

EVERGREEN BERGVLIET

("the Village")

NOTICE OF ANNUAL GENERAL MEETING

Notice is hereby given that an Annual General Meeting of the Village will be held at **The Country Club**, **Steenberg Golf Estate**, **Tokai Road**, **Tokai, Cape Town**, **on Tuesday 29 August 2023 at 10:00**

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 Tuesday 15 August 2023 ("**the Record Date**"), being the date determining which Life Right Holders are entitled to receive notice of the Annual General Meeting.

PURPOSE

The purpose of the AGM is to consider and, if deemed fit, approve, with or without modification, the ordinary resolutions set out below.

A. AGENDA

- 1. WELCOME AND INTRODUCTION
- 2. ATTENDANCE AND PROXIES
- 3. CONFIRMATION OF NOTICE
- 4. ACCEPTANCE OF THE PREVIOUS ANNUAL GENERAL MEETING MINUTES (7-18)
- 5. ANNUAL REPORT BY THE CHAIRPERSON OF THE RESIDENTS' COMMITTEE ("RESCOM") (19 -24)
- 6. EVERGREEN VILLAGE MANAGER'S REPORT (25-28)
- 7. ANNUAL FINANCIAL REPORT FOR THE FINANCIAL YEARS (29)
- 8. **ELECTION OF THE RESCOM MEMBERS** (See Note 1)
- 9. **GENERAL** (See Note 2)
- 10. CLOSURE OF MEETING
- **B. NOTES**
 - 1. ELECTION OF THE RESCOM

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 Holder(s) 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 AGM 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 AGM.

Instructions

Please hand-deliver the duly completed Nomination Form to the Village Managers' offices, alternatively email same to <u>liesli@evergreenlifestyle.co.za</u>, by no later than **16h00** on **Tuesday 22 August 2023**.

*In terms of the House Rules of the Village, no Life Right Holder may, while in arrears with his or her Levies or has any outstanding amounts owing to Operator and/or Owner (as the case may be), hold office as a member of either Rescom, or be co-opted onto or act as a representative or appoint an alternate on Rescom.

2. QUESTIONS

Managing of questions during the AGM

Life Right Holder(s) are requested to submit their questions regarding any of the AGM matters which warrants discussion in writing to the Village Managers' offices, alternatively emailed to liesli@evergreenlifestyle.co.za, so as to be received by no later than 16h00 on Tuesday 22 August 2023.

Matters that are not submitted in writing, as indicated above, will not be debated at the AGM. Life Right Holder(s) are requested to focus on matters that warrant discussion at an AGM and to take up smaller and / or personal matters with the Village Manager,

3. 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 AGM or to appoint a proxy to attend, speak and vote in their stead. Proxies to be limited to residents of a village (incl. tenants.) Proxy forms must be hand-delivered to the Village Managers' offices, alternatively emailed to liesli@evergreenlifestyle.co.za, by no later than **16h00** on **Monday**, **28 August 2023**.

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.

4. IDENTIFICATION OF PROXIES

Any proxy appointed to attend, participate and vote on behalf of a Life Right Holder at the AGM 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 identification card or a certified copy of an ID, issued by the South African Department of Home Affairs, or a valid passport for foreign nationals will be acceptable forms of identification.

5. IMPORTANT NOTE

Life Right Holder(s) will receive a complete AGM document pack via the email address listed for their unit in the Register of the Village. Life Right Holder(s) 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 Holder(s) 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(s):

- Proxy form; and
- Nomination Form.

6. RSVP

It is important that only Life Right Holder(s) who are certain that they will attend the AGM, kindly RSVP to the Village Manager by no later than 12h00 on Friday, 25 August 2023.

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

GARRY REED

EVERGREEN BERGVLIET

("the Village")

PROXY FORM		
For use by registered Life Right Holder(s) of the Village Record Date, to be used at the AGM to be held at The Road, Tokai, Cape Town, on Tuesday 29 August 202	Country Club, Steenberg Golf Estate, Toka	
I/We [please print name(s)]		
Being the holder(s) of a Life Right in Unit i below):	n the Village, hereby appoint (see instruction	
1. NAME:		
RSA ID NUMBER/DATE OF BIRTH:	or failing him/her,	
2. NAME:		
RSA ID NUMBER/DATE OF BIRTH:	or failing him/her,	
3. The chairperson of the Annual General Meeting,		
As my/our proxy to attend, speak and vote for me/us ar to be held on Tuesday, 29 August at 10h00 , or at any		
SIGNATURE/S	_ DATE:	
ASSISTED BY ME (WHERE APPLICABLE)		
Instructions on signing and lodging the proxy form	:	

