

**MINUTES OF THE EVERGREEN VILLAGE MUIZENBERG RESCOM MEETING
HELD ON TUESDAY, 27TH FEBRUARY 2024 AT 10h15 IN MANAGERS OFFICE**

PRESENT		
SW	SUE WOOD	CHAIRLADY
PS	PAUL SELBY	VICE CHAIRMAN
SC	SOZ CHRISTIE	SECURITY
TJ	TONI JOUBERT	GARDENS
EK	ERIK KIDERLEN	MAINTENANCE
JH	JOHN HIGGS	SUB-COM MAINTENANCE
RVE	RAY VAN EYSSSEN	SUB-COM – HOUSEKEEPING
OK	OWEN KINAHAN	SUB-COM ENTERTAINMENT
CD	CHRISTINE DEMPERS	VILLAGE MANAGER
KW	KIM WHITWORTH	ASST VILLAGE MANAGER
SW/SC	S WOOD & S CHRISTIE	MINUTES
ITEM	NARRATIVE	ACTION
1.	<p>WELCOME AND APOLOGIES</p> <p>SW extended a warm welcome to committee and CD second meeting before official start date of 1st March 2024.</p> <p>There were no apologies and no absentees.</p>	
2.	<p>APPROVAL OF MINUTES</p> <p>Approval of minutes of meeting held on 30th January 2024.</p> <p>Previous minutes accepted. TJ motion PS seconded.</p>	
3.	<p>MATTERS ARISING FROM PREVIOUS MEETING</p> <p>SW - thanks to Garry for approval of R12 000.00 to have the sewerage pipes in the basement flushed.</p> <p>Quick review of previous minutes. See items below.</p>	
4.	<p>CO- OPTING OF J HIGGS SUB-COMMITTEE HOUSEKEEPING</p> <p>It was proposed that he join the maintenance sub-committee for housekeeping (maintenance) issues related to the village. SW motion, SC second.</p>	
5.	<p>FEEDBACK ON THE BISTRO AND FEDICS</p> <p>SW reported back from the recent Mancom meeting that GR had met with the COO and MD of Fedics to discuss service delivery and meals served in the MZB Bistro and in the Care Centre. A formal communication on how Fedics proposed to improve their service delivery was expected shortly and it was hoped that a productive plan could be put into place to improve offering all around.</p>	

6	FEEDBACK FROM THE MANCOM MEETING HELD 20TH FEBRUARY 2024.	
6.1	SW referred to the management accounts – ELV presented quarterly reports. Next report as at end Feb 24 to be discussed in the March RESCOM meeting.	
6.2	A new Evergreen accountant, Wimpie Pietersen, noted that the Municipal Rates charge for the common areas in the village would be moved from the Income and Expenditure Report and placed it as a balance sheet item. The quarterly management accounts report will be clearer and more accurate.	
7.	MAINTENANCE SW appointed R van Eyssen as head of Housekeeping Sub-committee (e.g. Light bulbs not working, doors or windows not working) for all the common areas. RVE to submit weekly reports to CD/KW for action. RvE reported as follows	
7.1	<u>Lifts/Elevators:</u> The faulty lifts in the village need to be repaired including the call button in the reception lift. CD to attend to the constant/frequent breakdown of lifts in the village. Residents are requested to please report any malfunctions to Reception to gather information for Schindler.	
7.2.	<u>Paper Recycling</u> - SW noted that the paper recycling company had closed and the recycling bank in the village had been removed and needs to be replaced with signage and dedicated recycling bins. KW to order additional recycling bins and prepare signage for same.	
7.3	<u>Traffic Markings in the Basement:</u> CD received a high quote and suggested that this be done by the internal team. Discussion with maintenance manager and plan of action to take place. CD to revert.	
7.4	<u>Refurbishment/Maintenance of Internal Work:</u> VM to ensure that all residents get notified in advance of a visit by maintenance team to undertake a job logged on the system or any refurbishment item to be undertaken by the EPI team.	
7.5	<u>Ventilation on the 2nd Floor Corridors:</u> SW noted that the ventilation on the 2 nd floor is a problem and has not yet been resolved.	
7.6	<u>REPORT FROM CD on maintenance items undertaken in village:</u> Village Improvement: <ul style="list-style-type: none"> - Installation of Stop Sign – Completed - Installation of “Blow Horns” for Fire Alarms – Completed. - Utility cleaner/Domestic had been scheduled to start at 07h00 to clean and vacuum LSC before breakfast. 	

