



## **DIEP RIVER EVERGREEN LIFESTYLE VILLAGE ("THE VILLAGE")**

### **MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 8 AUGUST 2023**

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<b>PRESENT:</b>	Garry Reed (GR)	(ELV Managing Director)
	Dylan Pienaar (DP)	(ERH Financial Manager)
	Riaan Gouws (RG)	(Chairperson & Village 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 Chairman welcomed the Evergreen panel and introduced Garry Reed and Wimpie Pieterse to all the attendees.

#### **2. ATTENDANCE AND APOLOGIES**

The attendance register was circulated and signed. No apologies received.

#### **3. CONFIRMATION OF NOTICE**

The notice convening the meeting was circulated to residents, were taken as read.

Proposed by Kathy Scott and seconded by Margaret Hull

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

The minutes of the previous Annual General Meeting was circulated together with the notice and taken as read and accepted as correctly recorded.

Proposed by Margie Lee and seconded by Kelvin Barry

#### **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.

#### **6. EVERGREEN DIEP RIVER VILLAGE MANAGEMENT REPORT**

The annual report by the Diep River Village Manager had been circulated together with the notice of the Annual General Meeting and was taken as read.



RG Introduced GR to address the attendees. GR thanked the Rescom for all the hard work they do in the Village, and particularly Kathy Scott as Rescom Chairperson.

GR also thanked Amanda George for the important work she does with regards to the day to day running of the village.

GR noted that management's focus remains on cost saving without impacting on the resident's lived experience. It remains a fact that the income through resident levies does not cover the total running expenses of the Village. Although the property owner (EPI) has for many years been contributing to the village budget to cover the shortfall in revenue, it has never been a begrudging contribution and that the Evergreen and all the operational team members genuinely care for our residents and their wellbeing.

GR complimented the spirit and comradery amongst residents in the village. GR also complimented the general upkeep and cleanliness of the Village.

In closing GR reminded residents of the importance of the development and growth of Evergreen the team members and that with Christine's departure it was decided that Amanda would be given more responsibilities and with the opportunity for growth and development into a more senior role. GR thanked all the residents for their attendance.

## **7. ANNUAL FINANCIAL REPORT FOR THE 2023/2024 FINANCIAL YEAR**

WP noted that both the previous year's closing financials and the current year's budget was included in the AGM pack. FY2024 performance was good overall, and the year ended very close to the budgeted numbers. FY2025 had a proposed levy increase of 4.9% for the target levy. WP noted that the village performed well year to date with the main noticeable contributor to the savings being the generator's diesel expense and that the village is expected to break even should the savings continue.

RG referred to the subsidies GR and WP mentioned and stated that the "breaking even" referred essentially means that the savings generated, would match the subsidy received by the property owner (EPI) by the end of the financial year.

## **8. ELECTION OF RESCOM MEMBERS**

RG thanked the current Rescom for all their efforts over the past year and noted that it has been a pleasure to work with them since March. RG also confirmed that, as per the process stipulated in the Evergreen Lifestyle House Rules, the following Life Right Holders were nominated for the Rescom and as no voting will be required as only 6 nominations were received to fill the 6 available seats on the committee. The nominated Life Right Holders are:

- Kathy Scott
- Sue Butcher
- Brian Quinn
- Margie Lee
- Pam Day
- Neville Gill

The appointments were proposed by Mona Randall and seconded by Kelvin Barry



## **9. GENERAL - QUESTIONS**

GR responded to some of the questions submitted:

### **Question 1- General**

*The ability of some residents to live independently was questioned and how the medical screening process works during the sales process.*

### **Answer - Question 1**

*GR advised that the process has always included a DQ98, a dependency questionnaire that must be completed by all new residents before being able to move into any of the Evergreen Villages. This is a requirement from the Dept. of Health and set out in the Older Persons Retirement Act and not an only Evergreen document or process. The score on this questionnaire determines the level of dependency of potential Life Right Holders and the terms on which their occupation is approved. It has always been Evergreen's view that in the case of a couple, one person can be seen as a "primary caregiver" should the other not be able to live fully independently. This process is audited by the Dept. of Health and Evergreen does comply. Unfortunately, the rapid decline of some residents is a reality, and it is Evergreen's responsibility to help these residents to find the necessary care they need, but it is not for Evergreen to fund the care needed.*

