



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

### MINUTES OF AN ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 5 SEPTEMBER 2016

<b>PRESENT:</b>	D Walker	(Chairman)
	J Bester	
	D Campbell	
	A D Case (ELV)	
	D C Drew (ELV)	
	E Diana-Oliaro	
	K Kynoch	
	I McDonald	
	H Poelmann	
	M Uys	
	C Dempers	(Village Manager)
	C Human	(Company Secretary)
	Residents	(As per signed attendance register)

#### **1. WELCOME AND INTRODUCTION**

The chairman welcomed all present and confirmed that the required quorum, (being one resident and one representative from the Developer) was present and that the meeting was duly constituted. A special welcome was extended to new residents, Management Committee members, village management and representatives from the Managing Agent.

The notice convening the meeting as well as the annual reports by the chairman of the Management Committee and village management, as circulated to residents, were taken as read.

A moment of silence was held in remembrance of the residents who had passed away since the previous annual general meeting.

The meeting was advised that 16 proxies had been lodged.

#### **2. ATTENDANCE AND APOLOGIES**

The attendance register had been circulated and signed. Apologies received from residents were noted (refer to separate page for details).

#### **3. PROPOSAL TO REDUCE THE SIZE OF THE MANAGEMENT COMMITTEE**

The chairman proposed that the Management Committee be reduced to 8 (eight) members of which 2 (two) will be representatives from the Managing Agent and 6 (six) will be representatives from the village. The chairman added that the intention for the reduction was to streamline the operation of the Management Committee, since the sub-committees are mostly involved with the day to day operations of their portfolios, they do not require the involvement of the Management Committee.

The acceptance of the reduction of the Management Committee was proposed by Mr I McDonald and seconded by Mr H Poelmann.

#### **4. ELECTION OF MANAGEMENT COMMITTEE MEMBERS**

The meeting noted that Messrs D Walker, J Bester, H Poelmann and Ms E Diana-Oliaro have made themselves available for re-election to the Management Committee.

The meeting noted the following nominations received from residents for election to the Management Committee:



Ms J Misplon;  
Ms J Barclay;  
Mr D Campbell; and  
Mr H Jones.

Residents voted by ballot for the following 6 (six) nominees to be appointed as Management Committee Members that will hold office until the next Annual General Meeting:

Mr J Bester;  
Mr D Campbell;  
Ms E Diana-Oliaro;  
Ms J Misplon;  
Mr H Poelmann; and  
Mr D Walker.

The chairman and vice-chairman will be elected at the next Management Committee meeting.

#### **5. ACCEPTANCE OF PREVIOUS MINUTES**

The minutes of the annual general meeting of the village held on 20 August 2015 were accepted and signed as a correct record as proposed by Mr H Poelmann and seconded by Mr H Jones for acceptance.

#### **6. ANNUAL REPORT BY THE CHAIRMAN OF THE MANAGEMENT COMMITTEE**

The annual report by the chairman of the Management Committee was noted and taken as read. The chairman thanked the retiring Management Committee, Managing Agent and village management staff for their assistance and support during the past financial year.

#### **7. EVERGREEN BERGVLIET VILLAGE MANAGEMENT REPORT**

The annual report by the village manager was noted and taken as read.

#### **8. CONFIRMATION OF APPOINTMENT OF MANAGING AGENT**

The chairman recommended that the existing Managing Agent, Evergreen Lifestyle Villages (Pty) Ltd, be re-appointed for the next financial year.

The acceptance of the appointment of the Managing Agent was proposed by Mr H Poelmann and seconded by Mr H Jones.

#### **9. GENERAL**

The chairman informed the meeting that he would accept questions from the floor.

Question 1: Ms Corgatelli raised a concern regarding the current security protocol in place for residents and visitors entering the village after 20h00. The gate has to be opened by hand by the security guard and poses a security risk.

Answer 1: The chairman indicated that there have been discussions regarding acquiring the properties on the corner next to the gate to provide for an additional lane whereby residents will be able to enter via a remote control and visitors will be required to enter via a different lane. The guards are aware and have been informed that residents should not be allowed to enter and exit the village without identifying themselves properly. There has not been an external breach of security to date. Mrs Corgatelli's comments will be noted and taken into consideration.



