

("the Village")

## NOTICE OF ANNUAL GENERAL MEETING

Notice is hereby given that an Annual General Meeting of the Village will be held at **Sonnenhof Manor House** of Evergreen Bergvliet, 30 Homestead Avenue, Bergvliet on Thursday, 01 August 2019 at 15h00.

This notice has been sent to all the Life Right Holders, who are recorded as such in the Life Right register of the Village on Thursday, 18 July 2019 ("**the Record Date**"), being the date determining which Life Right Holders are entitled to receive notice of the Annual General Meeting.

## A. AGENDA

- 1. WELCOME AND INTRODUCTION
- 2. CONFIRMATION OF NOTICE
- 3. ATTENDANCE AND APOLOGIES
- 4. ACCEPTANCE OF THE PREVIOUS ANNUAL GENERAL MEETING MINUTES (Attached)(Pages 6-10)
- 5. ANNUAL REPORT BY THE CHAIRPERSON OF THE RESIDENTS' COMMITTEE ("RESCOM") (Attached)(Pages 11-13)
- 6. EVERGREEN BERGVLIET VILLAGE MANAGER'S REPORT (Attached)(Pages 14-19)
- 7. ANNUAL FINANCIAL REPORT FOR THE 2019/2020 FINANCIAL YEAR (Attached)(Page 20)
- 8. ELECTION OF THE RESCOM COMMITTEE MEMBERS (See Note 1)
- 9. GENERAL
- 10. CLOSURE OF MEETING
- 11. SNACKS AND REFRESHMENTS
- **B. NOTES** 
  - 1. ELECTION OF THE RESCOM

#### (Ordinary Resolution Number 1)

#### Composition and nomination

In terms of the House Rules of the Village, the Rescom will consist of a maximum of 6 (six) members. Life Right Holders are hereby requested to nominate at least 6 (six) fellow Life Right Holders, by completing the enclosed Nomination Form. Should more than 6 (six) nominations be received, an election will be held at the Annual General Meeting by way of ballot. The 6 (six) nominees with the most votes will be appointed as Rescom members, and will hold office until the next Annual General Meeting.

#### Instructions

Please hand-deliver the duly completed Nomination Form to the Village Managers' offices, alternatively email same to <u>andreaw@evergreenlifestyle.co.za</u>, by no later than **16h00** on **Thursday**, **25 July 2019**.

## 2. ATTENDANCE AND VOTING BY LIFE RIGHT HOLDERS OR PROXIES

Life Right Holder(s) (who are recorded as such in the register of the Village as at the Record Date) are entitled to attend and vote at the Annual General Meeting or to appoint a proxy to attend, speak and vote in their stead. The person so appointed as proxy need not be a Life Right Holder of the Village. Proxy forms must be hand-delivered to the Village Managers' offices, alternatively emailed to andreaw@evergreenlifestyle.co.za, by no later than **16h00** on **Wednesday**, **31 July 2019**.

Each Life Right shall carry a single vote. Where a Life Right is jointly held by more than 1 (one) Life Right Holder, such vote shall be exercised jointly by them.

## 3. IDENTIFICATION OF PROXIES

Any proxy appointed to attend, participate and vote on behalf of a Life Right Holder at the Annual General Meeting must be able to present reasonably satisfactory identification at the meeting for such proxy to attend, participate and vote at the meeting. A green bar-coded identity document or a Smart ID card issued by the South African Department of Home Affairs, or a valid passport will be acceptable forms of identification.

#### 4. IMPORTANT NOTE

Life Right Holders will receive a complete Annual General Meeting ("AGM") document pack via the email address listed for their unit in the register of the Village. Life Right Holders are encouraged to bring the AGM document pack along to the AGM for discussion.

In an attempt to reduce our carbon footprint and save on paper wastage and cost, village management will only have printed copies of the first 2 (two) pages of the AGM notice on hand for Life Right Holders who are unable to or do not have access to printing facilities. The following attachments and forms will only be printed for and on request from a Life Right Holder:

- Proxy form; and
- Nomination Form.