- 1. A Life Right Holder(s) 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 AGM", but any such deletion must be initialled by the Life Right Holder(s). Should this space be left blank, the chairperson of the AGM will exercise the proxy. The person whose name appears first on the proxy form and who is present at the AGM 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. Proxies to be limited to residents of a village (incl. tenants)

- 5. To be valid the completed proxy forms together with all listed proxies' green bar-coded identity documents or certified copies of the ID, or smart identification cards issued by the South African Department of Home Affairs, or valid passports for foreign nationals, must be hand-delivered to the Village Managers' offices, alternatively emailed to liesli@evergreenlifestyle.co.za, by no later than 16h00 on Monday, 28 August 2023. (See note 1)
- 6. 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.
- 7. Any proxy appointed to attend, participate and vote on behalf of a Life Right Holder at the AGM 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 identification card, a certified copy of the ID, issued by the South African Department of Home Affairs, or a valid passport for foreign nationals will be acceptable forms of identification.
- 8. The completion and lodging of this proxy form shall not preclude the relevant Life Right Holder(s) from attending the AGM and speaking in person thereat to the exclusion of any proxy appointed in terms hereof, should such Life Right Holder(s) wish to do so.
- 9. The chairperson of the AGM may, in its sole discretion, reject or accept any proxy form which is completed other than in accordance with these instructions.

EVERGREEN BERGVLIET

("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 ("Proposer"), 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 AGM on Tuesday 29 August 2023		
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 Village.		
Furthermore, I consent to act in accordance with the duties and functions mandated to a ResCom member under the House Rules of the Village, specifically clause 3.3 of such Rules.		
I agree to be available, upon the reasonable request of the Operator, to attend any induction and/or training required with respect to this position as a ResCom member, at the discretion of the Operator.		
SIGNATURE OF NOMINEE		
DATE:		
KINDLY NOTE: The completed Nomination Form together with the brief CV of the nominee must be hand-delivered to the Village Managers' offices, alternatively emailed to liesli@evergreenlifestyle.co.za , by no later than 16h00 on Thursday 22 August 2023		



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)

Cobus Bedeker (CB)

Phil Wilson (PW)

Elize Porter (EP)

Alet Du Plessis (AdP)

ELV Managing Director

EPI Sales Manager

EH Managing Director

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

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- 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
 - o Incudes 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)
 - o 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
 - o Increase
 - Salaries R0.7m (maintenance manager)
 - Municipal utilities R0.2m
 - o 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?)

<u>Question 3 – Brian Dalton - Levy Increases</u>

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?

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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.

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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.

<u>Question 9 – John Bester – Development</u>

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 subsiding 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-authorised 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 authourised 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 here 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

17

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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.

<u>Question 24 – Security – Earl Hargreaves</u>

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 Bergyliet 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 clos	sea.
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CHAIRPERSON	



ANNEXURE A

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



RESCOM CHAIRMEN'S REPORT FOR 2022/2023

Background

About a year ago, in front of residents at a Residents Meeting I said:

- This Evergreen village can be a pleasant, safe, and well-organized home for our twilight years.
- If elected to join Rescom, I'll do all in my power to serve the interests of all residents.

It's time to see how things turned out.

Village Management

We saw several management changes during the year, Shawn left, Nomfundo was promoted, and Bronwyn became our village manager. This was just before I became Chair of Rescom, and I am grateful to Bronwyn for always being ready to listen to and help Rescom. Mfundo and Nadeem were also new appointments.

Riaan transferred to replace Bronwyn on June 1 from Evergreen Noordhoek where he was village manager for three years.

If I should be re-elected to Chair Rescom I look forward to working with Riaan, who among his many talents has some great ideas for our new clubhouse.

Money Matters

At the 2022 AGM there was much discussion around the management accounts, and what costs should and should not be levy charges?

To settle these questions and more, residents took part in surveys, and with residents' endorsement, Rescom engaged with James Wilson, Garry Reed, Dylan Pienaar and Alet du Plessis. The result was a win – win for both residents and Evergreen when the Target Levy concept came into being. Life Right Holders (i.e. residents) and Evergreen agreed to a Target levy in terms of the existing levy cycle ending each August, the benefit to residents is explained below. The benefit to Evergreen was that it simplified its multitude of Life Right Agreements ("LRA's"), resulting in all residents paying for operational expenses on an equal basis.