Question 2: Mr Newton enquired when the manor house would be improved and when the further development of the village would commence. Mr Ball added that a larger and improved manor house might not necessarily be utilised by residents.

Answer 2: The chairman indicated that the improvements to the manor house have been discussed at every Management Committee meeting over the past year as well as at previous annual general meetings. The developer is aware that the existing manor house is too small for certain events.

Mr Case said that the developer was aware of the problem and was considering alternatives one, of which, was to extend the current facility. He indicated that the proposals, as discussed with the Management Committee, for the further development of the two properties on Barn Road were submitted to the city council and that feedback is still awaited. It is expected that an answer will be received towards the end of the year. The development of the two properties includes the erection of 13 (thirteen) new houses and 22 (twenty two) new apartments. The addition of these new units would result in increased levy income without a corresponding increase in costs. This could possibly reduce the current rates of levy increases.

A completely new clubhouse would take approximately 3 (three) years to design, develop and construct, which is why the developer is investigating an interim arrangement. The chairman added that extensions to the manor house had been approved by council some years ago and that it should not be difficult to commence with those extensions at relatively short notice. The chairman assured Mr Ball that there is a lack of space in the manor house during special functions.

Question 3: Mrs Nixon enquired as to whether a frail care facility would be provided at the village.

Answer 3: Mr Case confirmed that a frail care facility is being considered at the village and that it would most likely form part of a new clubhouse building. Only after council has indicated what structures will be permitted, a firm plan can be presented to the residents.

Question 4: Mrs Lamson enquired about future catering plans. Mrs Barclay added that the lack of interest shown by residents related to the prices of the meals and also the pre-arranged seating.

Answer 4: The chairman indicated that new caterers were appointed and that they are preparing meals on a weekly basis. Ms Dempers indicated that the caterers will only provide a catering service for functions at the village since there is not sufficient participation from residents with regards to daily lunches. The catering committee made arrangements whereby daily lunches were available for purchase by residents for a period of 3 (three) months, but had to stop with the initiative due to poor participation.

Prof de Villiers added that residents were not compelled to purchase a certain amount of meals on a monthly basis in their life right agreements, and that this might be one of the reasons for the poor support of a catering service. The chairman added that the life right agreements cannot be amended and that the Management Committee will discuss and propose a different solution. Residents were requested to indicate, by a show of hands, who would be willing to purchase more than 10 (ten) meals per month and a minority of residents indicated their willingness to do so. Mrs Bond-Smith added that the price for a three course meal provided by the caterers was reasonable. Mr Poelmann added that there had to be sufficient interest from residents for meals to be provided on demand and should the interest be shown, meals would be provided.

Question 5: Mr Koen thanked the developer for the installation of the speed cones and raised a concern regarding residents and visitors speeding between the speed cone areas. He requested that more speed cones be installed.

Answer 5: The residents indicated that they did not support the installation of additional speed cones. The chairman requested residents to adhere to the 20 kmp/h speed limit and to ensure that their



visitors were aware of and complied with the speed limited.

Question 6: Mr Uys indicated that the residents participated in the initiatives from the developer whereby the operational costs of the village and the levy amounts charged to the residents were reduced. He added that, given the willingness of the residents to support the developer, it seemed unfair to request that residents wait another 3 (three) years for a new clubhouse.

Answer 6: Mr Case confirmed that a new structure would take approximately 3 (three) years. The developer is aware of the need and is working towards an interim solution. The chairman added that the Management Committee will also be pressing the matter to ensure that the developer provides an interim solution and that it receives priority.

Question 7: Mr Jones indicated his dissatisfaction with regards to the maintenance performed on units in the village and added that his roof is still leaking 3 (three) years after the initial repair and that it was not acceptable.

Answer 7: The chairman indicated that the quality of labour continues to deteriorate and that it is a contributing factor to some unacceptable cases. He added that better oversight during the performance of maintenance would help.

