

Circular 18 of 2017

Dear Residents,

Welcome to all the new residents. I trust that you will rapidly feel at home here at ORV! Please feel free to ask any questions at Reception should you need more information.

There are a few points which I need to address:

### 1. **Royal Mnandi – Kitchen Service Provider**

This was Royal Mnandi's 2nd month and the patience and understanding of residents in accepting many of the teething problems is really appreciated!

A few of the issues which came to my attention recently were:

- slow service – hopefully, as staff become more experienced, we trust that this will improve
- cold food – problems with the serving Bain Maries have been identified and corrected

We now have weekly meetings to discuss anything that comes up during the week to make sure we get it resolved.

Just a few stats for the Month of August which show a significant upward trend on the previous service provider:

Number of meals served this month	5164
Number of B12 meals	1854
Number of Royal meals	1335
Number of Chef's special meals	1323
Number of Vegetarian meals	75
Number of Brunches	421
Number of Sunday Lunches	651
Number of Sit-down meals	4364
Number of Take-away meals	175
Number of Deliveries	15

- Take-aways should be collected before 5pm – if you know you won't be home before then I suggest you arrange with a neighbour to collect your meal, or even to have your meal dropped off at your neighbour's unit? Unfortunately, the taking of other people's food out of the fridge is happening! This is why all food needs to be collected before 5pm. If any food is left in the fridge the next morning, you will receive a phone call asking you to collect your meal.

Please let Reception and the kitchen know if you have any problems with anything in the dining room. We would really like to get it all sorted out!

### 2. **Voer van Voëls**

Ons het ongelukkig nog steeds 'n probleem met inwoners wat die voëls voer. Die paaltjieheinings in die oord lyk baie sleg met all die merke op.

Hierdie sal ongelukkig die laaste vriendelike versoek wees dat voëls nie gevoer moet word nie. As enige iemand gesien word die voëls voer sal 'n R500 boete gehef word.

Kan die inwoners wie se paaltjieheinings vuil is dit asseblief binne en buite skoonmaak teen die 12de Oktober.

### **3. Insurance**

A short while ago we asked for information with regards to gas bottles that you have in your unit. We have only had about 50 responses to this request. This has insurance implications and to make sure we are properly insured, we need the information. Please can I request that if you still have not given the information to Reception that you do so before **13 October 2017**. Even a zero return is necessary!

- What fixed gas installations do you have in your unit?
- What gas equipment (portable heaters, stoves) do you have in your unit?
- How many gas bottles do you have?
- What size are the gas bottles?
- What are any gas bottles (including camping and gas braais) for?

Please let us have a copy of your COC certificate for the fixed installation if you have one!

Also note that the regulations have recently changed with regard to gas installations and you may need to obtain a COC for your current installation.

### **4. Sewerage**

We have had a number of blocked sewerage pipes over the last few months and it is really scary to see what is taken out of the drains. Some of the things we have taken out the drains are for example nappies, bum wipes, toothbrushes, to name a few. This is a very costly exercise for the Village and it would be greatly appreciated if all residents can refrain from this behavior!

### **5. Tuck Shop**

We are very excited to announce that the Tuck Shop is being taken over by Royal Mnandi.

As one era comes to an end, so a new one begins, and we can look forward to:

- A place where we can all get our 'emergency' supplies as before
- A place where we can book our meals
- Where we can get 'Grab 'n Go's
- Where the hours will be longer, including special opening time
- Etc etc.

Although Mary won't be there, the Tuck Shop will reopen on Tuesday, 2<sup>nd</sup> October, once they are fully organized.

### **6. Martie's Maids**

Please note that you need to keep your receipt as Proof of Payment. We have had a few instances where residents can't provide Proof of Payment but insist that they have paid.

### **7. Gesondheid sorg**

Unique Health is nou al vir die laaste maand betrokke by die Versorgingsentrum in die oord. Hulle is nog besig om hulle voete te vind en ons het 'n paar klagtes ontvang wat reeds aangespreek is.

Die familieledede in die Versorgingsentrum is baie tevrede met die diens wat hulle ontvang van die gawe personeel.

Die Oord Suster behoort ook nou al mooi te weet wat aangaan in die oord en sal binnekort begin met haar rondtes. Sy het kliniek ure elke woensdag van 10:00 tot 12:00.

Baie dankie aan al die inwoners wat altyd so behulpsaam is binne die oord. Of dit nou is om op komitees te dien, die elektroniese toerusting te behartig, of om 'n braai te reël! Dit word opreg waardeer en ek is seker dit word terdeë geniet deur die inwoners wat die sosiale funksies bywoon.

Lekker naweek

Tracy-Lynne Daling

Oordbestuurder