

("the Village")

NOTICE OF ANNUAL GENERAL MEETING

Notice is hereby given that an Annual General Meeting of the Village will be held at **Sonnehof Manor House, 30 Homestead Avenue, Bergvliet Cape Town, on Monday 26 August 2024 at 12:00**

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 Monday 12 August 2024 ("**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 (7-13)
- 5. ANNUAL REPORT BY THE CHAIRPERSON OF THE RESIDENTS' COMMITTEE ("RESCOM") (14 -15)
- 6. EVERGREEN VILLAGE MANAGER'S REPORT (16-18)
- 7. ANNUAL FINANCIAL RESULTS FOR 2023/2024 AND THE BUDGET FOR 2024/2025(19)
- 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 **Monday 19** August 2024.

*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 <u>liesli@evergreenlifestyle.co.za</u>, so as to be received by no later than 16h00 on Monday 19 August 2024
- 2. Life Right Holder(s) are requested to focus on General Matters that warrant discussion at an AGM and to take up personal matters with the Village Manager.

3. Instructions on signing and lodging the questionnaire form

- The blank spaces on the form must be clearly completed, should the spaces provided be insufficient, the life right holder is requested to continue their submission on a separate document and to include such document when submitting by not later than **16:00 on Monday 19 August 2024**
- Any additional document must be initialled. 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.
- The chairman of the Annual General Meeting may choose to reject any questionnaire form which is completed other than in accordance with these instructions.
- 4. Important Note: Individual questions will NOT be read out at the AGM.
 - We will endeavour to group together questions around the same subject and answer them in the general report back session.
 - Should you feel that your pre submitted question was not answered during the meeting, please raise the question on the day.
 - Time will be made available at the end of the meeting for general questions to the maximum of 10.

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 <u>liesli@evergreenlifestyle.co.za</u>, by no later than **16h00** on **Sunday**, **25 August 2024**.

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 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 16h00 on Sunday, 25August 2024.**

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

GARRY REED

("the Village")

PROXY FORM

For use by registered Life Right Holder(s) of the Villa Record Date, to be used at the AGM to be held at So Bergvliet Cape Town, on Monday 26 August 2024	nnehof Manor House, 30 Homestead Avenue,
I/We [please print name(s)]	
Being the holder(s) of a Life Right in Unit below):	_ in 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 to be held on Monday 26 August 2024 or at any adj	
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 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 <u>liesli@evergreenlifestyle.co.za</u>, by no later than 16h00 on Monday 19 August 2024. (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, 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.

("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 **Monday 26 August 2024**

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 <u>liesli@evergreenlifestyle.co.za</u>, by no later than **16h00** on **Monday 19 August 2024**



BERGVLIET EVERGREEN LIFESTYLE VILLAGE ("THE VILLAGE")

MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 29 AUGUST 2023

PRESENT:

Riaan Gouws (RG) Garry Reed (GR) Dylan Pienaar (DP) Elize Porter (EP) Liesl Isaacs (LI) Residents

(Chairperson and VM)
(ELV Managing Director)
(ERH Financial Director)
(ELV Health Director)
(Office Manager)
(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 Chairman 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 once a year by an independent intrusion company, Personal Safety.

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 while the catering services are suspended to make the necessary changes to improve the service and quality of meals.

Social Events

Although the village has a heathy social calendar, we are looking forward to having the Clubhouse 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 contributes.

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 there will be a significant improvement in our service delivery.

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, Brian Dalton, Jane Horovsky, Charles Foster and Richard Eastwick for their efforts over the past year, and your continued support is greatly appreciated.

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 Misplon 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) received the most votes and were elected by the Life Right Holders as the Rescom Members.

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

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

DP- As I stand here this morning, 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 currently has a surplus amount in the budget, this has been invested in a call account and will only be used when necessary. Herewith a summary of the figures:

Profit for the year R636, 415

Budget FY24 Profit for the year R36, 051

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 here 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 the staff ratio is 1:5, with the additional staffing 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 the service Evergreen pride ourselves on. 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 of feel that the village is understaffed?

Answer to Question 3 – Garry Reed

Nobody asked for additional staff, but for the village to operate according to certain standards and requirements we needed to increase our number of team members. We have received various emails about the quality of the village staff and there were discussions with Rescom to review staffing and make changes if Rescom feels the staff do no add value.

