

EVERGREEN VILLAGE MUIZENBERG RESCOM MEETING  
HELD ON TUESDAY 26<sup>TH</sup> SEPTEMBER 2023  
AT 10h15 IN THE BOARDROOM

PRESENT

SW	SUE WOOD	CHAIRLADY
PS	PAUL SELBY	VICE CHAIRMAN
SC	SOZ CHRISTIE	MAINTENANCE/SCURITY
EK	ERIK KIDERLEN	MAINTENANCE
TJ	TONI JOUBERT	GARDENS
PvE	PAT VAN EYSEN	SECRETARY
KW	KIM WHITWORTH	ASST. VILLAGE MANAGEMENT

ITEM	NARRATIVE	ACTION
1	<p><b>WELCOME</b></p> <p>SW welcomed everyone present.</p> <p>There were no apologies.</p>	SW
2	<p><b>MATTERS ARISING FROM THE PREVIOUS MINUTES – 31 08 2023</b></p> <p>See below corrections and comments by KW regarding the previous minutes. KW was not present at the meeting. SW lodged an objection to corrections made to these minutes.</p> <p><b>9. Garbage:</b> <b><i>“On Saturday 26 08 2023 SW videoed the unacceptable state of the Garbage and Bin area and had sent the video onto Garry Reed among others”.</i></b></p> <p><b><i>“It is now urgent that this matter is resolved as it is a health hazard”</i></b></p> <p>Video footage taken by SW sent to G. Reed and KW shows state of area and in her opinion could represent a health hazard</p>	SW

	<p><b>Incorrect subject heading regarding healthcare under 10. Maintenance</b></p> <p><b>Telecare:</b>  <i>“The Yellow Button on the Telecare System does not function”.</i></p> <p>Yellow button does work and is programmed to the emergency phone carried by the duty manager and night reception</p> <p><b>Clinic:</b>  <i>“We don’t have a clinic”</i></p> <p>The clinic is situated on the 1<sup>st</sup> Floor, in the Care Centre.</p> <p><b>11. Gardens:</b>  <i>“TJ said that currently there is no supervision with the gardeners”.</i></p> <p>TJ corrected the wording, “that currently there is not enough supervision of the gardeners”.</p> <p><b>12. Bench</b>  <b><i>“A bench has been donated by Victor Pillay”</i></b></p> <p>The bench was never donated by Victor Pillay, it belongs to the village</p> <p><b>14. Confidentiality Agreement</b>  <b><i>“EK confirmed that due to company law – because the holding company for Evergreen Villages is registered as a Pty Ltd Company it is necessary to have a Confidentiality Agreement signed by all members”.</i></b></p> <p>This is not true, only if you are a contracted Evergreen staff member, which RESCOM members are not.</p> <p><b>This concludes the matters arising from the previous minutes.</b></p>	
3	<p><b>RESIGNATION of JENNA MONK &amp; ENTERTAINMENT PORTFOLIO</b></p> <p>1. See JM resignation letter attached.  SW noted that the entertainment portfolio will remain vacant until such time as there is a volunteer for the position.  JM has made it clear in writing that she intends to continue running the entertainment along with village management.</p>	
4	<p><b>CONFIDENTIALITY AGREEMENT</b></p> <p>1. The agreement was signed by all Rescom members present with the exception of KW who already holds a confidentiality agreement with Evergreen. The document was signed by two witnesses.  See attached copy.</p>	
5	<p><b>GARBAGE</b></p> <p>SW said that the situation in the Garbage/Bin Area remains the same and</p>	

	<p>that in her opinion the way the garbage lies around in the room it is posing a health hazard to those who work in and clean the area. SW suggested that the garbage that gets piled up at the back of the room appears to be from the Bistro/Kitchen. SW added that the kitchen should have their own wheelie bins clearly marked and that Fedics must practice the separation of recycling and wet waste.</p> <p>KW explained the process, the dirt is collected and the bins are emptied and washed on a Monday, Wednesday and Friday. KW has also checked the bin room a few times and in her opinion the garbage room and area are in an acceptable state. KW will follow up with Nikki Kellerman (Fedics)</p>	KW
6	<p><b>MAINTENANCE</b></p> <ol style="list-style-type: none"> <li>1. EK asked if the maintenance staff could supply a monthly report of the hot water readings. KW confirmed that hot water readings are done every morning at 2 a.m.</li> <li>2. EK requested if a monthly report regarding system maintenance shortfalls, and the resident's reports thereon, (note that this applies to both Hot Water and Ventilation systems) could be provided by Management. See letter attached</li> </ol> <p>KW said that it is not a Rescom function to monitor facilities and the processes of maintenance operation systems.</p> <p>A separate 'maintenance' meeting was arranged with EK, KW, SW, Aashiq Poole and Derek Drew, Wednesday 27<sup>th</sup> at 10 a.m.</p> <ol style="list-style-type: none"> <li>3. TJ mentioned that in her view that when there is a problem that is not addressed by Management, then Rescom should step in, not once a month.</li> <li>4. Residents must continue to fill in the maintenance forms available at the reception desk should they experience any malfunction with their hot water system and any other maintenance related problems. The form should be completed on the date that the problem has occurred. The completed form must be handed in at reception.</li> </ol>	EK
7	<p><b>SECURITY</b></p> <ol style="list-style-type: none"> <li>1. A detailed letter from Garry Reed would be circulated on Wednesday 27<sup>th</sup> September to all the Life Right Holders in the Village regarding security and issues of concern.</li> </ol>	
8	<p><b>GARDENS including the BENCH</b></p> <ol style="list-style-type: none"> <li>1. TJ went with Derek Drew and Markus Elmau (White Cliffs) to look at the area where the bench is proposed to go. This area is situated adjacent to the washing lines on ground floor. TJ reported back that that particular section of the gardens is dangerous because of the "unprotected" drop to the underground garage. She stated that the area needs to be made safe, perhaps by installing a gate</li> <li>2. It was suggested that the area be made safe by erecting a fence along the "unprotected" drop. Thereafter Rescom and village management could</li> </ol>	TJ