With no further matters being raised, the Chairman thanked all present for their attendance and thanked the Managing Agent and village management staff for their contributions towards arranging the meeting and declared the meeting closed at 16:05.

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**Chairman**



EVERGREEN BERGVLIET LIFESTYLE VILLAGE ("THE VILLAGE")

APOPOGIES NOTED AT THE ANNUAL GENERAL MEETING OF THE VILLAGE  
HELD ON 5 SEPTEMBER 2016

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C Bergh	L & S Lategan
G Blackman	L Law
G Cooper	C & K Prowse
P Corgatelli	E Rickard
H Findeis	C Reid
C Garizio	M Samson
D Gretton	L Sturrock
H Hill	M Thompson
U Keanly	J van Rhyn
R Kynoch	K Visser-Reid



# **EVERGREEN BERGVLIET**

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

### **Introductory comments**

While the financial year of the village ended on 28 February 2017, my report will include comment on significant matters which took place after the year end.

Once again I have to report that no progress has been made on the development of a constitution for the village. Consequently, the role of Mancom remains undefined and it is seldom requested to provide input on major items such as building developments or financial planning as decisions are made by Evergreen management with little or no consultation.

It is important that the role, if any, for Mancom is clearly understood by Evergreen Management, village residents and, indeed, Mancom itself.

The Management Committee has held 6 meetings since the last Annual General meeting on 5 September 2016. In addition there have been 2 meetings which were held for residents only.

### **Operational matters**

Some major challenges during the year tested the ability of the operations team of Evergreen and, when required, they acted timeously and effectively to safeguard our residents.

A burglary, which had been preceded by two unsuccessful attempts at the same unit, resulted in a thorough revision of security arrangements and a subsequent upgrade of the system and procedures. I believe that the changes have enhanced security at the village; nevertheless, security also depends on the ongoing vigilance of residents, as criminals keep a watching eye for any lapses or loopholes.

Similarly, when a recent heavy storm uprooted a pine tree which then broke down a wall on our Firgrove Way border as well as damaging a patio, additional security was immediately arranged and the wall and patio were repaired in a matter of days.

In both instances, Management's response deserves the highest praise.

The long awaited alterations to our clubhouse were completed early in June 2017 and they have made a vast improvement to the look and feel of the facility. The flexibility derived from the relatively minor changes has contributed to an atmosphere in which residents can have a relaxed drink in the lounge prior to the serving of meals. Thank you, Management; it is much appreciated by residents.

### **Building developments**

Proposed building developments have taken centre stage in recent months. The erection of 13 units on erf 1887, Barn Road has been supported by residents.

Plans to erect 22 apartments on 3 erven in Starke and Barn Roads have been the subject of concern to both residents of the village as well as those of several neighbouring properties. 85 objections (including 10 from our village) which were lodged with the City Council were overruled by a recent Municipal Planning Tribunal (MTP) at which I represented the objectors. Some village residents are considering whether to appeal the MTP's decision on the grounds that it ignored concerns of residents relating to privacy, natural light and additional traffic volumes.

Amdec's lack of consultation with residents concerning the project has been disappointing. Given that the City Council has effectively approved the project, subject to the outcome of any appeal, Amdec has only recently expressed its preparedness to meet with Mancom and residents to discuss their proposals and address residents' concerns.

### Financial

The village incurred a loss of some R580 000 for the year ended 28 February 2017 compared with a loss of R829 000 in the previous year.

	2017 <u>R000's</u>	2016 <u>R000's</u>	Change %
Levy income	4 378	4 071	7.5
Other income	<u>243</u>	<u>183</u>	<u>32.8</u>
Total income	4 621	4 254	8.6
Expenditure	<u>5 201</u>	<u>5 083</u>	<u>2.3</u>
Loss for year	<u>( 580)</u>	<u>( 829)</u>	<u>(30.0)</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.

Other income increased as a result of increased recoveries of council rates, common area expenses and insurance which, to some extent were offset by a reduction in profit retentions arising on certain resales.

A reduction of some R280 000 (35.6%) in catering and healthcare costs helped offset inflationary cost increases of R398 000 (9.3%) in other operating costs.