#### 5. RSVP

For catering purposes, kindly RSVP to the Village Manager at 021 713 7860 by no later than 16h00 on Thursday, 25 July 2019.

By order of Evergreen Lifestyle Villages (Pty) Ltd ("Operator")

## GARRY REED

("the Village")

## PROXY FORM

SIGNATURE/S \_\_\_\_\_ DATE:\_\_\_\_\_

ASSISTED BY ME (WHERE APPLICABLE)

## Instructions on signing and lodging the proxy form:

- 1. A Life Right Holder may insert the name and RSA identity number or date of birth of a proxy or the names of two alternative proxies of the Life Right Holder's choice in the space/s provided above, with or without deleting "the chairperson of the Annual General Meeting", but any such deletion must be initialled by the Life Right Holder(s). Should this space be left blank, the chairperson of the Annual General Meeting will exercise the proxy. The person whose name appears first on the proxy form and who is present at the Annual General Meeting will be entitled to act as proxy to the exclusion of those whose names follow.
- 2. The completion of any blank spaces above need not be initialled. Any alterations or corrections to this proxy form must be initialled by the signatory/ies.
- 3. A proxy shall not be a minor.
- 4. To be valid the completed proxy forms together with all listed proxies' green bar-coded identity documents or smart ID cards issued by the South African Department of Home Affairs, or valid passports, must be hand-delivered to the Village Managers' offices, alternatively emailed to <u>andreaw@evergreenlifestyle.co.za</u>, by no later than 16h00 on Wednesday, 31 July 2019. (See note 3)

- 5. Documentary evidence establishing the authority of a person signing this proxy form on behalf of the Life Right Holder in a representative capacity (e.g. power of attorney or Letters of Curatorship) must be attached to this proxy form.
- 6. Any proxy who intends to attend or participate at the Annual General Meeting must be able to present reasonably satisfactory identification at the meeting for such participation at the meeting. A green bar-coded identity document or smart ID card issued by the South African Department of Home Affairs, or a valid passport will be accepted as sufficient identification.
- 7. The completion and lodging of this proxy form shall not preclude the relevant Life Right Holder from attending the Annual General Meeting and speaking in person thereat to the exclusion of any proxy appointed in terms hereof, should such Life Right Holder wish to do so.
- 8. The chairperson of the Annual General Meeting may, in its sole discretion, reject or accept any proxy form which is completed other than in accordance with these instructions.

("the Village")

## NOMINATION FORM FOR ELECTION TO THE RESCOM

I/We, the undersigned, being the holder(s) of a Life Right in Unit \_\_\_\_\_ in the Village, hereby nominate:

NAME: \_\_\_\_\_

a Life Right Holder of the Village, to be appointed as a Rescom member, which appointment may (if necessary) be voted on by Life Right Holders at the Annual General Meeting on Thursday, 01 August 2019;

NAME OF PROPOSER	
SIGNATURE OF PROPOSER	DATE:
CONSENT BY NOMINEE	
I, the undersigned, (print name)	
("the Nominee")	
hereby accept the nomination to be appointed as Rescom member of the Vil	lage.

	SIGNATURE OF NOMINEE		DATE:	
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**KINDLY NOTE:** To be valid the completed Nomination Form together with the brief CV of the nominee must be hand-delivered to the Village Managers' offices, alternatively emailed to <u>andreaw@evergreenlifestyle.co.za</u>, by no later than **16h00** on **Thursday**, **25 July 2019**.

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

## MINUTES OF AN ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 30 AUGUST 2018

#### PRESENT:

D Walker A D Case D C Drew A Kajee C Dempers A Witte (Chairman) (CEO) (Operations Director) (Financial Director) (Village Manager) (PA to Evergreen Directors)

Residents

(As per signed attendance register)

## 1. WELCOME AND INTRODUCTION

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

## 2. CONFIRMATION OF NOTICE

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 those who have passed away since the previous annual general meeting:-

Cynthia Apperley; Annabelle Forster; Prof Kay de Villiers; Prof Richard van der Ross; Brian Ashton; Bettye Ball; Chris Newton; Claire Bergh; and Koos Human.

