



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

### MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 26 AUGUST 2024

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<b>PRESENT:</b>	Garry Reed (GR)	(ELV Managing Director)
	Wimpie Pieterse (WP)	(ELV 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.

GR addressed the attendees. GR thanked the Rescom for their continued support and input and also the efforts of the village management and team.

RG extended his thanks to departing Rescom members, Mike Smith (Chairperson), Chris Hinde (Finance) and Yolanda Bond-Smith (Social / Catering) for their hard work and efforts over the past year. RG especially noted the hard work and dedication to the Bergvliet residents shown by Yolanda Bond-Smith who has also served on the Social Committee for over 10 years from which she will be stepping down.

#### 2. ATTENDANCE AND APOLOGIES

The attendance register was circulated and signed. Apologies and proxies received will be reflected in the attendance register. There was however no voting required and therefore no proxies required.

#### 3. CONFIRMATION OF NOTICE

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

- Proposed by Brian Dalton and seconded by John Bester

#### 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 Mike Smith and seconded by Penny Marek



## **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. Outgoing Chairperson, Mike Smith (MS) addressed the attendees.

MS thanked the individual Rescom members for their contributions in each of their dedicated area. MS noted that he will be standing down and wished the residents that will be serving on the new Rescom the best of luck. MS also asked all residents to give the Rescom their support.

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

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

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

WP reported that the final result for FY2024 was an operating loss of R229 000. The profit carried over from FY2023 was R636 000 and this amount has earned interest to the value of around R38 000, leaving a surplus of R445 000.

FY2025 showed a target levy increase of 3.2%, and the additional persons levy increased 4.5% resulting in a budget revenue of R8 025 000 against budgeted expenses of R8 336 000. This would result in a budgeted operating loss of R311 000. The surplus from FY2023 would be used to cover the shortfall.

WP thanked the Rescom for their engagement and input over the past 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:

- Tony Farr
- Jim Doyle
- David Draude
- Brian Dalton
- Richard Eastwick

RG congratulated the newly appointed Rescom.

The appointments were proposed by David Walker and seconded by Penny Marek .



## **9. GENERAL - QUESTIONS**

### Question 1- Brian Dalton (BD)

*Are we going to have a budget this year before the start of the financial year.*

### Answer Question 1

*WP confirmed that timelines for submission of the budget was recently circulated and the goal is to have budgets completed within this calendar year. GR added that immediately after the AGM's the Village Managers will be producing a first draft budget which can be reviews with Rescom so it can be presented to the board at the end of November / beginning of December.*

### Question 2- Chris Hinde (CH)

*It was previously discussed that a projection will be prepared so we have a better idea of where this year will end. Will this still happen?*

### Answer Question 2

*WP confirmed that RG had done work on a forecast and there is definitely something being prepared.*

### Question 3 – John Bester (JB)

*Referring to the Sitari promotional material advertising “levies for life”. How are you able to balance your books 10 years down the line and can you fix our levies for life?*

### Answer Question 3

*GR explained that it is a concept that had been worked on for 3 to 4 years already and noted that it does require Life Right Holders to part with a bigger portion of their life right consideration which is not refundable and goes to a levy fund upon termination. The fund then augments the levies to allow for fixed levies. It must also be noted that “intake 1” and “intake 2” will not all have the same fixed levy. GR noted that in the shorter term this concept will not be considered for existing villages but definitely a consideration going forward as the business grows.*

### Question 4 – Mike Smith (MS)

- a. *At Sitari, do you have the option of a fixed levy structure or what is used across other villages?*
- b. *MS continued to ask what the entry age is at Sitari is?*

### Answer Question 4

- a. *GR stated that Sitari works solely on the fixed levy basis, at this point in time.*
- b. *GR advised that the entry age is 70 and a different calculation is used to calculate a levy amount for Life Right Holders under the age of 70.*



Question 5 – Andrew Spiegel (AS)

- a. *Is it correct that newer residents and resident that have been here for longer have different Life Right Agreements?*
- b. *Are the deductions in the newer Life Rights the same as at Sitari?*
- c. *If it is, why are all newer Life Rights not given the choice to have a fixed levy for life?*
- d. *AS requested, that the breakdown of what was explained be put in writing and distributed for everyone to understand better.*

Answer Question 5

- a. *GR stated that that is correct*
- b. *GR confirmed that it was.*
- c. *GR stated the 2 are not mutually exclusive. There is an agreement in place with Sirati purchasers to take an amount off their initial purchase and that is not the same as newer Life Right Agreements in other villages like Bergvliet. The Sitari purchasers have more deductions than in other Life Right Agreements.*

*There was some confusion about percentage deductions stipulated in the various versions of the Life Right Agreement. In the original agreements included a 5% resale, refurbishment cost and other deductions. It was decided to simplify this and deduct one specified percentage of 20%. This gives Life Right Holders a fixed amount rather than a variable amount for the refurbishment costs and deductions.*

