

**MINUTES OF THE ANNUAL GENERAL MEETING**  
**EVERGREEN LIFESTYLE VILLAGE BERGVLIET**  
**HELD ON 20 AUGUST 2015 @ 17:00**



<b><u>PRESENT:</u></b>	Mr. Steve Williams	(SW)	(Chairperson)
	Mrs. Christine Dempers	(CD)	(Evergreen Bergvliet Village Manager)
	Mr. Derek Drew	(DD)	(Evergreen Operations Manager)
	Mr. Ian McDonald	(IMcD)	(Deputy Chairman of the Management Committee)
	Mr. James Wilson	(JW)	(CEO of Amdec Group)
	Mr. Cobus Bedeker	(CB)	(Amdec Development Director)
	Mr. Nigel Matupire	(NM)	(Evergreen Financial Manager)
	Mr. Dane Clifton	(DC)	(Evergreen Marketing Manager)
	Mr. David Hall	(DH)	(Head of IT)
	Mr. Eurico de Freitas	(EdF)	(Strategy)
	Mrs. Jayne Hendry	(JH)	(Sales Manager)
	Mr. Phil Wilson	(PW)	(Head of Sales)
	Mrs. Liesl Petersen	(LP)	(Amdec Company Secretary)
	Evergreen Residents (as per the attached attendance register)		

Item	Narrative	Action
1.1	<u>Welcome</u> The Chairperson, Mr Steve Williams, welcomed all residents and introduced the Amdec staff and the Evergreen Management Team. A special welcome was extended to the Deputy Chairman of the Management Committee, Mr. Ian McDonald.	
1.2	<u>Quorum</u> LP confirmed that the provisions of the Housing Development Schemes for Retired Persons Act 65 of 1988 requires that a quorum is present when there are at least 2 members present, one representing the Developer and one representing the resident.  It is noted that a quorum was present (as per the provisions of the Housing Development Scheme for Retired Persons Act No.65 of 1988) and that the meeting is duly constituted and opened.	
2 2.1	<u>Confirmation of AGM Notices</u> SW confirmed that the AGM Notice, Management Report and Financial Report had been circulated to residents and confirmed them to be noted and read.	

2.2	No objections have been noted.	
3	<u>Attendance / Apologies</u>	
3.1	As attached (Annexure A).	
3.2	CD advised that apologies have been received from the following residents: Mr. Oberhoffer (Unit 1); Mr. Greyton (Unit 3); Mr. & Mrs. Uys (Unit 8); Ms. Cooper (Unit 10); Mrs. Keanly (Unit 11); Ms. Doyle & Mr. Levine (Unit 12); Mrs. McDonald (Unit 18); Mrs. Bergh (Unit 22); Mrs. Blackman (Unit 29); Mr. & Mrs. Kirkwood (Unit 30); Mrs. Davis (Unit 31); Mrs. Dower (Unit 32); Mrs. Goss (Unit 33); Mrs. Bester (Unit 34); Mrs. Stauch (Unit 37); Mrs. Thompson (Unit 39); Mr. & Mrs. Walker (Unit 42); Mr. & Mrs. Human (Unit 45); Mr. & Mrs. Jones (Unit 47); Mr. Sturrock (Unit 48); Mr. van Ryn (Unit 49); Mr. Ashton (Unit 53); Mr. & Mrs. Lategan (Unit 54); Ms. Lamson (Unit 57); and Mr. Prowse (Unit 62);	
3.3	The apologies have been noted.	
4	<u>Acceptance of Minutes</u>	
4.1	It was noted that the Minutes of the Annual General Meeting held on 15 May 2014 were accepted as a true and accurate reflection of the meeting.	
4.2	Mr. Ian McDonald proposed the acceptance of the amended minutes and this was seconded by Ms Elda DFiana-Oliaro.  No objections received and the minutes unanimously approved.	
5.	<u>Annual Report by the Chairman of the Management Committee</u>	
5.1	In the absence of Mr David Walker (Chairperson of the Residents Committee), IMcD in his capacity as the Deputy Chairman of the Management Committee, presented the report as per the written report (as per Annexure B).	
5.2	In addition to the written report, IMcD made the following comments:	
5.2.1	Residents are aware of the various versions of the Life Right Agreement that are currently in circulation, the roadshows as presented by the Amdec team have been helpful in clarification of matters of interpretation in respect of the Life Right Agreements.	
5.2.2	IMcD personally expressed a word of thanks to all the members of the Residents Committee, particularly those elected in May 2014 namely Herman Poelmann, John Bester, Jill Dower, Yvonne Whitford, Ronny Van Reenen for	