# 3. ATTENDANCE AND APOLOGIES

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

## 4. ACCEPTANCE OF PREVIOUS ANNUAL GENERAL MEETING MINUTES

Matters recorded were discussed at both Mancom and at resident meetings. The Chairman asked whether there were any further matters to be raised.

## **Question 1:**

D Gretton asked the Chairman if consideration would be given to connect the general water irrigation system to each unit in the village.

## Answer 1:

The Chairman responded that it was discussed at Mancom but a decision was made by D Drew that until the water restrictions were lifted, no connection would be made. Gardens would be evaluated periodically.

The minutes of the annual general meeting held on 23 August 2017 were accepted and signed as a correct record as proposed by D Gretton and seconded by J Misplon.

#### 5. ANNUAL REPORT BY THE CHAIRMAN OF THE MANAGEMENT COMMITTEE

The annual report by the Chairman of the Management Committee was circulated together with the notice of the annual general meeting and taken as read.

The Chairman expressed his frustration that no decision had been reached regarding a Constitution for the Management Association.

The Chairman confirmed that A Kajee presented the new levy structure which was well received by the residents and welcomed future interaction with Adam.

The Chairman thanked the Mancom members for their commitment during the 2017/2018 year and particularly to E Diana-Oliaro and H Poelmann who have made the decision not to be available for the forthcoming year.

#### 6. EVERGREEN BERGVLIET VILLAGE MANAGEMENT REPORT

The annual report by the Evergreen Village Manager was circulated together with the notice of the annual general meeting and taken as read. The Chairman ruled that C Dempers will answer any questions later during the meeting as part of the discussion of agenda item 9 (General).

#### 7. ELECTION OF MANAGEMENT COMMITTEE MEMBERS

Notice was received that E Diana-Oliaro, H Poelmann and D Walker would not be available for reelection as Management Committee members for the 2018/2019 year.

The meeting noted that J Bester, J Misplon and J van Rhyn have made themselves available for reelection to the Management Committee. The meeting noted the nominations received from I McDonald, D Orton, P Fordyce and T Weber for appointment as Management Committee members.

J Bester and A Case proposed not to vote to elect Management Committee members for the current year and that the existing remaining members as well as all the nominees be appointed as such. No objections were received by the residents to increasing the number of members from 6 (six) to 7 (seven).

#### **RESOLVED:**

**THAT** the appointment of the 7 (seven) residents, as mentioned above, to the Management Committee ("Mancom"), with effect from date, hereby be approved.

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

## 8. CONFIRMATION OF APPOINTMENT OF MANAGING AGENT

The Chairman recommended that the existing Managing Agent, Evergreen Lifestyle Villages (Pty) Ltd ("ELV"), be re-appointed as such for the 2018/2019 financial year.

The acceptance of the appointment was proposed by J Bester and seconded by E Diana-Oliaro.

## 9. <u>GENERAL</u>

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

<u>Question 1</u>: The Chairman raised his concerns as to when installation of fibre to the village would be complete as this was discussed 16 (sixteen) months ago and at the 2017 Annual General Meeting.

<u>Answer 1</u>: A Case responded that the installation of fibre has been included for in the budget of the 13 (thirteen) additional homes and 22 (twenty two) apartments. Fibre to the remainder of the village will be installed upon completion of the aforementioned project, which is estimated to be the end of April 2019. The cost of fibre installation will be funded by Evergreen Property Investments (Pty) Ltd.

<u>Question 2</u>: C Harrod wanted to know whether residents would be permitted make use of their own fibre service provider.

<u>Answer 2</u>: A Case confirmed that Evergreen had negotiated a competitive package with VOX Telecom and Frogfoot for Evergreen residents. However, being an open network, residents who wish to remain with their current service providers can do so. .

<u>Question 3</u>: D Gretton enquired as to when the overflow pipes that have been fitted to the tanks be redirected to the outlet resource.

