



EVERGREEN BERGVLIET LIFESTYLE VILLAGE (“THE VILLAGE”)

MINUTES OF THE ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 14 JUNE 2022

PRESENT:	James Wilson (JW)	ERH Executive Chairman
	Joan Misplon (JM)	Rescom Chairperson
	Bronwyn Davis (BD)	Chairperson & Village Manager
	Garry Reed (GR)	ELV Managing Director
	Cobus Bedeker (CB)	EPI Managing Director
	Phil Wilson (PW)	EPI Sales Manager
	Elize Porter (EP)	EH Managing Director
	Alet Du Plessis (AdP)	ELV Financial Manager
	Liesl Isaacs	Office Manager
	Residents	(As per signed attendance register)

1. WELCOME AND INTRODUCTION

The Chairperson welcomed all present, confirmed that the required quorum was present and that the meeting was therefore, duly constituted. She also requested all present to adhere to COVID-19 safety protocols.

The Chairperson welcomed the Evergreen panel and introduced them to the attendees as follows: James Wilson, Evergreen Retirement Holdings Executive Chairman, Garry Reed, Evergreen Lifestyle Village Managing Director, Phil Wilson, Evergreen Property Investments Sales Director, Cobus Bedeker, Evergreen Property Investments Managing Director, Elize Porter, Evergreen Health Managing Director, Alet Du Plessis, Evergreen Lifestyle Village Financial Manager.

The Chairperson called the Rescom Chairlady to mention the names and observe a moment's silence for the residents that had passed on during the last twelve months.

She thanked all the residents and staff for their patience, support and kindness during the COVID-19 pandemic and acknowledged the impact of the pandemic on both residents and staff.

2. CONFIRMATION OF NOTICE

The notice convening the meeting as well as the annual report by the Chairperson of the Residents' Committee (“Rescom”) and Village Management, as circulated to residents, were taken as read: Proposed by Brian Dalton and seconded by Joan Misplon

3. ATTENDANCE AND APOLOGIES

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

The Chairperson noted that the following proxies had been received:

- H 31 David and Jacky Orton

- H 44 Karen Visser
- H48 Charles and Gael Foster
- H55 Elda Diana – Oliaro
- H64 Laubi and Christi Walters
- H71 Peter Sampson
- H78 Heather and Trevor Honneysett
- A102 Rodney and Lorraine Bryant
- A105 Gordon and Lorna Collender

4. ACCEPTANCE OF PREVIOUS ANNUAL GENERAL MEETING MINUTES

The previous minutes of the Annual General meeting was taken as read on the understanding that there are various matters in those minutes which are as yet unresolved, and on that basis accepted as a correct record, proposed by Alan Baxter and seconded by Brian Dalton.

5. ANNUAL REPORT BY THE CHAIRPERSON OF RESCOM

The annual report by the Chairperson of Rescom had been circulated together with the notice of the Annual General meeting and was taken as read, proposed by John Bester and seconded by David Walker

6. EVERGREEN BERGVLIET VILLAGE MANAGEMENT REPORT

The annual report by the Evergreen Bergvliet Village Manager was circulated together with the notice of the annual general meeting and was taken as read, proposed by Tony De Smidt and seconded by Ursula Athiros

7. ANNUAL FINANCIAL REPORT FOR THE 2021/2022 FINANCIAL YEAR

The meeting noted the annual financial report for the 2021/2022 Financial Year and a draft budget for the 2022/2023 financial year, as circulated together with the notice of the annual general meeting. The financial report was not taken as read (because there are accounting issues still in dispute as identified at the recent budget meeting) and the following matters arising from the report were addressed:

Budget Summary

Budget approach / objective:

- There is a need to have a balanced budget, whereby the levies versus the operating expenses delivers a break-even scenario.
- ELV is looking at market related levies versus a reasonable service being provided and ELV will work with Rescom to bring about these market-related levies.
- It is the intention to have sustainable budgets for the future without deficits being constantly funded by ELV.

