

**EVERGREEN MUIZENBERG RESCOM**  
**MEETING HELD IN THE BOARDROOM ON TUESDAY 25<sup>TH</sup> JULY 2023**  
**AT 09H30**

**PRESENT**

- |                         |                                  |
|-------------------------|----------------------------------|
| <b>SW Sue Wood</b>      | <b>Chairlady</b>                 |
| <b>HT Hugh Till</b>     | <b>Vice Chairman</b>             |
| <b>EF Ed Fletcher</b>   | <b>Gardens</b>                   |
| <b>EK Erik Kiderlen</b> | <b>Maintenance</b>               |
| <b>SC Soz Christie</b>  | <b>Security</b>                  |
| <b>AG Alice Grant</b>   | <b>Member without portfolio</b>  |
| <b>KW Kim Whitworth</b> | <b>Assistant Village Manager</b> |
| <b>Secretary</b>        | <b>Pat van Eyssen</b>            |

ITEM	NARRATIVE	ACTION
1	<p><b>WELCOME</b></p> <ul style="list-style-type: none"> <li>SW welcomed everyone.</li> <li>SW Thanked Kim for all her support to all of us and thanked all the members of Rescom for their co-operation and support throughout the past year.</li> <li>SW noted that this is the last RESCOM meeting for the current committee.</li> <li>SW made it very clear that the current Chair and Committee will be on standby and available to address any emergency or urgent matters that may occur until 24<sup>th</sup> August 2023.</li> </ul>	SW
2	<p><b>APOLOGIES</b></p> <ul style="list-style-type: none"> <li>None</li> </ul>	
3	<p><b>RESCOM ETHOS</b></p> <ul style="list-style-type: none"> <li>Reminder to all what the policy of this Rescom is going forward –</li> <li>RESCOM Ethos is to work with Courtesy, Confidentiality, Co-operation, Compassion, and Integrity with clear communication and transparency between Management, Residents and Staff.</li> <li>Request from Owen Kinnahan that this ethos that was unanimously adopted at the inaugural RESCOM meeting on 2<sup>nd</sup> June 2022 remain firmly in place for the future.</li> </ul>	SW
4	<p><b>RESCOM ACCEPTS ANNONYMOUS LETTERS</b> provided that they do not contain abuse or bad language.</p>	SW
5	<p><b>APPROVAL OF PREVIOUS MINUTES</b> and correction and apology for typo</p>	

	<p>affecting EF.</p> <ul style="list-style-type: none"> <li>HT approved minutes and EF seconded.</li> </ul>	
6	<p><b>MAINTENANCE REPORT – ERIK KIDERLIN</b></p> <ul style="list-style-type: none"> <li>EF is still waiting for feedback on Unit 110.</li> <li>Paint in various places is beginning to peel now – and the floor in the house and in the garage looks as though it has been snowing – needs urgent attention.</li> <li>This has been ongoing for 4 years.</li> <li>This issue has been discussed and photographed and nothing concrete has been done yet.</li> <li>The damp remains.</li> <li>KW explained that all the houses were recently inspected, photos taken, and Evergreen are awaiting quotes at the moment.</li> <li>No decision has been made yet but it is being looked at on a daily basis.</li> <li>EK said that he is called in when something occurs and no one has approached him recently concerning any issues with the malfunctioning of the water supply and the hot water system.</li> <li>All good from the water point of view.</li> </ul>	<p>EF</p> <p>EK</p>
7	<p><b>FIRE HAZARD</b></p> <ul style="list-style-type: none"> <li>SW mentioned that recently another pot was left on the stove in a unit in the apartment block during a power outage. The power came back on. The unit was unoccupied and the pot boiled dry and caught fire. This resulted in the fire alarm going off and which was then aborted.</li> <li>An announcement was made over the intercom that this was a false alarm – but in actual fact the pot had been left on the stove during load shedding and once the power came on again the pot had burnt completely and filled the apartment and the first floor with thick smoke.</li> <li>SW noted RESCOM and the Fire Marshalls' serious concerns and objection to the announcement being a 'false alarm' when there was a serious incident on the 1<sup>st</sup> floor.</li> <li>SW requested that a notice be provided to each unit to be stuck on the wall next to the main switch for the stove, in each unit to say: <ul style="list-style-type: none"> <li>SWITCH OF MAIN SWITCH FOR STOVE WHEN NOT IN USE.</li> </ul> </li> <li>SW suggested that all staff, residents and fire Marshalls should be told about the dangers of breathing in noxious and toxic smoke when assisting at an apartment and corridor where there is a smoke or fire issue.</li> <li>EK mentioned that we have a huge problem – we do need to address retraining staff and residents about what to do when we have a real fire alert.</li> <li>Smoke inhalation is dangerous.</li> <li>SW confirmed that all lighting in the Fire Escapes is linked to the Generator and will remain on during an emergency.</li> <li>EK - There is an EVAC chair on the 3<sup>rd</sup> floor.</li> <li>EK - All smoke systems have been checked and are all in order.</li> </ul>	<p>SW</p> <p>KW</p>
8	<p><b>FINANCIAL REPORT</b></p> <ul style="list-style-type: none"> <li>HT – see attached report.</li> <li>Overall it looks as though the finances are in a stable situation.</li> </ul>	<p>HT</p>