	<p>their contributions.</p> <p>It is the intention that the some members will be co-opted to one of the other sub-committees of the new Management Committee.</p> <p>SW thanked IMcD for their positive endorsement of the Evergreen Business Model.</p>	
6	<u>Ratification of the Election of the Management Committee</u>	
6.1	It is noted that a resident's special general meeting was held on 16 April 2015, an election was conducted for the appointment of representatives to the Evergreen Bergvliet Management Committee.	
6.2	<p>The following persons were elected in respect of the below mentioned portfolio's.</p> <p>John Bester Donald Campbell Elda Diana-Oliaro Ken Kynoch Ian McDonald Cedric Reid David Walker James Wilson (Developer)</p>	
6.2.1	<p><u>Strategy:</u></p> <ul style="list-style-type: none"> <li>- David Walker (Chairman);</li> <li>- John Bester;</li> <li>- Ian McDonald;</li> <li>- Cedric Reid; and</li> <li>- James Wilson</li> </ul>	
6.2.2	<p><u>Finance</u></p> <ul style="list-style-type: none"> <li>- John Bester</li> <li>- Donald Campbell;</li> <li>- Ken Kynoch;</li> <li>- David Walker; and</li> <li>- Steve Williams</li> </ul>	
6.2.3	<p><u>Legal &amp; Compliance</u></p> <ul style="list-style-type: none"> <li>- Donald Campbell;</li> <li>- Cedric Reid;</li> <li>- Ken Kynoch;</li> <li>- Ian McDonald; and</li> <li>- Theuns Steyn</li> </ul>	
6.2.4	<p><u>Estate Development and Management</u></p> <ul style="list-style-type: none"> <li>- Mike Uys;</li> <li>- Herman Poelmann;</li> <li>- John Bester</li> <li>- Cedric Reid;</li> <li>- Elda Diana-Oliario; and</li> <li>- Cobus Bedeker</li> </ul>	
6.2.5	<p><u>Communication (with Management Committee and Residents)</u></p> <ul style="list-style-type: none"> <li>- Herman Poelmann;</li> <li>- Elda Diana-Oliario; and</li> <li>- Christine Dempers</li> </ul>	

6.3	Mr Newton proposed the ratification of the appointment of the members of the Management Committee and this was seconded by Mr Blackman.	
6.4	The appointments of the members of the Management Committee were unanimously approved and their appointment duly ratified.	
6.5	No objections were noted.	
7	<u>Management Report</u> The Management Report (Annexure C) was presented by Mrs Christine Dempers, the Village Manager.  Items 1-11 can be reviewed as per Annexure C.	
7.12	<u>Finance Report</u> 7.12.1 The Financial Report was presented by Nigel Matupire (NM) and attached herewith as Annexure D  <u>In summary:</u> Total Revenue: R3,603,242.00 Contractual Expenses: R4,177,292.00 Non-Contractual Expenses R 984,846.00  We recorded a total deficit of R1,558,896.00.	
7.12.2	NM advised that the 2016 budget illustrates an estimated deficit of R1,562,801.00. The annual budget and monthly management accounts have been shared with the finance sub-committee. NM thanked David Walker and John Bester for their valuable input.	
7.13	<u>Infrastructure</u> CB presented his report on Infrastructure, with emphasis on the following key projects:  <p><b>(1) Eskom:</b> CB advised that currently Eskom is unable to supply sufficient electricity (i.e. load shedding), we (as the developer) will be installing backup power to the clubhouse, guardhouse, and some areas in the village.</p> <p><b>(2) Walkway to M3 Boundary:</b> This includes the movement of the vibracrete fence to create a pathway from one end of the village to the other and ultimately connecting all houses to the swimming pool area.</p> <p><b>(3) Pool Facilities:</b> CB confirmed that the ablution facilities will be completed by the summer season.</p>	
8	<u>General Matters</u> <b>Q1:</b> Mr Osborne (Unit 59) enquired as to the reported robbery incidents which occurred at the Village. He advised that it was reported and is unhappy about the fact that a communication was not issued to the other residents in the Village. There has subsequently been further theft incidents within the Village and this is concerning to residents. Enquired as to what is the protocol, who do we report incidents to.	

