

EVERGREEN MUIZENBERG RESCOM

MEETING HELD IN THE BOARDROOM ON TUESDAY 25th APRIL 2023

AT 09H30

PRESENT

SW Sue Wood	Chairlady
HT Hugh Till	Vice Chairman
EF Ed Fletcher	Gardens
EK Erik Kiderlen	Maintenance
SC Soz Christie	Security
AG Alice Grant	Member without portfolio
KW Kim Whitworth	Assistant Village Manager
DD Derek Drew	Village Manager
Secretary:	Pat van Eyssen (in for Michelle Jones-Phillipson)

ITEM	NARRATIVE	ACTION
1	WELCOME <ul style="list-style-type: none">9:31 SW welcomed everyone.Nikki Kellerman (NK) and Chantelle Moore (CM) senior Manager from Fedics were attending as invited guests.	SW
2	APOLOGIES <ul style="list-style-type: none">Michelle Jones-Phillipson.	
3	REMINDER OF RESCOM ETHOS <ul style="list-style-type: none">SW asked C & N about the role of Rescom in communicating with them regarding any issues with the food, etc.How much power does Rescom hold?C said her communication is done directly with the VM (village management).Everyone communicates with VM and VM communicate with C unless Rescom want that to change then it must be discussed with VM & CM.SW wanted to confirm with C & N that Rescom are being taken seriously.SW mentioned that all communication should be done with respect, honestly and courteously.C wanted to know where Rescom fits inSW explained how Rescom is elected etc.When Rescom comes to C we are coming with the mandate from all the residents.Catering committee is a subcommittee of Rescom – purpose is to deal with the nitty gritty's. SW commented that HT Chairman of the Catering Committee does an amazing job.HT has offered his services to mentor assist and encourage the staff.	

- Saturday – Quiz- The issues that arose on Saturday re the platters was discussed at length
- C has dealt with the issue that arose on Saturday with her staff – the expectations were misunderstood about when to collect their platters and it seems as though there was a miscommunication at this point.
- SW wants to hear from C when they are having difficulties.
- HT and C had a discussion re the way going forward.
- HT explained that they would like to work together smoothly – going to take a while to get there
- C asked that when she says she has maintenance issues must she go directly to VM – Yes – if she does not get a response – to go to HT – catering committee.
- EK mentioned that any emergency (gas) issues must go directly to VM for maintenance team to address the issues immediately.
- SW stressed that there needs to be a good clear communication and understanding between CM and Rescom.
- AG mentioned that some residents found that on the 2nd menu option on the menu that salad is not vegetables. Residents are asking that they have vegetables each day at a meal.
- C agreed to see to that.
- SW said that we need to work closely with each other – going forward the catering committee will provide minutes of their meetings – so that C will get proper minutes.
- Maureen Segers was proposed to take minutes at the catering committee and EK and HT seconded that.
- There was a discussion about the payment issues that had arisen and HT will take this forward at the next catering committee meeting.
- SW then discussed re the delivery of the platters to their apartments – this should not have happened – miscommunication – going forward – everything must be paid for in advance and collected from the counter at the Bistro.
- Booking system for the Quiz must go through the reception.
- Differentiate between ordering the platters for home use only and those coming to the quiz.
- For theme and event evenings Rescom needs to know about all suggested or planned events.
- HT received an email from Jenna Monk re the coronation event. He referred her to the Events Committee. Breakdown in communication – issue sorted out via discussion between HT and SW.
- Everyone on Rescom needs to be informed about all goings on – send a cc in emails to include all Rescom members.
- Mrs Curtis – issue re breakfast – paid most expensive price off menu – discussion re the food that was delivered to her plate – no chips. No tomato. No toast. The waitress was contemptuous – No knife and fork No serviettes.
- Staff urgently need training. C said that she is aware of the issues and aware of the training needs – sessions are being planned in the future.
- Discussion about upcoming craft market –will be discussed in detail as the time draws closer.
- Quiz evening was discussed – re inter village opportunities going forward.
- HT – Where do we fit it?