The budget for the 2017 / 18 financial year is set out below:

	2018 <u>R000's</u>	2017 <u>R000's</u>	Change %
Levy income	4 736	4 378	8.2
Other income	<u>199</u>	<u>243</u>	<u>(18.1)</u>
	4 935	4 621	6.8
Expenditure	<u>5 785</u>	<u>5 201</u>	<u>(11.2)</u>
Loss for year	<u>( 850)</u>	<u>( 580)</u>	<u>46.6</u>

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 2017 year amounted to some R50 000.



The increase of R584 000 (11.2%) in expenditure for 2018 includes a new charge of R390 000 in respect of what are called "Head office overheads". The increase in expenses, excluding the new charge, amounts to R194 000 (3.3%) which is significantly less than current rate of inflation. The Finance Committee will discuss the rationale for, and the quantum of, the new charge which can be likened to a managing agent's fee.

## **Conclusion**

Residents have been kept informed on day to day activities either through residents' meetings or the various circulars and newsletters and there is little that I can add on those activities.

Donald Campbell recently withdrew from Mancom on the advice of his doctor and family. He has been a member of the committee since April 2015 and, during that time, has made a major contribution to decisions and deliberations concerning our village. Thank you Donald.

John Bester, Elda Diana-Oliaro, Herman Poelmann, Joan Misplon and I, are prepared to stand for re-election. This means that, if we are to retain our existing complement of 6, a further member will be required. Depending on the number of nominations, there may need to be an election. I feel I must give notice that, if there is an election and I am elected, I will not, if asked, be available for the position of Chairman. I will, however, work toward a smooth transfer of responsibilities.

In closing, I must also thank John, Elda, Herman and Joan 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 Mancom. I must thank those residents who help with the activities of our various sub-committees; they also give of their time and contribute to the warm and friendly atmosphere within our special village.

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.

**David Walker**

**Chairman – Management Committee**

15 July 2017





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

### **ANNUAL VILLAGE MANAGER'S REPORT 2016/2017**

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

We have 65 beautiful homes in our development. There are currently 95 residents living in the village. Our demographic is made up of 31 couples and 33 single residents with an average age of 77 – quite a young and independent group in our village.

We have had a number of resales and units for sale in 2016/2017 being units 2, 23, 27, 28, 31, 48, 56 and 64.

It is with great sadness that we remember the passing of Jean de Villiers, Pam Campbell, George Apperley, Claude Davis, Marie van der Ross and Louise Sturrock.

We will be saying goodbye to Hazel Hill who is emigrating to Australia to be with her children and to Annemarie Renaud who is moving to be with her family.

We would like to welcome our new Bergvliet residents Dave & Julie Phillips, Anne Jordan and Dave & Jacky Orton.

#### **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.

Since opening the village in 2013, we had managed to retain an unblemished record of no external breaches until February 2017. We had two breaches in February and then again in April. We have spent over R500 000 on security upgrades and new installations to protect our village better to ensure that you feel safe and secure as your safety and well-being is of paramount importance to us.

In order to gain access to the Village, 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. 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 believe that security is everyone's concern, not just the responsibility of management and we would like to take this opportunity to remind you to ensure that you have secured yourself in your unit by following the few simple safety and security guidelines.

#### **3. HEALTHCARE**

Our healthcare provider, Unique Health, has managed to settle down quite well since they took over last year. Sister Trish van Rensburg 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 is also available on call 24/7, in case of emergencies.



The Care Centre at Evergreen Muizenberg, launched in February 2017 has been a great success. Some of our residents who have undergone medical procedures have used this facility as a step-down for rehabilitation and have given us positive feedback and reports on the medical care, support and service offered.

Unique Health have undertaken a training programme for all its health care workers in order to educate further or offer advanced learning to their carers, enrolled nursing assistants and registered nurses. Prof Portal Africa is a web-based programme that has been introduced to staff to assist in standardising healthcare skills and standards. It will also update and refresh staff on the latest standards and evidence based protocols with a growing range of modules to upskill both nursing staff and carers.