	<p><b>A1:</b> JW advised that we share the concerns of the residents in respect of the cases of dishonesty within the village, we find it unacceptable. Amdec has taken measures against staff members who have been implicated in acts of dishonesty. Amdec has a zero tolerance approach to crime. JW urged residents to take the necessary precautionary measures to protect their valuable and further advised the residents that Amdec is currently investigation the possibility of the installation of safes within their homes and master keys will be held by the village manager. Amdec continue to work with the management committee to make the village a safer place.</p> <p><b>Q2:</b> Mrs Renaud (Unit 2) enquired as to whether the village will ever have a vehicle and a driver to transport residents to a hospital or doctor.</p> <p><b>A2:</b> SW advised that Village management can arrange transport for residents who require transport to a hospital or doctor. SW also advised that we also need to consider the financial implications of securing a transport service and a driver, this would be dependent on demand and economics. JAW advised that the members of the finance committee are to consider this matter and provide feedback as to the economic viability thereof.</p> <p><b>Q3:</b> Mrs Barclay (Unit 65) enquired as to the fixing of a crack in her ceiling and her kitchen.</p> <p><b>A3:</b> JW replied that this is a maintenance issues and will be inspected by CB.</p> <p><b>Q4:</b> Mrs Whitford (Unit 14) enquired as to the location (i.e. Upper levels) of the 30 future luxury apartments as indicated in the roadshow presentation.</p> <p><b>A4:</b> JW responded that the illustration was merely to create a debate to see whether there is an appetite to expand the village to a greater number of homes. JW also advised that Amdec has acquired a further 3 portions of land at Starke Road. JW informed the residents that any future development will be presented to the Management Committee.</p> <p><b>Q5:</b> Mr. Kynoch (Unit 40) advised that there are some homes in Phase 1 that are experiencing some maintenance issues.</p> <p><b>A5:</b> JW requested residents to provide a list of their maintenance issues to Christine and arrangements will be made with the Amdec maintenance team to attend to the maintenance issues.</p> <p><b>Q6:</b> Mr Newton (61) commented that both Pinewood and Fleur du Cap have extended their facilities and it would be informative for Evergreen to visit these facilities.</p> <p><b>A6.</b> JW invited MR Newton to visit our new facilities at Evergreen Muizenberg. JW further advised that CB is available to inform residents of the anticipated future development to retain our status as a premier retirement village.</p>	CB
9	<p>The Chairman thanked CD (Village Manager) for her dedication and input into making Evergreen Bergvliet what it is today. Elda then thanked the residents for all their support over the past year.</p> <p>JW extended grateful thanks to all residents as well as to the Management Committee for their contribution in making this their village.</p> <p>There being no further business the Chairperson declared the meeting closed and extended the invitation for Residents to stay for snacks and</p>	

	refreshments.	
	The meeting closed at 18:20	

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## THE CHAIRPERSON

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## DATE

### Attachments:

- Annexure A - Attendance Register
- Annexure B - Annual Report of Chairman of Resident's Committee
- Annexure C - Management Report
- Annexure D - Financial Report



## EVERGREEN BERGVLIET

### REPORT OF CHAIRMAN OF THE MANAGEMENT COMMITTEE (Mancom)

#### Introductory comments

In my report last year I went into some detail relating to legislation governing our village, Life Right Agreements and the Amdec / Evergreen Business Model. Amdec undertook, in conjunction with Mancom, to draft a constitution which would clarify the roles and responsibilities of residents, the Management Association, village management and the owners.