Residents were given a written guarantee by Garry Reed, ELV Managing Director, that any surplus shown in the year end management accounts will be for the sole benefit of residents.

Also, the property rates that were for a long time incorrectly charged to the village would, with effect from 1 March 2022, receive a backdated credit and thereafter be removed altogether. Evergreen management and Fincom also resolved other outstanding matters on management account entries.

The new Target Levy structure for the period from September 1st, 2022, to August 31st, 2023, resulted in most residents receiving no levy increase, many received a reduction, while the unfortunate few whose levies were below the R6,000 Target levy did receive an increase, but such increase was limited to the CPI percentage as recorded in their LRA.

When considering the operating budgets and levies, it's important to note that Bergvliet village has reached full occupancy and development. From the date of the Target levy implementation,

BERGVLIET RESCOM CHAIRMEN'S REPORT FOR 2022/2023

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Bergvliet has been more than 99% self-funded by residents (and it will shortly be 100%). To all intents and purposes, the operating costs of Bergvliet village are therefore covered by residents' levies.

Residents will be aware from various meetings and minutes, that Rescom and Evergreen management have been debating the FY2024 budget and ways to keep levies low or to remain the same for FY2024.

The outcome of these debates is that we agreed on numerous issues, leaving two items on which Rescom and Evergreen management failed to see eye to eye, namely.

1. Salaries, the highest line item in the Bergvliet operating cost, and which has been budgeted for an increase of more than 50%.

Evergreen management explain that this increase is to add extra competent staff to improve services to residents, to protect Evergreens brand image and is part of their aim to have 1 Evergreen employee per 5 residents.

2. Extra Person's levy, which Rescom believes has no place in the agreed Target Levy approach, because inter alia, the total operating cost of Bergvliet village is deemed to be divided by the number of LRA's in the village, namely 100.

The Extra Person levy debate will continue.

In the case of the Salary costs, Rescom have questioned the rationality of these decisions considering the size of our village relative to the costs being imposed on residents.

Nevertheless, Evergreen management believe residents will see the benefit of these new staff members over the next six months. Consequently, Rescom and Evergreen management have agreed to disagree, and to review the situation in January next year.

Accordingly, residents will find the final FY2024 village operating cost budget in this AGM pack.

I am pleased to confirm that there was a surplus (profit) for the financial year ended 28th February 2023 of more than R600,000, plus a further R138,000 reversal of costs into the FY2024.

Rescom is still debating with Evergreen management how best to utilize this surplus for the benefit of residents. We hope to announce another win-win solution for residents and Evergreen soon.

Health Care and Community

Probably the most contentious issue in mid 2022 was the provision and cost of Health Care. As a result of Evergreen's proposal to make a separate levy charge for this, Rescom conducted a further survey. The overwhelming majority of residents voted not to pay the proposed Health Care levy.

Consequently, the staff manning the clinic 24/7 were removed by Evergreen Health.

- There was misunderstanding, confusion and some anger among residents and their families following this.
- Unfortunately, some residents were not aware that,
 - o the clinic staff were all nursing assistants (ENA) not registered nurses.
 - on average residents were already paying R1,000 per month via levies for ENA staff who were mostly of limited use, and unproductive.
 - Furthermore, when the Nurses were called upon, the residents being assisted were then to be charged per the Evergreen Health tariff.

- Today a few residents do contract directly with Evergreen Health and other organizations for carers and nursing assistance.
- Sister Marissa is in the village every Thursday.

However, Rescom is aware that residents need comprehensive **access to healthcare**, especially as time passes. Consequently, Rescom has been in conversation with Evergreen management who have agreed to provide a document setting out a portfolio of healthcare services, including local service providers, offered on a user pays basis.

Jane Horovsky is congratulated for recruiting and maintaining contact with another group of residents giving their time in the interests of others. These are our Constituency Reps, residents who take an interest in the wellbeing of residents and the village itself in their chosen area and engage with village management accordingly.

One role of the Community Rep is to welcome any new resident in their area and give them the Welcome Brochure created by Rescom. For example, this brochure contains tips for local facilities such as restaurants, vets, laundry services and more. Copies should be available at reception for any resident also wanting a one.

