

Rescom Financial Report for accounts to the end of November 2022

Evergreen Village Muizenberg

Below is average monthly income and expenditure for the three months September to November 2022.

The income has been adjusted to reflect the new levy arrangement, the expenses are actual with the exception of the property rates, this reflects the rates on the common area and the few units that still have their rates included in their levies.

Evergreen Muizenberg average monthly Income and Expenditure for Sep to Nov 2023

Income corrected to revised budget

Basic levies houses	46.79%	474,600
Basic levies apartments	48.55%	492,450
Additional persons levies	3.40%	34,500
Other income	1.25%	12,704
Total Income		1,014,254

Expenditure actual

Head Office Recovery	8.03%	78,000
Insurance	2.82%	27,372
Clubhouse Exp	1.09%	10,610
Medical Response	3.17%	30,800
Employee Cost Salaries	46.53%	451,810
Employee Cost Other	0.90%	8,737
Levies Expenses	1.03%	10,039
Administration Expenses	1.38%	13,357
Consulting Expenses	0.00%	0
Information Tech Exp	1.68%	16,266
Travel Expenses	0.36%	3,485
Printing and Stationary Expenses	0.60%	5,826
Depreciation Expenses	0.40%	3,840
Common Prop; Municipal Utilities	11.07%	107,508
Property Rates	0.10%	1,000
Security	9.73%	94,444
Village Maintenance	5.79%	56,258
Generator Costs	2.36%	22,874
Garden Maintenance	3.30%	32,040
Catering	0.27%	2,631
Health Care	0.00%	0

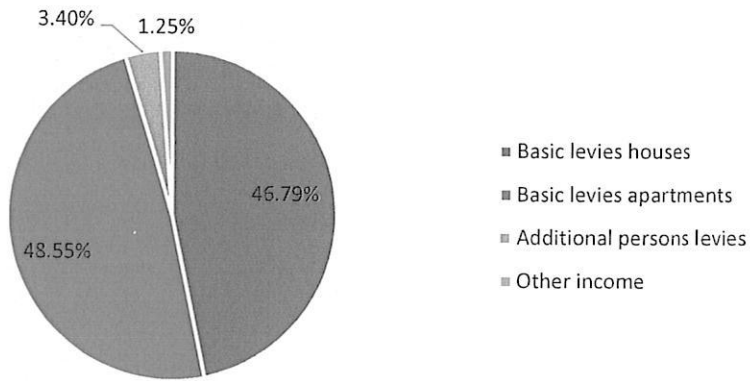
Total expenditure 971,067

Surplus 43,187

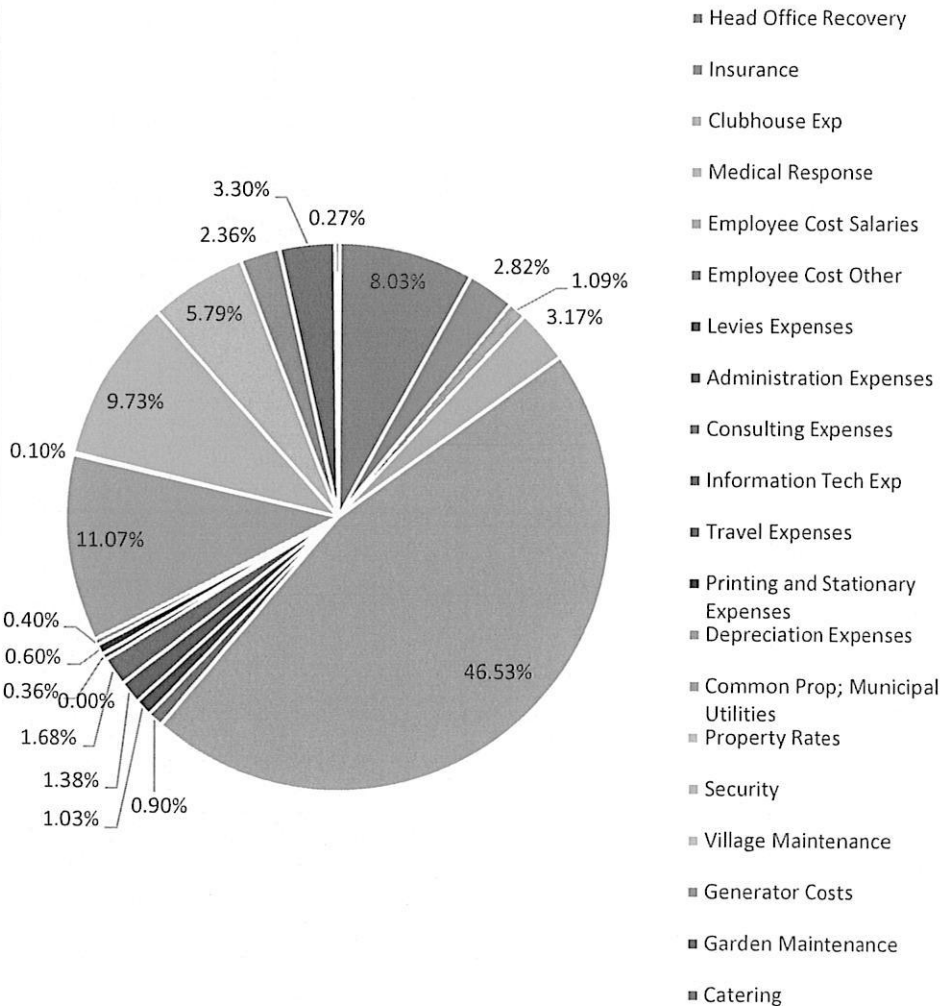
This shows a surplus over the three months which if maintained to the end of Feb 2023 should bring us close to a breakeven point at the end of the financial year.