*At Sitari it is also 20% after the initial levy fund contribution had been deducted.*

- d. *GR stated that what it comes down to is that Life Right Holders enter a legal agreement and details differ across the various version. A general session will create mass confusion and that he was happy to meet with AS to discuss his specific LRA in detail, should he so wish.*

**The following question was submitted in writing at the AGM, after the clearly communicated deadline of Monday, 19 August 2024. However, the Chairman agreed to accept.**

Question 6 – Brian Dalton (BD)

*With reference to the Village Expense of R116 000 for removal of alien vegetation in the berm area bordering the M3 that is not an area accessible to residents.*

- a. *Why is it expected for the village, and therefore each resident, to carry this cost when it is a legal responsibility for the owner to bear the cost of compliance with the law?*
- b. *BD requested that feedback be provided before the next Mancom meeting.*



- c. *BD added that the suggestion was made to cut the trees and improve the view but stated that the cost was not agreed to. BD continued by stating that legal obligations by a property owner should not be passed onto the tenant in his opinion.*

Answer - Question 6

- a. *GR confirmed that the trees that were trimmed to improve the view from the clubhouse and was supported by the Rescom and it is impossible to differentiate between the two. In reality we also need to be compliant with regards to the upkeep of the village and who carries the cost sometimes might be debatable. He confirmed that BD's objection is noted and that he is happy to take the objection back to the Evergreen Exco for further discussion.*
- b. *GR acknowledged the request.*
- c. *GR explained that this instance is different in that Evergreen Lifestyle Villages will operate the villages and that in the Life Right Agreements it is agreed that the costs to operate the village will be bourn by the levies paid be residents. It is viewed that this formed part of running the village.*

*RG added that in a meeting at the time it was confirmed that tree trimming fell under general garden maintenance and would be a village expense, when the trees in the same area was cut to improve the view.*

*Jim Doyle (JD) added that the trimming of the trees benefitted residents but the removal of the alien vegetation in an unacceptable area is not the same.*

*Chris Hinde (CH) stated that an expense such as this is not specified in the Life Right Agreement and is in his opinion not an operating cost.*

*David Walker (DW) stated that if this cost is proceeded to be charged against the levy account, then they will go to the ombudsman*

*GR stated that if that was the route DW would like to take then he cannot stop him but that he will, as he agreed earlier, take the objection back to the Evergreen Exco.*

*Ton Weber (TW) stated that the area in question was supposed to be seen to as part of the original development of the village.*

*CH further noted that the expense should be paid for through the capital reserve fund.*

*GR stated the general concern relating to the expense has been noted. GR asked for some time to consider a solution and he will revert back to residents.*

*BD further indicated that the development plans and council documentation shows that the developer had to submit landscaping plans and for the area to be seen to according to the regulations and making it an expense for the developer.*



*RG added that at this stage there is no evidence to suggest it was not done and that if it was and the area was neglected that it would no longer be a developer's expense.*

Question 7 - Colin Osborne (CO)

*CO questioned the lack of daily healthcare services in the village and the possibility of additional support from the village team.*

Answer Question 7

*GR stated the healthcare services based on site before came at a cost of around R1million and at that time it was decided that residents no longer wanted to pay for a service they don't make enough use of. Therefore, the service was removed. He once again highlighted that we are an independent living facility but, should you not be able to live fully independently the appropriate care must be implemented on the basis of what is required and this is for each resident's account.*

*With reference to comment made about staff members stating they are not allowed to move Mrs Osborne from her wheelchair to her bed, GR stated that it is not that the team members are unwilling to but rather that they are not trained to perform such tasks if there would be any accident it would be a huge liability concern.*

*The reality is that Evergreen can assist in finding carers suited for specific needs or alternatively, one would look at possible moving to one of our facilities that can provide care services related to a non-independent lifestyle.*

**The following question was submitted in writing at the AGM, after the clearly communicated deadline of Monday, 19 August 2024. However, the Chairman agreed to accept.**

Question 8 - Andrew Spiegel (AS)

*In the Village Managers Report, item 3 Healthcare, first paragraph which reads:*

*"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."*

- a. *Please explain what is meant by "a slow-but-steady movement in the right direction" i.e. what constitutes the 'right direction' and why is that the 'right' direction?*
- b. *Outline whether there are any plans to extend the health services in the village, and if so*
  - i. *Why such extension of services is deemed necessary;*
  - ii. *What those plans are.*

Answer - Question 8

- a. *RG stated that having been the Village Manager at Evergreen Bergvliet for just over a year now. Over the year, they have assisted several residents in a similar situation as Mr Osborne that had been struggling to find the appropriate care and going from private carer to private carer and even trying to see if domestic workers can fulfil a carer roll to find a carer suited to*