I also acknowledge the professional and selfless efforts of Yvonne Jackman, both for the help she gave Rescom when we were evaluating the proposed Healthcare Levy, but more significantly for visiting those residents in need.

Building and infrastructure.

Residents may recall John Bester's lighthearted wit, when he pulled out an email at the last AGM, which indicated April 2017 might see a brand-new clubhouse built? All joking aside, it's important to set the record straight, the then residents rejected the idea of a massive new building thereby losing the lawn and gardens that currently hold the boule court.

Residents are delighted that the clubhouse renovations have started in earnest. An initial sketch plan was in circulation after the last AGM but following effective interaction between EPI and architect Rescom member Richard Eastwick, a more practical design evolved. We must give thanks to Richard and to the residents who provided input to this design when Richard held open sessions on consecutive days in the clubhouse.

Rescom's involvement in the project is now ended, the project is in the hands of EPI, and we trust that resident's' and Richards' input will appear in the renovations. However, the overarching aim of the renovation is to create a vastly improved ambiance and we look forward to seeing that before the end of the year.

Other developments:

- Regarding the Gate, we understand no changes are under consideration.
- There are discussions about improvements to the berm area,
- Residents democratically voted for various street names and ideas for their use are being discussed.

Security.

Compliments to the security staff who have kept us safe throughout the year and without any untoward incidents or complaint. Service levels at the gate have improved significantly.

BKM watch services were brought to Rescom and village management's attention by Kevin Hojem and Dave Orton, who are themselves volunteer members of BKM. BKM is a neighborhood watch whose area of coverage includes Bergyliet, and many residents will have

noticed the BKM watch signage when driving in Bergvliet and Meadowridge. Kevin presented the idea of using BKM services in addition to the village security structures.

Village management foresaw difficulties in integrating BKM with the existing security services, therefore the proposal was not accepted. However, residents were informed of BKM watch in case they may want to join in their private capacity, particularly if they are concerned about their security when outside the village.

Catering and Entertainment

As with the healthcare levy reported above, Evergreen also proposed an additional catering levy.

Beyond doubt the most under-used resource in this village has been the Bistro and the Rescom survey mentioned above made it clear that most residents were not prepared to pay an additional catering levy, since most don't use the Bistro.

Rescom conducted a further survey to find out why, what needed to be done to change matters, and the "my perfect bistro" report was the result.

Residents answered the survey with suggestions which included:

- 1. Improve the Bistro ambiance and decor.
- 2. Provide more comfortable tables and chairs.
- 3. Improve the quality of food.
- 4. Increase the variety in menus.

Suggestions 1, and 2 are underway, as residents eagerly await the completion of the clubhouse renovations.

Suggestions 3 and 4 are in the hands of village management and our new caterers Tsebo, who became the Bergvliet caterers after Western Province Catering took the commercial decision to change their business model and end their contract with Evergreen. Before Tsebo were appointed, Rescom interviewed several local catering organizations, but all wanted a hefty retainer which would have meant a levy charge, something residents had voted against. However, Evergreen management persuaded Tsebo to look at the bigger picture and take on the challenge of Bergvliet village, without such retainer.

In the last few months, the quality of food and variety from Tsebo have shown a marked improvement. Once the new clubhouse is open, Rescom will assist village management to encourage greater participation, which we trust will follow from improved variety, and consistent quality.

The E&E sub-committee led by Yolanda Bond-Smith continued their selfless efforts, arranging many stimulating and well enjoyed events such as, pub night, music and movie evenings, canasta, quiz night, and many more, including the crowning glory of His Majesty King Charles III coronation luncheon.

Yolanda and her team with the help of village reception, have picked up on ideas by Brian Dalton, so that during clubhouse renovations they will manage:

- o Lime Tree Café to replace the social dinner.
- Pub nights at the Meadowridge Bowling club

Other notable events were the year end dinner, where the clubhouse accommodated more than 80 residents to a most enjoyable sit-down meal. More recently Christmas in July at a nearby restaurant was a similar winner and I hope you will join me in congratulating members of the E&E committee and village management and staff for their energies.

It is also right to recognize those residents who on their own initiative have instigated and managed entertaining, and beneficial events for others, such as:

- John Coetzee's SWIGS wine tasting.
- Felicity Walkers monthly Newsletter.
- Merle Mawman's village walks.

If I missed anyone out pleased forgive me.