I am disappointed that, to date and despite much discussion, a constitution has not been not been finalised. The main issue centres around control and exactly what control means. I also mentioned in my report last year, that residents clearly do not want to take over the running of the village and all that that would imply but, as members of the Management Association, they do have rights and responsibilities and Amdec acknowledges this.

On a more positive note, however, I do believe that proposals being developed by the resident members of Mancom for consideration by Amdec could clear the way for a "Statement of Common Purpose" or something similar which would acknowledge rights of residents to take action in certain circumstances; for instance a take- over of Amdec by a third party or a decision by Amdec to sell the Evergreen business. While I do not believe that either of these events is imminent, I see it as the responsibility of Mancom to ensure that appropriate safeguards (beyond those provided for in the relevant legislation) are in place for the protection of residents.

The Management Committee has held 6 meetings since the last Annual General meeting on 20 August 2015. In addition there have been 2 meetings which were held for residents only: these meetings have proved useful in raising and understanding concerns of residents and relaying them to Evergreen management. I had hoped to have quarterly residents' meetings and intend that we will do so in the forthcoming year.

The appointments of Arthur Case (Chief Executive Officer) and Derek Drew (Managing Director) of the Evergreen Group have facilitated improved channels of communication and I expect this to result in more timeous problem resolution going forward.

#### Financial

The village incurred a loss of some R828 000 for the year ended 28 February 2016 compared with a loss of R1 559 million in the previous year.

	2016 <u>R000's</u>	2015 <u>R000's</u>	Change <u>%</u>
Levy income	4 071	3 588	13.5
Other income	<u>183</u>	<u>15</u>	<u>1120</u>
Total income	4 254	3 603	18.1
Expenditure	<u>5 082</u>	<u>5 162</u>	<u>(1.5)</u>
Loss for year	<u>( 828)</u>	<u>(1 559)</u>	<u>(46.9)</u>

Comment:

The increase in levy income was attributable to the annual adjustments to levies in terms of Life Right Agreements (LRA's) as well as higher levies applied to new LRA's arising on resales. Similarly, other income increased as a result of recoveries of council rates and common area expenses in terms of newly restructured LRA's as well as profit retentions arising on certain resales.

A reduction of some R199 000 (20.2%) in catering and healthcare costs helped offset inflationary cost increases in other operating costs.

The budget for the 2016 / 17 financial year is set out below:

	2017 R000's	2016 R000's	Change %
Levy income	4 386	4 071	7.7
Other income	148	183	(19.1)
Total income	4 534	4 254	6.6
Expenditure	5 173	5 082	1.8
Loss for year	( 639)	( 828)	(22.8)

Levy income is budgeted in accordance with increases set out in LRA's. The budget for other income takes no account of profit retentions which may or may not arise on resales – the profit retentions for the 2016 year amounted to some R120 000.

Further savings are budgeted for catering and healthcare costs as a result of reductions in management fees amounting to R197 000. Other operating costs are budgeted to increase by R288 000 (6.7%).

### **Estate Development**

An aspect which is of both interest and concern to residents is the prospect of future building developments at the village.

It is clear that the current size of the village (comprising 65 residences) is insufficient to generate the levy income required to sustain the current level of services as well as eliminate the operating losses in past years. In addition, levy increases provided for in existing LRA's are probably unsustainable over the long term in that they could become unaffordable with consequent effects on future market values and resales of properties.

Amdec have acquired additional properties adjoining the village and are considering various options to increase the number of residences in the village; this was conveyed to residents at a meeting on 13 June 2016. At that meeting, residents strongly expressed the view that the clubhouse should be redeveloped before any additional residences were built and this has been conveyed to Amdec. As Amdec are only at the "concept stage" for the future development, it is likely that it will take a minimum of 2 years to complete. Residents are not happy to put up with the shortcomings of the clubhouse for that long and Amdec have been asked to consider some form of temporary extension to the facilities.

Residents will be kept up to date and consulted on future plans as they develop.