Comment - Alan Baxter

My comment is around the statement DP made regarding the levy relationship, the lower we keep the levy the greater the value of our product we offering.

Reply - Dylan Pienaar

There is no benefit in us 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 hrs 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 thing we do is questioned. I have received photos of team members walking in the village together and it was reported in a negative way but without asking why, and in fact 4 team members were



required to move a TV cabinet making it all justified. 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 resident's 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

The second persons levy is open for debate, however the revenue projected for the village is R7.9 million. If the second persons levy falls away the basic levy will have to increase as the targeted revenue has to be met.

Earl Hargreaves - Comment

Can the name not be changed on the budget?

<u>Dylan Pienaar -</u> 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?

<u>Answer to Question 6</u> – 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 discrimatory. 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 balance the books.



<u>Comment</u> - David Walker I disagree with the budget being correct.

<u>Reply</u> - Dylan Pienaar I'm happy to meet and review the budget with you, however I am confident that it is correct.

<u>Comment</u> – David Walker The calculations and figures reflect a break-even budget

<u>Reply</u> – Dylan Pienaar As mentioned, EPI will always 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.

<u>Comment</u> – Alan Baxter I have discussed with Riaan that we can go through the accounts to track and debate any issues before they get posted.

<u>Reply</u> – Dylan Pienaar I agree

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

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

EVERGREEN VILLAGE BERGVLIET

RESCOM CHAIRMAN'S REPORT 2023-2024

At the close of 2023 Alan Baxter, our Chairman for the past 18 months decided to leave Evergreen and move into a family home nearby. I was approached by Rescom to take over the position for the remainder of Alan's term.

On behalf of all our residents I would like to pay tribute to Alan for all the hard work he put in to establishing a professional business relationship between the residents and Evergreen Management.

CLUBHOUSE

During the last few months of 2023 the clubhouse was closed for renovations and house no.24 became our temporary home. I think we were all amazed how we fitted in so many functions into this restricted area-quiz nights, bingo and even wine tasting. I will certainly remember where I was to see those exciting one point rugby world cup victories. Thanks to Riaan, Mandy and staff for the enjoyable braais.

Our thanks also go to Lime Tree Café who hosted our Tuesday night dinners through this period.

By end December the builders moved out and handed over our brand new clubhouse. Residents and visitors have been full of praise for the improvements and the ambiance of the lounge/dining room has resulted in a significant increase in numbers using the facility.

<u>CATERING</u>

Fedics returned as our caterers in January and the standard of service certainly improved over the next few months. However they decided that they could not make a satisfactory business out of their contract with the four Evergreen villages in Cape Town. As a consequence Servest have contracted to Bergvliet, Diep River and Muizenberg. Despite a few teething problems their wider offering at breakfast and lunchtimes is attracting improved customer numbers.

FINANCE

The major debate, as always, was the budget. There were three major issues that Rescom discussed with Evergreen- the significant increase in the cost base, the agreed principle of operating the village at breakeven in the long term and how to return the 2022 surplus to the residents.

Rescom proposed a budget which would return the surplus to residents via a zero increase in levies together with a reduction in costs to achieve a breakeven result for the year. After much debate Evergreen agreed to certain budget cost reductions as well as committing to the reduction in future manpower costs when opportunities presented themselves. However they did not agree to a zero levy increase but did reduce the budget increase to 3.2%.

In the first four months of the financial year the village is operating close to budget. The major negative cost variance is electricity but this has been offset by reduced generator diesel usage as a result of lower-than-expected load shedding. Provided costs are well managed the village should finish the year with a continuing surplus being available for the following year.

OPERATIONS

Our thanks go to the entertainment committee for arranging regular evening events for residents. Pub nights, Quiz nights, Bingo and live music entertainment bring us together in the clubhouse and are an essential part of life in the village. Yolanda has been a member of this committee for 13 years and has given notice that she is retiring at the AGM. Thank you Yolanda for your leadership and tireless efforts in bringing enjoyment to all our residents.