	<ul style="list-style-type: none"> • HT - We represent your customers (residents) – we are the voice piece of the residents. • HT would also like following months’ menu at the catering meeting so that they have a few days before to read it and be able to comment and discuss it beforehand. • Provisional menu beforehand so that Catering committee can review it and make comments. • Catering Committee meetings will be held on the 15th of the month – closest weekday to 15th of each month if it falls on a week end. • SW asked C & N - are you getting feedback on the comment slips? • EK would like to mention that the temperature record of the cold storage is critical. If there are any queries • Linking the walk-in fridge and freezer to the generator has been approached with VM as load shedding is increasing and anything over four-hour outage will affect the food. • EK is available to be consulted – Fedics must insist that a complete temperature record must be completed daily. C said it is being done. • HT – when something goes wrong – people must remember what was done about correcting the problem – so the issue must be corrected in a manner that is above and beyond. • SW asked C for any questions and requests. • SW thanked C and N for their attendance and co-operation. • KW and DD joined the meeting going forward. 	
4	<p>MATTERS ARISING FROM PREVIOUS MINUTES –</p> <ul style="list-style-type: none"> • EK – Asked about the Maintenance log – PM was reporting about temperature issues – DD informed Rescom that PM has been moved to the Property Company – no longer facilities manager • DD said that Ashiq needs to report on a monthly basis re the temperatures of the hot water systems • EK internal phones – not working when power goes off in phase 3 • Discussion re connection when power goes off in the apartments mobile phones lose connection HT queried the repeater on the roof. DD asked Tyrel to check • EK said a complete test of the system should be done – the issue is from the cell phone providers • EK said that all residents need to be informed what happens to their connection when the power goes down – service providers – all different. • DD to sort it out – get Tyrel to go and have a look immediately. • At the end of the meeting Tyrel reported that he had checked the repeaters. All working. DD undertook to check with service providers. 	
5	<p>APPROVAL OF MINUTES FROM PREVIOUS MEETING</p> <ul style="list-style-type: none"> • SW proposed and HT seconded. 	
6	<p>CIRCULAR TO ALL RESIDENTS AND GARRY REED ACKNOWLEDGEMENT</p> <ul style="list-style-type: none"> • SW – all the residents who do various things voluntarily in the village – SW draft circular to all the residents mentioning their names – Rescom will sign it – get it published on the noticeboards - trying to uplift the area. 	<p>SW</p> <p>HT</p>

	<ul style="list-style-type: none"> HT – to avoid not acknowledging someone in error - add a sentence at the end of the circular to incorporate anyone who might have been left out – if they would like their name mentioned to give it to SW If you need further information – Contact SW. KW to give a copy of the document that is in the Welcome Pack with all names and activities to HT & SW to use as a reference. SW to send draft copy of the completed circular to KW for distribution. 	
7	<p>FINANCIAL AND CATERING REPORT</p> <ul style="list-style-type: none"> HT – see attached report. RE THE PROPOSED CHANGE FROM TELECARE TO NEW SERVICE PROVIDER Roaming device – hence concern about signal in the village and apartments SW queried insurance on the portable device that will replace Telecare System in case of loss or damage by resident. DD said that insurance was possibly included in the monthly cost in the levy, however there was debate about including the device on personal insurance policies. EVG policy wherever possible to use service providers that they will use over ALL their villages Cost for generator costs – to continue to look at electricity costs in conjunction with the generator costs. SW asked about replacement of crockery and cutlery is budget of R44,000.00 being used to replace crockery and equipment SW – pointed out about chipped crockery SW – sugar bowls – all price stickers were all left on crockery. KW – mentioned about the cup and saucer that is missing from the display. EK – generator costs – tabulations available – we should compare our generator costs to an industry standard – electrical costs have not gone down in unit costs – so we should compare our kilowatt usage EK - telephone list - asked for an alphabetical list of all people because often you don't know what apartment the person lives in. HT – Reported that at the last Management meeting – accountant is looking at all the villages – at a detailed analysis of energy usage in all the villages. EK – how do we compare to industry average? 	<p>SW DD KW</p>
8	<p>GARDEN REPORT ON WHITECLIFFS AND UPDATE ON IRRIGATION SYSTEM REPAIR AND PATRICK MAILE</p> <ul style="list-style-type: none"> Irrigation system – R92,000.00 – GR to give approval – 2nd opinion took forever to get –DD to follow up EF - White cliffs – increase in activity – verges have been trimmed – they have been active – cleaning out weeds etc. has been done. Positive – good to hear. Hidey hole near the boardwalk Gardeners is using this area during their lunch break. In winter they move to the canteen. EF - Pigeons – not many due to the rain – DD has spoken to H109 JoJo tank has broken pipe in courtyard of apartment situated under SC HT – Reported that there is a starling nest in the basement 	