Highlights contained in the draft budget:

- No increase in levies for the 2023 year (from 1 March 2022 to 28 February 2023), provided that the proposed levy cycle change is accepted.
- Currently the levy cycle as per all Life Right Agreements is from 01 September to 31 August in any year, and ELV's proposal is to move the levy cycle permanently from 01 March to 28 February.
- The purpose of this change is to align the levy cycle to the financial year of ELV and thereby make the accounting and budgeting process so much simpler.
- A change to the levy cycle is purely an administrative change that will have no impact on life right holders, although it will require all life-right holders to sign a one page addendum to their Life Right Agreements acknowledging this change.
- No decision on the addendum will be made until the budget for 2022/2023 has been finalised and agreed with Rescom.

Challenges arising with the financial report and the budget following ELV's review of the Life Right Agreements:

- The LRAs determine the basic facilities and services to be provided and records therein the operating expenses covered by the basic levies.
- ELV's contention is that Head Office costs and Insurance costs form part of the operating expenses of the village and that prior to February 2021 these respective costs were not charged to the Village.
- The proposed 2022/2023 budget includes Head Office costs and Insurance costs in the basic services levy.
- ELV's contention is that Catering costs and Healthcare costs are not included in the list of basic facilities and services to be provided, thus ELV's proposal is to introduce catering levy of R500 per month per household and a healthcare levy of R250 per household per month.
- ELV understands that residents are under financial pressure with rising costs and inflation and will work with the new Rescom to find an appropriate solution.
- Once the basic facilities and services upon which the levies are based are agreed, a LRA addendum amending the levy cycle period will be circulated for signature, although it will be up to each Life Right Holder to determine whether or not to sign the addendum and no Life Right Holder can be forced to sign such an addendum.

FY22 Financial Accounts

- *Revenue R8,4 million*
 - *Includes a Developer levy on unsold units & a Developer "subsidy" totaling R0,6 million.*
- *Operating Expenses R8,4 million – inclusive of catering costs & healthcare costs and head office costs and insurance costs.*
 - *Catering & healthcare expenses accounted for R1,5 million of the R8,4 million operating expenses.*
- *73% of expenses consist of 1) salaries R1,8m / 2) security R1,7m / 3) catering & healthcare R1,5m / 4) maintenance R0,6m / 5) garden services R0,5m.*
- *The Village produced a Break even result for FY22 after ELV reduced its Developer Levy on unsold units by R200,000 from R0,8 million to R0,6 million.*

Proposed Draft Budget FY23

- *Revenue R8.7m (2.8% increase on FY22 R8.4m)*
 - *Basic levy income R7.9m*

- Additional person's levy will now be shown separately - R0.3m (currently 53 residents @ R500 per month)
- Proposed Catering & Healthcare levy R0.5m (6 months only – assumed effective date of 1 Sep 2022, because the existing budget/levies already covers the period up to 31 August 2022)
- Expenses R8.9m – R0.5m increase year-on-year
 - Increase
 - Salaries R0.7m (maintenance manager)
 - Municipal utilities R0.2m
 - Decrease
 - Maintenance R0.2m
 - Medical costs R0.2m
 - 73% of expenses consist of 1) salaries R2.6m / 2) Security R1.7m / 3) Catering & healthcare R1.3m / 4) Maintenance R0.5m / 5) Garden services R0.5m
- Operating Loss R0.2m, which is underwritten by the Owner, EPI (although please see the answers to question number 19 under the heading of General (contained in section number 9 of these minutes) where there may not be an operating loss required to be funded by EPI).

Question 1 - raised – John Bester - Levy Increases

What will the new levy increase be?

Answer – Question 1

GR responded that we do not have a final amount yet, but it will be as low as possible, aligned with your respective LRAs.

Question 2 – Cedric Reid – Levy Increases

When will the written addendum be finalized?

Answer - Question 2

GR responded as soon as all have agreed to the levy cycle change this can be finalized in the next two weeks (depending on outcome of Residents agreeing to new proposed budget?)

