



## EVERGREEN BERGVLIET (*"the Village"*)

---

### VILLAGE MANAGER'S REPORT FOR 2024/2025

---

Dear Residents,

This past year has been all about steady growth and continually improving how we do things in the village. While we faced some operational challenges—particularly around catering and maintenance—these were met with a proactive and solutions-driven approach, resulting in noticeable improvements across several areas.

Most importantly, the strong sense of community that defines Evergreen Bergvliet continues to grow. From our social committee's successful events to the consistent care provided by our team, it is clear that this is more than just a place to live—it is a community built on connection and support for one another.

This year's report serves as a reminder that everything we do is guided by the five pillars of our service delivery: ***Sense of Community, Continuous Care, Safety and Security, Financial Peace of Mind, and Exceptional Hospitality.***

### **SENSE OF COMMUNITY**

#### **Residents**

The Bergvliet Village is home to 148 residents across 22 apartments and 78 houses. Our current resident demographic includes 50 couples and 48 single residents, with an average age of 79.

We were pleased to welcome several new residents this past year: Patricia van Zyl, Richard & Dawn Mann, Desmond & Theresa Chester, Shirley Rossiter, Carol Hay, Myles & Brigitte Kennedy, Fritz & Annette Snyckers and Delamore & Simone Terwin.

Lyn Law, Gordon Collender and Paddy Hawthorne moved into other or care facilities and Laubi & Christina Walters both moved to Evergreen Muizenberg.

We also take a moment to remember those we have lost this year: Jeff Hawthorne, Vicky Fox, Annmaree Carter and Ronnie van Reenen.

## **Catering**

In June 2024, Servest took over the catering services from Tsebo/Fedics. Unfortunately, the quality of meals and level of resident support did not improve during Servest's tenure. Despite efforts on both sides, service levels and food quality remained inconsistent, leaving us in a similar position as a year ago. As a result, we mutually agreed to terminate the agreement at the end of July.

We have since introduced Freedom Foods, trading as Fynbos Bistro, to provide catering services at both Evergreen Bergvliet and Diep River with Muizenberg following in November. Darren Roberts and his team have successfully transformed the operation at Evergreen Noordhoek, where resident satisfaction and support has doubled—a clear reflection of their commitment to quality which was already evident in their first week of service.

While we understand that no catering service can meet everyone's preferences perfectly every time, we are confident that Darren and his wife Sarah, with their owner-managed, hands-on approach and their passionate team, will bring the consistency and quality we have been missing.

## **Social Events**

The Events Committee has done outstanding work this year, organising a variety of successful events that brought residents together and added great value to village life. Special thanks go to Myrle Mawman, Lynne Perry, Glenda Cooke, Jen Mockford, Trish Smith, Penny Marek, Gael Foster, and Shirley Rossiter, for their efforts over the past year years. Thank you to Myrle who have led the committee with passion and energy.

Thank you also to every resident who gave their time to host or help plan events. Your efforts continue to foster one of Evergreen's most valued pillars: a strong sense of community.

## **Repairs and Maintenance**

Our focus this year has been on reducing maintenance backlogs and improving overall efficiency. We have also adopted a more proactive approach to identifying potential issues early, helping to avoid unnecessary costs and disruptions.

A trial initiative involving support to the Diep River village on a charge-for services basis has been successful and had a positive impact on the maintenance recoveries.

We have also received strong support from our property owner, EPI, in addressing issues under their responsibility. Major expenses were incurred to try and resolve the problematic irrigation system when our borehole dried up late last year. While there is more to be done, specifically noting the exterior of the apartment building, I believe we are in the right track and remain committed to continual improvement.

## **Gardens and Landscaping**

Philemon, George, Innocent, Richard, Ameen and Alex from Whitecliffs Landscaping continues to do a fantastic job in keeping our gardens looking their best all year-round. His care and attention have made a visible difference to our outdoor environment.

A special thank you also goes to Penny Prideaux and Sue Dalrymple, who have invested significant time and effort to help maintain and enhance the gardens around the apartment building.

## **CONTINUOUS CARE**

### **Evergreen Health**

Sister Sharon Adams continues to provide residents with compassionate care, guidance, and support. While residents have opted not to implement full-time Evergreen Health services on-site, we've seen steady growth in the use of these services in the village. Several carer placements have been successfully made, offering support tailored to individual needs.