Garbage Bin room

- Pest spray dispenser installed – completed.
- New ultraviolet fly catchers installed- completed.
- Temporary Signage for Bin Room “” Recycling Only” / Keep Bin Room Tidy – to be installed.

Security

- 2 x Cameras replaced (exterior boundary) Complete CCTV.
- 3 x cameras replaced internal - Completed Integratek.
- Replace lines and “plastic spaces” destroyed by rust and salt (Section). This will be an on-going preventative maintenance undertaking. (On-going programme to clean/wash fence lines and cameras weekly by utility workers).

Generator - Services on generator undertaken regularly. There are 50 run hours left before its next major service.

Basement

- New Basement Boom installed, Integratek had it programmed/ tag reader. Communication to be sent to residents before it becomes operational, to ensure that there would be no accident. Temporary signs would be erected.
- Plumber had undertaken a Jet clean of sewer pipes in the basement on Monday. A preventative maintenance programme would be implemented in the future.
- Cleaning up and clearing “maintenance storage area” in basement had been undertaken.

Wash Lines Garden Area

- Status of exterior garden area enclosure (left of washing area)
– awaiting quote from another supplier (Discuss with Toni Joubert).

Irrigation

- Status on Irrigation system: Phase 3 working; Boardwalk area; and outside on the circle working. The only outstanding issue is from H37 to the corner at the entrance to the open field at the back.
- CD to arrange a fault-finding mission with Cape Irrigation Service, to identify areas of concern and obtain quotes for repair.

Village Gardens

- Arrangements to be made with Whitecliffs gardeners for a regular village clean-up in the first week of March.
- An external clean up team had been appointed to do a garden clean-up on the boundary walls (St Georges St) as well as on Sunrise Boulevard.
- COCT clean-up of vacant land had been undertaken in the beginning of the week.

	<ul style="list-style-type: none"> - Discussion to follow on planting water-wise plants on the external boundary walls and assessing the irrigation system. - CD undertook to plant a few colourful annuals in pots and around the reception area. <p>Refurbish Team</p> <ul style="list-style-type: none"> - Garages – 10 garages have been undertaken. - Exterior Houses (Phase 3) – completed. - Refurbishment of the interior passages of the Apartment Block and lobby areas in the LSC would be done in a standard light colour. This is had been scheduled for March. It was noted that this should take around 6-8 weeks to complete. A final schedule will be prepared and shared with residents. <p>Lifts</p> <ul style="list-style-type: none"> - there had been an on- going issues with the village lifts. On approach, Schindler installed a delay timer and changed the parameter for the drive input voltage. Maintenance Manger would monitor this and a plan of action to be identified to correct this fault. <p>Kitchen</p> <ul style="list-style-type: none"> - All kitchen equipment had undergone a full inspection and repairs would be undertaken on oven, gas stove, dishwasher and under bar fridge and bain-marie. <p>This above progress report was given to RESCOM by Christine, the new Village Manager, of work done by her prior to her official start of the 1st March 2024.</p>	
8.	<p>SECURITY</p> <ul style="list-style-type: none"> - SC noted again the non- wearing of name badges by security staff. - Repeat all staff when in uniform to wear name badges SC. - CD noted that new name tags for Evergreen staff had been ordered. - The control of vehicles entering and exiting the village by Grinnell Security needs to be improved. 	
9.	<p>GARDENS</p> <ul style="list-style-type: none"> - TJ and Marcus, with CD are planning for proper fertilisation and composting of common area gardens. - TJ has had requests from residents to attend to the indoor plants/silk flower arrangements on the apartment floors – action to take place later in March. - All silk/artificial flowers will be collected – evaluated, and quotes obtained for new ones to complement the existing stock. - Residents are kindly and respectfully requested not to remove any items of décor from the common areas on the floors and in the LSC. - A new system will be introduced for the booking of gardeners and domestics. CD/KW to send a circular to all residents explaining. 	