We were very sorry to lose Herman Poelman earlier this year .He had arranged classical music evenings in the clubhouse for many years. Our grateful thanks go to Jill Dower and Ursula Athiros who has taken over this role, as well as to John and Wenche who have educated us about the world of wine, to Merle who has arranged our monthly walks and to Jackie the organiser of our weekly canasta group. Special thanks as well go to Julie Phillips who does such a splendid job of managing our busy library.

On behalf of the residents may I pay tribute to Riaan, Nomfundo and every member of staff in our village. Your sterling efforts in making our lives at Evergreen comfortable and enjoyable are very much appreciated.

<u>RESCOM</u>

My thanks to all the members of the committee for their guidance and assistance over the past months- Brian with his experience with what has gone before, Chris who has been an expert on all things financial, Richard with his strong opinions on everything and Yolanda as head of all things social.

I wish the incoming committee every success in the coming year.

MIKE SMITH

Chairman



("the Village")

VILLAGE MANAGER'S REPORT FOR 2023/2024

1. VILLAGE DEVELOPMENT / MOVEMENT

The Bergvliet Village is home to 144 residents residing in 78 houses and 22 apartments. The resident demographic is made up of 46 couples and 52 single residents, with an average age of 78.

We welcomed David & Jenny Erskine, Jenny Wessels, Robert & Cheryl Vermeulen, Ian & Dawn Watt, Thys and Mavis Bester, Jim & Mary Doyle, Robin & Annmaree Carter, David & Maryon Draude, Hank & Cheryl Pienaar and Jack and Sheila Holliday to our community. (some still to take occupation)

We fondly remember Martin Baylis, David Erskine, Jacky Marquis, Buddy Mockford, Lorna Collender and Carmen Garizio who passed away this past year and also Alan and Margaret Baxter, Pat Baylis and Don Campbell who moved out of the village.

2. SECURITY

Our service provider remains Grinnell Security. The on-site supervisor is Kevin van der Vent who with the support of Mzingizi Gxagxa and Masibulele Matakane as shift supervisors oversees their teams across two shifts per day, seven days per week. I am happy to confirm that 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 for being the face of the Village to all our visitors.

3. HEALTHCARE

Sister Sharon Adams 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 who make use of the carer services encouraging a 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.

4. CATERING

In June, Servest took over the village catering services from Tsebo/Fedics. I am happy to report that after some initial teething issues the new catering team has settled in and we are once again serving high quality meals consistently. Although we do not see large numbers for the daily lunches, the offering has been welcomed by many residents and along with a very well-priced breakfast menu, we are seeing more and more feet through the door. We look forward to further growth in the support of the catering services, especially in the warmer months ahead.

5. SOCIAL EVENTS

The Village has maintained a heathy social calendar through the last year. The improvements in the Clubhouse have created a great venue for residents to enjoy. Thank you to the Social Committee, Yolanda Bond-Smith, Jacky Orton, Paddy Fordyce, and Jean Van Ryn and all the ladies who supported them throughout the year for their hard work. Your work truly reinforces one of Evergreen's most important brand pillars, a sense of community and provides many residents with the social interaction they need to maintain a healthy and happy lifestyle.

6. GARDENS/LANDSCAPING

The garden maintenance service is provided by Whitecliffs Landscaping with Phillimon Mila heading up the team. The team has continued the amazing work they do to keep the gardens looking pristine. Thank you to Phillimon and his team for the hard work they do to ensure our Village flourishes all year-round.

7. HEALTH & SAFETY

Eco Safety 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

As it was noted earlier in the year, our over-all focus with maintenance in the Village was to reduce any backlogs and improve on the efficiencies and structures within the team including response times with regards to inspections, feedback and actioning of repairs. Although this remains an active focus and is influenced by many outside factors, we have seen an enormous reduction in the number of "open tickets" and we have received tremendous support from the property owner (EPI) to get work that they are responsible for, actioned. We aim to further improve our performance in months to come.

9. COMMUNICATION

We strive to provide regular and prompt communication to residents. A weekly "What's Happening" is sent to residents on e-mail and WhatsApp, and the same two platforms will continue to be used to send out notices and other relevant resident information as required.

