

RESCOM EVERGREEN MUIZENBERG
at 09h30 on Tuesday 25th October 2022
Lifestyle Centre

PRESENT

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

ITEM	NARRATIVE	ACTION
1.	Welcome. No apologies	
2.	Approval of Minutes from previous meeting.	
3.	Matters arising from previous minutes	
a.	Solar Panels: Study in process. Suggestion forwarded that the Solar Panels be utilised for heating water as opposed to storage of power, as this village does not have capacity for storage. HT proposed that the boilers have capacity to store hot water; saving possible R20000,00 on village electricity bill monthly. To be on Agenda for next MANCOM meeting.	
b.	Water pressure and heating of water to apartments, much improved but noted that load shedding has an effect on pressure and heating.	
c.	Wheelchair Signage – West end EXIT of Boardwalk to be done as soon as paint is delivered. Traffic signage in the basement to be repainted and stop signs to be looked at.	DD
	Rust: swimming pool and Gym Equipment work in progress	
d.	Rusting poles supporting the washing lines have been repaired SW thanked DD	
4.	Bistro Cakes and other food complaints: Complaints continue re Portion sizes of the food; food arriving cold at the table; cost of portions of cakes and pastries being too expensive for the size of the slice. Branwine is in touch with management at The Production Kitchen daily. Residents are reminded and encouraged to fill in the Compliment/Complaint Slips provided at each meal to assist Branwine to get things right.	

	<p>The Catering Committee and Branwine are working hard on improving the food in general, and constructive comments are helpful in resolving problems.</p> <p>Reminder: Frequent load shedding affects the kitchen with heating of lunches and food in general, we ask for patience and understanding.</p> <p>All issues have been discussed with WPC Ops Manager and will be dealt with as priority.</p> <p>AG also had requests from residents for “more greens” with meals at lunch.</p>	
5.	<p>RESCOM POST BOX – RESCOM thanks all the residents who are using The POST BOX, and all residents are encouraged to do so.</p> <p>Residents are reminded and urged to use this facility, as the Suspension of Anonymity Protocol remains in place.</p> <p><i>We are still trying to persuade Derek to allow us to paint it RED 😊</i></p> <p>Protocol for Posting in the Box:</p> <p>Money – ALL money deposited in the Box is to be in a sealed envelope, clearly stating what the money is for.</p> <p>If not for anonymous donation but for the Quiz name and unit number to be clearly noted please.</p>	RESIDENTS
6.	<p>Christmas donations for Staff: RESCOM have elected to continue with this important tradition and all residents are encouraged to support this initiative, to show our appreciation of the staff who are working hard as they are thin on the ground, due to cut backs.</p> <p>Method for donation:</p> <p>Donations are anonymous, cash is to be deposited into the RESCOM POST BOX in SEALED envelopes, CLEARLY stating STAFF CHRISTMAS DONATIONS.</p> <p>The Box will be cleared daily and an accounting spreadsheet updated accordingly. The CUT OFF DATE will be 16th December 2022.</p>	RESIDENTS
7.	<p>City Council Rates rebate for residents qualifying for a reduction, KW and OK to arrange a visit from the Ward Councillor to facilitate this initiative.</p>	OK/KW
8.	<p>Alice Grant reported that several doors on the ground floor were sticking, DD arranged for the attention and repair to the doors, and it was done by lunchtime.</p> <p>b. Alice noted that visitors and staff tend to litter around garage entrance. A circular to be sent to all residents and staff not to litter. Carpets dirty spots at service lifts – replace carpet tiles.</p>	DD
9.	<p>SW requested for RESCOM, DD and KW to revise the Smoking clause in the House Rules, DD agreed</p>	DD/KW
10.	<p>Security – MO and OK discussed vacant property behind Evergreen. Consideration to put up 360 DEG camera on the corner to monitor activity both in the street and on the vacant land. MO arranging for Capt. Knapp from SAPS to visit and give a talk to residents in November.</p>	

