

MINUTES OF THE MEETING
EVERGREEN VILLAGE MUIZENBERG RESCOM MEETING
HELD ON TUESDAY 30th JANUARY 2024
AT 10h15 IN THE BOARDROOM

PRESENT		
SW	SUE WOOD	CHAIRLADY
PS	PAUL SELBY	VICE CHAIRMAN
SC	SOZ CHRISTIE	MAINTENANCE/SCURITY
OK	OWEN KINAHAN	SUB COMMITTEE - ENTERTAINMENT
TJ	TONI JOUBERT	GARDENS
EK	ERIK KIDERLEN	MAINTENANCE
RvE	RAY VAN EYSSSEN	SUB COMMITTEE - MAINTENANCE
KW	KIM WHITWORTH	ASSISTANT VILLAGE MANAGERESS
CD	CHRISTINE DEMPERS	VILLAGE MANAGERESS
SW & SC	SUE WOOD & SOZ CHRISTIE	MINUTES
ITEM	NARRATIVE	ACTION
1.	<p>WELCOME</p> <p>1. SW extended a warm welcome to Christine Dempers as the new Village Manager for Evergreen Muizenberg.</p> <p>2. There were no apologies and no absentees.</p>	
2.	<p>MINUTES OF THE PREVIOUS MEETING NOVEMBER 2023</p> <p>1. The chairlady noted Rescom's refusal to accept the minutes of the previous meeting because they had been changed and altered by a person/persons who were not present at the Rescom meeting. The minutes were only distributed on the 19th of December which is unacceptable.</p> <p>2. SW has noted for the record her and Rescom's strong objection to the interference and delayed distribution of the minutes since September 2023.</p> <p>3. SW stated that the new future started at this meeting therefore we begin with a clean slate.</p>	

3.	CO-OPTING OF RAY VAN EYSSEN ONTO MAINTENANCE SUB COMMITTEE.
4.	<p>FINANCE</p> <ol style="list-style-type: none"> 1. SW referred to the management accounts as of 30 November 2023 to be discussed with Hugh Till at a following meeting. Overall the Q3 results are positive. 2. SW queried the following: <ol style="list-style-type: none"> 1) Common property municipal utilities – recovery electricity, hot water – no recovery is reflected in the report only the expense of R4825.00. 2) Generator costs as expected are high due to increase in load shedding. 3) Catering expenses – catering management fee paid in November of R27,059.00, objected to and queried as Rescom was not consulted on this decision. The fee was based proportionately on the number of units for each village and charged accordingly. SW to discuss at MANCOM and revert. 4) Security showed R40,404.00 under budget. SC & SW queried this. CD noted that the guarding fee was set SLA and that it may have been an unusual item saving in this period. CD noted that she will investigate the details behind this under budget figure. 3. CD responded – a meeting was held between Garry Reed, Dale Riches (MD Tsebo). Fedics claim they cannot make a profit and so a pro rata fee was calculated to be debited to each Evergreen Village. SW queried why Fedics claimed no profit. Despite the following: <ol style="list-style-type: none"> 1) Fedics pay no rental to Evergreen 2) All the operating equipment including crockery, cutlery and glassware is provided and owned by Evergreen Muizenberg. 3) Fedics do not pay any contribution to electricity, gas, or water. 4) Fedics administration and control at the point of sale is unsatisfactory and a major contributor to Fedics claimed “loss”.
5.	<p>SECURITY</p> <ol style="list-style-type: none"> 1. SC noted that this morning a security staff member was not wearing his name badge. Name was noted. All staff always should be wearing their name badges whilst on duty. This includes all Fedics staff. 2. SC noted that security in general is below standard especially in comparison to Noordhoek. Control of vehicles entering and exiting the village is not up to standard. 3. CD undertook to do full investigation.

6.

MAINTENANCE

1. RvE reported as follows:

Faulty lights in elevators, corridors, and basement.

1. **Lifts/Elevators:**

1) Frequency of being out of order and erratic function and faulty call buttons.

2) Residents requested to please report any malfunctions to Reception.

2. **Missing Basement Boom at the entrance to the garage:**

1) CD and KW confirmed that a quote to replace the boom has been submitted to Head Office.

2) SW noted that in the interests of security an extra boom be erected at the main exit gate leading out of the village to increase our levels of acceptable security.

3) The door to the maintenance office, in the basement is in a dangerous position at the entrance to the garage and needs to be relocated for the safety of the maintenance staff.

CD to investigate moving the access door.

3. **Garbage:**

1) SW complimented and thanked CD for implementing improvements previously discussed. The UV lights on the fly catcher will be repaired and automatic insecticide sprays have been delivered and we are waiting on delivery of the dispensers. CD noted that the bin room has been cleaned out and that maintenance would paint the walls and floor as a background job.

2) Bistro should be allocated 2 refuse bins and 2 recycle bins.

3) SW noted that the paper recycling company has closed and the recycling bank in the village was removed and needs to be replaced with signage and dedicated recycling bins.

4) KW to order additional recycling bins and prepare signage for same.

4. **Traffic Markings In the Basement:**

1) CD noted that a quote had been received which was really expensive. A proposal is being investigated to purchase stencils and road paint and mark the bay numbers in sections by the maintenance team as a background job.