## **Conclusion**

As residents have been kept informed on day to day activities either through residents' meetings or the various circulars and newsletters, I do not believe that there is much that I can add on those activities.

Five of the current members of Mancom have advised me that they wish to stand down and will consequently not make themselves available for re-election; they are Ian McDonald, our current deputy chairman, Cedric Reid, Ken Kynoch, Donald Campbell and Mike Uys.

Ian and Cedric feel that new blood is required on Mancom while Donald and Ken have pressing personal and family issues of which many of you will be aware. Mike feels that, because of his frequent travelling, he is unable to contribute as much as he would like.

I want to thank each one of these retiring members for the personal support and wise counsel they have given me since the inception of Mancom in April 2015. They have each brought specific skills to the committee and while, they would have been happier had we been able to show more visible results, we have achieved a greater understanding of the various structures of retirement villages and the issues arising from those structures. The incoming Mancom will, undoubtedly, benefit from those insights.

The agenda for the forthcoming AGM will include a proposal that the size of Mancom be reduced from the existing ten to eight members (comprising 6 resident members and 2 representatives from Amdec). I believe that a smaller and restructured Mancom will be more effective.

John Bester, Elda Diana-Oliaro, Herman Poelmann and I are prepared to stand for re-election and, if the proposal to reduce the size of Mancom is approved, a further two members will be required. Depending on the number of nominations, there may need to be an election.

In closing, I must also thank John, Elda and Herman for their support and contributions; I do hope that they will be re-elected because their skills and knowledge of the village and its activities are essential to an effective future Mancom.

It is also appropriate for me to thank you, the residents, the Amdec representatives with whom we meet and our Village Manager, Christine, for your support during the last year.

A final word of thanks must go to the residents who give of their time and skills to organise functions under the auspices of the Events and Entertainment committee. It is only recently that I have become aware of just how much hard work is required of them to ensure the success of events throughout the year.

**David Walker**

**Chairman – Management Committee**

28 July 2016



## **EVERGREEN BERGVLIET** ("THE VILLAGE")

### **ANNUAL MANAGEMENT REPORT 2015/2016**

#### **1. COMPLETED DEVELOPMENT**

We have 65 beautiful homes in our development and a waiting list of interested buyers who wish to be part of our community. We have had four resales in 2015/2016, being units 7, 26, 27, and 60. There are currently 102 residents living in the village.

Our demographic is made up of 38 couples and 28 single residents with an average age of 77 – quite a young and independent group in our village.

It is with great sadness that we remember the passing of Anne Terpend (March), Berit Davis (May) and Abe Ephron (July), Marilyn Visser (July) and Pam Campbell (August).

On the other hand we welcome our new residents Michelle Samson, Paddy & Bettye Ball; Roger & Flo Scheibe and Pietro & Roma Corgatelli.

#### **2. SECURITY**

Our service provider remains Grinell Security. The on-site supervisor, Guy Mawike, manages three dayshift guards and three nightshift guards, seven days per week. We retain an unblemished record in that we have had no external security breaches since the inception of the village. This is pleasing in the light of the high crime rate in the country.

An access permit slip has to be completed by contractors as well as visitors. The guards alert the office or resident of the arrival of any contractors or visitors, respectively. Should security not be able to get confirmation from the office or a resident, the contractor/visitor will not be granted access. Every effort is made to locate the resident who is being visited, however, in the interest of security, until cleared to enter by the resident or office, no access will be allowed into the Village. The office or resident involved must sign the access permit to allow visitors or contractors to exit the premises.

We installed an inverter both at the clubhouse and in the manor house. The power inverter will convert the DC power stored in the batteries and convert it to AC power to run our lights and limited plug outlets to ensure that we are operational during load shedding.

Having said this we wish to remind our residents that although we live in a secure environment, it is still their responsibility to ensure the safety of their personal belongings by locking their valuables away **and** closing their windows and locking doors when they are not at home. We have recently installed a number of safes into our units and encourage those residents who do not yet have safes, to procure one in order to safeguard your valuables.

