



## **BERGVLIET EVERGREEN LIFESTYLE VILLAGE (“THE VILLAGE”)**

### **MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 29 AUGUST 2023**

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<b>PRESENT:</b>	Riaan Gouws (RG)	(Chairperson and VM)
	Garry Reed (GR)	(ELV Managing Director)
	Dylan Pienaar (DP)	(ERH Financial Director)
	Elize Porter (EP)	(ELV Health Director)
	Liesl Isaacs (LI)	(Office Manager)
	Residents	(As per signed attendance register)

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

The Chairperson welcomed all residents to the meeting and confirmed that the required quorum was present and that the meeting was, therefore, duly constituted. The Chairperson welcomed the Evergreen panel and called upon Garry Reed to address and welcome all present.

GR – Thanked everyone for joining on this occasion of the Annual General Meeting. Thank you to all who continuously supports our Management Team as well as to the Rescom members for your support and commitment to the Village and its residents and proceeded with a brief summary:

##### Security

We take security extremely seriously and proud to say that we have not had any intrusions since the last AGM. Our service provider remains Grinnell Security with the onsite supervisor Kevin who with the support of his team oversees two shifts seven days per week. Our total security system is thoroughly tested on a regular basis.

##### Healthcare

Sister 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 a greater presence of medical expertise. Although residents elected to not have a full-time Evergreen Health service, we have managed to grow the number of residents making use of the medical services on offer. Should any medical emergency occur, residents must please remember to press the red button (triangle) on the Telecare Unit.

##### Catering

The beginning of the year the village catering services was taken over by Fedics. We are working hard to continuously improve the service and quality of meals.

##### Social Events

Although the village has a healthy social calendar, we are looking forward to having the Clubhouse refurbishment completed later this year, to add a fresh approach to the village social calendar. 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.



### Health & Safety

Ecosafety is our external health and safety consultants. In our most recent audit, we had no issues to address and passed our evacuation drill. All fire panels and related equipment have passed its annual inspection and our village remains fully compliant with regards to fire regulations and safety requirements.

### Village Development

Our Clubhouse project is progressing very well, thank you to Richard Eastwick, on behalf of the team at Evergreen Property Developments for his input in this project. We look forward to this new improved facility that will boast amongst other things an outside braai area and pizza oven and much improved temperature control and acoustics.

### Communication

We place high value on regular communication with residents to ensure greater engagement and for the residents to be up to speed with what is happening in our village via email and WhatsApp. Thank you to Felicity Walker for the various newsletters she compiles and to those residents who regularly contribute.

### Human Resources

We were extremely fortunate to employ Riaan Gouws as Village Manager after Bronwyn Davies moved out of this role. With a further restructuring of the team at Evergreen Bergvliet and the appointment of another Receptionist and Duty Manager.

In conclusion, sincere thanks to the residents, for those who every day make a positive contribution to the village. I wish to thank the Rescom, and in particular, Alan Baxter for his continuous, positive, engagement.

## **2. ATTENDANCE AND APOLOGIES**

The attendance register was circulated and signed. Apologies received for from residents were noted (refer to Annexure A for details). The Chairperson noted the following proxies received:

- Roger & Elizabeth Cummins
- Judith Walsh
- Gael Foster

## **3. CONFIRMATION OF NOTICE**

The notice convening the meeting was circulated to residents, were taken as read and proposed by Alan Baxter and seconded by Brian Dalton

## **4. ACCEPTANCE OF THE PREVIOUS MINUTES**

The previous minutes were circulated together with the notice and taken as read and accepted and proposed by Earl Hargreaves and seconded by Ton Weber.



## **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 and proposed by Joan Mispion and seconded by Elda Diana – Oliaro

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

The annual report by the Bergvliet Village Manager had been circulated together with the notice of the Annual General Meeting and was taken as read and proposed by Alan Baxter and seconded by Ton Weber

## **7. ELECTION OF RESCOM MEMBERS.**

The Chairperson confirmed that, as per the Evergreen Lifestyle House rules, the Residents' Committee (Rescom) minimum nominations to constitute voting was not met and therefore the nominated Life Right Holders would be accepted as the new Rescom.

- Yolanda Bond-Smith
- Alan Baxter
- Brian Dalton
- Richard Eastwick

## **8. ANNUAL FINANCIAL REPORT FOR THE 2022/2023 FINANCIAL YEAR**

DP- I must admit that the 2022/23 budget was a challenge, we spent a huge amount of time on the budget which wasn't ideal and ended up in us not getting the budgets out in time. We have invested in technology that will enable Riaan and his team to access the finances and enable us to get the budgets out timeously. Our main priority is to ensure that the income in the villages covers the expenses. We had looked at a better solution for levies, and came up with a target levy solution. These levies are aimed at each unit contributing the same amount of levies and where there is a shortfall EPI will subsidize the balance. Evergreen Bergvliet recognised a surplus of R636,415 for the year-ended 28 February 2023. This amount has been invested in a call account for the benefit of the village.

DP Highlighted the following contained in the FY2023 Actual results and the FY2024 Budget:

Actual FY2023 Profit for the year	R636,415
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Budget FY2024 Profit for the year	R 36,051
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### Levy Increases

Monthly target levy increased with 3,3% from R6,000 to R6,200 per unit.

