Exp
- Travel Expenses
- Printing and Stationary Expenses
- Depreciation Expenses
- Common Prop; Municipal Utilities
- Property Rates
- Security
- Village Maintenance
- Generator Costs
- Garden Maintenance
- Catering
- Health Care