	MO asked about extra cameras in basement garage, DD reported that they have a Quote of R60 000.00 on hold due to lack of funds.	
11.	<p>Hammer in the Water pipes has been addressed and it is much improved.</p> <p>Faulty irrigation in areas to be addressed, and HT suggested that the “Mulch” of bark prevents the water from getting to the roots of the plants which are dying in some areas. DD/EF/Christo to attend both street side and in the property.</p>	DD
12.	<p>Residents’ frustrations aired, with regards to the Head Office preparation of the Levy statements, and increases back dated. The majority of Residents are on strict budgets and this has caused anxiety and stress around ability to pay.</p> <p>Derek Drew reported that the delay was due to the calculation of the levy increase.</p>	
13.	RESCOM resolved to take a break over Christmas, so the last meeting for the year will be on the last Tuesday of November, 29 th and there will be no meeting in December unless there is an emergency . Business as usual will continue on the last Tuesday of January 2023, being the 30 th .	
14.	Meeting for emergency evacuation marshals for the apartment block date / time to be confirmed	DD
15.	A request for computer / internet assistance on a regular basis. DD/KW to investigate this.	DD/KW
16.	Reminder to all residents to send in your nominations for Employee of the month.	RESIDENTS
17.	There being no other business the meeting closed at 11h30	

Mike Odd

SECURITY

There has been no Muizenberg SAPS Joint Crime Meeting so far this month and nothing planned. Fortunately Captain Knapp of Muizenberg SAPS and Heide Goodman of the CPF will be paying us a visit pm 19th October time to be confirmed mainly to see what we are about and look into the security set up in particular the CCTV cameras that view outside the complex.

No security issues reported within the village since my last report of 25th August.

There is a concern that our security service is not logging all visitors' details which has been brought to their attention accordingly. Also all visiting contractors and trades people must wear a bright coloured jerkin issued by security for identification purposes. However, they continue 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.

The underground parking has two CCTV cameras one at the entry/exit point and the other at the lift. Owing to some unacceptable incidents there could be a need for more which is under consideration.

STAY SAFE OUT THERE.

SECURITY AWARENESS

28th October 2022

Advice from Muizenberg SAPS.

With the upcoming festive season unfortunately there is an increase in crime in particular with robberies, muggings and attacks against persons. These incidents are at random and no pattern with location. Can residents be extra vigilant rather walking in groups and not having on them valuables such as cel phones and watches. Also when in motor vehicles keep all valuables out of sight.

Furthermore Guy Fawkes falls on Saturday 5th November and there is a disturbing tradition of youngsters and gang members throwing paint at pedestrians and motor vehicles also using heavy objects in particular against vehicles. In our area on the 4th and 5th November it is recommended to avoid Prince George Drive from Capricorn through to the other side of Lavender Hill in particular at the junction with Military Road. SAPS and other security providers will be stepping up patrols in this area.

Hi Kim :

REPORT : Water systems Evergreen Village Muizenberg.

a) Water temperature.

1. There were no reports of inadequate temperatures.
2. In-depth discussion held with EvG staff re existing Hot Water systems .
3. It was established that basic system layout drawings could not be made available. Formal RESCOM request and motivation should be submitted , to F P I, for such drawings.
4. Consultants have been instructed to develop and design a roof-mounted solar water heating system. Some readings of present water flow and electricity consumption have been forwarded to these consultants.

b) Water costs.

1. This method of solar pre-warming feedwater for existing hot water systems could be used to increase water levies for EvG. occupants.
2. Apparently some records are being kept by Maintenance about their H W interventions , when called out by residents. These records are not being collated, so there appears not to be a system where common failures/shortcomings are geographically recorded. The actual time/flow rate/temperature of Evergreen's Hot Water systems does not appear to be consistently recorded. These systems do not appear to have a geographical description. It is noted that even so, residents are being billed for HW used.
3. Apparently a basic form of Building Maintenance System(BMS) is installed. Its output should be the only basis whereby Evergreen residents could be charged for services. The nomenclature ,normally used by BMS, should be consistent to identify which resident is served by/charged for what Hot Water valve etc,ytem

c) System piping noises.

1. Previously various piping noises have been identified in the 'houses part' of the complex.
2. Investigations brought to light that pressure fluctuations in the roadway main (water drawings not available) could be the cause. These pressure peaks could be piped up into houses' roof spaces and amplify the noise.
3. Subsequent remedial measures (strapping of in-roof piping) by Evergreen Maintenance appears to have reduced the noise problems.