Answer 3: C Dempers would take up with maintenance to have the job scheduled.

<u>Question 4</u>: D Orton enquired whether geysers and solar panels were covered by the insurance policy.

<u>Answer 4</u>: D Drew responded that burst geysers and the consequent water damage to homes would be covered under Evergreen Property Investments' ("EPI") insurance policy. Residents were responsible for insuring their personal assets. In addition, the replacement of all moving parts like a valves, thermostats etc. would be the responsibility of the resident. The same principal applied to solar panels.

<u>Question 5</u>: D Gretton enquired about the progress of the Berm extension and walkways along the area next to the M3 high way.

<u>Answer 5</u>: A Case responded that the creation of a larger Berm was directly linked to the proposed excavation for a new clubhouse. If the new clubhouse did not involve excavation then the proposed Berm would not be constructed.

<u>Question 6</u>: K Reid enquired about the removal/trimming of trees along the Firgrove Road boundary wall and the damage created when a tree fell onto homes during a storm earlier this year.

<u>Answer 6</u>: C Dempers responded that various meetings with the Parks Board Department have been held and management assured Evergreen that once their budget was approved that the trees would be trimmed/removed as well as the dead tree in Barn Road. No feedback has been received so A Case has undertaken to escalate the matter with Council.

<u>Question 7</u>: J Bester directed his question to A Kajee and an article he read in the Finance Week newspaper about Evergreen at Val de Vie and the affordable levies being charged. J Bester asked whether a percentage of resale profits could be distributed towards the levy fund thereby permitting minimum annual increases.

<u>Answer 7</u>: A Kajee responded by saying that with larger developments and units of 600 (six hundred) homes this permits levies to be more affordable. The additional 13 (thirteen) units and 22 (twenty two) apartments at Bergvliet will permit a new break even levy. The use of profit from resales to subsidise levies would be against Evergreen's business model.

<u>Question 8:</u> The Chairman raised the question from H Poelmann regarding defining costs borne between EPI and ELV. An example was given where ELV village maintenance staff were utilised to work on EPI projects.

<u>Answer 8</u>: A Kajee confirmed that costs will be more defined going forward between the two entities so that operations will not be carrying the development expenses.

With no further questions from the floor The Chairman enquired if there was anything else the Evergreen Management Team would like to add.

A Case made reference to the Chairman's report and his disappointment that no conclusion regarding the Constitution and Management Structure had been reached. He said that Evergreen would be willing to open up discussions on the matter and that management did not want to be in conflict with residents.

A Case thanked D Walker, E Diana-Oliaro & H Poelmann for their dedication to the Mancom committee over the years.

D Drew echoed Arthur's sentiments and looked forward to working with the newly elected Mancom members.

J Misplon presented D Walker with a gift from the committee and thanked him for all the hard work he had contributed as Chairman over the years.

With proceedings concluded the Chairman declared the meeting closed. Residents were invited to stay for cocktails.

Chairman

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

## APOLOGIES NOTED AT THE ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 30 AUGUST 2018

R & A Van Reenen; H & W Poelmann; C Momsen; I & A McDonald; T Magnus; T Earl; M Samson-Wilse; D Lyall; G & J Nixon; L Law; D Campbell; H & N Jones; C Forster; R Siegfried; and C Garizio.



("the Village")

# ANNUAL REPORT BY THE CHAIRPERSON OF THE RESCOM FOR 2018/2019

## INTRODUCTION

It gives me great pleasure to report to the residents of Evergreen Bergvliet regarding the happenings over the past 2018/19 year since our last Annual General Meeting held on 30 August 2018.

The PSG Group joined Amdec earlier in 2018 which made for a different structure with more leaning to understanding between Evergreen Management and the Village. This has led to positive results in many quarters.

The Management Committee (Mancom) has held six meetings since the last Annual General Meeting on 30 August 2018 and one meeting for Residents on 24 June 2019.

