

18/03/2023

GARDEN UPDATE.
EDWARD FLETCHER

1. Sprinkler system.

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

2. Weeds.

A request was made to Markus on the 12th to address the profusion of weeds growing through the brick road in Phase3.

3. Boardwalk.

The branches protruding into the boardwalk west end have been trimmed.

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Finance Report for Rescom meeting 28th March 2023

Accounts for Jan 2023 show a R 105,153 surplus for the month.

Income in line with budget as expected.

Expenses are R70,303 below budget, due mainly to a reversal of provision for leave pay of R87,767. If this reversal is removed, we still have a surplus of R17,386. A perfectly satisfactory result.

Village maintenance was R45,832 over budget, but this was balanced out by Municipal Utilities and Property Rates being R40,445 and R 18,549 underbudget respectively. The cost of our generator used during loadshedding has increased this month to R65,237 compared to an annual average of R17,147 and the average over the last 5 months of R30,261.

The average figures from Sept '22 to Jan '23 are shown below, showing the expenses in descending order of value. As with all service-based operations the largest cost is the people who provide that service. The figures show a moderate average surplus which if annualized exhibit a very good correlation to the budgeted surplus for financial year end Feb 2024

The average for the Apartment hot water recovery remain substantially unchanged from last month.

Comments on Budget for Year ending Feb 2024

An 8.75%, on average, increase in levies that is slightly higher than I had hoped, but not unreasonable with our current level of inflation.

The increase in expenditure is limited to 4.75% which is very good. My only concern is whether there is enough provision for the generator costs if loadshedding continues at the current high level.

There is a 7.35% reduction in the Developer subsidy which is very reasonable.

Leading to a modest budgeted surplus of approximately 2% of levy income.

Hugh Till

21st March 2023

Evergreen Muizenberg average monthly Income and Expenditure for Sep 2022 to Jan 2023

Levey income based on actual for Nov to Jan, after all adjustments had been worked through.

Expenses includes Insurance claims which were included in Village maintenance up to August.

Property rates have been averaged over the year due to large monthly fluctuations

Leave pay reversal in Jan '23 has been averaged over the whole year.

Income		
Basic levies apartments	95.22%	959,700
Additional persons levies	3.52%	35,491
Other income	1.25%	12,638
Total Income		1,007,829
Expenditure actual		
Employee Cost Salaries	44.79%	442,683
Security	9.95%	98,333
Common Prop; Municipal Utilities	9.92%	98,052
Head Office Recovery	7.89%	78,000
Village Maintenance	6.61%	65,317
Garden Maintenance	3.11%	30,719
Generator Costs	3.06%	30,261
Medical Response	2.99%	29,545
Insurance	2.77%	27,372
Information Tech Exp	1.49%	14,743
Clubhouse Exp	1.48%	14,618
Administration Expenses	1.33%	13,177
Levies Expenses	1.02%	10,045
Employee Cost Other	0.87%	8,582
Printing and Stationary Expenses	0.59%	5,794
Insurance claims	0.58%	5,774
Property Rates	0.58%	5,730
Depreciation Expenses	0.39%	3,838
Travel Expenses	0.31%	3,083
Catering	0.27%	2,640
Total expenditure		988,306
Surplus		19,523

Catering Committee Report to RESCOM 28th March 2023

The change from WPC to Fedics at the beginning of the month went off smoothly with Fedics retaining the services of a number of the staff, making the changeover much less stressful for most residents. Nikkie our new unit manager is very capable and looking to improve the standard of service to the residents to a very high level.

The quality of the food served showed an immediate improvement with all regular customers being very happy with the change. The atmosphere at lunch has improved as the number of residents attending increase. The Sunday lunches have been particularly good with good attendance.

A very successful St. Patrick's Day supper was held on the 17th that was well attended. The décor and food were in good Irish fashion simple but very good, a lovely evening was enjoyed by all.

The new billing system using a tag has proved a bit of a challenge to some residents but is seen as an improvement on the old 'sign for each meal'. The booking of meals directly into the system has not yet been fully installed but I am sure that when it is fully operational will be much easier for residents when we have all got used to it.

There are still some teething problems to be sorted out. Fedics are looking at increasing the staff numbers to help improve service including a Barista and a second assistant manager. The a la carte menu still has to be finalised and the supply of daily essentials such as milk and bread etc. is already available. Friday evening Fish 'n Chips are also planned to begin soon.

All in all the change to Fedics has been a very positive one. We look forward to working with Nikkie to make the Boardwalk Bistro a really good place to meet and eat.

Our next resident's braai will be held on Saturday the 8th of April, that is Easter Saturday.

Hugh Till

2023-03-20

Kim Whitworth

From: ERIK M KIDERLEN <erik@ashway.ikapa.org>
Sent: Friday, 17 March 2023 21:46
To: Susan Wood; Hugh Till; Edward Fletcher; Sozon Christie
Cc: Kim Whitworth; hirschmannlydia@gmail.com
Subject: [EXTERNAL] Re: PORTFOLIO REPORTS FOR RESCOM MEETING 28 MARCH

Good evening all;

for my portfolio- Hot Water(H W) systems , there have not been any issues reported in the last month. For the meeting I repeat my proposal that Evergreen's water system maintenance manager be asked to come to the committee meeting.Patrick could then explain the existing hot water system , using some of the layout drawings , referring to:

- i) Hot water generation tanks, pipes and pumps;
- ii)Temperature control system from user's tap to automatic switching on of electric heater banks in the calorifiers;
- iii)Shaft hot/return and balance piping; and flow metering(H W costs)
- iv)Floor individual temperature -setting via balancing thermostats, etc.