Question 3 – Brian Dalton - Levy Increases

Do you have a draft of the addendum with the correct wording to send the residents?

Answer – Question 3

GR responded “yes we do” and will send to the Rescom to peruse.

Question 4 – John Bester - Budgets

Do we know what the final budget will be in September as no budgets has been finalized as we need to compare the budgets

Answer – Question 4

GR responded that any increases are CPI based, we have always done it that way and will continue. We are positive that residents will see the benefit of accepting the levy change, however if residents decide not to accept the change the increase in September will be CPI based.

8. ELECTION OF RESCOM MEMBERS

The Chairperson confirmed that, as per the Evergreen Lifestyle Village House Rules, the Residents' Committee (Rescom) would consist of up to 6 committee members.

The following 5 (five) nominees received and per the House Rules no voting was necessary by the life right holders, proposed by Mike Uys and seconded by Earl Hargreaves

- Jane Horosvky
- Alan Baxter
- Brian Dalton
- Charles Foster
- Richard Eastwick

The chairperson and vice-chairperson would be elected from amongst the 5 members at the next Rescom meeting.

9. GENERAL

The chairperson read out the following questions from residents, noting that these would be addressed in categories

Question 1 – Richard Eastwick - Legal

If unexpected changes by Evergreen are imposed on us, please explain the benefits of having an Evergreen Life Right agreement, and also the benefit of having a life right in a unit when the majority of life right holders receive less for their units on resale, and EPI gets the upside in resale?

Answer Question 1

JW advised that no changes can be made to a LRA without prior consent from both parties, there has to be a dialogue between the two parties to come to a sensible solution.

JW also commented that we were unfortunately witnessing as the world enters a global economic fallout with a rise in costs and high expenditure. Evergreen is conscious of these rising costs and are aware that most, of our residents are on fixed incomes. We welcome the new Rescom and thank the outgoing Rescom and you have our assurance that we work together to get to an amicable solution that will work for everyone.

Comment by Alan Baxter, *the goals of residents and Evergreen are congruent, our future security is dependent on the success of your business. You mentioned the word partnership, the current proposals around healthcare, catering and head office costs have been poorly communicated and it would seem a bit short sighted of yourselves to ignore the surveys of residents across most of the villages in the Cape.*

JW responded, we are aware we are dealing with people that are aging and no intention to speak down to anyone you have our guarantee we will work together to sort out our differences

Question 2 – Richard Eastwick - Legal

If no changes can be made to the LRA can these changes be implemented in the House Rules, as the House Rules seem to have their own powers?

Answer- Questions 2

JW responded that we need to differentiate between the LRA, which clearly lists the services we deliver and how we can charge for them, whereas the house rules is a more community driven document e.g., the operating hours of the swimming pool.

Question 3 - Richard Eastwick - Legal

With reference to a document dated 01/08/2021 catering and healthcare is the 4th largest expense which the owner is compelled to deliver, with reference to the house rules can this be abused?

Answer – Question 3

JW responded that this service was always offered and the costs carried by the owner, but that going forward we need to regulate how this will be charged. The budget is only a proposal and this will be an ongoing debate with Rescom and the Evergreen team. JW reiterated the overriding relationship is based on the LRA and we will not do anything that is not contained therein.

Question 4 – Richard Eastwick - Legal

Can you give us a timeframe for these addendum changes?

Answer – Question 4

JW responded that it will be as soon as we can, within the next 30 days, pending residents agreeing to the change.

Question 5 – Wenche Hovstad - Legal

The village was without these levies for 10 years why now are you suggesting we pay these. The attraction of coming to this village was for the pay as you use option available.

Answer - Question 5

JW responded that we are happy to debate the healthcare and catering cost, however we cannot continue to run a particular part of the business at a loss. We have a partnership for life and have to constantly review the business. We won't remove any services without a discussion with Rescom, but we cannot continue sustaining losses in perpetuity.