## MANCOM/RESCOM

I hope some clarity was brought to bear at the meeting of residents held on Monday, 24 June 2019 viz regarding the proposed change back to a Residents Committee (Rescom), with at least one member of Evergreen Management in attendance and Mancom becoming the committee with equal representation of Evergreen Management and the Residents Committee. This we would hope, will make for a closer form of communication with Evergreen Management resulting in fair and constructive decisions being made.

The House Rules have also been under scrutiny by the committee and an Addendum to the existing Rules is being concluded for submission to Evergreen Management. My thanks to the committee for their tireless behind the scenes contribution in trying to reach a consensus and in particular to Ian McDonald for the hard work and thought he has put in to this Addendum for presentation.

There are still questions around certain Life Right Agreements (including levies) which have been well noted and certainly will be followed through until resolved.

## **BUILDING DEVELOPMENTS**

The construction of the 13 houses has been completed and has become an attractive addition to the Village with the new residents integrating well. I have certainly enjoyed our "getting to know" chats at the Tuesday socials and Pub evenings.

The 22 Apartments are now completed and I believe advertising begun. Occupancy should start fairly soon. There has been much distress and inconvenience for nearby residents and sincerely hope their lives will be far more settled over the coming months. Issue with parking will have to be resolved and probable irritations will occur but hopefully with quick solutions.

Nothing forthcoming re new development of The Club House. We have been assured that initial draft plans will be submitted for residents' perusal prior to any final decisions. The occupancy of the 13 houses has so far not impinged on the dining facilities but once the apartments are occupied there definitely will be an added strain especially in regard to the kitchen which already takes pressure.

Let us hope for some positive ideas coming through soon.

## **OPERATIONAL MATTERS**

Fire Drills

Emergency Evacuation procedures have been introduced and practiced during the year – I believe still requires some refining and added training for assistants to Marshalls. Hydrants are being checked on a regular yearly programme. There have been no incidents to report.

Fibre

At last the long awaited installation of fibre now complete and a welcome asset to our homes.

Irrigation

There has been frustration from residents (not including the 13 new homes) as to when irrigation from common areas into our gardens will be established. This has been ongoing for some time – Evergreen Management were notified as to how difficult it is for us senior citizens to manoeuvre buckets and hoses. Recently advised that a quote for internal garden irrigation is in hand. The slimline tanks have been an asset for which we thank Evergreen Management.

## MAINTENANCE

How nice at last to see a freshly painted village and club house – it has certainly brought a sparkle to the village. Many thanks to Blackland for the neat (although sometimes painfully slow) paint work.

The internal individual maintenance is continuing with those residents affected having quite a stressful time with some very careless workmanship in certain areas. I sincerely hope that all will be finished to their entire satisfaction.

## FINANCIAL

There is a somewhat easing in communication from Evergreen Management in regard to finance and budget – summary attached.

## GENERAL

Security on the whole has been good with no significant problems. The upgrades to fencing, lighting etc. has certainly helped. We appreciate Management's improvements in this regard.

The main entrance still proves a problem and as more traffic is envisaged with the occupation of the 22 apartments serious thought will have to go into improvements all round.

It was sad to say farewell to Rambling Rose during the course of the year - Western Province Caterers were employed and after a couple of glitches have proved themselves perfectly capable of putting great tasty meals together. Residents are generally happy.

We welcome the arrival of twice weekly transport to enable residents to visit nearby shops etc. and hope many will take up the opportunity of this added benefit.

## IN CONCLUSION

I believe we have seen positive improvements in the village and appreciate the behind scenes of all concerned who help make this happen. A sincere thank you goes to Evergreen Management, during the course of this year, for listening and being more concerned for our welfare.

Particular thanks to Roshaan for always being there for us. His helpfulness appreciated by all.

A very, very special thanks to the Events, Entertainment and Catering team – you are the backbone of the village with your dedication and hard work.

To Christine and your team – thank you for always trying. I know we give you bad headaches at times but you always surface smiling.

This is an amazing village with friendships that keep growing with each passing day. Your support and concern for each other is boundless.