### **Question 2 - General**

*Are the cost healthcare services included in the levy?*

### **Answer - Question 2**

*GR explained that no healthcare services are paid for through the levies and that residents are charged on a "bill for service" basis for their own accounts by Evergreen Health. Residents do have access to a range of care services, and this can be arranged with the help of Amanda and Sister Sharon.*

### **Question 3 – Gail Rohm**

*Are new residents made aware of the cost related to carers?*

### **Answer - Question 3**

*GR advised that an Evergreen Health pack has been added to the information shared with new residents. This includes the prices for all Evergreen Health services.*

### **Question 4 – Margaret Hull**

*Are new residents still required to get a doctor's certificate before moving?*

### **Answer- Question 4**

*GR explained that every new resident requires a doctor's certificate that is used during the DQ98 or Dependency Questionary conducted by our healthcare team. GR acknowledged that it is a challenge when there are delays from the time the questionnaire is being completed and time of occupation as a resident's health can deteriorate over this time and it is something we continuously focus on. It is however not a unique situation and seen across all retirement facilities similar to*



ours. GR also acknowledged that it is unfair to expect independent living residents to be burdened with the care of residents that are unable to live independently. Although its not an easy matter to address it is something we will not ignore and treat on merit as we have always done.

#### Question 5 – Kathy Scott

*What would it take for our village to be classified as an assisted living facility as opposed to an independent lifestyle village?*

#### Answer – Question 5

*GR stated that it is important to understand what is classified as independent living. That is when you can live on your own without any help. That is followed by a stepped process. “I just need a little bit of help, taking pills, getting dressed, I am still 70% good etc and is referred to as assisted living.” This is something that can be investigated going forward. The next step is more help with the assistance of a carer for 6 to 8 hours to help with a more full-time care. Evergreen health can provide all these services, but the village will still be deemed an independent lifestyle village.*

#### Question 6 – General

*Questions surrounding the upgraded Telecare button and why only one pendant were issued per unit, even in the case of 2 occupants.*

#### Answer – Question 6

*The larger Telecare units used before became antiquated. Upgrades were investigated and an option to have a service through the internal telephone was trialled, but a decision was made that it was not the answer as it came with no remote emergency button like the older Telecare units. The new emergency pendant was implemented as the solution that replaced all the existing services. The main benefit being that you can use it outside the village also.*

*GR explained that from a cost point of view, one pendant has been a like for like replacement for the antiquated Telecare units but with additional benefits. The purchase of an additional pendant will be for the resident's expense, but Evergreen can assist with amortising the cost over an agreed upon period.*

#### Question 7 – General

*Questions surrounding the Levy Stabilisation Fund and how it works.*

#### Answer – Question 7

*GR referred to previous AGM's where the topic came up and explained that some of the earlier LRA's had a contribution to a Levy Stabilisation Fund which was a percentage of your original purchase amount. These contributions were taken into the village accounts as an income. Newer life rights do not have this anymore. Questions were asked about whether the fund exists, the answer is yes, it does exist. GR and WP have reconciled the fund against the contributions from the Developer towards the Village shortfall. There has only been a R300 000 difference between the available funds and the Developers contribution over the past 24 months. These contributions only apply to resident's who have this specified noted in their LRA's. All the funds have however been recorded and can be shared with the Rescom if required.*



Question 8 – Nicolaas Veldsman

*What levy increases can be expected for the target levy?*

Answer – Question 8

*GR stated the goal is usually a CPI + 1.5% increase for residents that is not on the target levy. We are continuously looking at expenses to keep the increases as low as possible to reach a point where no subsidies are required.*

Question 9 – Kelvin Barry

*Is the same CPI + 1.5% formula used for levy increase across all villages?*

Answer – Question 9

*GR stated that levies will always only be increased by what each resident's individual LRA's indicate. There have been 3 different versions, 10%, CPI + 1.5% and "MA" or Management Accounts being in line with the Village expenses. The increase will only be to get everyone onto the target levy. The goal is to maintain the lowest possible increase in the target levy and to get all residents onto the same levy contribution and not require any subsidies.*

Question 10 – Gail Rohm

*Commented that it is hard to have a conversation with care and to find someone available that is not busy and that can just sit with residents to listen to them.*

Answer – Question 10

*GR Indicated that that we can work on something to have someone available to talk to without implementing overly formal processes and we will look into ways to make it easier for residents spend some time with management.*

GR thanked everyone for their attendance and everyone in the village team for their hard work.

With no further matters being raised, the chairperson declared the meeting closed at 11:06

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**CHAIRPERSON**