CONCLUSION : Rescom's opinions/proposals on cold and hot Water Systems could be vastly improved if fully scaled and updated Cold Water and Hot Water layout drawings were made available to the committee.

Evergreen resident are being charged for water. The considerable wastage of water; due to 'dead legs' and 'too cold' temperatures; are not in the interest of residents .

Appointment of 'consultants' for Evergreen's water services can be very counterproductive if such consultants' brief is not debated by/shared with interested and affected parties , i.a. residents of Evergreen Muizenberg.

ERIK M KIDERLEN(Pr.Eng)

MUIZENBERG- October 2022

Evergreen Village Muizenberg,

Financial report for Rescom meeting on 25th October 2022.

At the time of writing I had not yet received the management accounts for September 2022, which will begin to show all the changes for the second half of the year.

Below is what I expect the accounts to look like.

Income from basic levies will include contributions from the owner for vacant Units and subsidies as per management forward plan. Expenditure is based on the average for the last six months with adjustments to Medical Response, Catering and the removal of Health Care expenses.

This leaving us with a small surplus.

Evergreen Village Muizenberg anticipated monthly accounts.

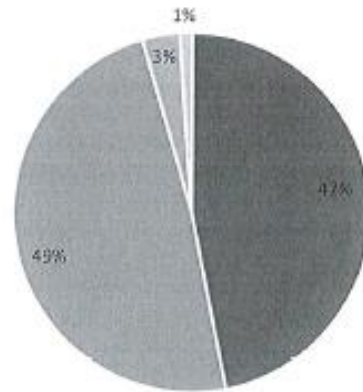
Income			
	Basic levies houses	47%	474,600
	Basic levies apartments	49%	492,450
	Additional persons levies	3%	34,500
	Other income	1%	12,000
	Total Income		1,013,550
Expenses			
	Head Office Recovery	8%	78,000
	Insurance	3%	26,114
	Clubhouse Exp	0%	-261
	Medical Response	6%	59,856
	Employee Cost Salaries	44%	433,002
	Employee Cost Other	1%	6,049
	Levies Expenses	1%	9,898
	Administration Expenses	2%	24,237
	Consulting Expenses	0%	833
	Information Tech Exp	2%	19,260
	Travel Expenses	0%	2,221
	Printing and Stationary Expenses	1%	5,753
	Depreciation Expenses	0%	4,708
	Common Prop; Municipal Utilities	12%	114,284
	Property Rates	2%	17,454
	Security	9%	88,128
	Village Maintenance	5%	48,744
	Generator Costs	1%	6,218
	Garden Maintenance	3%	31,436
	Catering	0%	3,987
	Total Expenses		979,920
	Surplus		33,630

I include two pie charts for income and expenses.

Hugh Till.

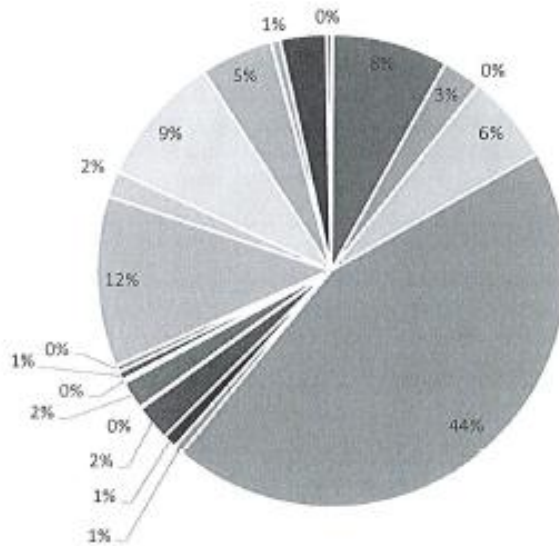
2022-10-17

Evergreen Muizenberg Estimated Income
from Sept 2022



- Basic levies houses
- Basic levies apartments
- Additional persons levies
- Other income

Evergreen Muizenberg Estimated Expenses,
Monthly average from Sept 2022



- 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

TO: THE PRESIDENT – RESCOM - MR OWEN KINAHAN
DATE: 18 OCTOBER 2022
FROM LYDIA HIRSCHMANN – APARTMENT 17
RE THE SOCIAL CENTRE



This is the second time I am writing about the appearance of the Social Centre and I would appreciate receiving a reply from Management as to the reason for the lack of interest in Evergreen specifically with regards to the Social Centre.