JOAN MISPLON

3rd July 2019



("the Village")

# VILLAGE MANAGER'S REPORT FOR 2018/2019

# 1. VILLAGE DEVELOPMENT

Our village has grown substantially over the past year from 65 homes to an additional 13 houses in phase 4 and we have very recently opened phase 5 with 22 apartments.

We currently have 100 homes in our flagship development. There are 107 residents living in the village presently and our demographic is made up of 36 couples and 35 single residents with an average age of 77.

Our village is a very popular development and we only have four units for sale in 2019: Units 9, 21, 40 and 65. The Apartments were only launched at the end of July, with the first sales events taking place on Tuesday and Wednesday, this week

It is with great sadness that we remember the passing of Mrs Rose Kynoch, Mrs Willy Poelmann, Mrs Heidi Findeis, and Mrs Elaine O'Connell.

We also said a fond goodbye to Ian & Jenny Barclay who moved to Somerset West and John & Elaine Rickard who moved to George to be with their children.

We would like to extend a very warm welcome from our village community to: John & Elnor Leach, Brian & Myrle Mawman, Martin & Patricia Baylis, Anne Jordan, Alida Oldroyd, Sally Kinross, Roger & Lidi Cummins. Brian & Jacquie Marquis, Mike & Trish Smith, Les & Cherie Mortimer, Ian & Rene Stewart, Marlene Lubbe, Tony & Melanie de Smidt, Trevor & Heather Honneysett, Wendy Hovstad, Rod Price & Lynne Perry, Paula Searson and Peter & Marie Sampson.

We are looking forward to welcoming all the new residents in Phase 5, the new apartments, in the near future.

# 2. SECURITY

Our service provider remains Grinnell Security. The on-site supervisor, Kevin van der Vent, manages three dayshift guards and three nightshift guards, seven days per week.

We have invested in various security upgrades over the past year better to protect our village and residents. New installations include an upgrade of cameras and camera systems on Barn and Starke Roads; additional guard patrols and on-guard points; extension of the electric fence along the M3 and

electric fence software as well as an identity scanner at the main access. We continually monitor our security services as the safety and well-being of our residents is of paramount importance to us.

We believe that security is everyone's concern, not just the responsibility of management and we would like to take this opportunity to remind all residents to ensure that they have secured themselves in their units by following the few simple safety and security guidelines.

## **3. HEALTHCARE**

The Evergreen philosophy is to keep our residents as independent as possible and Unique Health, our healthcare provider, proved to be a real comfort with their care offering for "aging-in-place". Staff Nurse Zuko Mkalipi is ably assisted by his team – Ntombi Makepula and Charmaine Rinkwest on day shift and the ENAs Gisela Hurling and Nosipho Mdidimba on night shift.

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 needs of and utilisation by residents.

The Care Centre at Evergreen Muizenberg, launched in 2016, has been a great success. Our village residents who have undergone medical procedures have used this facility as a step-down for rehabilitation and continue to give us positive feedback and reports on the medical care, support and service offered here.

Evergreen Lifestyle has set up Evergreen Care, our own healthcare division, which is managed by Elize Porter and which we envisage will grow from strength to strength.

## 4. CATERING

Western Province Catering were appointed by Evergreen in February this year to run the Bistro after Rambling Rose, who provided food at functions for our residents for the past three years, resigned their contract. I believe this has proved to be the right choice as we have been able to provide daily meals as well as meals for the social events at the Village.

The Tuesday evening social dinners have always been well supported by our residents and are a great success. It is pleasing to note that the number of residents attending these weekly dinners has recently increased. The popular theme evenings are a lot of fun and the menus are always interesting. The committee goes the extra mile to create the right ambiance with the decorations and table settings.

One of our residents, Yvonne Whitford, provides a monthly homemade Sunday Roast in the clubhouse for residents, their friends and families. This is popular and well supported.

## 5. SOCIAL EVENTS

Our Catering, Events and Entertainment Committee work tirelessly to ensure that the village residents enjoy a wide range of events, social activities and entertainment options.