Healthcare is one of the pillars of the Evergreen Lifestyle Villages. We constantly review the healthcare services in the village to ensure they remain relevant, of high quality and are cost effective in relation to the need and utilisation by residents.

#### **4. CATERING**

In October 2016, Rambling Rose became the new independent caterer for the village, specifically for function nights: our Tuesday night social dinner and the monthly theme dinners.

The Tuesday evenings have always been well supported by a core group of residents. Since Liz and Tony (Rambling Rose) have taken over, our numbers have increased substantially, (from 20+ to 35+ on average) and our social evenings are a great success.

The popular theme evenings, held on the last Friday of the month, are fun to attend and the menus are always interesting. The committee go the extra mile to create the right ambiance with their decorations and table settings.

One of our residents, Yvonne Whitford, agreed to provide a monthly homemade Sunday roast in the clubhouse for residents, their friends and family. This has been a great success and is well attended.

In addition, Mrs Whitford had undertaken to provide bi-weekly lunchtime meals (Mondays and Wednesday) as well as take-home meals. However, residents have not supported this initiative as well as we had hoped. As a result the lunchtime meal has been reduced to once per week and will be cancelled in the event it is not supported.

#### **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.

Group bookings to the ballet and theatre continues to be popular. Village outings such as the wildflower displays on the Cape West Coast, Babylonstoren and wine farms are very popular and well-attended.

The committee is once again organising an Arts & Crafts Fair for residents next month, which was hugely successful last year.

I would like to say a big thank you to the Catering, Events & Social Committee and their support group who help organise the most enjoyable events, functions and outings and to all the other



residents who run clubs and who attend and support our many events. You all contribute to making this a festive village and a vibrant community.

## **6. COMMUNICATION**

We have continued to provide regular and prompt communication.

We currently send out our more informal weekly "What's Happening" email advising residents of forthcoming events. Our monthly printed 'Village Times' newsletter is distributed to residents via email and for those who are not on email, delivered in post boxes.

The SMS communication service has become a more direct means of communication and has proved to be very popular. In the event that more official communication is needed, we send out circulars as and when required.

In addition, we distribute a corporate Evergreen Lifestyle Village newsletter filled with bit and pieces of all our villages compiled by our Managing Director, Derek Drew and the Evergreen management team.

I also have an open-door policy and welcome all residents who may wish to discuss any issues they may have on their mind.

## **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 common village gardens.

We have endeavoured to maintain a high standard in our gardens whilst keeping to our mandate of growing and nurturing indigenous plant life.

We are also currently experiencing water restrictions. In June, Level 4B water restrictions were introduced as we are in one of the worst droughts in the Western Cape with no respite in sight. Predictions are that it is going to be a very dry hot summer and municipal water usage will be restricted. We are grateful that the village gardens can be watered with our borehole, but even this is under threat.

In addition, we have performed preventative maintenance on many trees in the village and on the perimeter to prevent injury to residents and damage to property, especially after the massive storms earlier in June, which created havoc in Cape Town.

## **8. HEALTH & SAFETY**

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

In addition, we are constantly striving to be OHS compliant and do monthly checks and reports to ensure we provide a safe environment for residents and staff.

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.

## 9. BUILDING MAINTENANCE & RENOVATIONS

The renovations to the clubhouse took place in May/June 2017 and are complete. The remodelled reception and gym area were moved to create the new lounge area. The added space has enhanced the clubhouse for larger functions. Some décor changes were made in the games room which have improved the ambiance. The gym was moved to the healthcare office and now has a lovely view of the mountains while the size of healthcare was reduced to an office and clinic making it more practical and compact.

We continue to deal with the day-to-day maintenance issues as and when they arise.

We are happy to announce that Roshaan Solomons has been promoted from the Utility department at the village to the Evergreen Village maintenance team. He will be based at Bergvliet and will deal with the day-to-day maintenance requests by residents of Bergvliet and Diep River. We request that all residents please complete a maintenance form so that the particular job can be logged with our maintenance department. It will then be allocated to Roshaan to repair or to an outside contractor for attention, whichever is required.