9.	<p><b>SECURITY</b></p> <ul style="list-style-type: none"> <li>• There has been no change in many respects.</li> <li>• There have been reports that the security staff are not using the licence scanner all the time for visiting vehicles</li> <li>• SW mentioned the frustration we as Rescom experience that residents do complain amongst themselves and do not report concerns to management and Rescom – this compromises all the residents here.</li> <li>• All complaints should be put in writing and left in the Rescom Box next to the reception area.</li> <li>• SW and SC emphasised that at all times all visiting car licence discs must be scanned by the security staff.</li> </ul>	SC
10	<p><b>GARDENS</b></p> <ul style="list-style-type: none"> <li>• SW asked if another quote has been sourced re the irrigation system as this needs to be resolved before the summer season.</li> <li>• KW noted that no assurances have been made, quotes given and we are waiting on approval.</li> <li>• SW asked about the quality of the compost. KW agreed that the compost is not top quality. This matter to be taken up with Marcus of Whitecliffs.</li> <li>• EF – noted that there has been a marked increase in the performance of the gardeners – generally work is getting done well – the lawns are getting mowed regularly.</li> <li>• EF mentioned that there is still a problem with residents paying the gardeners privately. We remind all residents of the House Rules in this regard.</li> <li>• EF – said that the number of complaints about the gardeners had dropped considerably.</li> <li>• SW – the garden next to the wall along St. Georges Drive needs attention. KW will speak to Marcus of Whitecliffs</li> <li>• SW Commented that the overall improvement in the appearance of the gardens is positive.</li> <li>• KW confirmed that the 20 minute free garden service is still available, and time slots are to be booked at reception.</li> </ul>	KW
11	<p><b>FEDICS – ONGOING ISSUES AND FOOD COMPLAINTS</b></p> <ul style="list-style-type: none"> <li>• HT – no catering meeting had been held recently.</li> <li>• SW – reported that the ladies breakfast was a huge success and the speaker was very good. 56 ladies attended and the food and the service was excellent with the event receiving many compliments.</li> <li>• SW – reported that favourable compliments have been received about the Christmas Dinner but the lack of Christmas Crackers was noticeable.</li> <li>• SW suggested that going forward the residents could get involved in making their own creative Christmas crackers – it creates a festive atmosphere.</li> <li>• SW – weekly events, e.g. art, knitting etc. – due preparation needs to be done by the Bistro Staff beforehand regarding setting out and preparing for the tea and coffee breaks. The orders are frequently incorrectly followed through.</li> <li>• HT has spoken to Nikki about these issues.</li> <li>• HT – reported that in general the quality of the meals has improved and noted the following increases in the number of invoices issued:</li> </ul>	HT KW