Attached are the pie charts reflecting these figures.

Evergreen Muizenberg average monthly Income for Sep to Nov 2023 corrected to revised budget



Evergreen Muizenberg average monthly Expenditure for Sep to Nov 2023



R E S C O M SECURITY REPORT

11 JANUARY 2023

Sozon Christie

Rescom and Others

Planned for the near future are meetings with SAP (police, Capt Knapp), CPF (community police forum, Linda Goodman) and new still to be formed Liaison Department at the Fire Dept, (probably based in Wynberg). Included will be presentations by these groups about their functions and their availability to residents of the Village. All this is very important to the safety and security of Residents. Remember, many gave up electric fences, home alarms and armed response to be here.

Finance & contracts.

When available, the 2022 financial report and the 2023 budget need to be scrutinised in respect of Security in all its aspects. This will then be discussed with Head Office together with a close look at their relationship with the security company. There are questions about the quality and efficiency of their service at Muizenberg. Also about where we fit in compared with the other villages?

Comments & Complaints

There have been many unfortunate comments and complaints about the current standard of security at our Village, some witnessed by Rescom members and others unsubstantiated in writing. There are questions about inefficiency, or inadequate staff. Some complaints claim indifference, hostility and poor attitude. This is made worse when some members are not wearing Name badges.

Although we are one of the biggest and older of the villages in the Evergreen group, it seems we have a relatively lower standard of security. Until we have much more information about our finances and about the various duties and responsibilities concerning village security, there's not much that can be done.

Centurion

There are two actual incidents that should be mentioned. First, is the fact that the company called Centurion had taken weeks to respond to requests to urgently repair the broken entrance gates and the broken boom mechanism for the basement parking. They suddenly appeared after Rescom members made it known how dangerous the situation was getting. We were at serious risk especially over the festive season when crowds of people walk right past our front gates on the way to the beach. It's bad enough that we live very close to some of the most dangerous and crime-ridden neighbourhoods in the country. How could Management and Head office allow such neglect from Centurion?

Continued 2/2

Unaccompanied tourists

The second incident is about visitors from Durban as potential buyers. The estate agent, 'Margo' who had to leave prematurely because she says she was sick went home and left her clients behind in the Village. Apparently they drove up to the exit gates in two cars and then turned back into the Village. They then went to the reception and requested directions to drive around houses.

Amanda who was alone at reception struggled to find the duty manager, Dustin and failed. She then called Derek the Village Manager at his home. He apparently refused permission. At this point the reception phone started ringing and Amanda (who should not be forced to handle the situation alone) had to return to the reception desk. I witnessed all this at the time. I happened to be standing at Reception at that moment. Later the following day I asked the senior Security man, I think his name is Domenic about the situation. He said he was unaware of it at the time, because he had gone to help some lady in a wheelchair, although he knew the visitors had turned back and did not leave the village with Margo. He also said the vehicle details and their movements were on CCTV camera and his cell phone.

This was a serious breach of security!

Together with neglected repairs to broken gates and booms, there is definite room for concern.

