

RESCOM EVERGREEN MUIZENBERG

at 09h30 in the boardroom on Tuesday 24th January 2023

PRESENT

O Kinahan (OK) Chairman
 S Wood (SW) Vice Chair
 H Till (HT)
 S Christie (SC)
 E Fletcher (EF)
 E Kiderlen (EK)
 A Grant (AG)
 M Jones-Phillipson Minutes Secretary
 Kim Whitworth Assistant Village Manager

ITEM	NARRATIVE	ACTION
1.	WELCOME APOLOGIES Derek Drew	
2.	Approval of Minutes from previous meeting – proposed by SW and accepted SC.	
3.	MATTERS ARISING FROM THE PREVIOUS MEETING Both the minutes from the previous RESCOM meeting and this meeting to be reviewed at the next RESCOM meeting in February. This to be noted on the February Agenda	
4.	RESCOM ETHOS OK stressed the importance to re affirm the ethos of courtesy, respect and consideration, as stated in the inaugural minutes in May. This RESCOM will not tolerate incidents of aggressive and or dismissive attitude, rudeness and bullying from any member of Evergreen Management towards members of RESCOM, Muizenberg Village Residents or staff and vice versa. It was noted that both Management and RESCOM are concerned about the increasing level of gossip and rumour mongering about incidents or issues affecting residents and management. All residents are reminded not to enter into discussions without the FACTS. Careless remarks may well be defamatory, and will be followed up.	

5.	<p>STAFF CONCERNS</p> <p>Changes in staff have been noticed by residents for example: Dominique from Security has been transferred to Reception. It is noted that the “high standards of service” widely advertised by Evergreen Head Office Management are seriously compromised in this village.</p>	
6.	<p>RESCOM POST BOX</p> <p>Residents continue to be encouraged to use the RESCOM Post Box Anonymous correspondence will continue to be accepted. If a resident chooses not to have their letter published with the minutes, they are requested to note this in bold.</p> <p>The RESCOM post box has proved to be effective and encourage everyone to make good use of it.</p>	
7.	<p>HOUSE RULES:</p> <p>A circular is to be prepared and circulated by management, on a regular basis reminding all of us of the village house rules.</p> <p>Reminder to residents not to put out wet waste and or recycling at night, on weekends or public holidays in the village and the apartments. This is causing a rodent and fly infestation problem.</p>	
8.	<p>BISTRO AND FOOD COMPLAINTS</p> <p>All residents serious concerns have been heard. Further communication on this matter will follow shortly.</p>	HT
9.	<p>RESCOM CHRISTMAS GRATUITY</p> <p>A complaint was received from Evergreen Health Care Frail Care management that their staff of 50 people were not included on the list. The list had 38 village staff members.</p> <p>RESCOM passed a resolution that Frail Care have their own collection box for families and friends of the patients.</p> <p>Two nurses who service the village and have direct contact with the residents were on the list and received gratuities with RESCOM’s blessing.</p> <p>Detailed records on the collection and allocation are available on request.</p>	
10.	<p>FINANCIAL</p> <p>The comments below refer to the attached financial summary prepared by Hugh Till: Target levy and subsidy are now shown in the Income section on the top of the report and not below the expenses line. There is an average surplus of R43000.00 per month in the past 3 months and is expected to continue in the future.</p>	

