

**MINUTES OF THE ANNUAL GENERAL MEETING
EVERGREEN LIFESTYLE VILLAGE BROADACRES
HELD ON 05 AUGUST 2015 @ 17:00**



PRESENT:

Mr. Steve Williams	(SW)	(Chairperson)
Mrs. Jill Blignaut	(JB)	(Evergreen Broadacres Village Manager)
Mrs Rene van Huysten	(RvH)	(Assistant Village Manager)
Mr Derek Drew	(DD)	(Evergreen Operations Manager)
Mr David Hall	(DH)	(Head of IT)
Mr Dane Clifton	(DC)	(Marketing Representative)
Mr Eurico de Freitas	(EdF)	(Consultant)
Mr James Wilson	(JAW)	(CEO of Amdec Group)
Mr Cobus Bedeker	(CB)	(Amdec Property Development Director)
Mr Gary Maclear	(GM)	(Amdec Property Development Director)
Mr Nigel Matupire	(NM)	(Evergreen Financial Manager)
Mr Phillip Wilson	(PW)	(Sales Manager Western Cape)
Mr Nino Boehm	(NB)	(Sales Manager Johannesburg)
Mr Graham Langmead	(GL)	(Chairman Resident's Committee)

Evergreen Residents (as per the attached attendance register, annexed hereto as Annexure A)

Item	Narrative	Action
1	<u>Welcome</u>	
1.1	The Chairperson, Mr Steve Williams (SW), welcomed all residents and introduced the Amdec staff and the Evergreen Management Team. A special welcome was extended to the Chairman of the Residents Committee, Mr Graham Langmead (GL).	
1.2	<u>Quorum</u> It is noted that a quorum was present (as per the provisions of the Housing Development Schemes for Retired Persons Act No. 65 of 1988) and that the meeting is duly constituted and opened.	
2	<u>Confirmation of AGM Notices</u>	
2.1	SW confirmed that the AGM Notice, Management Report and Financial Report had been circulated to residents and confirmed them to be noted.	
2.2	No objections received and the meeting declared open by SW.	
3	<u>Attendance / Apologies</u>	
3.1	As attached (Annexure A)	
3.2	Apologies received from the following residents: Val Hutton Wilson (Unit 7); Glynis Svenson (Unit 8); Mavis Power (Unit 10);	

	<p>Dorothy Forbes (Unit 12); Sue Coombe (Unit 13); Peter Nesbitt (Unit 14); Fred and Sue Solesbury (Unit 15); Pat Bailey (Unit 17); Ronald Biker-Caarten (Unit 29), Henry & Henrietta Dobrowski (Unit 33); Mavis Powell (Unit 36); Vivien Pike (Unit 43); Iris Thompson (Unit 44); Andre and Peggy Oosthuizen (Unit 59); Jacque and Rosalin Messerschmidt (Unit 60); Tom and Jenny Hammond (Unit 64); Trevor and Heather Morgan (Unit 69); Peter & Arendina Gough (Unit 70); and Sue Jackson (Unit 71)</p>	
3.3	The apologies have been noted.	
4	<u>Acceptance of Minutes</u>	
4.1	It was noted that the Minutes of the Annual General Meeting held on 26 March 2014 were accepted as a true and accurate reflection of the meeting.	
4.2	Acceptance proposed by Mr. Robin Slogrove and seconded by Mr. Hennie Du Preez.	
5	<u>Annual Report of Chairman of the Resident's Committee</u>	
5.1	The Chairman invited Mr. Graham Langmead (GL) to present his Annual Report GL advised that the annual chairman's report of the Residents Committee was tabled at the Special Residents Meeting where it was approved and a copy is with SW.	
5.2	It is noted that the following persons were appointed to the Residents Committee for 2015/2016.	
5.2.1	Chairman: Graham Langmead	
5.2.2	Deputy Chairman: Robin Slogrove	
5.2.3	Governance: Dick Townsend	
5.2.4	Social: Jean Spur and Sue Jackson	
5.2.5	Security & Healthcare: Chris and Tess Sleigh	
5.2.6	Finance: Cecil Fann	
5.2.7	Environment: Henni de Preez	
5.3	GL advised that the Residents Committee is currently addressing the issues of healthcare, catering, levies (inclusive of Evergreen Levies and City of Johannesburg rebates) and will provide feedback to the residents in this regard.	
5.4	The following issues arose from the last Residents Committee meeting and will be addressed at the next Management Committee;	
5.4.1	1. Speeding in the Village; Speeding is becoming a huge problem in the village.	
5.4.2	2. Naming of Streets; To avoid the current derogatory references such as Widows Row and Millionaires Duck.	
5.4.3	3. Hall of Memorial Addressing the issue of a Hall of Memorial recognition of past residents.	
5.5	GL expressed a word of thanks and appreciation of the Residents Committee members. In addition GL noted that he looks forward to the following:	
5.5.1	(i) prospect of inviting residents of Phase 3;	