Question 6 – Colin Levine - Financial

Is the village really making a loss?

Answer – 6

JW responded that the budget currently shows a small loss of R 250 000 but we are close to breakeven and making a small profit as the village reaches a level of maturity. When the newly elected Rescom meets with our finance team we can look at the budget and ways to improve the services offered.

Question 7 - Richard Eastwick- Legal

Can we benefit from the profit?

Answer – Question 7

JW you are more than welcome to invest in ELV, we are not in the business to make a profit but to get to a breakeven scenario and have been making losses for the past 15 years.

Comment – Mike Smith

You mentioned partnership, yet there is so much anti reaction from the Residents. Why did we not sit down and discuss the budget reflecting on areas where we losing money. Surely this could have been communicated in a more favorable manner and not just a tabled budget with additional levy charges.

JW commented, I have apologized to your colleague and made a public apology. What I would like to reiterate, is that we will not be reducing any services, although be aware that our review of the LRAs shows that we are not supposed to provide certain services, whether this year or next year. We will, however, engage with Rescom to assist and work together to achieve a balanced budget.

GR responded that ELV management have committed to having regular meetings with the Residents four times per year and to work closely with the newly elected Rescom team to discuss any issues and not wait for the AGM once a year to engage with residents. More “town hall type” meetings in order to ensure continuous engagement must be held with the Rescom, Residents and Village management once a quarter, driven by Rescom.

Comment - Alan Baxter

I support James Statement, that the house rules cannot overrule the LRA, the opening paragraph of the House Rules makes that clear. However, I cannot agree that residents’ obligations are clearly set out in the LRA. My LRA is as clear as mud and requires reading multiple contradictory clauses.

Comment - David Walker

I thank you for the apology regarding healthcare and catering. We understand the finance team have been under tremendous pressure in getting the budget out, however it’s almost 4 months into the new financial year and nothing has been finalized. Can I suggest that they start the budget cycle long before year end?

Question 8 – Yvonne Jackman – Healthcare

When I bought my Life Right, Evergreen Lifestyle Village promised us that we would have Health Care and Catering Services, that these were covered in my levies, except that I had to pay for all consumables?

Answer – 8

GR responded Health care and Catering are currently not covered by any levies.

All the questions residents submitted will be answered in writing and it’s not necessary for the Chairman to go through them all now, however where a resident feels the need for more clarity these questions can be asked again.

Comment Earl Hargreaves

We don’t all have copies of the questions and answer document.

JW commented that we will be having regular meetings with Rescom where any questions will be raised and answered within two weeks. Also if all questions can be categorized into different sections and issues it will make it easier to answer.

Comment – Alan Baxter

We will be sending out a questionnaire to all residents to find out what are their most pressing issues to be resolved when Rescom and ELV management engages.

Comment – Brian Dalton

Last year AGM 2021 ELV mentioned they had priorities, if we can have a list of those priorities and if they are the same as the village's we can move forward. If they are not we can talk about it. We also ask that the resident cooperate with us, we are here to represent you.

Question 9 – John Bester – Development

I have a letter dating back to 2017 which reads "Please note renovations to your clubhouse will commence 03 April 2017"?

Answer Question -9

CB, we will be meeting with the newly elected Rescom to finalize the renovations, as EPI wants to get this item off the outstanding list. The budget for the renovations has already been approved.

JW responded if the residents are happy with the plan, then to please go ahead.

Comments from the residents indicated that they we are not happy with the current plan.

Richard Eastwick responded by saying that if we can please delay the plans regarding the new clubhouse alterations and allow the new Rescom to engage with the residents and thereafter submit a response regarding the design layout and identify what the budget allows.

Joan Misplon also commented saying the residents delayed the clubhouse renovations because they were inadequate for their needs and have started negotiations with GR last year again.

CB responded that plans were provided yearly for these renovations, we have the budget let's get the plans approved and move forward.

Question 10 – John Bester- Healthcare

How much is claimable from the medical aid?