Our monthly activities include a classical music night; a popular Saturday night movie; quiz and bingo evenings; a pub night; social dinners and theme evenings. Our residents are also involved in a book club, boule, a scrabble and a bridge group. Group bookings and village outings are very popular and well-attended. A few surprises are in store and I am certain that all the residents will be pleasantly surprised.

I would like to say a big thank you to the Catering, Events and Entertainment 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. They all contribute to making this a festive village and a vibrant community.

# 6. GARDENS/LANDSCAPING

The garden maintenance service, provided by Whitecliffs Landscaping, supplies us with five 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. The water restrictions have proved challenging and we believe that we have been lucky to preserve our attractive gardens.

The water restriction were lifted to level 3 in March and although we have experienced good rains, predictions are that it is going to be a very dry hot summer.

We are grateful that the village gardens can be watered from our borehole, but even this is under threat. We are considering the option of tying the village irrigation system into residents' gardens and will put a plan together depending on budget approvals.

In the meantime, we are considering the installation of a second borehole in phase 4 and will keep our residents updated.

In addition, we have performed annual preventative maintenance on the Oak trees in the village; palms trees at the pool and the trees on the M3 perimeter. This work is also aimed at preventing possible injury to residents and damage to property. In addition we have felled the large pine tree at the top of the village (unit 65) and the smaller Norfolk Pine on the main road (unit 66).

We will be celebrating Arbor Week with a new planting initiative to eventually replace the old Oak trees with indigenous trees along the main road of the village.

# 7. HEALTH & SAFETY

A company called EcoSafety has been engaged to perform an independent report of Health and Safety in the village. We constantly strive to be compliant and do monthly checks and reports to ensure we provide a safe environment for residents, staff and visitors.

We amended our fire evacuation plan last year and focussed on individual homes for drills and training our staff. We conducted a village fire drill aimed specifically at ensuring that staff were aware of the plan and will implement additional drills before the end of the year.

All fire extinguishers have undergone their annual service to ensure compliance.

## 8. MAINTENANCE & RENOVATIONS

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

We have appointed an assistant maintenance manager, Danvor Snygans, who will be responsible for scheduling all maintenance in the village as well as dealing with contractors. He will manage services and the maintenance of plant and equipment. We are fortunate to have on the staff, Roshaan Solomons, our experienced handyman who is willing to tackle any job for the residents when the need arises. Our utilities staff will be reporting to Danvor. Their scope of work has broadened and he has been supervising their duties.

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 Solomons or to an outside contractor for attention, whichever is required.

After a trying few months, the external painting of the houses, fences and carports has been completed, leaving our village looking fresh and beautiful.

## 9. COMMUNICATION

We continue to provide regular and prompt communication with residents.

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

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

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

## **10. HUMAN RESOURCES**

I would like to thank Shawn Ferreira, the new assistant village manager, who stepped into the breach earlier this year and hit the road running. His previous experience in hospitality has been very valuable to me as has his hard work, caring nature and enthusiasm.

I wish to extend a warm welcome to Nomfundo Moletsane, the newly appointed duty manager and Danvor Snygans, the assistant maintenance manager. I have already seen the benefits of their appointment and I trust the residents have also experienced, first hand their willingness to assist wherever possible. I would like to wish Amanda Norawana success in her new role as receptionist at the Muizenberg village, on her return from maternity leave. I hope she goes from strength to strength.

Roshaan Solomons, our handyman, has been a stalwart in the village and I wish to thank him for all his hard work and commitment to our residents.

In addition, I would also like to thank the Evergreen team of domestic cleaners - Alison de la Cruz, Melvinita Safodien and Abigail Kaspers and our utility workers; Joseph Gabiso, Raalq Sallie and Muneer Solomons.

I am very proud of all of them.

I would also like to thank Philemon Milla and the Whitecliffs garden team who look after our village gardens; Kevin van der Vent and the Grinnell Security team, who provide our security in the village; and Staff Nurse Zuko Mkalipi and the Unique Health team for providing healthcare services to our residents.