Energy and Communications

Unfortunately, residents have lived with the curse of loadshedding for too long and it worsened this year. With no end in sight many residents have installed alternative power sources, which range from solar panels and inverters effectively making them independent, to smaller systems to keep residents' internet and communications functioning.

Evergreen management generously offered bridge funding for residents who wanted the latter and negotiated approved supplier contracts for the former. Unfortunately, some residents thought that EPI who own the units we occupy were restricting residents from freedom of choice. This misunderstanding was corrected in an explanatory letter from Evergreen.

One direct effect of loadshedding has affected the budget as the cost of fuel and servicing of our generators have increased significantly. EPI is conducting an experiment with solar panels at the Evergreen Lifestyle Village in Noordhoek, to reduce generator use their running costs. We look forward to this being a success, which perhaps EPI will extend to Bergvliet, helping us to lower our own generator costs.

There is no good news regarding cell signal improvement. Bergyliet High School received all the necessary approvals to locate cell phone towers atop their sports field flood lights. Unfortunately, they have received no offers to install these towers as planned, despite the efforts of their agents. Apparently, this is not uncommon, and EPI have reported that they have seen this investment reluctance by the Telco's elsewhere.

While cell phone signal remains problematic in Bergvliet, Telecare remains the primary emergency health call service available to residents. Village management has an ongoing program to ensure all Telecare units are working correctly.

Residents are therefore reliant on the fiber lines connecting residents to each other and to the outside world. It is therefore essential that all residents consider alternative power supplies to energize their fiber line.

In Conclusion

Bergvliet village is more than a decade old, and much "water had flowed under the bridge" before this Rescom took office. When looking back, after reading all the minutes of prior meetings, I am humbled by our predecessors' efforts bringing us to where this Rescom took up the challenge. There have been many changes over the years, some represented progress, others not. Many issues have been resolved; even as new ones emerged.

Throughout this past year I have enjoyed effective interaction with Managing Director Garry Reed, and Finance Director Dylan Pienaar, Evergreen Lifestyle Villages' senior management, also with Cobus Bedeker Managing Director of EPI and his team. We haven't always seen eye to eye, but we have been able to disagree in a civilized manner, and on reading my report above it's obvious there is much that we've agreed on.

As we know, Evergreen has the final say, but for as long as I remain in the Chair, I will champion residents' needs.

There should be no mistake, Rescom cannot and should never seek to run Bergvliet village, it is proper that Evergreen does so. All I do ask is that residents receive more recognition for their financial investment, and a stronger input regarding the spending of their levies, especially while we are to all intents and purposes fully self-funding.

Ultimately, to answer my own opening bullet points, I have visited the other Evergreen villages in the Western Cape and undoubtedly Bergvliet is very different from the others, but in my opinion, it is also the very best of them.

- Our location is hard to beat.
- The properties, common areas, gardens, and trees have matured delightfully.
- With the clubhouse renovations completed we will have worthy facilities.
- We appreciate:
 - o generous residents, willing to help others,
 - o together with effective and helpful village staff.

I hope you agree, things didn't turn out too bad, and we should count our blessings.

Compliments.

I thank our hardworking Rescom, Fincom, Events & Entertainment sub-committees, and Constituency Reps. Hats off to them for giving freely of their time and energies for the benefit of their fellow residents.

I am sorry that Rescom members Jane Horovsky and Charles Foster will not be available for reelection, and I sincerely thank them for their dedication and support this past 15 months.

Brian Dalton, Deputy Chair, the residents' defender, and my trusted confidant, who held office for the two months I was on leave, earns my gratitude.

Colin Levine deserves a special mention for his tenacity, attention to detail, and for his ongoing help and advice to Charles Foster, Fincom and myself. I am amazed that he finds the time to do so from his busy schedule in London.

Rescom

Brian Dalton - Deputy Chair: Charles Foster – Finance Richard Eastwick- Building and Infrastructure Jane Horovsky – Healthcare and Catering Yolanda Bond-Smith- Events and Entertainment

Thanks to the residents of Bergyliet village for having faith in us.

Alan Baxter Chair Bergyliet Rescom 15th August 2023



EVERGREEN BERGVLIET

("the Village")

VILLAGE MANAGER'S REPORT FOR 2022/2023

1. VILLAGE DEVELOPMENT / MOVEMENT

The Village community is made up of 78 houses and 22 apartments with a total number of 150 residents. This number is made up of 52 couples and 46 single residents.

