

RESCOM EVERGREEN MUIZENBERG

at 09h30 in the boardroom on 29th November 2022

PRESENT

O Kinahan (OK)	Chairman
S Wood (SW)	Vice Chairman
H Till (HT)	Finance/Catering Portfolio
S Christie (SC)	Security Portfolio
E Fletcher (EF)	Gardening Portfolio
A Grant (AG)	Member
M Jones-Phillipson	Minutes Secretary
Derek Drew (DD)	Village Manager
Kim Whitworth (KW)	Assistant Village Manager

ITEM	NARRATIVE	ACTION
1.	WELCOME NO APOLOGIES	
2.	Approval of Minutes from previous meeting- proposed by SW and seconded by HT.	
3.	Matters arising from previous minutes: a) Solar panels on north facing roof of apartment block to heat water for the boilers – escalated to Mancom meeting b) Basement Traffic signage repainting still to be done when there is budget. c) Rust on gym equipment and around pool is a work in progress d) Washing lines, south block - Residents, please note that in the South Easter season, the washing gets damaged and blows over the wall onto the pavement, in high winds.	DD/A Poole DD/A Poole
4.	The Bistro – update on latest meeting with Western Province Caterers, and food complaints: a) Complaints: SW noted that RESCOM will not accept verbal complaints about the Bistro, the food, the service and the opening times, from Residents, any longer. Reminder: Complaint to be reported to Catering Manager immediately. Details to be completed on the Complaints/compliments form. Letters to be written to RESCOM, even if anonymous, stating date, choice of dish, complaint in detail and posted in the RESCOM Post Box	

	<p>b) Food – A meeting was held with the Operations Director, the new Ops Manager Neil, Branwine, HT, KW, and SW recently. Neil is approachable and knowledgeable. Hugh noted that WPC are willing to improve and work closely with us.</p> <p>It was reported that the meals have improved, portion sizes are adequate, and the vegetables are cooked here on site.</p> <p>The Bistro are to ensure that comment sheets are put at each place setting on the table.</p> <p>HT requests that we all look at the meals holistically and reminds all of us not to keep on focussing on the bad meals.</p> <p>Management is aware of the issues with WPC.</p>	
5.	<p>The end of year Christmas function on 9th December:</p> <p>Residents are reminded to join in the festive occasion and book their tables early, to avoid disappointment as there are 80 bookings to date.</p> <p>The Christmas Menu is available and advertised at R200.00 per person.</p> <p>The band for the first 2 sessions has been engaged courtesy of RESCOM funds.</p> <p>SW congratulated DD and KW, along with Neil for producing a good menu choice, at a very reasonable price, given all the hidden costs, e.g. table decor, additional singer for music etc.</p>	
6.	<p>RESCOM Staff Gratuity collection:</p> <p>Residents are reminded to drop their donations in the dedicated box provided on the reception desk, or to put the sealed envelopes in the RESCOM Post Box., before the 16th December 2022.</p>	
7.	<p>Application for pensioners deduction in City Council Rates:</p> <p>KW will approach the Ward Councillor to bring officials from the rates department at the City Council, to assist all residents who may qualify for this deduction, in January 2023.</p>	
8.	<p>General Maintenance of Lifestyle Area and apartment block in general:</p> <p>This has been escalated to the MANCOM meeting this afternoon.</p>	
9.	<p>No smoking in the Apartments</p> <p>Application to change the House Rules will be discussed at MANCOM today, regarding fire hazard.</p>	
10.	<p>Proposed Budget for year 1 March 2023 to 28 Feb 2024</p> <p>DD has put forward queries particularly under maintenance to Head Office and we are waiting for the final figures from Evergreen.</p>	
11.	<p>GYM AND SWIMMING POOL RULES:</p> <p>Visitors are permitted to use the swimming pool with the Life Right Holder present, and under strict supervision.</p> <p>Life Right Holders are reminded that they are completely responsible for their guests at all times, and as per the House Rules.</p> <p>All equipment in the GYM is out of bounds to anyone under the age of 16.</p> <p>Residents who may be concerned with unruly behaviour are reminded to report ANY incidents immediately to the Duty Manager.</p>	

	<p>Splashing of water making the floor slippery and dangerous. SC SUGGESTED Coping is required to be placed on top of the tiles to help prevent this hazard. To be investigated.</p>	
12.	<p>Any other Business:</p> <ul style="list-style-type: none"> a) Irrigation system to be checked particularly outside on the pavement and outside verges. b) Letter from AG re 2 dead trees in courtyard in cracked pots needing attention c) Security SC reported back on contact with Captain Knapp and the Fire Department, and arrangements will be made in January for both departments to give presentations to the Residents. Soz noted that he is going to investigate and familiarise himself with how the whole system works. <p>SC noted that the communication /observation skills of some Security Guards on duty at times require noting that she does not feel that we are getting the required standard of service we are paying for.</p> <ul style="list-style-type: none"> d) MANCOM meeting – the last for this year is this afternoon at 14h30. e) RESCOM are taking a break for December. <p>The next RESCOM meeting will be on Tuesday 24th January 2023 at 09h30. Items for the Agenda to be submitted by 13 January 2023.</p> <ul style="list-style-type: none"> f) There being no further matters to discuss, the meeting was ended at 11h00 	
<p>A note from you RESCOM</p> <p>Sue Wood, on behalf of RESCOM would like to extend our gratitude to all our Residents for their support and positive contributions made to improve our village since May this year.</p> <p>Thanks to all our RESCOM members and the willing secretaries who soldier on in sometimes a thankless set of tasks and who have given their time to improve our lifestyle in this village.</p> <p>Thank you, residents, for making good use of the RESCOM Post Box, please continue to do so during the Christmas holidays.</p> <p>My thanks are extended to Kim Whitworth for her assistance and support, in all she helps us with, administration and other wise.</p> <p>Owen and I would like to take this opportunity, extend our best wishes and Christmas Blessings to all Residents, Management, Staff and families for a safe, happy and peaceful festive season.</p>		