	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> month = 1,700 invoices issued; 2<sup>nd</sup> month = 2,100 invoices issued;</li> <li>• 3<sup>rd</sup> month = 2,850 invoices issued; 4<sup>th</sup> month = 2,570 invoices issued – down from the previous month possibly due to the cold weather.</li> <li>• EF – enquired about the frozen meals – and HT and KW said that this matter was been looked at – there are health issues re the frozen foods and this needs to be positively addressed before going forward with this.</li> <li>• The next catering meeting is to be held on Tuesday 1<sup>st</sup> August 2023 at 13h30.</li> <li>• <b>RESCOM urges residents with complaints or concerns to put these in writing in the RESCOM box by 31 July 2023.</b></li> <li>• <b>In future no verbal complaints will be accepted.</b></li> </ul>	
12	<p><b>LIBRARY REPORT</b></p> <ul style="list-style-type: none"> <li>• The library team have done an excellent job and the library is looking very good.</li> <li>• SW thanked them on behalf of Rescom.</li> <li>• Residents are reminded to please return any long outstanding library books as it has been noted that there are many books that have not been returned in a reasonable time.</li> <li>• SW – thanked KW for the extra bookshelf.</li> </ul>	
13	<p><b>SPRING CRAFT MARKET</b></p> <ul style="list-style-type: none"> <li>• <b>The final date to book and pay for a table at the Craft Market is 15<sup>th</sup> August.</b></li> <li>• <b>Please put R50 in a sealed envelope marked with your name, craft, and unit number.</b></li> <li>• SW, KW, LH and the Spring Craft Market Committee are to meet to discuss plans and progress for the event.</li> <li>• Another Spring Hat Workshop is to be held on the 23<sup>rd</sup> August from 14h00 to 17h00 facilitated by Patsy and Maureen</li> </ul>	SW KW
14	<p><b>FRAIL/MEDICAL CARE PRICE HIKE</b></p> <ul style="list-style-type: none"> <li>• The price hike of 14% has caused much concern amongst the residents and the increase is potentially posing a serious problem for residents needing frail care in the future.</li> <li>• KW has sent the letters from residents onto the Health Care team.</li> <li>• This concern must be raised at the AGM</li> </ul>	KW
15	<p><b>REFURBISHING OF CORRIDORS</b></p> <ul style="list-style-type: none"> <li>• EK –stressed that the Air Conditioning Extraction Ducts urgently need to be serviced and cleaned out.</li> <li>• SW – mentioned that the increase in the smell of cigarette smoke on the 2<sup>nd</sup> Floor and the Ground Floor is unacceptable.</li> <li>• KW to attend to dealing with the residents concerned.</li> <li>• SW requested air fresheners to be used.</li> <li>• SW requested that the carpets in the corridors be shampooed again particularly on the 1<sup>st</sup> floor as a consequence of the smoke from the fire incident.</li> <li>• The repainting of the corridors in the apartment block is being handled by Patrick Maile. This should begin soon.</li> </ul>	KW

16	<p><b>GARRY REED – REPLACEMENT OF TV</b></p> <ul style="list-style-type: none"> <li>• Derek Drew has spoken to Garry Reed regarding the new Smart TV and it is being attended to – we need an HD decoder.</li> <li>• The leak at the front door has been temporarily attended to and when the weather warms up it should dry out.</li> </ul>	DD GR
17	<p><b>TRAFFIC CALMING ACTION – FOLLOW UP BY GARRY REED</b></p> <ul style="list-style-type: none"> <li>• KW to speak to GR before the AGM on 24<sup>th</sup> August 2023.</li> </ul>	KW GR
18	<ul style="list-style-type: none"> <li>• SW thanked Alice Grant for her participation at the Rescom meetings throughout this past year.</li> <li>• SW thanked Pat van Eyssen for standing in and taking the minutes.</li> <li>• SW thanked each member individually for their contribution over this past year.</li> <li>• SW thanked Kim Whitworth for all of her assistance.</li> </ul> <p><b>NOMINATIONS TO STAND ON RESCOM FROM SEPTEMBER 2023 ARE BEING CALLED FOR BEFORE THE AGM RESCOM URGENTLY REQUIRES THE SERVICES OF A SECRETARY- AND ENCOURAGES THOSE WHO ARE ABLE TO, TO APPLY FOR THE POSITION. ALL RESCOM MEMBERS AND THE SECRETARY PERFORM THEIR SERVICES IN A VOLUNTARY CAPACITY.</b></p> <p>The AGM will be held on 24<sup>th</sup> August 2023.</p>	
19.	<p><b>ANY OTHER BUSINESS</b></p> <p><b>ALL MATTERS discussed above will be carried over for the new RESCOM hand over.</b></p> <p>The meeting closed at 11:10am.</p>	

SIGNED .....  
CHAIRLADY RESCOM EVERGREEN MUIZENBERG