Finally, I wish to thank all our service providers for their commitment in making this village a success in the past year.

## 11. CONCLUSION

In conclusion, I wish to extend a thank you to the recently appointed managing director to Evergreen Lifestyle Village (Pty) Ltd, Garry Reed, for his unflagging motivation to ensure that we continue to strive to provide our residents with five star service; security, healthcare and financial peace of mind.

The management team of Evergreen have been hard at work and have completed and updated amongst other things:

- Water Treatment Plant and additional tanks to provide treated water to the residents during day Zero crisis
- Rain Water JoJo tanks in each unit
- Perimeter security upgrade increase height of fence, anti-lift loops
- Security spotlights place in strategic position along the M3 boundary
- Improvements to computerized security systems of village
- New camera system on Barn/Stark Road perimeter
- Installation of Fibre to 65 homes (retrofit)
- Introduction to of Instacom new access system
- External painting of 65 homes in the village
- Installation of LED lighting to homes
- Repainting clubhouse and guardhouse
- Installation of 60Kva Generator for essential services (August 2019)
- Update power supply (Berm Area)
- Tree maintenance in village and on perimeter
- Introduction of local cell masts (on apartment building) to improve cell phone signal
- Improvement of the catering facility with better management and control
- Transport shuttle service with 13-seater vehicle, twice weekly for residents
- Village golf cart (August 2019)
- Appointment of Assistant Village Manager, Duty Manager and Assistant Maintenance Manager to enhance residents' experience

These investments and many more projects like them have been initiated and funded by Evergreen and we will continue to do so in order to ensure that our residents get the very best they deserve.

And I must thank all the unsung heroes of the Evergreen Group who work tirelessly in the background at head office to make sure that everything runs smoothly in each village, from sales and legal to administration, maintenance, human resources and finance. Their support and commitment is vital to making Evergreen Bergvliet the flagship village that it is.

Derek Drew has been a valuable member of Evergreen for the past four years and has certainly helped me in managing Evergreen Bergvliet. I know that his experience in hospitality will be extremely valuable to Evergreen Muizenberg, our largest village where he recently took up the mantle as Village Manager from Melanie Carstens, who has moved across to Evergreen Care.

Finally, I wish to thank the RESCOM members for their support and commitment to the Village and its residents.

Last, but not least, I wish to thank all the Residents for their support and co-operation over the past year. Without our residents we don't have a village. I continue to enjoy working here.

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: 2019 (ACTUAL) AND 2020 (BUDGET)

	Audited Actual Feb-19 (65 Units)	Budget Feb-20 (100 Units)	% Change	Notes
Levies	5,477,774	7,362,694	34%	1
Other income Sundry Income	<b>721</b> 721	-	(100%)	
Total Revenue	5,478,495	7,362,694		

Total Expenses	5,729,070	7,227,945	26%	2
Clubhouse Expenses	74,744	85,551	14%	
Medical Response	86,908	115,986	33%	
Healthcare	558,454	613,030	10%	
Common Property: Municipal Utilities	151,390	230,436	52%	
Property Rates	944,022	927,084	(2%)	
Property Insurance	59,208	-	(100%)	
Catering	94,090	460,848	390%	3
Security	1,332,730	1,430,811	7%	
Village Staff & Administration Expenses	1,649,866	2,202,368	33%	4
Village Maintenance	777,659	1,161,830	49%	5
Total profit/(loss) for the year	(250,575)	134,749		

#### Notes:

1. Increase in levies due to 13 new houses from March 2019 and 22 new apartments from September 2019.

2. In general operational costs have increased due to the aforementioned expansion of the village.

- 3. Catering contract implemented in January 2019 therefore the prior financial year incurred cost for 2 months versus 12 months for the budget.
- 4. Salaries increased by 33% as a result of additional staff members joining the team in order to improve service delivery and ensure 18 hours Evergreen presence 365 days a year.
- 5. Village maintenance increase of 49% as a results of village age, expansion and additional preventative maintenance.