We fondly remember Leslie Mortimer, David Lyall, Theresa Magnus and Mary Drake who passed away in the past year and we also said goodbye to Tony & Melanie De Smidt, Paddy Ball, Bill Kirkwood and John & Wanda Patten who have moved out of the village.

We welcomed Ernest Mitchell, Helena Anne Mitchell, Kevin & Sally Hojem, Jenny Wessels, David & Jim & Mary Doyle and Mugsy & Diana Spiegel, some of whom are still to take occupation.

2. SECURITY

Our service provider remains Grinnell Security. The onsite supervisor is Kevin van der Vent who with the support of Jacques Poole and Masibulele Matakane oversees two shifts with their team of guards, seven days per week. I am happy to confirm that although we had some areas to focus on after our annual intrusion test, the team responded well and we have had no security breaches in the last year.

We take the security of the village very seriously and wish to remind residents that, although we live in a secure environment, it is still their responsibility to ensure their personal safety and that of their personal belongings by following the simple safety and security guidelines such as locking their valuables away and closing their windows and locking doors when they are not at home.

I wish to thank Kevin and his team for the great work they do, not only from a security aspect but also from being the face of the Village to all our visitors.

3. HEALTHCARE

Sr Marisa Symmonds has been doing great work to offer support and guidance to residents in the village where we seem to have a growing need for greater presence of medical expertise. Although we do not have a full-time Evergreen Health service, we have managed to grow the number of residents that make use of the carer services to encourage slow but steady movement in the right direction.

Evergreen Health, managed by Elize Porter, has continued to perform well. The frail care centre and the 8-bed step-down facility at Evergreen Muizenberg has been very successful and provides

care to residents from all Evergreen Villages on a regular basis. Melanie Carstens, EH Care Manager and qualified social worker, has added value to the village services with regular visits.

Should any medical emergency occur, residents must please remember to press the red button (triangle) on the Telecare unit. A trained operator will respond to the call and they will immediately set in motion any emergency services required. Please revisit the information leaflet shared with all residents on a regular basis.

4. CATERING

At the beginning of the year the village catering services was taken over by Tsebo Solutions/Fedics. To date we have not yet been able to find an approach where meal consistency and quality versus resident support encouraged growth of this service. We are working hard behind the scenes while the catering services are suspended to make the necessary changes to improve the service and quality of meals. We will however rely heavily on greater support to ensure a healthy catering service that will help strengthening the foundation for growth of our social calendar and general ambiance in the Clubhouse.

5. SOCIAL EVENTS

Although the village has heathy social calendar, we have had to apply some creative thinking over the last month and will continue to do so while the Clubhouse is being renovated. Thank you to the ResCom and Social Committee, Yolanda Bond-Smith, Jacky Orton, Marion Thompson, Wenche Hovstad, Paddy Fordyce, and Jean Van Ryn for their hard work this past year and also for making a concerted effort to ensure we don't lose any momentum. Your work truly reinforces one of Evergreen's most important brand pillars, a sense of community and provide many residents with the social interaction they need to maintain a healthy and happy lifestyle. We are looking forward to having the Clubhouse completed later this year so that we can not only resume but also add a fresh approach to the village social calendar.

6. GARDENS/LANDSCAPING

The garden maintenance service is provided by Whitecliffs Landscaping with Philemon Mila heading up the team. The team has done some amazing work, especially over the past 2 months. The team is already gearing up for spring. Thank you to Philemon and his team for the hard work they do to keep our Village looking amazing.

7. HEALTH & SAFETY

Ecosafety is our external Health and Safety consultants. In our most recent audit, we had minimal issues to address and passed our evacuation drill. Thank you to all for your continued support in our efforts to meet all health and safety requirements.

I am also happy to report that all fire panels and related equipment have passed its annual inspection and that the servicing of all fire extinguishers and fire equipment is scheduled for September which will keep our village fully compliant with regards to fire regulations and safety requirements.

8. VILLAGE IMPROVEMENT/REPAIRS AND MAINTENANCE

Besides the very exciting refurbishment project in and around the Clubhouse we have also seen great benefit of the extra resources that joined the maintenance team. We have managed to catch up on several items that needed attention and we are doing well in changing our maintenance schedule to a proactive rather than reactive service.

With the help of the gardening team, we have managed to enhance many areas in the village for residents to enjoy and we will continue with this ongoing process.