Kim Whitworth

From: Sue Wood <suewood@data-recovery.co.za>
Sent: Thursday, 12 January 2023 15:37
To: Kim Whitworth
Cc: Derek Drew; owen@owenkinahan.co.za
Subject: [EXTERNAL] FW: Garden and Maintenance report to attach for RESCOM meeting
Attachments: 184 North garden gate.JPG; 185 South garden gate.JPG; 186 MBR wall.JPG; 187 Wall by main entrance.JPG; 188 North garage wall.JPG; 189 Water on car.JPG; 190 North garage floor.JPG; 191 South garage floor.JPG; 192 North roller guide.JPG; 193 North roller bracket.JPG; 194 Water ingress NW corner.JPG; 183 Sunrise Blvd.JPG

Follow Up Flag: Follow up

Flag Status: Flagged

Hi Kim

Please attach the garden report from Ed Fletcher to the Agenda (to follow) for the RESCOM meeting on 24th January 23.

Thanks and kind regards

Sue

-----Original Message-----

From: Edward Fletcher [mailto:ed.fletcher08@gmail.com]

Sent: Thursday, 12 January 2023 2:06 PM

To: patrickm@evergreenlifestyle.co.za

Cc: Sue Wood

Subject: Garden and Maintenance.

Greetings,

By way of introduction, my name is Edward Fletcher residing at house 110, Evergreen, Muizenberg. I am currently the Rescom garden convenor. Sue Wood has asked me to raise certain ongoing issues that, apparently, do not feature well on management's tabled actions.

1. Village Verge Sprinklers.

Reference has been made often to the sprinklers operating on Evergreen's verges in that they appear to be concentrated on the road rather than on the vegetation (refer attachment 183). Alternatively, they do not operate at all. Maintenance's response is that pedestrians rotate the sprinkler heads but does not account for inoperation..

2. Phase 3 Gardens.

a) Phase 3 irrigation. At the Rescom meeting dated June 14th, 2022, I reported that the lack of irrigation at Phase 3 had been an issue for some time. During November/December, 2021, I spoke to Evergreen maintenance personnel about the perceived lack of irrigation. Reasons for poor or non-performance were given as low water pressure, and residents fiddling with the control valves. The issue was finally addressed in the main following my complaint at the aforementioned Rescom meeting. However, complaints are still coming in, especially from houses facing St. Georges Drive and those in the area of house 78.

b) Irrigation schedule. The automatic irrigation schedule for Phase

3 is a rather detailed document. Unfortunately sections of it are incorrect. Zones 16 and 17 correctly record N/A for the back yards of houses 91 to 98. However, houses 107 to 110 (Zone 20) do not have back gardens.

c) Pop-up sprinkler filters. Item 2 of my report dated November 11th contained the following: 'Regarding the reported fine red soil entrained in the water, whose responsibility is it to clean the pop-up sprinkler filters. Furthermore, how can residents determine spray diameter effectiveness if the various systems operate during the night?' Granted, the revised schedule could allow residents in Zones 18, 19 and 21 to view sprinkler operation. A response will be appreciated.

3. Maintenance.

a) Cottage damp - H110. Commencing around August, 1999 I reported dampness in various parts of the cottage and garage. Various people came over the following few months for inspection. They included representatives from Amdec (including Dale Eurelle), the architects, the contractors, and from Evergreen. Every group took photographs of the relevant sections but were never heard of again. The only action was by Evergreen staff in that the brown damp on the inside of the west-facing main bedroom wall was painted over, and the flaking paint on the north-facing interior garage wall was finally dealt with. However, signs of dampness still prevail on the exterior of the western wall of the main bedroom, at the main entrance, along the bottom of the garage's exterior north-facing wall, along the interior of the said section of the garage floor, and around the roll-up door. Furthermore, there are signs of water ingress at the top of the north and west wall corner, and the said roll-up door's guide and lower bracket are badly rusted. Finally, during late 2020 rainwater drippage was seen on my car's boot while inside the garage and the door closed. One of Evergreen's maintenance staff noticed water dripping from the garage door manual release cord. Somehow, water, having gained access to the ceiling, was travelling along the chain drive channel and down the cord onto the car. Relevant photographs are attached.

b) Exterior gates. Peeling of the paint at the knots have been addressed before. However, it appears the maintenance crew simply scraped off the loose paint and repainted without applying the proper sealant and base/undercoat for the gates are peeling again. Refer attached photographs.

At the Rescom meeting on June 14th, 2022 the village manager undertook to action the dampness. To date, nothing has been done.

Attention to the abovementioned will be appreciated.

Regards,

Edward Fletcher.
Garden convenor.

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This email has been checked for viruses by AVG antivirus software.
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REPORT ON THE LIBRARY

14th January 2023

The Library, which was extended last year, has been very successful and there have been many positive compliments received. This makes for a happy and encouraging experience for all.