5. **Painting of Houses/Garages In Phase 3:**

1) TJ requested that the residents are notified prior to the arrival of the refurbishing teams.

2) KW noted that L. Bantam had notified the residents by phone.

	<p>3) Refurbishment of the corridors in the apartment building is on track and will begin when the refurbishment of the houses in the village is complete.</p> <p>6. <u>Ventilation on the 2nd Floor Corridors:</u></p> <p>1) SW noted that (yet again) the ventilation on the 2nd floor is a problem, it is stuffy.</p> <p>2) SW requested that all the extractor fans in the showers on the 2nd floor should be tested and noted for the record that hers are not working. CD to act on this.</p> <p>3) Smoking in apartments on all 3 floors of the apartment building to be addressed. The smell of smoke on all 3 floors are unacceptable to the majority of residents. More designated smoking areas to be located. House rules to specify “No Smoking” at all in the building. CD to follow up.</p> <p>4) EK to investigate air supply and extraction.</p>
<p>7.</p>	<p>CATERING</p> <p>PS reported the good news was that the Christmas Dinner on Christmas day was a success whereas the Christmas dinner function was a disaster, We have read, seen and heard all the complaints.</p> <p>Otherwise the same problems persist in being unresolved.</p> <ol style="list-style-type: none"> 1. There is no reaction to complaints by residents, Rescom or village management. 2. Hot meals served on cold plates. 3. Variations in portion sizes – lack of consistent portion control by the kitchen. 4. Late submission of menus. 5. SW noted that all residents who have accounts at the Bistro with Fedics are not receiving a monthly account. Provision of monthly accounts to clients paying for a service is a legal requirement. 6. Still no condiments on the tables. CD noted that the village will purchase the containers and they will be provided shortly. 7. CD advised that a front of house person (Genevieve) has been employed by Fedics to control the pass and address the problems noted above. 8. CD noted that a nutritionist is to be consulted to advise on portion size and on menu construction for those who have dietary requirements. 9. In future the catering meeting will be held before the Rescom meeting. date and times to be advised.
<p>8.</p>	<p>ENTERTAINMENT</p>

	<p>Going forward OK will be the chairman of the entertainment sub-committee.</p> <p>In future all entertainment requests, suggestions and ideas are to be brought to Rescom and village management to arrange.</p> <ol style="list-style-type: none"> 1. <u>Craft Market/White Elephant:</u> <ol style="list-style-type: none"> 1) Urgent call for volunteers to form a craft market committee asap as planning needs to begin from the 1st March 2024. Any interested resident please to put a letter in the Rescom post box before the 20th February.
<p>9.</p>	<p>GARDENS</p> <p>When CD returns from holiday TJ will show CD the back garden on the inside of the wall facing Sunrise Boulevard. And CD and Marcus will discuss the irrigation system.</p> <ol style="list-style-type: none"> 1. Discussion as to who will monitor the functioning of the irrigation system. 2. The irrigation system is a work in progress and Cape Irrigation Systems are still working with management to resolve the malfunction and non-function of certain areas. 3. TJ noted that certain things need attention, but residents are respectively reminded not to tamper with the plants in the common areas. 4. TJ requested money for new plants in autumn. 5. TJ and CD to address the outside pavement gardens as there are many aliens and plan a future once off clean up and then a “new look”.
<p>10.</p>	<p>PETS IN THE VILLAGE; DOG POOH AND CLARITY ON THE HOUSE RULES</p> <p>CD has provided dispensers of pooh bags for dogs in the village however, they need to be clearly sign posted.</p> <p>KW agreed to make laminated signs for the pooh bag dispensers, until we can arrange weatherproof signage.</p> <p>Rescom requests that all residents who walk their dogs to please respect the rules about dog pooh.</p>
<p>11.</p>	<p>ANY OTHER BUSINESS</p> <ol style="list-style-type: none"> 1. OK and SW will attend the Chit Chat on the 6th of February at 2pm representing Rescom. 2. Coin operated laundry: <ol style="list-style-type: none"> 1) Residents have lodged their serious dissatisfaction at the unavailability of a float for change for R5 coins to operate the machines over the weekends. 2) SW noted that previously the correct change was available 7 days a week in order to accommodate the residents’ ability to do their laundry. SW noted that this

	<p>village is home to all the residents 24/7, and not a business with limited hours.</p> <p>3) Change in R1 and R2 coins is also required. (i.e. Photocopies).</p> <p>3. Dedicated Rescom noticeboard: CD has offered to make available.</p> <p>4. Week-end management: 1) SW raised the concern that the village is very thin on the ground in terms of management over the week- ends. For example, in case of fire, the apartment building and all its residents, are rendered very vulnerable. SW requested that the presence of village management i.e. CD/KW over the weekend be discussed.</p> <p>5. Rumourmongering: SW noted that many residents in the village find the unsubstantiated and unpleasant rumourmongering by a few residents, distressing and unnecessary. SW has suggested that if residents are approached in this manner they are to courteously and politely refuse to be drawn in and to walk away.</p> <p>6. Thanks: SW made a point to thank all the committee members for their loyalty and contributions under difficult and challenging circumstances to date and thanked KW for her support and assistance during that time.</p>
12.	<p>The next Rescom meeting will be held on Tuesday 27th February at 10:15am. There being no further business the meeting was closed at 12:25pm.</p>