Answer – Question 10

EP responded there are two different types of medical aid

1. Open M/A – cover is more limited.
2. Restricted M/A, like Anglo, Bankmed that generally pays for everything.

M/A do not like to pay for basic healthcare hygiene services, more likely to pay for medical procedures and post hospitalization.

Comment – Alan Baxter

Just a comment on the Healthcare presentation done by Elize Porter. I'd like to mention that Healthcare is important to all residents, and it's a growth business opportunity for Evergreen. We are all aging and will need access to various healthcare facilities and the clinic is your shop window in the village. I'm just not sure residents should be subsidizing the costs thereof. We need to find a balance that affordable healthcare is available through you.

JW responded, I agree and there are three important decisions,

1. Choosing the correct village
2. The cost of living in the village
3. As we age, healthcare is of the utmost importance.

JW went on to say that we are not asking you to subsidize the healthcare costs, however there are costs that need to be paid. Do we have a nursing sister sitting around waiting for an emergency or do we rather train a duty manager with the necessary skills to also attend to a medical event in case of an emergency, hence the proposal and the debate with Rescom regarding the covering of these costs.

Question 11 – Yvonne Jackman – Healthcare

1. *Why does the village not have a practice number, we know there is a practice number but it only covers Muizenberg.*
2. *A practice number is a mandatory number for any health care service provided who is wanting to claim from the medical aid.*

Answer - Question 11

EP responded a Sub-Acute Practice number of Muizenberg cannot be used in Bergvliet that provides home Care services.

GR responded that the subacute licenses are issued on a strict basis by the Department of Health and the Board of Healthcare Funders, which covers the subacute facility in Muizenberg. This is very positive for us as it offers a step down facility to anyone of our residents needing healthcare. There are various practice numbers e.g., GPs and registered nurses, can all apply for a practice number. In 2012 the Board of Healthcare Funders stopped issuing practice numbers to homecare facilities as they found the operators not trustworthy as they were abusing their practice numbers and battling to stay ahead. Also a practice number is not needed when operating a basic healthcare facility. GR further added, Evergreen Health have sub contracted with other Healthcare Service providers enabling pre-authorized service delivery claims through a third-party practice number. Discovery have recently partnered with Evergreen Health as a vendor, if Discovery approves the authorisation, the pre-authorized Home Healthcare services can be claimed from Discovery. Evergreen Health is also busy negotiating with Momentum and other big medical administrators, to obtain vendor numbers with them to assist residents to claim via their medical aid.

Question– 12 Yvonne Jackman

Now that Discovery is onboard is the clinic legal?

Answer – Question 12

GR responded the clinic was legal before Discovery came onboard.

EP commented, a practice number is needed by the BHF when claiming from the M/A. A frail care is licensed and registered by the DOH and Social Development and a clinic is registered by the Dept. of Social Development. GR reiterated you do not need a practice number to run a clinic.

Question 13 - Yvonne Jackman

Can the clinic be run by an enrolled nurse, as per the DOH it needs it to be a registered nurse?

Answer – Question 13

EP responded a Frail Care and a Sub-acute facility needs to have a registered nurse, but a Homecare facility clinic doesn't need a registered nurse.

Question 14 – Yvonne Jackman

What happens if there is malpractice situation within the clinic are we covered by insurance and which one?

Answer – Question 14

EP responded, yes we are covered for medical malpractice insurance with Aon.

JW commented, you raised two concerns, yes we are legal and covered for malpractice, yes you can claim via medical aid, using the telecare system in an emergency, and yes you can claim at our facility in Muizenberg for any authorised or step down services, but not in the event of any homecare services.

Question 15 – Yvonne Jackman

As per the SA Nursing Council a clinic must be run by a registered nurse.

Answer – Question 15

EP responded you are correct, however our clinic does not do any admissions or medical procedures hence there is no regulation forcing us to use the services of a Registered Nurse but an Enrolled Staff nurse may be used in a Primary Healthcare clinic.