A major winter storm hit the Western Cape in early June, the worst storm to hit the region in thirty years, brought Cape Town and neighbouring areas to a standstill.

The Evergreen Bergvliet Village was affected when a huge Norfolk Pine tree was blown over on Firgrove Road and toppled onto Units 44 and 45. Our maintenance department, together with the excellent contractors managed to rebuild the perimeter wall and replaced the roof tiles and ceilings to avoid further damage, during difficult conditions. It was a great team effort to get the damage repaired and our residents secured and safe by the weekend.

External painting work to houses, fences and carports will be undertaken by the internal Evergreen team.

## 10. HUMAN RESOURCES

I would like to thank my Village Administrator/Assistant, Andréa Abrahams for all her hard work and enthusiasm and Amanda Norawana, the clubhouse Hostess for her friendly and patient service. In addition, I would like also thank the Evergreen team of domestic cleaners and utility workers and handyman (Alison de la Cruz, Melvinita Safodien, Joseph Gabiso and Roshaan Solomon) who continue to provide an excellent service to the residents.

I would also like to thank Philemon Milla and the Whitecliffs garden team who look after our beautiful village gardens; Guy Mawike and the Grinnell Security team, who provides our security in the village; and the Unique Health team for providing their healthcare services to our residents. We also wish to thank all our service providers for their commitment in making this village a success in the last year.

## 11. CONCLUSION

I would like to thank all the Residents for your support over the last year, it has had its challenges but it has been a wonderful journey that I have thoroughly enjoyed.

Lastly, I would also like to thank the MANCOM members for their support and commitment to the Village and its residents. I look forward to our next year together and trust that we can continue to build on our “partnership for life” in our beautiful village.



## EVERGREEN BERGVLIET FINANCIAL SUMMARY

FINANCIAL YEARS 1 MARCH TO 28 FEBRUARY: 2017 (ACTUAL), 2018 (BUDGET)

Subsequent to the receipt of the Chairman's report, the "Head Office Overheads" amounting to R390,000.00 was removed from the budget, since Amdec indicated that it will be willing to fund this expense for the 2018 financial year resulting in a R390,000.00 saving on the contractual expenses.

	Actual 2017 (65 Units)	Budget 2018 (65 Units)		Notes
<b>Levies</b>	<b>4,377,894</b>	<b>4,735,800</b>	8.2%	
<b>Other income</b>	<b>281,925</b>	<b>198,992</b>		
Rates recovery	116,645	156,176		
Common area recovery	32,112	42,816		
Insurance and Sundry	44,418			
Maintenance Fund	88,750			
<b>Total Revenue</b>	<b>4,659,820</b>	<b>4,934,793</b>		
<b>Contractual Expenses</b>	<b>(4,695,646)</b>	<b>(4,924,353)</b>		
- Clubhouse Expenses	-65,762	-71,794	9.2%	1
- Medical Response	-74,056	-75,299	1.7%	2
- Village Staff & Administration Expenses	-1,031,688	-1,076,178	4.3%	
- Common Property: Municipal Rates & Utilities	-323,089	-274,706	-15.0%	3
- Property Insurance	-99,562	-104,134	4.6%	
- Property Rates	-1,220,493	-1,237,397	1.4%	4
- Security	-1,306,613	-1,447,316	10.8%	5
- Village Maintenance	-574,383	-637,528	11.0%	
<b>Profit/(Loss) before non-contractual expenses</b>	<b>(35,826)</b>	<b>10,439</b>		
<b>Non-contractual Expenses</b>	<b>(505,863)</b>	<b>(470,334)</b>		
- Catering	-31,521	-38,200	21.2%	6
- Healthcare	-474,342	-432,134	-8.9%	7
<b>Total profit/(loss) for the year</b>	<b>(541,689)</b>	<b>(459,895)</b>		

### Notes:

1. Club House extension
2. 2017 included telecare installation costs for vacant units
3. Water consumption reduced due to water restrictions.
4. Objections against municipal valuations for certain units were upheld
5. Provision made for security intrusion testing twice during the year
6. Upgrade of catering equipment
7. Reduction as prior year included cost of initial health assessments