Monthly additional person levy increased with 10% from R500 to R550 per unit

The annual financial report for the 2022/2023 financial year was circulated together with the notice of the Annual General Meeting and was taken as read and proposed by Alan Baxter and seconded by Mike Smith.



## 9. GENERAL

### Question 1 - Earl Hargreaves

We received a letter, stating there will be changes and additional staffing, can you highlight why the extended hours?

### Answer to Question 1 – Riaan Gouws

The operating hours will be changing due to the increased number of incidents where residents needed assistance happening after hours which are not necessary healthcare related. The additional staff will be working shifts to have more appropriate coverage in the village for more hours during the day.

### Question 2 – Brian Dalton

My understanding is that there is a desire to achieve a staff to resident ratio of 1:5, with the additional staffing as proposed, do we achieve this ratio and if not does this mean it will increase?

### Answer to Question 2 – Garry Reed

This is an internationally accepted industry standard and what we feel would be appropriate to provide to the expectations of residents. It is however only a guideline and not a target to achieve. There seems to be a huge fixation on the 1:5 number and as mentioned if we see the current staffing levels and deliver the services as required there will be no reason to employ further staff.

### Question 3 – Penny Prideaux

Please advise if any of the residents asked for additional staff or feel that the village is understaffed?

### Answer to Question 3 – Garry Reed

We have had residents commenting that some more staff is required. Although nobody specifically asked for additional staff, but for the village to operate according to our standards and requirements we needed to increase our number of team members.

### Comment - Alan Baxter

My comment is around the statement DP made regarding the levy relationship, the lower we keep the levy the better for all parties.

### Reply - Dylan Pienaar

There is no benefit in Evergreen unnecessarily increasing the levies, we are aligned in keeping the levies as low as possible.

### Question 4 - Wenche Hovstad

How are staff utilized, there seems to be a communication problem with allocating tasks to the staff. A couple of weeks ago I requested assistance somebody came and two hours later another set of people came to assist.



Answer to Question 4 – Riaan Gouws

This is a tricky situation as we cannot get into a situation where every single staff members movements questioned. This is however, not always the case and new structures and areas of responsibility were very recently implemented and shared. It will take some time to get the team settled into a new rhythm which will show improved efficiencies. Also note that there will always be areas to improve on and we will continue to work on these.

Comment - Brian Dalton

I have asked the residents to contact me should they know of any inefficiencies with the staff and I will discuss it with management.

Reply - Riaan Gouws

May I suggest that if there are any inefficiencies with the staff, I am informed immediately and not after everyone else has been informed, so as not to delay the solution.

Reply - Garry Reed

Do not send pictures or comments, if staff are not meeting residents' needs, please report this to management immediately.

Question 5 – Colin Noble

The additional persons levy, is this an industry law or does this only apply to Evergreen Lifestyle Villages?

Answer to Question 5 - Dylan Pienaar

It is a contractual agreement between Evergreen and the Life Right Holder. The revenue projected for the village is R7.9 million. If the second persons levy falls away the basic levy will have to increase in order to cover the operating costs of the village.

Earl Hargreaves - Comment

Can the name not be changed on the budget?

Dylan Pienaar - Comment

Evergreen is open to suggestions

Question 6 – David Walker

My understanding for the purpose of the target levy is to ensure that each unit contributes to the costs, why then do we have an additional person's levy, should the target levy not be adjusted?

Answer to Question 6 – Dylan Pienaar

The target levy is the basic levy

Question 7 – David Walker

Why a 10% increase to the additional person's levy and a 3.3 % to the target levy?

Answer to Question 7 – Dylan Pienaar

In the LRA signed by resident's part of the revenue structure is to have an additional person's levy, for the past 12 years this always formed part of the revenue and it's by no means a plan to be unfair or discriminatory. If the residents feel this is unfair, we can



investigate it further. I am happy to look into the 3.3 % increase however, we need to get to balance books.

Comment - David Walker

I disagree with the budget being correct.

Reply - Dylan Pienaar

I'm happy to meet and review the budget with you, however I am confident that it is correct.

Comment – David Walker

The calculations and figures reflect a breakeven budget

Reply – Dylan Pienaar

As mentioned, EPI will subsidise the difference to get to the targeted revenue

Question 8 – John Bester

Is there any reason in us not receiving the monthly financial accounts?

Answer to Question 8 – Dylan Pienaar

The amount of resources needed to get the monthly reports out are relatively high and the finance team is under huge pressure, hence the decision to produce quarterly results. We have invested in technology that will enable Riaan and the village to have access to the monthly financial reports.

Comment – Alan Baxter

I have discussed with Riaan that we can go through the accounts to track and debate any issues before they get posted.

Reply – Dylan Pienaar

I agree

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

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**CHAIRPERSON**



## **ANNEXURE A**

### **EVERGREEN BERGLIET LIFESTYLE VILLAGE ("THE VILLAGE")**

#### **APOLOGIES NOTED AT THE ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 29 AUGUST 2023**

1. Ronald van Reenen
2. Helena Mitchell
3. Ian McDonald
4. Alison McDonald
5. Jill Dower
6. Anne Lawton
7. Brian Mawman
8. Edward Twiggs
9. Estelle Twiggs
10. Patricia Smith
11. Ian Stewart
12. Janine Fuller
13. Shirley Hossack