Question 16 – Yvonne Jackman

If there is a major incident within the clinic and no registered nurse what happens if the resident decides to sue the company for malpractice.

Answer – Question 16

EP responded if there is an incident, you need to follow the correct procedures by pressing the emergency red button and the call will be dispatched and the matter attended to.

GR commented that we had an emergency incident at Head Office where we followed the telecare system procedure and an ambulance was dispatched and the emergency was attended too. I would like to mention that in an emergency one would prefer a paramedic instead of a nurse.

EP suggested to Yvonne Jackman that they meet and peruse the documents and requirements approved by the Department of Social Development for the clinic.

Comment – David Walker

Are we going to revert to the questions submitted?

GR responded you are welcome to raise your questions submitted.

Question 17- David Walker - Financial

The charges for depreciation and building maintenance amounting to R1.127 million in FY2021 are unjustified. I therefore request that the financial report submitted as part of the 2022 AGM pack be

amended to include an additional R1.127 million in income for the 2022 financial year and that Evergreen management advise as to how this additional income (equivalent to R11 270 per unit) will be dealt with. I recall David was not highlighting a surplus, but rather asking that the depreciation and building maintenance charges be reversed?

Answer – Question 17

GR responded in Dylan's absence, I have submitted written communication regarding this surplus matter in September 2021, but will give a commitment to take the question to Dylan and his finance team ensuring that they meet with the Rescom finance sub-committee to discuss this further.

Question 18 – David Walker

What is the use of submitting questions when they not answered?

Answer - Question 18

JW responded that ELV refutes there is a surplus and said that we have replied to your question regarding this matter on numerous occasions. However I am happy to have Dylan look into this matter again and I will sit with him when he is better and revert.

Question 19 – Colin Levine – Municipal rates and shortfall

Rates show a significant under-recovery in the FY2022 accounts of R850,000 and in the FY2023 budget the under-recovery is approximately R750,000.

There are property rates charged on each individual property - 100 properties.

Rates is an EPI (property owner) expense, not a Village operating expense and ELV, on behalf of EPI, recovers the rates from a number of Life Right Holders in accordance with their LRAs. However, certain early adopters do not pay rates, as their levies are inclusive of rates, which is therefore leading to this rates under-recovery. If every unit's rates was recovered then there would be no rates under-recovery.

Why is the shortfall in rates shown as a Village expense when rates is an EPI expense?

Answer – Question 19

Alet responded, some Life Right Holders' rates are included in their basic levy, per their LRAs. Expense line under rates seems as if it is an under recovery, but these LRH rates are included in levies as revenue, thus not reflected as an expense recovery. This is aligned with the accounting principle of revenue recognition.

In the past the owner (EPI) paid for vacant unit rates & levies and the operating losses.

A decision was made by EPI and ELV to consolidate all owner funding. Thus, budget FY23 only reflects the operating loss, which includes levies and rates on unoccupied units and any other shortfalls, which include the questioned rates shortfall portion. From a simplicity point of view, only 1 inter-company invoice needs to be issued, instead of 3 invoices as before. The end result is the same, to achieve a break even result.

Colin responded that it is not necessarily the case that the end result is the same. FY23's budget indicates rates recovery shortfall of R750,000 and an operating loss of R249,000. If the rates deficit was covered by the owner (EPI) then the Village would achieve a profit of R500,000 and this is what requires clarification. The same scenario would arise in the FY2022 financial accounts with rates.

JW commented, excellent question which we will attend to with Dylan Pienaar. In short, some early adopters' rates were included in their basic levy. You will agree that some of the rates

shortfall on the expense line is included in the levy income, but we agree that the net shortfall should be paid by EPI. Together with Dylan we will do an exercise to extract the rates portion currently included in the levies of the early adopters and calculate the actual shortfall for which EPI is responsible.

Colin requested that, for the Bergvliet village, the 3 Evergreen inter-company invoices should continue to remain in place so that a true deficit can be calculated.

