

**MINUTES OF THE EVERGREEN VILLAGE MUIZENBERG RESCOM MEETING
HELD ON WEDNESDAY 24TH APRIL 2024 AT 10H00 IN THE BOARDROOM**

PRESENT		
SW	SUE WOOD	CHAIRPERSON
PS	PAUL SELBY	VICE-CHAIRPERSON
TJ	TONI JOUBERT	GARDENS
LH	LYDIA HIRSCHMANN	SUB-COMMITTEE LIBRARY
JH	JOHN HIGGS	SUB-COMMITTEE MAINTENANCE
RVE	RAY VAN EYSEN	SUB-COMMITTEE HOUSEKEEPING
CD	CHRISTINE DEMPERS	VILLAGE MANAGER
KW	KIM WHITWORTH	ASST VILLAGE MANAGER
	MINUTES SW/CD	
ITEM	NARRATIVE	ACTION
1.	WELCOME AND APOLOGIES SW welcomed members and village management to the meeting. Apologies for absence were received from Owen Kinahan, Erik Kiderlin and Sozon Christie.	
2.	APPROVAL OF MINUTES PS proposed acceptance of previous minutes, seconded by JH.	
3.	MATTERS ARISING FROM THE MINUTES As many items on the agenda were a continuation of the minutes, it was agreed to go straight to the current agenda.	
4.	FINANCE, LEGAL AND ESTATE SALES Finance <ul style="list-style-type: none"> CD reported that she had only received the management accounts as of 29th February on 23rd April 2024: the report had taken longer for H/O to produce as a full audit had been undertaken. CD would confirm that all the maintenance work undertaken and invoiced in February would not be reflected in the village accounts for the new financial year, ending February 2025. CD noted that, in the notes under catering, the over-budget amount was attributed to extra gas purchases. However, the amount was the monthly management fee that Fedics had imposed in February. CD to get clarity from H/O Accountant. CD queried the fluctuation in the rates shown in the report. SW clarified that previously it had found that to use the budgeted amount was clearer rather than using the inflated/deflated amounts monthly. LH queried if the reduced rates were reflected in this item. SW indicated that the rates reflected in the management accounts were for the common areas only. The rates charged for the units were charged on the levy statements per unit and were not part of the common areas' rates. Sales <ul style="list-style-type: none"> CD reported that in the past month Units 124 and 319 in the apartment block had been sold. 	CD

	<ul style="list-style-type: none"> • CD Noted that there were four units vacant. 	
5.	<p>REPAIRS & MAINTENANCE/VILLAGE IMPROVEMENT See reports attached from JH and RVE</p> <ul style="list-style-type: none"> • SW queried when the refurbishment of the corridors and the upgrade of the Lifestyle area were due to commence, noting that this should have started in March 2024. • CD noted that she had been in discussion with EPI Maintenance and that a date was due to be confirmed for this work, probably in the winter as the work was an “inside job”. It was noted that JH had written a letter to CD expressing his concern at state of the apartment block building. CD to follow up again with HO and SW to query the delay at the upcoming MANCOM meeting. • SW suggested that a protocol be put in place for residents moving in or out of units, pointing out that LRA holders would be held liable for any damages to the walls, carpets, doorways, ceilings, or lifts during such moves. The cost of repairs in respect of such damages would be reclaimable from the responsible LRA holders. In addition, LRA holders would be held liable for any damages caused by tenants and/or their removal companies. • JH noted that Muizenberg village should have some forward planning re solar panels and electricity supply in the future. • CD confirmed that EPI was upgrading the houses in terms of electricity supply each time a unit was refurbished. SW noted that installing solar panels on the apartment building roof had been discussed in previous RESCOM meetings. CD to follow up. • RVE noted that the only outstanding item on his list were the loose rails on the 2nd floor patio. CD noted that this was an OHS that was being attended to. • It was noted that the boom in the basement parking area was operational and that, apart from the grey tag used to open the boom, the remote, if swiped across the pad, would also open the boom. • CD to obtain a quote for lowering the disc reader pole for ease of access. • CD to follow up on purchasing litter bins outside elevators. • LH suggested that the exit carpets in the service lift areas on all floors should be replaced with heavy duty linoleum. • It was also noted that the village “shopping trolleys” had done sterling work and needed to be replaced. JH noted that plastic trolleys would be more practical for residents’ use. CD to investigate and report back. • TJ noted the lights in the ladies’ changeroom in the GYM were now working, but that the covers for the lights had not been replaced. CD to follow up. 	<p>CD</p> <p>CD/SW</p> <p>CD</p> <p>CD</p> <p>CD/KW CD/KW</p> <p>KW</p> <p>CD</p>
6.	<p>GARDENS TREES AND IRRIGATION See report attached from TJ. Garden Services</p> <ul style="list-style-type: none"> • TJ noted that a great deal of damage was being caused to trees and bushes because of ignorant pruning despite instructions to the contrary, TJ had observed a gardener pruning a tree into the “lollipop” shape; and gardeners were not able, and nor is Wonderful able, to supervise the pruning. After discussion it was agreed that if Marcus was not supervising his team, staff with the appropriate qualifications and experience need to be employed. • TJ noted the need to consult an appropriately qualified professional landscaper and nurseryman to advise on suitable plants and supplies who would consider the unique dune/Muizenberg conditions to create efficient and effective total landscaping – “get it right from the start.”. <p>SW noted that the same issues and problems with Marcus and gardening had been noted in all the RESCOM minutes going back to May 2022. Nothing had changed or improved and the suggestion had been made that it was time to overhaul the entire</p>	<p>CD</p> <p>CD</p>