The turnover of books every week is about 30 to 40 in the returns basket for shelving. There are three of us from the committee taking it in turn to do the shelving. We check the books for our Library label and when there are new donations, we check for duplicates (which are donated to various charities) before shelving.

We would like to thank residents most sincerely for their contribution of many books both Fiction and NonFiction. We are always needing more and more books especially current publications as the readership continues to grow.

The "Recommended Reading" shelves are proving to be highly popular. We will provide for residents to tell us of the books they have enjoyed as well as a file of Book Reviews for checking on good reads. Again this will happen in the next few weeks.

Our plans are for expansion of the shelving we hope to achieve before the end of February. The Non Fiction section is short of space we have to allow for expansion as well as for more donations in future for Fiction as well.

Wishing all residents happy and enjoyable reading.

Lydia Hirschmann

The Recommended Reading” shelves have proved popular and we welcome your comments when a book is read and you feel that you would like to recommend it for others to enjoy. We shall make provision for your comments and suggestions shortly.

It is our intention to expand the book shelves

TO RESCOM

4th DECEMBER 2022

RE: MAIN BUILDING FIRE ALARM SYSTEM

AS YOU ARE AWARE THE FIRE ALARM SYSTEM WAS ACTIVATED LATE LAST WEEK. THE MESSAGE ADVISING RESIDENTS TO EVACUATE THE BUILDING WAS REPEATED NUMEROUS TIMES BEFORE THE DUTY MANAGER WAS ABLE TO ANNOUNCE THAT THIS WAS A FALSE ALARM AND TO IGNORE THE MESSAGE. HOWEVER, AFTER A VERY SHORTWHILE THE ALARM CAME BACK ON AND REPEATED MANY TIMES. SOME RESIDENTS BEGAN TO WONDER WHETHER THEY SHOULD GO TO THE NEAREST EXIT POINT, RATHER THAN THE DESIGNATED AREA. HOWEVER AFTER ABOUT 20-25 MINS THE MATTER SEEMED TO BE RESOLVED.

THIS IS WE BELIEVE, THE 3RD FALSE ALARM IN THE LAST 6 MONTHS. THE EARLIEST ONE OF THESE OCCURRED AT 1 AM AND LASTED NEARLY 45 MINS BEFORE THE ALL CLEAR.

THE 3RD OCCURANCE WAS A FEW WEEKS AGO DURING THE DAY BUT WAS FOR A SHORT DURATION.

THESE EVENTS HAVE BEEN SOMEWHAT IRRITATING BUT HAVE RAISED A FEW CONCERNS THAT WE WOULD LIKE TO PUT TO LOCAL MANAGEMENT

- 1.1. HOW MANY STAFF ARE TRAINED AND COMPETENT TO RESOLVE THESE PROBLEMS QUICKLY?
- 1.2. WHY WAS THE ALARM MESSAGE NOT BEEN CHANGED REQUESTING RESIDENTS TO GO TO THEIR NEAREST ASSEMBLY POINT?
- 1.3. ARE NEW RESIDENTS MADE AWARE OF EVACUATION INSTRUCTIONS?

ADDITIONALLY WE ARE CONCERNED ABOUT THE FOLLOWING ~~THE~~ MATTERS RELATING TO THE POSSIBILITY OF FIRE AT EVERGREEN.

- 2.1 WE WERE ADVISED THAT THE DOORS AT THE 3RD FLOOR ASSEMBLY POINT WOULD HOLD BACK FIRE AND SMOKE FOR AT LEAST 1 HOUR.

2.1 (CONTINUED) BY WHICH TIME THE FIRE BRIGADE WOULD HAVE ARRIVED. WE ARE CONFIDENT THAT THEY WOULD ARRIVE WITHIN 20 MINS; WHETHER FROM LAKESIDE OR FISH HOOK. HOWEVER IN THE EVENT OF A SERIOUS FIRE IF THEY WOULD HAVE TO MANHANDLE 30 TO 40 PEOPLE FROM THE THIRD FLOOR 'BUBBLE' THAT WOULD TAKE ^{OF TIME} A CONSIDERABLE AMOUNT LONGER.