This past year we also saw the completion of refurbishment work in Winery Road and Apartments along with a long list of general work completed by the village maintenance team. Please keep in mind that maintenance will always be an ongoing process and residents are encouraged to continue to report any defects through the appropriate channels.

9. COMMUNICATION

We place high value on regular communication with residents to ensure greater engagement and for all residents to be up to speed with regards to what is happening in our village. A weekly "What's Happening" gets sent to residents on email and WhatsApp. The same two platforms will remain in place but we are looking to rely a little more on technology going forward to reduce printing cost and maximising space we have in the clubhouse. Since the Clubhouse closure we have relied on door-to-door mail deliveries and we will continue to do so. This means going forward we will no longer rely on pigeon holes and the space will be used more effectively. We also aim to reduce our printing with several notice boards and rather aim to rely on electronic screens to share information with single printed copies available in the lounge areas for longer documents and newsletters.

We have also recently sent out reminders of maintenance reporting lines and I encourage residents to please communicate and escalate as required, any maintenance concerns they might have. To make it a little easier for residents to get through to the correct person for assistance we have also added additional office extensions that was shared on the most recent telephone extension list.

I am a firm supporter of face-to face interaction and therefore have an open-door policy. I welcome all residents to come through to my office to discuss any issues they may have.

10. HUMAN RESOURCES

I would like to thank, Nomfundo and the Evergreen Bergvliet team for their immediate support and efforts to make me feel at home as quickly as they did. I have been welcomed into a dedicated and hard-working team that's does great work under the guidance of the senior team members.

We recently welcomed Shaakirah Davids (Receptionist), Brian Maneli (Utility Worker) and Jamey George (Duty Manager) who all settled in quickly. Thanks to a few internal promotions earlier ths year and the recent additions, the team has grown to a number and skillset that better suit the village demands. From September you will see adjusted operating hours in preparation for and in line with what services that will be offered going forward. This is not only to have more appropriate

coverage across more hours daily, but also to improve the communication and response times to residents across the board. Based on what I have seen in the short period of time we have had the additional team members with us and seeing how everyone has integrated into one team, I am happy to report that am very excited to see what the Bergvliet team will achieve going forward. We are all working hard behind the scenes to ensure we have a refreshed and enhanced service offering to match the fresh look Clubhouse later this year and we look forward to improving what is already a great sense of community in the village.

11. CONCLUSION

I wish to thank the Residents Committee: Alan Baxter, Brian Dalton, Jane Horovsky, Yolanda Bond-Smith Charles Foster and Richard Eastwick for their efforts over the past year and especially for the support they have given me since I started at the village in June. Your continued support and guidance are greatly appreciated.

I must also thank the Evergreen teams not based in the villages that provides support to the operational teams. Their support allows us to do what we do best, to ensure a happy, well maintained and smooth-running village for our residents to enjoy.

Saving the best for last, I wish to thank all our residents. Thank you for your support and positive interaction over the past couple of months. I have really enjoyed getting to know you all and although we managed to already make some positive changes together, I am looking forward to a lot more of the same in the year to come.