	<p>garden service and to source a more suitable landscaper going forward. CD to investigate and report back at the next meeting.</p> <p>TJ further noted:</p> <ul style="list-style-type: none"> • the need for proper composting and mulching for gardens and lawns – the quality of compost was not acceptable. Composting of gardens to be done in May. CD to follow up. • the trees along the boardwalk needed urgent attention. • an inventory of tools for gardeners to be undertaken. • fine weeds were not being removed; and • water was being wasted by gardeners as well as residents – residents should not be hosing down driveways. <p>Irrigation</p> <p>TJ noted the urgent need to review the irrigation system as it was not working effectively, many complaints continued to be received. She added that the system was not working at all in certain areas on the exterior perimeter. CD to follow up.</p>	CD
7.	<p>SECURITY</p> <ul style="list-style-type: none"> • SW reported that she and Soz Christie had met with Grinnell’s new site supervisor, Granville van der Ross, and it seemed that there may be improvement in security at the Village in future. It was suggested that the provision of individual QR codes/badges discussed previously for regular and private workers, would be initiated. CD to follow up. • SW noted that she had seen contractors and outside service providers not wearing the day glo vests or being properly signed in CD/KW to follow up. • After further discussion, it was noted that the schedule of unregistered outside workers, employed by residents had been updated and that workers had their police clearance certificates. KW to follow up on new workers. • SW requested that library books be added to the list of items that security search the staff for, including all the carers, both Evergreen’s and private. • LH requested that two-way radios be carried by night managers so that security could radio the manager wherever he may be when needed. 	CD KW CD/KW
8.	<p>CATERING, EVENTS AND ENTERTAINMENT</p> <p>See attached report from Paul Selby</p> <ul style="list-style-type: none"> • PS noted that the latest catering meeting had been cancelled as the Fedics Manager was not available and their imminent departure. • CD reported back on the progress for the replacement of Fedics: Muizenberg Village would operate on its own and have its own catering service. Two contenders were being considered and a third was to be interviewed. She confirmed that Fedics would stay on, if necessary, to facilitate a smooth changeover. • CD noted that she would follow-up of the suggestion that security cameras be positioned in the kitchen prior to the arrival of the new caterers to improve productivity and prevent pilferage and eating of food intended for the paying residents. <p>The following future planned events were noted:</p> <ul style="list-style-type: none"> • Pub Night was to have its first opening on 17th May. The Vice-Chairman of Rescom, Paul Selby, volunteered to be the Barman. Details to follow. • whiskey and chocolate tasting. • repeat of the comedienne by popular demand. • Movie Night once a week would be introduced at a price of R30 per person – residents would be requested to put their 10 best requests for good movies forward in writing in the RESCOM Box. 	

	<ul style="list-style-type: none"> • Karaoke Night will be planned for May with great prizes for the best performer and performing group. • a Cup Cake Bake-a-thon will be organised by LH to take place on the first Friday in June and the proceeds to go to the charity - Douglas Murray Homes. • a music appreciation event – to be finalised. • a function for the Wimbledon men’s final in July. • a series of ballet, opera and orchestra films to be arranged. <p>LIBRARY See attached report from L Hirschmann.</p> <ul style="list-style-type: none"> • It was noted that there would be a stocktake in the library for all the books from Friday 26th April. • It was noted that a Library Raffle would take place soon to raise funds for new books and that a new library rule was being introduced whereby only residents would be permitted to use the library. Details were provided in a circular from management. 	
<p>9.</p>	<p>EVERGREEN HEALTH/HEALTHCARE SERVICES CD noted that since she had taken over as Village Manager there had been many instances where residents required assistance or had an injury that required them to go to hospital.</p> <p>As discussed at the last Rescom meeting, the option of appointing a village nurse had been voted out by residents, due to cost implications. It was agreed that a meeting be held with residents to present the benefits of this having a village at the Town Hall Meeting and put it to the vote again.</p>	
<p>10.</p> <p>10.1</p> <p>10.2</p> <p>10.3</p>	<p>GENERAL</p> <p>Dog Poo It was noted that repeated complaints had been received from residents in the apartments and in the houses about residents who walked their dogs and did not clean up their pets. After discussion it was agreed to request Village Management to impose a hefty fine per incident on each resident caught not using dog poo bags or interfering with the bag containers provided by the village management.</p> <p>Pet Ownership It was suggested that Village Management be requested to assess the ability of some residents to responsibly own and care for a dog. In the event that the resident is unable to care for and/or control their pets, the permission to keep pets may be withdrawn at the sole discretion of the Evergreen Management. It was noted that in terms of the LRA agreement and House Rules, one may bring an existing dog or cat into the village on arrival. When a pet passes away, a new pet may not be obtained, without the prior written permission of village manager.</p> <p>House Rules After discussion it was unanimously agreed that just because a resident was elderly, they should not be absolved of the responsibility and accountability to follow and obey all the House Rules that were created to ensure harmonious community living in the village.</p> <p>The following points were noted:</p> <ul style="list-style-type: none"> • Speeding in the village - plans were being made to address this. • Speeding and traffic calming initiatives in Sunrise Boulevard is a work in progress. 	<p>CD</p> <p>CD</p> <p>CD</p>

10.4	Thanks In conclusion, SW thanked CD on behalf of RESCOM and all residents for the positive changes she had brought about with her management team. The meeting agreed that they were most grateful and fortunate to have CD with them on this new journey.	
	There being no further business to discuss, the meeting closed at 12h00. The date of next meeting was set for Tuesday, 28th May 2024	

APPROVED AND SIGNED AT CAPE TOWN ON _____
2024.

CHAIRPERSON