2.2. HAS A SIMULATED TEST BEEN CONDUCTED TO SEE IF THE DOORS WOULD RESIST FIRE & SMOKE FOR MORE THAN 1 HOUR?

2.3. HOW LONG WOULD 30-40 ^{PEOPLE} BE ABLE TO BREATHE IN AN AREA SUCH AS THE BUBBLE?

2.4. IF THERE IS A SERIOUS FIRE, HOW MANY FIREMEN WOULD BE REQUIRED TO ASSIST SOME 150 PEOPLE FROM THIS BUILDING?

2.5 HAVE THE FIRE BRIGADE BEEN CONSULTED

WHILST WE RECOGNISE THAT IT IS EXTREMELY UNLIKELY THAT A SERIOUS FIRE WOULD OCCUR IN THIS BUILDING, IT MUST BE

RECOGNISED THAT FIRES NOT ONLY OCCUR BY
ACCIDENT BUT MORE DANGEROUSLY BY
DELIBERATE INTENT.

ONE FURTHER REQUEST, WHEN THE ALARM
SYSTEM IS TESTED WOULD YOU PLEASE WARN
US BEFORE IT STARTS.

WE LOOK FORWARD TO MANAGENTS COMMENTS

ENGINEER MIKE TURNER API 332

To Rescom. 18/01/2023.

First of all I would like to congratulate you on the problems you have solved.

Well done.

Mo for my gripe. I live in house 56 and the water connection used to water the historic common ground & our road is broken. The opening handle has rusted & broken off. I've heard that it is too expensive to fix. Absolute nonsense.

If Amdec want to sell properties the garden certainly enhance the chances of selling.

Also the gardens need supervision on a weekly basis. Shrubs need to be trimmed back so the view down the roads & round the corner is essential. Our old village is sadly neglected.

Sorry about my means but it sad to see our gardens deteriorate.

Regards

Collyer. Sindair

Kim Whitworth

From: ERIK M KIDERLEN <erik@ashway.ikapa.org>
Sent: Monday, 23 January 2023 15:32
To: owen@owenkinahan.co.za
Cc: Sozon Christie; Hugh.Till@gmail.com; ed.fletcher08@gmail.com; Kim Whitworth; Susan Wood
Subject: [EXTERNAL] Comments for Rescom - 24 jan '23.

Hi Owen,

As I do not have an Agenda, I provide my comments , for discussion/explanation at RESCOM.If necessary, these could be distributed {via Kim}.

a) I have asked Patrick(EvG) to come and address us as committee how the HW system is designed to operate. I have asked Aashig to confirm with him-he is here today-that he will be available. Obviously there will be a Q + A session, so RESCOM members are informed. B T W , I have not been informed of any HW issues, besides normal maintenance.

b) HW pumps during load shedding: these primary pumps could cause water pressure and water hammer due to Load Shedding , but so far- no reports.

c) HW flow (cold/tepid HW @ showers): this is still a problem, but until Piping Drawings are made available , I cannot provide solutions. Presently valves are replaced at will to reduce users complaints.

d) It is suggested that HW flow and temperature be measured on a daily Time Schedule. Sufficient instrumentation is available in the Plant Rooms.

e) Generally HW is charged out at a flat Liters Used rate. This is certainly most unrepresentative of 'beneficial benefit'. Perhaps RESCOM should sit with management and work out a more equitable charging method. This could be based on :

i)Actual temperature supplied at fitting;

ii) Actual flow rate through the fitting; and

iii) Measured cost to EvG occupant as i) X ii) X unit costs(set by management as in budget).

f) As we are an Older Village(no pun intended), we should all be informed of the various duties and responsibilities concerning the HW system.

I sincerely hope the above points are of value to RESCOM.Note that I have a Teams meeting after Rescom.

Best regards;

ERIK M KIDERLEN(Pr.Eng)

GARDEN UPDATE.
EDWARD FLETCHER

1. Sprinkler system.

Upon returning to my cottage around midday of January 13th, I noticed my garden sprinklers were operating. Seeing Christo nearby I enquired what was happening. Apparently the irrigation contractors had been on site. They found some wiring faults, presumably timer/solenoid valve related, and had increased the reticulation pressure.

Whose responsibility it is to clean the garden pop-up sprinkler filters still needs to be addressed.

2. Weeds and grass.

2.1. Phase 1. Evidence of sporadic weeds and grass is visible in Phase 1, especially around Units 12 and 64.

2.2. Phase Three.

2.2.1 Weeds are visible in the verges and especially along the eastern secret passage.

2.2.2. Grass growing in the verge and in the roadway, especially the vicinity of Units 91 and 92.

However, during my walkabout this morning I noticed Wonderful had been spraying grass and weeds growing in the road and had got as far as Unit 106.

2.3 Interior brick walkway parallel with Sunrise Boulevard. Severe weed infestation is visible around Apartments 26 and 28.

Markus has been advised of all the above.

3. Cracked wall. The base of the southern boundary wall at the Village entrance has a severe crack and is showing evidence of crumbling.

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