There is obvious insufficient seating and lots of unfilled space where furniture has been removed and not replaced. Mrs Astra Wilson is the interior designer for the Evergreen Apartment properties as well as fitting our Show units where necessary. Perhaps she should be invited to renovate and upgrade the Centre.

Where once we had matching and good-looking furnishings, we now have mismatched and inadequate lounge seating. We lack side tables and the cushions are so mismatched that they look like they have been purchased with minimal thought or care. The odd tables lining the passage have diningroom chairs supplied as décor and the side tables have been stripped of any new decorative pieces.

The dining tables are sticky and need to be stripped of the varnish and new varnish should be applied. The chairs have old and soiled padded seats with mismatched fabric.

The Bar unit's function is to hold outdoor cushions which are also needed to make the dining chairs more comfortable.

When I arrived here 5 years ago one of the reasons I came, was because of the Centre was attractive and welcoming. It no longer has the same effect and I can see why it is so difficult to attract buyers of some standing, to decide to purchase here.

There is a general feeling of decay, I would like to suggest that renovation would make a difference.

Lydia Hirschmann

19th October 2022



LETTER TO RESCOM FROM GRIZELL HOUSE 84

Dear RESCOM

Huge apologies for the "note paper" – but I am in the Library with nothing else to write on.

A very big thank you to the library team..... it's an absolute pleasure to visit and search for a good read.

It honestly resembles a professional library.

With much appreciation

Grizell House 84

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SAT. 22.10.2022

TO: CHAIRMAN, EVERGREEN RESCOM. ✓
AND ALL COMMITTEE MEMBERS.

PLEASE CONSIDER THE FOLLOWING;

1. THE BOARDWALK AREA.

- 1.1 THIS AREA SHOULD BE THE CENTRE PIECE OF ^{SHOW -} EVERGREEN. THE GARDENERS PLANT PLANTS AFTER HAVING DONE A SPOT OF WEEDING. BUT DO WE EVER SEE THEM BEING WATERED? MANAGEMENT INSTALLED HEAVEN KNOWS HOW MANY TANKS FOR THE PURPOSE OF WATERING - ARE THEY EVER USED? THE AREA IN FRONT OF THE PARKING AREA IS A MASS OF WEEDS OFTEN WITH PLENTY OF PLASTIC POLLUTION. ANY CHANCE OF A BIN BEING PLACED IN THE MIDDLE OF THAT SPACE TO TRY TO ENCOURAGE VISITORS TO 'BIN IT' OR EVEN RESIDENTS TO 'PIK IT UP'!
- 1.2 DO ARUM LILLIES HAVE TO BE JUST LEFT AND NOT DEAD-HEADED? THEY LOOK SO UGLY AND CAN SURELY BE NEATENED UP?
- 1.3 AS FOR THE SCUM ON TOP OF THE 'STREAM'. CAN IT NOT BE REMOVED BY USING BUCKETS AND THROWN ON THE GARDEN, INSTEAD OF BEING LEFT TO FIND ITS WAY BACK TO THE UNDERGROUND AREA. IF IT IS REMOVED AS SOON AS IT APPEARS AND PUT ON THE GARDEN AREA, SURELY IT WILL TAKE LONGER TO REAPPEAR.
- 1.4 THE GARDENS ON THE WAY TO PHASE 3 HOUSES ARE DYING FROM LACK OF WATER. CAN SOMETHING NOT BE DONE? USE THE TANKS, DEAR HENRY! USE THE TANKS!!
- 1.5 DOG POOP.
PEOPLE WHO DO NOT HAVE A CULTURE OF PICKING UP THEIR PETS' POOP SHOULD NOT HAVE THE LUXURY OF A PET IN THEIR LIVES. THE AMOUNT OF POOP THAT IS LEFT FOR SOMEONE ELSE TO PICK UP IS INCONSIDERATE TO THE HIGHEST DEGREE

Leslie Carter

22.10.22