The Evergreen Muizenberg frail care and step-down facility, managed by Elize Porter and Melanie Carstens, has proven to be an invaluable resource. It supports residents from Bergvliet and other Evergreen villages, both on a temporary (step-down) and permanent basis.

This access to high-quality care reflects Evergreen's enduring commitment to its Partnership for Life philosophy—supporting residents at every stage of life.

## **SAFETY AND SECURITY**

### **Security**

In early 2025, Rob Du Plooy joined the Evergreen team as our Safety and Security Manager. Since then, we have seen a notable improvement in how we use our infrastructure and manage resources. Rob has worked closely with our security partner, Grinnell Security, to streamline operations and tailor services to Evergreen's needs.

Our on-site supervisor, Kevin van der Vent, along with Masibulele Matakane, Mzingizi Gxagxa, and Zandile Makazolo leads a reliable team operating two daily shifts, seven days a week. Recently, all shift leaders completed training in basic first aid and firefighting—strengthening our emergency preparedness.

We are pleased to report no security breaches in the past year. While we live in a secure environment, residents are encouraged to remain vigilant: lock up valuables, secure windows, and follow basic safety practices.

A sincere thank you to our entire security team—not only for keeping us safe but for being a friendly and reassuring presence at the Village entrance.

## **Health & Safety**

In addition to his security role, Rob also oversees health and safety at the village. We recently transitioned from ECO SAFETY to a new consultancy, SHEMCA, to ensure we continue meeting high compliance standards as our community grows.

All fire panels and related equipment passed their annual inspections, and extinguisher servicing is scheduled—keeping us fully compliant with fire safety regulations. Evacuation drills will be arranged in line with updated SHEMCA guidelines once the weather allows better participation.

## **FINANCIAL PEACE OF MIND**

### **Village Finances**

In the 2024/2025 financial year, and based on consecutive years of good village financials, we were able to move 98% of residents onto a March levy increase cycle, aligned with our financial year.

Our budgeting strategy remained focused on two key goals:

- Maintaining the strong financial position without financial support or subsidies
- Managing expenses carefully to minimise levy increases

Although increases to the target levy have been kept as low as possible and extended to March for most residents, residents whose levies remain significantly below target may see increases of up to 15% annually until alignment is reached.

In the last financial year, interest to value of R22 264.00 was earned on the surplus previously achieved, bringing the total interest to R68 712.24.

We are pleased to report that village expenses are currently within budget for the year to date, with the only area needing attention being the common area utilities. Dissecting this and implementing the necessary changes is being worked on and we remain confident this will not impact the result for this financial year.

### **Switch and Save**

Initially met with some uncertainty, the Switch and Save initiative has steadily gained traction. Residents across Evergreen villages have embraced this offering as a way to reduce financial pressure—especially for those living on fixed incomes.

The support provided during the relocation process has also made a tangible difference, offering relief to residents facing changing financial, health, or life-stage needs.

Switch and Save is a key part of Evergreen's promise to deliver financial peace of mind, and is another demonstration of our Partnership for Life in action.

## **EXCEPTIONAL HOSPITALITY**

### **The Evergreen Bergvliet Team**

A heartfelt thank you to Nomfundo and the entire village team for their dedication and professionalism throughout the year. Damian, since joining the team, has made a meaningful impact and brought valuable support to our day-to-day operations.

We are truly fortunate to have such a committed team, all working under the guidance of our senior leadership. Each staff member has stepped up following the recent management restructuring, ensuring continuity, and maintaining the high standards we have set for ourselves.

We look forward to another year of service—always striving to make Evergreen Bergvliet a community we can all be proud to call home.

**In Conclusion:** Reflecting on the past year, we can be proud of the progress made. From enhanced operational efficiencies to strengthened support services and resident engagement, Evergreen Bergvliet continues to evolve.

We extend sincere thanks to our residents and residents committee (Brian Dalton, Chris Hinde, Robert Vermeulen, Tony Farr, Jim Doyle and Richard Eastwick), and their support teams for their contributions. Your input, participation, and commitment form the heart of this community.

Looking ahead, we remain focused on continuous improvement, deepening our sense of community, and delivering on Evergreen's promise of a Partnership for Life—at every stage of the journey.

Warm regards,

Riaan Gouws  
Village Manager