5.5.2	(ii)	Construction of the long awaited clubhouse;	
5.5.3	(iii)	development of Phase 4; and	
5.5.4	(iv)	the further development of the wetland.	
5.5		GL also expressed a word of thanks to all residents for time efforts and financial assistance of residents and efforts.	
5.6		GL also expressed a word of thanks to JB, the Evergreen Management Team and Amdec Team for making Evergreen the Village of our Dreams. SW thanked GL for his positive words.	
6		<u>Ratification of Election of the Resident's Committee</u>	
6.1		SW addressed the meeting and advised that a meeting was held on 25 February 2015 an election was conducted and the following persons were appointed as representatives of the Residents Committee.	
6.2		The Residents Committee	
6.2.1	Chairman:	Graham Langmead	
6.2.2	Deputy Chairman:	Robin Slogrove	
6.2.3	Governance:	Dick Townsend	
6.2.4	Social:	Jean Spur and Sue Jackson	
6.2.5	Security & Healthcare:	Chris and Tess Sleigh	
6.2.6	Finance:	Cecil Fann	
6.2.7	Environment:	Henni de Preez	
6.3		The appointment of the above mentioned members of the Residents Committee were accepted and duly ratified. Proposed by: Royston Knowles Seconded by: Ivor Skanke	
6.4		No objections were received.	
7		<u>Management Report</u>	
7.1		The Management Report (Annexure B) was presented by JB, the Village Manager.	
7.2		JB highlighted the following there are currently there are 119 residents in the village, sadly 3 residents are no longer with us. JB also welcomed all new residents.	
7.3		<u>Security</u> It is noted that we still utilise the services of 7 Arrows Security and we are quite happy with the service considering that we have never had a breach in 3 years.	
7.4		<u>Healthcare</u> It is noted that Unique health has been providing a good service.	
7.5		<u>Catering</u> It is noted that Reef caterers will be providing snacks after the meeting.	
7.6		<u>Social Evenings</u> JB noted that social evenings have been very well attended. A special thanks to Sue and Jean for all their hard work and logistics for all social events.	
7.7		<u>100plus clubs</u> JB extends a special thanks to Ivor and Pat for all the efforts in raising funds for the village.	
7.8		<u>Gardens and Landscaping</u> JB advised that the village had had a very good Arbor Day and expressed a special thanks to Hennie Du Preez, Dick, Ivor and all residents for their assistance with the weeding.	