	<p>consider and undertake the installation of a bench. KW confirmed that management were already looking into it.</p> <p>3. TJ asked if she could approach either residents for monetary contributions or donations of plants from nurseries for the common areas. TJ feels some areas in the gardens need a 'make-over'.</p>	KW
9	<p><b>BISTRO &amp; ONGOING ISSUES</b></p> <p>1. The issues with the bistro will be discussed at the catering committee meeting to be held Tuesday, 26<sup>th</sup> September. Issues include: (i) Erratic standards of service (ii) Regular shortages of soft drinks, ice cream, chocolates, brown bread etc. (iii) Complaints about food being served cold; inconsistent portion sizes. (iv) Cracked and chipped crockery, shortage of water and wine glasses</p>	
10	<p><b>CRAFT MARKET REPORT BACK</b></p> <p>1. SW confirmed with KW that setup for the market is from 2pm on Friday. 2. SW thanked all the ladies who have worked so hard in contributing to the preparation for the upcoming market. She also thanked KW for her support 3. SW asked that the Bistro have the necessary bags for the garbage and the recycling on the day of the craft market. She requested that these bags be placed around the craft market area to prevent any littering. 4. SW confirmed that Owen Kinahan would officially open the craft market on Saturday morning.</p>	
11	<p><b>FINANCES</b></p> <p>1. SW noted that there were no management accounts available for September but that she would liaise with KW to have a printout of the income and expenditure accounts for September for discussion at the October Rescom meeting.</p>	SW/KW
12	<p><b>ANY OTHER BUSINESS</b></p> <p><b>RESCOM CHRISTMAS STAFF GRATUITY COLLECTION</b></p> <p>SW suggested that collection for this starts from the 15<sup>th</sup> October until 16<sup>th</sup> December 2023. KW to provide the list of Evergreen staff members, excluding management and their length of service.</p> <p><b>MUNICIPAL RATES</b></p> <p>1. SW asked KW if any feedback to Evergreen's objection had been received from the CoCT regarding the rates increases. KW advised that to date no feedback has been received from the CoCT. 2. SW asked KW if any rebates had been received for those who applied for rates rebates. KW noted that three rebates had been received, it can take three to four months from date of application.</p>	KW/SW
		SW

	<p><b>CMR</b> Stuart Moerdyk from Cape Medical Response will do a talk/presentation to residents in the middle of October. This is a Rescom initiative.</p> <p><b>ROAD SAFETY</b> PS mentioned that exiting the parking garage, as you approach the top of that road, might be dangerous as there is a blind spot. He suggested a fish eye mirror should be installed to give more visibility. <b>Residents are requested to stick to the speed limit and obey stop signs.</b></p> <p><b>FIRE DRILLS</b> EK requested confirmation that an unannounced Fire Drill will be organised for both apartments and houses. KW stated that Fire Drills takes place twice a year, normally unannounced.</p> <p><b>DEMENTIA IN THE VILLAGE</b></p> <ol style="list-style-type: none"> <li>1. TJ expressed a general concern regarding the medical status/condition of the people who are moving into the village who do not seem able to adequately or appropriately care for themselves. In her opinion it is having a negative impact on residents lives, in particular, those residents utilising the communal areas. SW concurred with TJ and informed her that these concerns and have been raised at Rescom meetings since June 2022. This has also been raised with Garry Reed at Mancom level</li> <li>2. SW noted that the house rules terms and conditions are clear and unambiguous when it comes to disruptive behaviour impacting negatively on the general ambiance of the village.</li> <li>3. KW agreed that there is a set of procedures in place to deal with anti-social behavioural issues</li> <li>4. Rescom received complaints about residents receiving medication and having blood extracted while in the lifestyle centre. KW confirmed that this should not be happening and has informed all staff and healthcare of this</li> </ol> <p>There being no further business the meeting concluded at 12:10pm.</p>	<p>KW</p> <p>KW</p> <p>SW</p>
13	<p><b>DATE OF THE NEXT RESCOM MEETING WILL BE ON TUESDAY 31<sup>st</sup> OCTOBER 2023 @ 10:15 IN THE BOARDROOM.</b></p> <p><b>PLEASE NOTE THAT THE NEXT CATERING COMMITTEE MEETING WILL BE HELD ON 31<sup>st</sup> OCTOBER @ 13:30 IN THE BISTRO.</b></p>	

SIGNED .....  
CHAIRLADY RESCOM EVERGREEN MUIZENBERG