#### **3. HEALTHCARE**

CPOA's contract expired at the end of February 2016 and the introduction in March 2016 of our new service provider, Unique Health went smoothly and they have managed to settle down quite well.

It was with regret that we said goodbye to Staff Nurse Adri Venter, who resigned for personal reasons and welcome back RN Jenny Mackenzie who is available in the clinic on Monday and Wednesday mornings 07h00 – 12h30 and on Tuesday and Friday afternoons from 13h30 –

16h00. Sister Mackenzie will be here until the end of the year when she leaves to continue with her research project. She is assisted by her team that includes carers, Christel Kriel and Charmaine Rinkwest on day shift and the ENA's Maybel Gcuwa and Nosipho Mdidimba on night shift. Unique Health are also available on call 24/7, in case of emergencies.

Should any medical emergency occur, residents must please remember to press the red button (triangle) on the Telecare station or press the button on the portable response unit. The portable response unit functions within a 200 meter radius from the Telecare station in homes. A trained care specialist will respond from Telecare's call center in less than 60 seconds and they will immediately set in motion any emergency services required. The blue button is a morning call service, which allows Telecare to check on residents' well-being without disturbing their privacy. The yellow button allows you to speak directly to the clinic and nurse on duty, if medical assistance is required. This system is audited on a monthly basis.

Healthcare is one of the pillars of the Evergreen Lifestyle Villages. We are currently reviewing healthcare services in the village to ensure it remains relevant, of high quality and cost effective in relation to the need and utilisation of healthcare services in the village.

#### **4. CATERING**

Residents indicated that they were very unhappy with the quality of the food and service provided by Western Province Catering (WPC). Consequently many did not attend lunches in the Bistro, Sunday lunches nor any functions. After much deliberation and in consultation with the Management Committee (MANCOM), it was decided in October 2015 to terminate the services of Western Province Caterers in December 2015.

In January 2016, we appointed an independent caterer, HT Cuisine and asked them to cater for our Tuesday evenings, Friday Theme evenings and Sunday lunches. In April 2016, the catering committee decided to send out a survey to establish what the residents would like apropos catering after various initiatives were introduced and we had a disappointing response – only 25% of residents bothered to respond. Considering the criticism and comments made by residents, the committee had hoped for some guidance. And so, taking into account the feedback received from those that did participate and in consultation with the new caterers, it was decided to:

- continue as before with the Tuesday Social dinners. These evenings are well supported by a core group of residents. We hope that many more residents will decide to join in future.
- provide for a monthly Sunday lunch (on the third Sunday of each month). May was well attended by 40 people as it was the Poelmann's 40<sup>th</sup> wedding anniversary, June was attended by 20+ residents. Number decreased in July to a handful and no booking were received in August.
- Arrange function dinners (not necessarily a theme evening) on the last Friday of every month; and
- to introduce a daily lunch special prepared "in house" and offering these meals as take-home options. This was implemented over May, June and July. As it was not supported by residents, we had no choice but to cancel this at the end of July 2016.
- In August, HT Cuisine resigned as the Village Caterer.

#### **5. SOCIAL EVENTS**

Our residents are involved in a Book club, a Scrabble group and a Bridge group. In addition, our monthly activities include a music night which is very well attended as well as a popular Saturday night movie and a Quiz night. We have had a number of presentations that take place by health professionals which includes walking aids and occupational therapy.



The year-end function featured the sounds of “Sunset Cruizin” and residents danced in the aisles until all hours of the morning. It was such a lovely way to start December and end the year with friends.

The Variety Concert presented by the entertainment committee was an astounding success and involved residents, families and friends who entertained us with songs, comedy, verse, choral recitals and a few sing-a-longs.

We have had a very well organised Shakespearean evening where thespians celebrated the 400<sup>th</sup> anniversary of the Baird’s death – it was thoroughly enjoyed by everyone.

The committee arranged the Hobby & Craft Fair for residents who exhibited their crafts and hobbies. On display were some wonderful items that our residents had made and created over the years from ceramics, sculptures, paintings, rugs, stationery, calligraphy, mosaics, pottery, photography, confectionary, embroidery and miniature dolls’ houses.