<p>7.9</p> <p>7.10</p> <p>7.11</p>	<p><u>Building Maintenance</u> JB advised that there have been a few maintenance issues over the past 15 months. It is noted that the following items have been attended to:</p> <ul style="list-style-type: none"> - Painting of boundary walls, gatehouse. - Culvert under Frederick Road was completed to channel all water. - Installation of the Generator has been done and is operational. - City of Johannesburg's water department has dug all up pavement. - City of Johannesburg is in the process of installing the street lights. <p><u>Human Resources</u> JB notes that Sithole (a former employee of 7 Arrows) is now employed permanently by us, Sithole is on site and advises JB of any problems on site.</p> <p><u>Communication</u> JB advises that the SMS communication has been implemented and is a quick and easy way to communicate to all residents.</p> <p>JB expressed her thanks to GL and the Residents Committee for all their help and guidance in assisting her with the Villagae. JB also expressed her thanks to the Evergreen Team.</p>	
<p>8</p> <p>8.1</p> <p>8.2</p> <p>8.3</p> <p>8.3.1</p> <p>8.4.</p>	<p><u>Finance Report</u> The Financial Report was presented by Nigel Matupire (NM) and attached herewith as Annexure C.</p> <p>NM alerted residents to the actual (2015), budget (2016) and projected figures (2017)</p> <p><u>Audited Actuals as at 28 February 2015</u> NM reported that the financial summary advises as follows:</p> <ul style="list-style-type: none"> - Total revenue (levy income) amounts to R3 257 367.00 - Total contractual expenses amounts to R3 932 717.00 - Total deficit for the year is R1 994 832.00 (including non-contractual expenses). <p><u>2016 Budget</u> NM advised that the 2016 budget illustrates a deficit of R1 997 959.00 which is similar to 2015 audited results. With the inclusion of phase 3 this will assist with the deficit.</p> <p>NM thanked the Residents Committee sub-finance committee for all their assistance.</p>	
<p>9</p> <p>9.1</p> <p>9.2</p> <p>9.3</p> <p>9.4</p> <p>9.5</p>	<p><u>Developments / Infrastructure</u></p> <p>CB highlighted the three items that were upgraded at the village over the last 15 months.</p> <ol style="list-style-type: none"> 1. Culvert – CB advised that the channeling of storm water from higher lying properties, which enhanced the wetland and also resulted in reduction in flooding at the main entrance. CB reported that the total project cost of the upgrade amounted to R2 000 000.00 2. Clubhouse Extension: CB advised that the Clubhouse has been extended. CB reported that that the total project cost of the upgrade amounted to R1 000 000.00. 3. Generator: CB advised that the generator has now been installed. CB reported that the total project of the generator installation amounted to R1 000 000.00 <p>CB further advised that the development of Phase 3 is underway for the construction of a further 47 units at Evergreen Broadacres, a contractor has been appointed expected date of occupation for the phase 3 units is June 2016. CB presented some photographs of the development of the village since the first day.</p>	

9.6	<p>CB reported that new clubhouse will be approximately 2000m² and will have a lounge, dining room, swimming pool, management services, kitchen, staff accommodation, etc. The expected date of completion is 30 November 2016.</p>	
10	<p><u>General Matters</u></p> <p>Q1: Mrs. Townsend indicated that residents were advised that construction of the clubhouse would commence today (i.e. 05 August 2015) and would like to know about what accommodation arrangements will be made for the new residents as the current clubhouse is not big enough for existing residents.</p> <p>A1: CB advised that construction of the clubhouse will commence in the next month or as soon as possible thereafter. CB advised that the focus should be on the completion date and not the commencement date. CB advised that the contractor is tasked with completing the existing works. The expected completion date for the clubhouse is 30 November 2016. CB advised that we will conduct an investigation in terms of the existing residents, all residents are not expected to move in all at the same time and will be staggered and we can explore that a portion of the facility be opened up for use by the residents.</p> <p>Q2: Mr. Mutch raised concern about the fact that the previous AGM was held more than 15 months ago. There were delays in providing us with the meeting packs and budgets which should have been provided at least 14 days prior to the meeting.</p> <p>A2: SW advised that the AGM is conducted in accordance with the village rules. In the village rules no date is specified and merely indicates that an AGM be held on an annual basis, going forward we will endeavor to have the AGM within a period of 12 months. SW advised that the budgets were presented to the management committee a few months ago, an initial draft and subsequent adjustments, the final budget was approved by the management committee about a month ago.</p> <p>Q3: Mr. Postema enquired about the following:</p> <ul style="list-style-type: none"> (i) Can the Village be made more suitable for persons with wheelchair and walking aids?; (ii) Assistance with using the Electricity Metres; (iii) Queried the amounts in clause 7.2.3 in the minutes of the previous AGM; and (iv) Could there be an intercom link with Telkom? <p>A3: It was noted as follows:</p> <ul style="list-style-type: none"> (i) JB advised that a cement ramp has previously been constructed and residents are urged to bring any infrastructure matters to JB's attention; (ii) JB advised that residents may contact the office or obtain the assistance from the security guards as they have done so from time to time. (iii) SW advised that the answer is in the rounding, he will investigate and amend if necessary. (iv) CB advised that a cordless phone can be purchased for this purpose; our IT team will assist with the installation. <p>Q4: Dave Campbell raised the following queries:</p> <ul style="list-style-type: none"> (i) concurred with Mr. Ernie Mutch and reiterated that in the future Amdec comply with the statutory laws and provide the information to residents timeously; 	SW

(ii) The city council has provided a 50% rebates for retirement villages, noted that he has not had seen any rebates in his account.

