

EVERGREEN VILLAGE MUIZENBERG RESCOM MEETING
HELD ON TUESDAY 28TH NOVEMBER 2023
AT 10h15 IN THE BOARDROOM

PRESENT

SW	SUE WOOD	CHAIRLADY
SC	SOZ CHRISTIE	MAINTENANCE/SCURITY
OK	OWEN KINAHAN	SUB COMMITTEE
TJ	TONI JOUBERT	GARDENS
KW	KIM WHITWORTH	ASSISTANT VILLAGE MANAGER
PvE	PAT VAN EYSSEN	SECRETARY

APOLOGIES

PS	PAUL SELBY	VICE CHAIRMAN
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ABSENT

EK	ERIK KIDERLEN	MAINTENANCE/ENGINEERING
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ITEM	NARRATIVE	ACTION
1.	<p>WELCOME</p> <p>1. SW welcomed everyone.</p>	
2.	<p>MATTERS ARISING FROM THE PREVIOUS MEETING and FEEDBACK FROM MANCOM MEETING</p> <p>1. GR agreed to get a quote for a boom into the parking garage - KW waiting for the quote from contractor.</p> <p>2. Quote for repainting traffic signage on the basement floor (including parking bays)</p> <p>3. A quote has also been requested for a stop sign outside H58.</p> <p>4. Management Accounts. It is noted that Management Accounts are provided quarterly and not monthly. Next Management Accounts due for perusal at the end of November.</p> <p>Maintenance and refurbishing of the corridors: Quotes received and a final decision is to be made. GR to follow-up in the new year.</p>	
3.	<p>SECURITY</p> <p>1. SW noted that the recording of licences and discs at the entrance to the village remains intermittent and haphazard. OK – commented that the security procedures followed at the entrance were dependent on who was on duty at that time. KW to meet with Grinnell Security on these matters.</p> <p>2. TJ – queried the procedure for Ubers collecting or delivering residents or staff. KW – responded that standard procedure is in place to scan licences and discs. Drivers are permitted to deliver or collect residents from the houses.</p>	

	Deliveries e.g. Takealot, Checkers, Pick n Pay; drivers licenses are scanned and the deliveries dropped at reception. In specific cases deliveries are permitted to be delivered to the door.	
4.	<p>MAINTENANCE RESCOM feedback received re Lifts/Electricity/Call-Out system/H+C Water/Ventilation Maintenance Statement</p> <p>Since EK was not at the meeting these matters will be carried over to the next meeting.</p> <ol style="list-style-type: none"> 1. KW – said that there is an Evergreen maintenance policy in place and another one cannot be created. 2. SW –asked if the ventilation on the 2nd floor is working properly KW mentioned that its serviced regularly and no reports otherwise. If there are concerns about the ventilation the residents must please fill in a form at reception and log the complaint. 3. SW – mentioned that a question had come in from a resident regarding the two extractor fans in the showers – when a call is logged to have maintenance come and clean the fans - will the resident be charged for this call out? Residents will not be charged for this. 4. SW – mentioned about the lifts regularly been out of order and enquired as to the costs involved each time a call out is made. KW – said that the costs for this recurring maintenance to the lifts is covered by the contract. KW – noted that load shedding is a major cause of the lifts being out of order. 	
5.	<p>GARDENS and the BENCH at the south end of the Apartment Block</p> <ol style="list-style-type: none"> 1. The bushes going into the parking garage have all been cleared for more visibility. 2. SW – mentioned that some of the residents had reported that the Irrigation system was running out of water. KW – said that the problem was due to a faulty valve but this matter had been sorted out and TJ reported that it appeared as though the problem was resolved. 3. SW – asked if a circular could be sent out to the residents to please not interfere with the sprinklers. 	
6.	<p>THE BISTRO</p> <ol style="list-style-type: none"> 1. SW – at the Mancom meeting GR requested that all the Bistro complaints are collected and submitted with a letter to Fedics Head office. 2. TJ – stated that the Bistro cannot function properly without supervision. 3. No bread over the weekend and therefore, no toasted sandwiches could be served on that Sunday. 4. TJ – reported that on Saturday afternoons residents must constantly ring the bell for assistance, as there was no one at the Bistro counter. 5. SW voiced exasperation on behalf of the residents at the non-reaction to consistent valid complaints, which includes the service from Fedics. 	

7.	<p>RESIDENTS AND FRAIL CARE ISSUES IN THE VILLAGE</p> <p>1. SW upheld and noted serious concerns of the residents and Evacuation Marshalls that some residents are unable to manage in independent lifestyle apartments.</p>	
8.	<p>WHAT HAPPENED TO THE NOMINATION of STAFF MEMBER of the MONTH?</p> <p>1. KW – in hand, this will take place in the first week in December.</p>	
9.	<p>RESCOM CHRISTMAS GRATUITY DONATION BOX</p> <p>1. SW – said that donations will be closed on 15th December and gratuities paid out on the 18th December.</p>	
10.	<p>FEEDBACK ON THE FIRE DRILL HELD ON 22 NOVEMBER 2023</p> <p>1. SW – noted objections by Evacuation Marshals (EM) and residents of apartment block, second-floor of residents who cannot walk unaided, and or are confused. TJ – said that this problem should be dealt with at top management level.</p> <p>2. TJ – enquired on the EM responsibilities. KW explained that they are volunteers to assist residents to assembly points, they are not there to carry anyone or fight fires. It is not the responsibility of the EM to get residents out of their units.</p> <p>3. SC – said that it was necessary to define a fine line between Assisted Living and Independent Living– and to establish exactly what the EM can do. Request Fire Department to give a talk to residents.</p>	
11.	<p>ANY OTHER BUSINESS</p> <p>1. SW – mentioned about welcoming new residents to Evergreen. PS had previously discussed with KW about having a monthly roster in which each Rescom member has a chance to attend Chit Chat – introduce themselves and explain about Rescom etc. and be available to answer questions from the new residents.</p> <p>2. SW noted a reminder that RESCOM is taking a break until January 24, but will be available in any emergency. SW thanked all present and wished them well over the festive season.</p>	
	<p>DATE OF THE NEXT RESCOM MEETING WILL BE ON TUESDAY 30th JANUARY 2024 @ 10:15 IN THE BOARDROOM</p>	

SIGNED

CHAIRLADY RESCOM EVERGREEN MUIZENBERG