*their needs. Sometimes interviewing up to 4 candidates to ensure they find a carer that cannot only fulfil the specific residents caring needs but is also a personality match.*

*AS asked if that was “the right direction”.*

*RG replied by stating that it was and that they were fulfilling their obligation to assist residents to find the most appropriate care when then needed it.*

*GR stated that the right direction means that we are assisting residents with Evergreen Health carers and not trying to find their own carers and we are getting residents to support Evergreen Health.*

- b. GR stated that there are no plans to extend the service. The village needs to remain an independent facility and they can assist residents with some levels of care. If residents can no longer live independently within their units, Evergreen is able to assist them with care options in other facilities. GR stated that they do not intend to open a facility to provide full time care in the village.*

*AS commented, that with this in mind, the dedicated space for a clinic does not seem justified.*

*GR stated that from an Evergreen Health point of view some residents still wanted to see a nurse from time to time and a registered nurse would be based at the village one day a week at no cost to the village. Services like blood pressure checks and wound checks are done and charged directly to those residents making use of the services.*

*RG added that the night carers also make use of the clinic during their shifts. RG added that with around 30 residents on the high acuity list Sister Sharon does tremendous work to try and see as many of those residents within the limited time she has, to ensure management is ready to assist those residents wherever possible.*

**The following question was submitted in writing at the AGM, after the clearly communicated deadline of Monday, 19 August 2024. However, the Chairman agreed to accept.**

**Question 9 – Brian Dalton (BD)**

*With reference to discussions in the 2023 AGM relating to staffing cost.*

- a. Is Evergreen prepared to reduce staff*
- b. Is Evergreen willing to install a system of weekend stand-by managers instead of paying overtime to the Duty Managers and Receptionists who spend weekends mostly with very little to do?*

**Answer - Question 9**

- a. GR stated that it remains their commitment to control staffing and as a business they do not believe it is out of control and that it is very well managed when looking at feedback from residents relating to how the village is being run. There was an opportunity to look into a possible change of the Duty Manager position as discussed but the possible candidates were unfortunately not found to be suitable and therefore the Duty Manager position was filled.*



*It remains the intention to save whenever opportunities come up like in terms of Riaan and the reallocation of a portion of his salary to Diep River and in time we can continue to consider replacing a Duty Manager position with a Receptionist.*

*GR acknowledged that from a resident's perspective that everything ran smoothly but that Riaan will be able to advise on challenges faced during this time and that the team members were under pressure during this time.*

- b. GR reiterated that we are willing to look at all options such as stand-by managers but that he is not willing to put the village at risk by doing so. GR confirmed that the village have an excellent team and that he feels that the size of the team is appropriate for the village.*

*BD commended GR on the staff in the village but noted that over weekends when questioning the staff they reply by stating they are here for emergencies. BD also noted that he still sees staff members congregate and not being productive.*

*RG added that the Whitecliffs team and the Security team forms part of the team that ensures the village runs as its should. And although it was not the right decision to replace the Duty Manager, the desired saving was achieved elsewhere when the security team was restructured.*

*GR noted that the points BD made has been noted and that from a human resource point of view one would always be able to give employees more work to do and that it is something that can be looked into to ensure high productivity. Residents benefit from the team's presence at the end of the day just like BD himself a few years ago and staff members will not just be cut. Time was taken to consider the make-up of the team to ensure all the services noted in the Life Right Agreements are fulfilled. GR reconfirmed that any position that becomes vacant will be reviewed and all alternatives will be considered.*

#### Question 10 – Andrew Spiegel (AS)

*AS, with reference to positive resident feedback noted earlier by RG and GR, asked where this feedback goes and why it is not being shared?*

#### Answer Question 10

*GR stated that feedback often comes directly to him or RG via Whatsapp or email. The reason why they are not shared is because they are often of a personal nature and not written with the intention to be shared.*

*AS responded by asking if a high-level report of the feedback can be shared.*

*RG stated that in the recent past the topic of staff productivity led to daily reports having to be completed to confirm productivity and that resources were adequate. The reporting and tracking took so much time that it had a negative impact on the productivity and after about 3 months we reverted back to focussing on village operations without unnecessary admin. RG continued to say that although no staff member in the team is over worked, he manages and balances the workloads based on many factors including team members personal or mental state to ensure we get the maximum out of all our team members when we need to.*



Question 11 – David Walker (DW)

*DW stated that the salary expense increased from FY2022 by 42% and that that is what the concern was. DW continued to add that the village team is competent, efficient and friendly and that he enjoys engaging with them.*

Answer Question 11

*GR stated that the high percentage increase was due to a saving when the positions were not filled the year before and that residents benefited from these savings that created a surplus that was left in the village. GR thanked DW for his positive feedback regarding the team.*

RG thanked everyone for their attendance and invited them to enjoy some refreshments.

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

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**CHAIRPERSON**