JW agreed with Colin regarding the inter-company invoicing and agreed to ensure that EPI accounts for what it owed each month in the ELV monthly management accounts.

Question 20 – Adrian Fuller - Healthcare

There seems to be a misunderstanding that if there is an emergency residents can just run down to the clinic without using the telecare facilities which doesn't seem to always work, are these enrolled nurses qualified to administer an injection?

Answer - Question 20

GR responded regarding the telecare services, this is a service that offers excellent technology regarding tracking and alertness and it is something on Elize and my priority list.

EP also responded all Registered Nurses and Enrolled Staff nurses registered with SANC may give an injection in accordance with their scope of practice.

Question 21– Earl Hargreaves - Emergency Response

What is the wisdom of using your security to assist with a fire emergency? We had an issue with an in-capacitated gentleman, stuck in the lift and the security man arriving had no knowledge at all on how to assist?

Answer – Question 21

JW responded some of the solutions are not necessarily the best solutions. We can employ the services of a fully trained duty manager that can assist in a medical emergency or fire emergency and 95% of the time be utilized in other areas.

Question 22 – Earl Hargreaves – Emergency Response

Does this mean the duty manager will be on duty 24-7?

Answer to Question 22

JW responded, the duty manager will be work opposite the Village Manager in the evening and weekends. This is a proposal for the Rescom and the Village Manager to consider.

Question 23 – Earl Hargreaves

According to the fire drill we had in the apartments there is a specific panel board in the security office which is linked directly to the systems to notify the emergency, will this fall away if there is a duty manager and just to mention this board was not installed as promised.

Answer to Question 23

CB responded that he will, by tomorrow, check if the system has been set up correctly , confirming though that all building constructions have to adhere to fire regulations in order for an occupation certificate to be issued. The fire panel notifies the correct people via a message. CB advised he will

look into this matter and address it with IT at the same time.

Question 24 – Security – Earl Hargreaves

The training of security is inadequate, and the turnover is too high.

Answer to Question 24

GR responded he will investigate this matter, we have a certified 1xGrade B and 2xGrade C security persons on both the day and night shifts, unfortunately the turnover of security is an ongoing issue in South Africa for various reasons.

JW reiterated that the security staff needed training and that the technology response should not only sit with security but can also go to the duty manager and to Garry and to the village manager.

Question 25 -Wenche Hovstad - Emergency

What happens in the case of a power failure what do we do with our telecare button, as there is no backup on the telephone to call.

Answer – Question 25

CB responded that in an emergency the fire panel is on backup power which will kick in and you should be able to communicate with the village manager. If the generator for some or other reason doesn't work the panel has a 7 hour backup battery.

The telephone infrastructure is not on backup power, CB to provide backup solutions for the telecom network, including whether the generator can provide a back-up to the telecoms network. CB noted that residents may have to install a backup battery in their homes for their telephone's, Richard Eastwick and CB will investigate and offer a solution.

10. CLOSE

GR commented if there are no other questions I would like to offer a special vote of thank you to the outgoing Rescom especially to Joan Misplon and thank her for her hard work with her Rescom team and to Shawn who assisted when Christine left. Let me also mention that Shawn will be leaving ELV Bergvliet for ELV Val De Vie. We would like to welcome Bronwyn as the new VM.

Joan Misplon thanked all residents for their attendance and support and for believing in her during the last few years, and thanked her sub - committee, to Garry and his team a special thank you and to the new Rescom, I wish you all the best for the coming year.

With no further matters being raised, the Chairperson declared the meeting closed.

CHAIRPERSON

EVERGREEN BERGVLIET LIFESTYLE VILLAGE (“THE VILLAGE”)

**APOLOGIES NOTED AT THE ANNUAL GENERAL MEETING OF THE VILLAGE
HELD ON 14 JUNE 2022**

- H10 Gillian Cooper
- H58 Vivienne Docherty
- H62 Estelle Twiggs
- H75 Vicky Fox
- H40 Mr and Mrs Burchell
- H49 Jean van Rhyn