I suggest that we at RESCOM enable ourselves to understand the existing systems. Both for the apartments and for the houses. It could help to resolve costs vs 'cold'water issues.

In my opinion if RESCOM ignores the previously numerous negative experiences with the HW system , adding complexity (such as solar heating)will make water temperature/costs problem-solving needing a full-time plumber on-site .

Note that properly-engineered HW systems are running, world-wide, on a very satisfactory basis. It is not rocket science to have HW on demand for any unit(apartment/house) in the whole of Evergreen Muizenberg. A critical design analysis of existing HW systems would be the first requirement. Apparently some design details are available at local consultants, previously appointed by Evergreen. The HW installation as is , is fitted with adequate measuring/sensing/controlling devices to enable such an analysis.

If needed , RESCOM could draw up a Scope of Work for such an analysis.

best regards ; Erik M Kiderlen(Pr.Eng.)

LIBRARY REPORT TO RESCOM 24th March 1023

There have been some exciting happenings in the Library over the past few weeks.

We were given permission to hold a Raffle for new books. Rescom supported us with a starter of R 300 for the Raffle prize, as well as a further R 250 for a new book. Derek has offered R 100 per month towards new books as well. We thank Rescom and Management for their generosity.

We have collected R 1 220 over the past 2 weeks and the draw will be on Friday 31st. The target figure is R 1 500 and we should achieve this.

I have obtained a 15% discount for the purchase of 5 books per time from Wordsworth Books. However, it should be noted that this book shop also offers a pensioner discount of 10% on Wednesdays.

We have been loaned the Suggestions and Requests box and hope to hear from our readers soon.

We have requested a smaller notice board from management to replace the large general notice board so that we can use it for library news etc.

There is now a file of book reviews with more to come, to assist in book choice.

We are constantly receiving donations of new and good used books which keeps our Library expanding all the times. A VERY LARGE THANKS TO THOSE RESIDENTS FOR THESE DONATIONS.

Apt 123
Evergreen Lifestyle Village
Muizenberg
7095

RESCOM

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The Chairperson and Committee

Re: Observations and constructive criticism

As a relatively new resident here with lots of things to take on board and absorb, I have made a few observations which may be found to be useful.

- The shuttle bus

In my opinion this is neither user friendly nor safe considering the mobility of people using the service. First of all, would it be possible to restrict use by each resident to once a fortnight, thereby allowing all residents to have an opportunity to avail of the service. It would appear that some residents book very far in advance, therefore making it impossible for some to use the service.

However my biggest concern is about the way in which one alights or descends from the bus.

It is not wheelchair friendly. There isn't adequate storage on the bus for wheelchairs and walkers. Nor is there adequate storage for the shopping bags. These are often placed near the access door and one can only imagine the chaos which would be caused should passengers need to alight from the vehicle in the case of an emergency.

- Use of intercom

It would appear that quite a considerable amount of time is taken up locating residents. This could be addressed by calling the resident to reception or asking them to use their internal line to connect with reception.

- When a meeting of interest to residents, is called, perhaps an attendance register could be devised to give management an idea of the attendance level and interest.
- In the interest of all residents' welfare, perhaps management could be seen amongst them during activities and meal times.
- I believe that more emphasis should be placed on recycling as this definitely contributes to climate change and as the name Evergreen suggests will help to keep the planet green. In this regard Residents should be asked to place anything that can be recycled (maybe a list of recyclables can be placed on notice boards) into a separate recyclable bag along with their domestic waste outside their doors for collection. Compostable should be put into relevant gardening bins.

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- The Bistro. As a new comer I didn't take on board the where's and whys of how this system worked as the people running were in the process of pulling out and a new firm namely FedEx were in the process of taking over. Since the arrival of current owners the system hasn't improved from what, I understand, was happening previously. The only thing that appears to have changed is the payment system and the prices.

We were given to understand that a full Barista service would be implemented meaning that coffee and snacks would be available during opening hours regardless of set mealtimes. This has not happened as during lunch time one is unable to get even a cup of coffee.

There doesn't seem to be coordination in the way one can order as one is either asked to take a seat and hope that one gets attended to or the order is taken and then one is asked to take a seat and sadly order is forgotten or there's some reason why one has to wait a fair amount of time. On one occasion I waited 40 minutes and then had to re order. There is no record of the order as it is never written down and a duplicate left in the kitchen or... there's also an assumption of what you want as it has been something one has ordered in the past. Milk and sugar doesn't usually come with the order. New guidelines need to be implemented and residents, in their entirety, informed of procedures.

With regard to the public area would this be considered similar to a hotel lounge or lobby, where people congregate socially for a get together and meetings?

As such should this area be treated with respect and the use of facilities not abused by situations offensive to others? I can give examples of such behaviour if necessary, but I'm sure that there are house rules that can be implemented.

All accidents however minor should be reported to the duty manager at the time they happen so that the necessary procedures can be carried out.

I trust these points will be taken in the spirit in which they're written to contribute to the contentment and enjoyment of those living and working here.

Kind Regards

Patsy Curtis

Apt 123