Regards,

Riaan Gouws Village Manager

EVERGREEN BERGVLIET

Budget FY24

Budget FY24		FY2023 TOTAL Actual	<u>FY2024</u> TOTAL Budget	% Variance
NUMBER OF UNITS		7.33.33		
- Houses		78	78	
- Apartments		22	22	
, iparamento		100	100	
BASIC LEVY				
- All Units		6 000	6 200	
% Increase		-	3,3%	
SUBSIDISED LEVIES				
% Increase			9,5%	
ADDITION DEDCOM LEWY				
ADDITION PERSON LEVY		F00	550	
- All Units % Increase		500	550	
% Increase		-	10,0%	
REVENUE		7 960 107	7 909 490	-0,6%
Particle.		7.007.65-	7 440 555	
Basic Levy	Note 1	7 807 607	7 440 000	-4,7%
Additional Person Levy	Note 2	152 500	330 550	116,8%
Other Income Prior Year Income		-	138 940	
Prior real income		-	156 940	-
TOTAL EXPENSES		(7 323 692)	(7 873 439)	7,5%
Head Office Expense Recovery		(360 000)	(378 000)	5,0%
Insurance		(232 526)	(249 354)	7,2%
Clubhouse Expense	Note 3	(137 055)	(185 252)	35,2%
Medical Response	Hote 5	(127 271)	(133 257)	4,7%
Employee Cost Salaries	Note 4	(2 199 789)	(3 178 533)	44,5%
Employee Cost Other		(49 664)	(53 370)	7,5%
Levies Expenses		(47 092)	(47 760)	1,4%
Administration Expenses		(118 540)	(117 005)	(1,3%)
Consulting Expenses		(5 000)	-	-
Information Technology Expenses	Note 5	(123 602)	(137 051)	10,9%
Travel Expenses		(627)	(451)	(28,1%)
Printing & Stationery Expenses		(60 559)	(66 052)	9,1%
Depreciation Expenses	Note 6	(65 257)	(76 261)	16,9%
Common Property: Municipal Utilities		(255 546)	(229 161)	(10,3%)
Property Rates	Note 7	(142 442)	(37 424)	(73,7%)
Security		(1 561 036)	(1 589 031)	1,8%
Village Maintenance	Note 8	(284 030)	(326 379)	14,9%
Insurance Expense		(48 805)	- (
Generator Costs	Note 9	(219 198)	(481 835)	119,8%
Garden Maintenance	Note 10	(468 693)	(550 136)	17,4%
Prior Year Expenses		-	(15 491)	-
EXPENSES NOT INCLUDED IN THE LRA				
Catering Expense		(290 491)	(21 636)	(92,6%)
Healthcare Expense		(526 470)	-	
SURPLUS / (DEFICIT)		636 415	36 051	(94,3%)
		- 000 113	00 432	(5-1,676)
Evergreen Property Investment Funding Op Loss		-	-	
Surplus/ (Deficit) after EPI contribution		636 415	36 051	(94,3%)

NOTES:

- Note 1. The Target levy has been increase by 3% from R6 000 p.m. to R6 200 p.m. per unit.
- Note 2. The Additional Person levy has been increased by 10% from R500 p.m. to R550 p.m.
- **Note 3.** Clubhouse expenses The budget was based on a 8% annual cost increase as well as an 12% increase in the cleaning cost and golf cart rental as per the new service level agreement.
- Note 4. Salaries The budget was based on a 5% annual increase and an increase in the number of employees.
- Note 5. Information Technology Expenses Increase due to the implementation of new financial reporting and budgeting software.
- Note 6. Depreciation The increase in the depreciation cost is due to a new fridge and washing machine acquired.
- **Note 7.** Property Rates The recovery of property rates for residential units were removed from the Village accounts and only the common property rates will remain a Village expense.
- **Note 8.** Village Maintenance The budget was increased based on expected repairs and maintenance cost. Specifically, the electrical, fire equipment and non-recoverable repairs and maintenance were increased compared to the prior year.
- Note 9. Generator cost The budget was increased based on expected usage of the generator.
- Note 10. Garden Maintenance The budget was increased based on the new service level agreement.



EVERGREEN BERGVLIET

("the village")

QUESTIONNAIRE FORM

For use by registered life right holders of the village, recorded in the Life Right Register as at

Steenberg Golf Estate, Steenberg Esta 29 August 2023 at 10:00		
I/We (please print)		
	(name) of	(unit
number)		
being the holder(s) of a life right in the vill instructions below):	age, hereby wish to raise the fo	ollowing matters (see
1.		
	(provide	a brief description of
the matter)		
2.		
	(provide	a brief description of
the matter)		
SIGNATURE/S	DATE:	

Instructions on signing and lodging the questionnaire form:

- 1. To be valid the completed questionnaire form must be hand-delivered to the village management offices by no later than **16h00** on **Tuesday 22 August 2023**.
- 2. The completion of any blank spaces above need not be initialled. Any alterations or corrections to this questionnaire form must be initialled by the signatory/ies.
- 3. The chairman of the Annual General Meeting may reject or accept any questionnaire form which is completed other than in accordance with these instructions.
- 4. If the spaces provided are insufficient, the life right holder is requested to continue his/her submission on a separate document and to include such document when hand-delivering to the village management offices by not later than 16h00 on Tuesday 22 August 2023. Any additional document must be initialled by the signatory/ies. Failure to initial such additional document and/or any alterations or corrections on such document will result in the rejection of such document. There will therefore not be any discussion at the Annual General Meeting of such matters arising from the rejected document.
- 5. Please Note: Written questions received around the same subject will be grouped together and answered generically at the AGM. Should you wish to have a specific question answered at the AGM, please raise the question on the day.