

**MINUTES OF THE EVERGREEN VILLAGE MUIZENBERG RESCOM MEETING
HELD ON TUESDAY 25TH JUNE 2024 AT 10H15 IN THE BOARDROOM**

PRESENT		
SW	SUE WOOD	CHAIRPERSON
PS	PAUL SELBY	VICE-CHAIRPERSON
SC	SOZON CHRISTIE	SECURITY
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
ITEM	NARRATIVE	ACTION
1.	WELCOME AND APOLOGIES SW welcomed members and village management to the meeting. Apologies for absence were received from Owen Kinahan and Erik Kiderlen	
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 noted that answers to the queries raised as at end April 2024 sent through by SW were available for discussion. CD to set up meeting. SW noted that no financials had been received for May 2024. SW requested a special Finance Meeting to be held before the AGM in August and that accounts to July be made available for review. CD confirmed that all the maintenance work undertaken in February 2024 would not be included in the current account for FYE2025 CD noted that, in the notes under catering in March, the over-budget amount was attributed to the welcome cocktail party for residents to introduce the new Village Manager. Sales <ul style="list-style-type: none"> It was noted that there were a number of apartments and houses that were in the process of being refurbished and that would be put on the market shortly; and that a number of Sales Functions would be held in the village over the next few months. 	CD CD/SW

5.	<p>REPAIRS & MAINTENANCE/VILLAGE IMPROVEMENT See reports attached from JH and RVE</p> <p>Refurbishment</p> <ul style="list-style-type: none"> SW thanked EPI for the repainting of the apartment corridors, which had made a big difference to the internal walls as it created a fresher and lighter look and feel. It was also noted that residents were very happy with the colour SW requested CD to convey residents' thanks and compliments to the refurbishment team who had worked on this project, noting the professionalism, politeness and care the team showed to the residents. They had worked cleanly and caused as little disruption as possible. <p>Schindler Lifts</p> <ul style="list-style-type: none"> It was noted that the frequent breakdown of all three lifts in the building, either at the same time or at different times, on a regular basis, had caused major difficulties for residents, staff, and visitors and should be addressed urgently. The meeting noted that this was a Health & Safety concern. SW noted that, the breakdown of the lifts, especially the reception lift, frequently lead to visitors to the Care Centre getting lost in the apartment building. <p>Generator Capacity</p> <ul style="list-style-type: none"> JH queried whether there was spare capacity on the generator and if so, whether arrangements could be considered to connect all cooking equipment to the generator so that, if load-shedding were re-introduced, food could be prepared and served to residents. TJ reminded CD that the lights in the changing rooms in the gym must be added to the generator circuit, as there was no natural daylight. LH requested that the library area lights also be included as it prevented people from accessing books during loadshedding. <p>Boom Gate</p> <ul style="list-style-type: none"> It was noted that the entrance 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. It was noted that the Exit Boom was being repaired due to rust in essential parts. JH suggested that the metal working parts should be galvanised. <p>Handrails</p> <ul style="list-style-type: none"> RVE noted that the handrails on the 2nd floor and at the Entrance Stairs were still loose. CD noted that this was work in progress and a priority as a Health and Safety hazard. <p>Basement Floor Signs/Painting</p> <ul style="list-style-type: none"> JH queried the repainting of floor signs in the garage. CD responded that the cost was very high to do it professionally and that this item had been put on hold for consideration in next year's budget. <p>Ceiling Panels in Apartments</p> <ul style="list-style-type: none"> JH noted that certain ceiling panels and the metal frames on all three floors required repair and replacing. It was noted that some of this damage had been caused by movers moving furniture in or out of the building. CD noted this was an expensive exercise, but that it would be noted and put on hold. <p>General</p> <ul style="list-style-type: none"> It was noted that CD had followed up on getting quotes for trolleys to transport shopping bags from the basement to the apartments. SW reported that three apartments had reported the presence of mice and it was noted that it was the responsibility of residents to purchase mouse traps. CD noted that she would request extra anti-rodent traps for the common areas. 	<p>CD</p> <p>CD</p> <p>CD</p> <p>CD</p> <p>CD</p> <p>CD</p> <p>CD</p>
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<p>6.</p>	<p>GARDENS TREES AND IRRIGATION See report attached from TJ.</p> <p>Moles Infestation (runner moles, mole rats and dune moles)</p> <ul style="list-style-type: none"> TJ noted that a row of houses along the boundary wall were all being affected by mole infestations and that the contractor appointed by ELV only serviced the common areas. CD noted that, if moles were affecting private gardens, the service would be for the cost of the resident. KW to obtain a quote and the cost could be divided between houses. SW suggested that the CoCT be notified as the owner of the open piece of land adjoining the village: they should be requested to attend to mole infestations to prevent the boundary wall from being undermined. SW noted that mole infestations were particularly rampant on the island and surrounds of Prince George Drive to the extent that a lamp post was falling over. <p>Mulch, Compost & Fertiliser</p> <ul style="list-style-type: none"> CD confirmed that 44dms mulch (an increase of 4dms on last year's order) had been delivered to the village and was being distributed around the common area gardens. CD confirmed that fertiliser would be purchased around August. TJ enquired about a quote for 9sqm of paving on the East side of the building, near the washing lines. CD noted that the quote was far too expensive as it included moving plants, rerouting irrigation, building a boundary fence in addition to laying the paving. CD had put this on hold while considering alternative options that complied with Health and Safety and budget requirements. <p>Pruning boardwalk trees</p> <ul style="list-style-type: none"> It was noted that the gardeners should prune trees and shrubs with the on-site Supervisor present to guide them as they are not experienced in these matters. <p>Town Hall Meeting</p> <ul style="list-style-type: none"> TJ referred to the Town Hall meeting and indicated that Garry Reed (GR) had misunderstood her question. She requested that CD forward her report to GR. It was noted that she was committed to her duties on the gardening committee and only wanted the best for the village. <p>General</p> <ul style="list-style-type: none"> TJ reported that some of the brick paving in Phase 3 leading to the front door and garage had been stained white – allegedly from painting work carried out whilst it was raining. CD agreed to investigate the matter. <p>Irrigation</p> <ul style="list-style-type: none"> CD confirmed that the irrigation system was now working, including the garden on the East side of the building on the inside of the wall facing Sunrise Boulevard. <p>Garden Club</p> <ul style="list-style-type: none"> It was proposed that a Garden Club be formed under TJ's guidance. All volunteers from houses and apartments would be invited to join. A circular to be sent out by CD. 	<p>KW</p> <p>KW</p> <p>CD</p> <p>CD</p> <p>CD</p>
<p>7.</p>	<p>SECURITY/OHS</p> <p>Fire Alarm/Fire Drill</p> <ul style="list-style-type: none"> SC noted the evacuation issues, following the recent fire alarm activation and expressed the committee's repeated concerns that there was insufficient staff on duty over weekends, particularly in the event of a serious emergency or fire in the apartment building. It was noted that this issue had been experienced on four previous occasions. It was noted that only a few residents took the fire alarm seriously and evacuated the building. 	