10.	<p>CE&E (Catering, Events & Entertainment)</p> <p>Residents are reminded to continue to report bad food/service to Village Management and RESCOM.</p> <p>SW has repeatedly noted that there are no savoury items on display or available for those who do not eat cakes.</p> <p>SW noted that the BISTRO was OPEN from 8am to 5pm, Monday to Sunday (7 days per week)</p>	
10.1	<p>St Patricks Day</p> <p>Menus for St Patricks Day to be held on Saturday, 16th March was discussed and Rescom happy with suggestions of three menu item selections.</p> <ul style="list-style-type: none"> - Table décor would include green hats available. - TJ offered to provide “greenery” for tables. - Music Band confirmed – RESCOM donating half to cost 	
11.	<p><u>Craft Market/White Elephant:</u></p> <p>Urgent call for volunteers to form a craft market committee asap as planning needs to begin from the 1st March 2024.</p> <ul style="list-style-type: none"> - Guidance will be offered to new committee by both SW and Lydia Hirschmann (Apt17). - Date for the Craft Market proposed is Saturday, 27 September 2024 being the last Saturday in the month (avoid clashing events) - Designated Charity, Douglas Murray Home for the Aged based in Retreat was proposed by CD. SW to be propose this to new committee and approve or agree on an alternative. CD/SW arrange to visit the DMH. - Kim to send a circular with an appeal for volunteers to join steering committee. 	
12.	<p>DEFINING OF RESCOM GRATUITY DONATIONS</p> <p>This matter was deferred to the next meeting</p>	
13.	<p>FRAIL CARE ENCROACHMENT INTO LIFESTYLE CENTRE</p>	
13.1	<p>The Frail Care invasion into the Bistro Lifestyle area. Objections to 6 or more carers in pink uniforms lounging together around coffee tables and on couches reserved for residents only, for the duration of lunchtime, and any other time in the Lifestyle area.</p> <p>CD noted the frustrations of residents who used the Bistro and were faced with EH carers sitting in front of the TV or in the lounge. It had been addressed by requesting that the carers gather at a specific table, close to their residents.</p> <p>CD noted that residents who had EH carers were Life Right Holders who lived in houses and apartments and not Care Centre patients.</p>	

<p>13.2</p>	<p>Residents are voicing their strong objections to the encroachment by those who should not have been qualified for Independent Living Status, who are now disrupting activities in the LSC. This problem is creating an atmosphere of an “institution” rather than that of a retirement village.</p> <p>CD noted that if it was evident that residents were not able to live independently and that if there was a concern that they would not be taken care of properly or adequately, that there were protocols in place to address this with the vulnerable resident and their families.</p>	
<p>14.</p>	<p>GENERAL</p>	
<p>4.1</p>	<p><u>Racing backfiring Audi along Sunrise Boulevard</u> – SW noted that this matter had not yet been resolved</p> <p>Traffic Calming Sunrise Boulevard</p> <p>Reports have been sent to JP Smith at COCT and the Ward Councillor. The complaints, reports, and video footage included have been sent to 8 departments in COCT for attention.</p> <p>It was noted that a letter had been sent to the Office of Ald JP Smith, Mayoral Committee Member: Safety & Security and that his office had referred the village to Cllr Quintas: Mayco Member for Urban Mobility as traffic calming measures fall under his portfolio. It was planned to write to Cllr Quintas and invite him to the village to meet the VM. CD to follow up and keep Rescom informed.</p>	
<p>14.2</p>	<p>DOCTORS ON CALL</p> <ul style="list-style-type: none"> - CD noted that arrangements had been made by Evergreen Health for Doctors on Call, not only for emergencies but also for residents who wished to visit them in the Care Centre on a Tuesday and Wednesday (by appointment). Details would be communicated to residents. - CD stated that, should a resident require emergency medical attention, it was important that they pressed the Red Telecare Button for medical emergency help and transport to hospital and that they should preferably not call the Care Centre for emergency assistance. - CD noted that Evergreen Health had appointed Vuyokazi Majola, as a doctors’ liaison who would be responsible for coordinating and following up with all village residents, and their <u>doctors in hospital</u>, to ensure that their healthcare needs were addressed promptly and comprehensively. She added that it was important that residents advise Village Management when residents were scheduled to be admitted to hospital. 	

14.3	<p>Chit Chat CD and SW to attend Chit Chat on the first Tuesday in March.</p>	
14.4	<p>Common Area Dusty SW noted that the furniture in all the common areas on the floors of the apartment building, have not been dusted or cleaned for a long time.</p>	
14.5	<p>Dedicated Rescom noticeboard: CD had offered to make a notice board available to place photographs of events and completed resident colouring mandalas.</p>	
14.6	<p>Week-End Management Roster: This was discussed in MANCOM and supported by the MD. CD to ensure that the Duty Managers' rosters reflect an even presence and not top heavy during the week.</p>	
15.	<p>NEXT MEETING: The next Rescom meeting will be held on Tuesday, 26th March 2024 at 10:15am in the boardroom. FUTURE RESCOM MEETINGS: 30 April 2024 / 28 May 2024 / 25 June 2024</p>	
	<p>There being no further business the meeting was closed at 12:25pm.</p>	

APPROVED AND SIGNED AT CAPE TOWN ON _____ 2024.

CHAIRPERSON