	<ul style="list-style-type: none"> • SW & HT – There are places in the basement where the water leaks down onto the cars – the leaks come from courtyard – courtyard needs to be sealed – a job for the Property Company to attend to. • Water leaking onto cars might leave a deposit on the cars that could be damaging. 	
9	MAINTENANCE REPORT AND UPDATE ON REFURBISHMENT	
10	<p>SECURITY UPDATE</p> <ul style="list-style-type: none"> • SC – see attached report – SC read out his report and this is the discussion that followed: • DD – broken boom DD emphatically denied that the absence of the security boom into the garage poses a security threat. • SC – re iterated that it is a security breach as any vehicle over 2 metres can drive into the garage unobserved. Inter alia delivery vehicles, outside contractors in bakkies, visitors to the village of any nature that have got past security. • DD stated in his view that, in his opinion it is an unnecessary cost of a call out fee of R3000.00 to repair the boom and unjustified in this case. • SC reported that Security Staff are not wearing their ID name plates • DD – Commented that there is no excuse for anyone not to be wearing their name badges. • There have been incidents where residents who are not allowed to leave the village unaccompanied have been allowed to leave the village without being checked by Security • SC brought up the point of his being given access to the incident/Log Book at a meeting with DD and A Basson of Grinnell Security. • DD twice denied that this had been agreed at a meeting in DD office with SC and A Basson. • In future any and all conversations with DD would be recorded. • NOTE subsequent to the meeting the minutes of the above meeting were produced. RESCOM Muizenberg are waiting for a full retraction and apology from DD 	DD SC
11	<p>RESIDENTS CONCERNS i.r.o. SAFETY ISSUES ON THE TRANSPORT TO BLUE ROUTE AND OTHER DESTINATIONS</p> <ul style="list-style-type: none"> • DD – spoke to driver – sent recordings – DD played them for us to hear Bus can fit 13 people but it has been restricted by VM to 10 people. • Discrepancy about number of wheel chairs and walkers to be put into a venter trailer – this will increase the cost – where should parcels be put – all packages should be put at the back of the van. • AG has felt very safe in the van – she uses the bus regularly. • Suggestion – residents should not buy the bulk of their groceries on a Monday this will alleviate the problem of too many packages in the bus – they should get their big item groceries delivered via Pick n Pay or Checkers etc. 	
12	<p>DEMENTIA ISSUES AFFECTING PETS IN THE APARTMENT BLOCK</p> <ul style="list-style-type: none"> • Positive feedback regarding the issues relating to the dog on the ground floor as well as the cat on the 3rd floor. • No action required at this time, but the situation being closely monitored by RESCOM and VM 	

13	<p>UPDATE RE RESCOM BANK ACCOUNT</p> <ul style="list-style-type: none"> HT and SW going to Capitec next week to open a bank account. Need copy of the village COCT rates account – KW to follow up 	HT SW KW
14	<p>UPDATE ON TRAFFIC CALMING SUNRISE BOULEVARD – GARRY REED</p> <ul style="list-style-type: none"> GR has received our report – and he is dealing with it – putting it past the legal dept. – said it would be done shortly 	GR
15	<p>UPDATE ON LIBRARY AND CRAFT MARKET</p> <ul style="list-style-type: none"> No report for this month – list on notice board for residents to tick their preferences from the list of books and then at the end of the month the books with the most ticks will be purchased. DD – has offered that crafters could bring their over lockers and machines into the boardroom for sewing Craft market planning is going ahead smoothly – had their first meeting last week. The library is a work in progress undergoing a major space reshuffle and all residents are requested to bear with the volunteers, during this process, and the library team extend apologies for any inconvenience caused. Residents who have negative criticism or complaints are encouraged to join the team of hard-working volunteers and assist in the positive transformation. 	LH
16.	<p>ANY OTHER MATTERS</p> <ul style="list-style-type: none"> Meeting closed at 11:48am Next RESCOM meeting Tuesday 29th May at 09h30 in the Boardroom 	

SIGNED

CHAIRLADY RESCOM EVERGREEN MUIZENBERG