	<ul style="list-style-type: none"> CD noted that a fire drill, covering fire marshal duties, would be arranged with Eco-Safety and she would request that all aspects of how to respond to a fire be addressed with residents. All residents and their carers/companions to attend the meeting. <p>Kitchen Cameras</p> <ul style="list-style-type: none"> It was noted that the security cameras in the kitchen, as requested by SW at the last Mancom meeting, to prevent pilferage had not been approved/installed prior to the arrival of the new caterers. <p>DM Radios</p> <ul style="list-style-type: none"> JH queried whether the Duty Managers were using two-way radios as agreed at the previous meeting. CD confirmed that this had been put into place, but that the signal was not strong enough with current radios. An alternative communication method to be investigated. 	
8.	<p>CATERING, EVENTS AND ENTERTAINMENT See attached report from Paul Selby</p> <p>Catering – Servest It was agreed that the performance of Servest, the new caterers, had not proved satisfactory since their take-over on 01 June. There were many areas where service and food delivery had not improved. It was noted that this had been discussed at length at a catering meeting held with Servest Management.</p> <p>It was noted that the residents were very unhappy with the Fathers' Day Lunch held on 16 June. It was reported that, because of this event, Servest had changed their internal structure and appointed a new on-site manger and two new chefs. In addition, they had appointed a roaming executive chef who would monitor quality of meals, presentation and offer additional staff training.</p> <p>In addition to the changes made, the following suggestions were also raised:</p> <ul style="list-style-type: none"> that two till points be made available during busy periods to speed up the payment process and that waitrons be better trained to operate the till system; dietary requirements be incorporated into daily menus for those residents who were diabetic and/or gluten intolerant; the on-duty Chefs occasionally be present in the dining area to get to know the residents; and that the different "clubs" purchase tea at special prices and these prices be incorporated into the POS. <p>Events</p> <ul style="list-style-type: none"> It was noted that the Pub Night had been a great success and the snacks good. It was a popular event and well attended; and that future events were on the cards for residents, including a Wimbledon Finals Tea, Olympic Games Opening Ceremony and a Xmas in July Dinner. It was noted however, that all dinner events may be put on hold subject to marked improvement in the quality of meals. <p>Entertainment</p> <ul style="list-style-type: none"> It was noted that a few options for future events had been presented to Rescom for consideration. These would be considered in due course. <p>LIBRARY See attached report from L Hirschmann.</p> <ul style="list-style-type: none"> LH expressed her grateful thanks for all the kind and generous donations of books received from residents. LH thanked Management for the four extra bookcases in the library. 	

9.	EVERGREEN HEALTH/HEALTHCARE SERVICES <ul style="list-style-type: none"> SW noted that several compliments had been received from residents who had experienced various forms of care by staff from the Care Centre, in particular praise for Sister Milly was noted and asked that this be reported to Management. SW noted the support for the proposal for the appointment of a village nurse. SW had received an excellent CV for consideration by residents, should this option be taken forward. It was requested that this be raised at the AGM. 	
10.	GENERAL	
10.1	Dog Poo It was noted that, despite requests, circulars, discussions at meetings and the rules having been made abundantly clear to all residents, there were still issues with dog faeces not being picked up, the last incident being in the basement. A fine of R500 was being considered and Rescom would support Management if it were decided that the animal in question should be removed from the premises.	
10.2	Pet Ownership 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 passed away, a new pet may not be obtained without written permission and at the sole discretion of the Village Manager.	
10.3	House Rules After discussion it was unanimously agreed that, just because a resident was elderly, they should not be absolved from the responsibility and accountability of following and obeying all the House Rules that were created to ensure harmonious community living in the village.	
10.4	It was noted that there were residents who were speeding in the village and that arrangements were being discussed to address this.	
10.5	It was noted that speeding and traffic calming initiatives in Sunrise Boulevard was a work in progress.	
	ANNUAL GENERAL MEETING Rescom and Village Management would like to encourage residents to stand for nomination to become part of the residents' committee, representing all residents' interests in the village and working alongside Village Management to promote harmony and courtesy among residents and staff. SW thanked Kim Whitworth and Christine Dempers for their ongoing efforts to improve the village.	
	There being no further business to discuss, the meeting closed at 13h00 The date of next meeting was set for Tuesday, 30th July 2024 at 16h00 in the boardroom	

APPROVED AND SIGNED AT CAPE TOWN ON _____ 2024.

CHAIRPERSON