We have also sent out reminders of maintenance reporting lines and I encourage residents to please communicate and escalate as per these channels. Reporting maintenance issues to reception or directly to village management are the only recognised channels. I am a firm supporter of face-to face interaction I welcome all residents to come to the office and discuss any issues they may have, with myself or Nomfundo in my absence.

10. HUMAN RESOURCES

I would like to thank, Nomfundo and the Evergreen Bergvliet team for their continued support over the past year. We are all privileged to have such a dedicated and hard-working team that does great work under the guidance of the senior team members.

We said farewell to Mfundo Norawana and Anelisa Femele, both well loved by residents, but who applied for positions within Evergreen to continue their growth. Both are doing great work in their new villages and doing us proud. We recently welcomed Mark Nefdt (Utility Worker), Tashreeka Petersen (General Worker) and Damian Alexander (Duty Manager) all in exiting positions.

The team and I look forward to another year of providing you with the best service possible and to keep Evergreen Bergvliet not only a special Village but a great community to be part of.

11. CONCLUSION

I wish to thank the Residents Committee: Mike Smith, Brian Dalton, Chris Hinde, Yolanda Bond-Smith and Richard Eastwick for their efforts over the past year.

I must also thank the Evergreen teams not based in the Villages who provide 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 of you. Thank you for your support and positive interaction over the past year. I have really enjoyed getting to know you all and although we have already managed to 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

BUDGET FY2025 NUMBER OF UNITS - Houses - Apartments BASIC LEVY - All Units % Increase ADDITION PERSON LEVY - All Units % Increase		FY2024 TOTAL ACTUAL 78 22 100 6,200 -	FY2025 TOTAL Budget 78 22 100 6,400 3.2% 575 4.5%
REVENUE Levies Received - Residents Levies Received - Developer Levies Received - Subsidy Levies Received Additional Person Levy Other Income	Note 1 Note 2	7,907,840 7.007,770 142,600 288,630 7,440,000 328,900 138,940	8,025,000 7,550,563 129,437 7,680,000 345,000
TOTAL EXPENSES Head Office Expense Recovery Insurance Clubhouse Expense Medical Response Employee Cost Other Levies Expenses Information Technology Expenses Travel Expenses Printing & Stationery Expenses Depreciation Expenses Common Property: Municipal Utilities Property Rates Security Village Maintenance Generator Costs Garden Maintenance Prior Year Expenses	Note 3 Note 4 Note 5 Note 6 Note 7 Note 8	(3,137,096) (378,000) (250,413) (209,417) (142,394) (3,171,770) (101,476) (46,920) (109,803) (131,265) (65,717) (98,869) (160,652) (40,584) (1,578,453) (420,983) (401,950) (665,326) (15,491)	(8,336,342) (396,000) (265,456) (255,651) (144,000) (3,330,720) (48,000) (125,752) (161,754) (1,200) (54,075) (99,150) (229,161) (39,645) (1,656,003) (373,075) (398,000) (672,000)
EXPENSES NOT INCLUDED IN THE LRA Catering Expense SURPLUS / (DEFICIT) Prior Year Surplus Add: Interest Surplus/ (Deficit)	Note 9	(147,614) (229,256) 636,415 38,475 445,634	(37,000) (311,342)

NOTES:

Note 1. The Target levy has been increase by 3.23% from R6 200 p.m. to R6 400 p.m. per unit.

Note 2. The Additional Person levy has been increased by 4.55% from R550 p.m. to R575 p.m.

Note 3. Clubhouse expenses - The budget was based on providing for additional cost not previously incurred (water dispenser, wood), as well as a full 12 month expense for the golf cart rentals as per service level agreement.

Note 4. Salaries - The budget was based on a 5% annual increase for employees.

Note 5. Administration - The increase in budget was mainly due to the increase in the health and safety SLA for FY2025.

Note 6. Information Technology Expenses - The budget included provision for CCTV licensing fees not previously charged, as well as the annual increase in the data line rental.

Note 7. Common Property: Municipal Utilities - The FY2025 budget was based on the FY2024 budget, noting that FY2024 actuals are distorted due to constant loadshedding.

Note 8. Village Maintenance - The decrease in budget was based on the some once off expenses in FY2024, that is not provided for in FY2025.

Note 9. Catering Expense - The decrease in budget was due to once off purchases of catering equipment in FY2024.