Our Men’s Breakfast has proved to be a popular event on the calendar and I would like to say thank you to Yvonne Whitford and crew for the dedication and hard work preparing and serving a most delicious breakfast every month.

Group bookings to the ballet and theatre continues to be popular and outings to the wildflower displays on the Cape West Coast and wine farms are being arranged for the summer months.

I would like to say a big thank you to the events & social committee and their supportive group who help organise the most enjoyable events and to all the other residents who run clubs and who attend and support our many functions. You all contribute to making this a festive village and a vibrant community.

## **6. COMMUNICATION**

We have heard and understood the need for regular and prompt communication. We currently send out our weekly “What’s Happening” email informing residents of forthcoming events; our monthly printed newsletter is distributed to residents via email and for those who are not on email – in postboxes. We introduced an SMS communication service more recently, which has proved to be very popular, particularly for notification of load shedding times.

In addition, we also distribute an Evergreen newsletter filled with bit and pieces of all our villages compiled by our Evergreen management team

## **7. GARDENS/LANDSCAPING**

The garden maintenance service, provided by Markus Elmau of Whitecliffs Landscaping, supplies us with four dedicated gardeners who take care of our village. We have endeavored to maintain a high standard in the common area gardens whilst keeping to our mandate of growing and nurturing indigenous plant life in our gardens. In addition, we have performed preventative maintenance on the oak trees as well as trimming dead trees in the village and on the perimeter to prevent damage to residents and property.

## **8. HEALTH & SAFETY**

The Evergreen Bergvliet evacuation plan segments our Village into eight different sections. We have conducted one of two annual fire drills this year and will implement another fire drill in November. All fire extinguishers have undergone their annual service.

Eco Safety Services are engaged to perform an independent review of Health and Safety in the village on an annual basis.

## **9. BUILDING MAINTENANCE & ADDITIONS**

- We continue to deal with the day-to-day maintenance issues as and when they arise.
- We have, repainted the guardhouse and health clinic.
- The refuse area has been enlarged to better accommodate the needs of the village.
- The paving on the main road leading to units 36-40 was recently re-done and some works were undertaken to repair a leaking underground water pipe.
- Speed Humps have been installed to ensure that our residents are safe from speeding cars. A gentle reminder that everyone should adhere to the 20Km speed limit within the village
- The trees with our boundaries of the village have been trimmed and cleaned up

## **10. HUMAN RESOURCES**

We were all sad when Emily FitzGerald-Smit resigned to move to Somerset West with her new husband in April. She is pregnant and expecting a brand new arrival to the family in the New Year. We were lucky enough to secure the services of Andréa Abrahams, who had been groomed by the Village Manager of Diep River – so she knew the ropes and was up and running in no time at all!

I would also like to thank the team of domestic cleaners and utility workers (Alison de la Cruz, Melvinita Safodien, Joseph Gabiso and Roshaan Solomons) who have provided an excellent service to the residents.

In addition, a special thank you to the team that looks after our beautiful common gardens (Whitecliffs) as well as the team that maintains the security in the village (Grinell).

We also wish to thank all our service providers for their commitment in making this village a success in the last year.

## **11. INFRASTRUCTURE**

### **Pool Area**

The new area completed in April at the pool which includes the lawns, ablution facility and shower as well as the walkway, looks beautiful and will certainly be well used come summertime.

### **Fibre Optic Cable (FTTH)**

We live in exciting times where our world has never been more digitally connected. With the ever increasing number of internet-capable devices in our home, the need for a high-speed broadband connection to support their usage is essential. With devices such as notebooks or tablets, smart TVs and media players, the world is literally around the corner as fibre to the Home (FTTH) becomes a reality. ELV Bergvliet should have full voice and data connectivity packages available to the residents by the second half of next year.

## **12. CONCLUSION**

I would like to thank all the residents for their support in the last year, it has had its challenges but it has been a wonderful journey that I have enjoyed tremendously. I would also like to thank the MANCOM members for their support and commitment to the village and its residents and I look forward to our next year together and trust that we can continue to build on our “partnership for life”.