	<p>Total levy income has increased by 11% for the past year. Staff salaries have increased due to the staff being granted a small salary increase.</p> <p>It is noted that staff salaries comprise over 45% of the total expenses. The levies for unoccupied units are paid in by Evergreen Property Investments company.</p> <p>The number of empty units and stats will be advised on a monthly basis. The new budget for the year ending February 2024 will be issued to RESCOM after it has been approved by the Board.</p> <p>The cost of the Boere Orkes reflected incorrectly under maintenance was noted and explained as a data capture error. SW questioned the accuracy of the data capturing on the report.</p> <p>SW queried why there is no provision for long term maintenance on the management accounts.</p> <p>EK congratulated HT for his professional reporting on the management accounts.</p>	
11.	<p>MAINTENANCE</p> <p>Replacement of dirty or damaged carpet tiles in corridors and the lifestyle area still not repaired. Completion date to be set.</p> <p>EF damp and maintenance issues were discussed. KW to arrange for Facilities manager to visit and investigate these matters. EF concerned that the developer responsibility will shift onto him under the guise of wear & tear.</p> <p>Reports have been received from residents about the Maintenance crew arriving to do repairs without their own supplies, tools and at times a long ladder.</p> <p>Irrigation - Maintenance of the irrigation system is in progress, but it is still not working properly.</p> <p>KW reported that a quote for repairs (sum of R87000) has been received and it is under consideration.</p> <p>SW noted that it is imperative that all Duty Managers should know how to turn off the irrigation system if it continues to run over the time period and pour litres of water down the storm drains.</p> <p>The Bin Room and Garbage</p> <p>The Bin Room is not being kept clean. Black Bins with wet refuse are overflowing despite COCT collection 3 x per week.</p> <p>SW observed that there are not enough black wheelie bins to accommodate the amount of garbage produced in the village.</p> <p>A further 5 bins are required for the village garbage and 4 bins (marked Bistro Garbage) to be dedicated for the garbage produced by the Bistro.</p> <p>SW requested that the Bistro be encouraged to recycle all recyclable materials and containers and keep this separate from the wet waste.</p> <p>KW to investigate.</p>	KW

	<p>SW suggested that a casual cleaner be employed 1 x per week on a day that the bins are out for garbage collection, to scrub the floors and walls with disinfectant and ensure that the area is clean, as the stench currently is unbearable. KW to put in request.</p> <p>Hot Water Systems and maintenance Log for call outs EK is to request a list for the past three months call outs for hot water issues. EK to meet with Patrick to discuss these issues further and to include DD and KW</p>	
12.	<p>SECURITY</p> <p>Refer to report by Soz Christie. Points raised – The boom in at the exit of the garage entrance and the electric gates were not repaired during the holiday period as the contractors were on holiday. It is noted that this is unacceptable and an emergency service to be provided as the entrance to the village is the most vulnerable point. Queries raised as to the state of the batteries servicing the electric gates, being overloaded as a consequence of frequent load shedding times.</p> <p>It is requested that it be made mandatory for all staff on duty to wear NAME BADGES at all times for security reasons, and as a courtesy to the staff members, to allow residents to address them by name. KW to follow up</p> <p>EK asked if there is an official standard written Evacuation Policy for Evergreen Villages in situations of emergency. KW to follow up with an evacuation policy/plan.</p>	
13.	<p>ANY OTHER BUSINESS</p> <ul style="list-style-type: none"> • Newspapers are being removed regularly from Reception by residents and we request residents to consider others by not doing so. If residents wish to complete the Crosswords, photocopies are available from reception. <p>Additional subscriptions for other newspapers will not be provided, but residents are encouraged to subscribe for their own copies of the newspapers of their choice.</p> <ul style="list-style-type: none"> • Dog Poop is not being picked up off the verges and public areas KW to get a quote for poop scoop signage, and to send out a circular to residents. <p>There is a request for residents to stop feeding the pigeons as their poop is damaging awnings of other houses. It is noted that the starlings are back in the garage KW to follow up</p> <ul style="list-style-type: none"> • Nominations for staff member of the month 2 nominations were mooted and KW to finalise. • Minutes of the Town Hall meeting held on the 14th of December 2022 as requested by some residents are available for collection from Owen Kinahan 	

	<ul style="list-style-type: none"> • Traffic calming measures in Sunrise Boulevard - SW discussed with KW as a consequence of the horrific high-speed accident that occurred on Saturday 15th January 2023 close to the entrance to Evergreen Muizenberg. SW met members of RESCOM from the other villages who have been working with Mandy Marr the local ward councillor for the last year to have measures implemented. <p>KW has been in contact with Mandy Marr to enable us to add our voice to a now urgent situation.</p> <ul style="list-style-type: none"> • A note from RESCOM to all residents to exercise extreme caution when entering or exiting the village as there are still drivers and motorbike riders driving at dangerously high speed along Sunrise Boulevard. • We also request that all residents driving in the village exercise caution and observe the speed limit and stop signs, as there are staff and residents walking along the roads in the village. 	
14.	<p>There being no other business the meeting was adjourned at 11h51.</p> <p>Date of the next RESCOM meeting Tuesday 28th February 2023 at 09h30</p>	