(iii) Dave Campbell would like to see the rates rebate visible in his next statement of account;

A4: SW responded as follows:

(i) It is our intention to follow the rules of the law and if applicable we would endeavour to comply going forward;

(ii) There are 2 sets of Life Right Agreements, namely one set in respect of the original purchasers and the second set of Life Right Agreements. The second set of Life Right Agreements currently provides that those purchasers who purchased from the beginning of November 2014 pay a basic care levy and in addition to that there is a recovery of rates and common property costs. These persons have been billed rates net of the 50% rates rebates and thus enjoy the rates rebate. The first set of Life Right Agreements; in respect of the original purchasers rates are included in the basic care levy. We are paying the city of Johannesburg a lower amount inclusive of the 50% rates rebate. SW confirmed that the total expenses that are in respect of the basic care services provided, are in excess of the levy resulting in the levy deficit. All residents directly benefit from the rates rebate.

Q5: Mr. Ivor Skanke enquired from CB if there are time limits on the addition to the pathway through the complex and the bridge over the wetland.

A5: CB advised that there is no time limit, all the work to the clubhouse and landscaping to the wetland is currently all in the planning stages and with an estimated completion date at the end of 2016.

Q6: Mr Dick Townsend raised a query (on behalf of Andre Oosthuizen) relating to the terms of expansion of the village and breakeven.

A6: SW advised that this issue has already been addressed and that the query is noted.

Q7: Mr James Campbell requested clarification on the following items:

(i) the internal telephone system, how many hours is it in operational as his service currently indicates that the service is unavailable; and.

(ii) In respect of the garage doors, he has been advised that he has to wait until there are a number of residents who wish to have their batteries attended to. It is alledged that the original batteries are incorrect.

A7: It was advised that all matters relating to:

(i) faulty telephone systems must be reported to the Village Manager and will be attended to within 24 hours. There have been a few problems caused by the loadshedding.

(ii) JB advised that there was a miscommunication; we were trying to save residents some money by having a call out fee of R500.00 divided among a group of residents. Residents are able to call out at any time and merely pay the call out fee. JB advised residents that the call out fee is for the account of the residents in their personal capacity

Q8: Mr. Barry Forbes also raised a query about the rates rebate, with specific reference to the objection to the valuations.

A8: SW and Dick Townsend acknowledged that MR Barry Forbes had participated in a management meeting and that he had undertaken to withdraw his objection, which has not been done, this issue is receiving attention and residents will be informed in this regard.

9	There being no further business the Chairperson declared the meeting closed and extended the invitation for Residents to stay for snacks and refreshments. The meeting closed at 18:00.	
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THE CHAIRPERSON

DATE

Attachments:

- Attendance Register (Annexure A)
- Management Report (Annexure B)
- Financial Report (Annexure C)



EVERGREEN BROADACRES
("THE VILLAGE")

ANNUAL REPORT BY THE CHAIRMAN OF THE RESIDENT'S COMMITTEE 2015/2016

TO THE JULY, 2016 ANNUAL RESIDENTS MEETING

Compiled by Graham Langmead

It has been a longer than normal year due to the later Evergreen AGM last year.

It has also been a considerably more intense year with a number of BIGGER than usual issues having taken place. Most of these are covered in the various Portfolio reports.

Normally the list of thanks appear at the end of the report by Chairman but I have to say my thanks up front for without my ResCom colleagues there would be an untenable role for me to have had to play. No one has any idea what a wonderful group of individuals we have on ResCom serving the interests of the village. Many a time a thankless job especially for us on occasion as virtually full time volunteers. So my special thanks to Jean, Sue, Tess, Dick T, Robin, Hennie, Cecil...you are Champions and I really appreciate your enthusiasm, contribution, council and time.

Also thanks to the various Club leaders...the walkers under Ernie, Birders under Dick S & Libby, Libby leading the library and the Book Club and of course the new Petrol Heads club set up by Dick S.

It would be remiss of me not to thank all of you residents for your many words of appreciation and encouragement throughout the year. They mean a huge amount to all of us as often times are very trying!

We met at least once a month over the past period and all the minutes of the meetings are always available a week after the event. I need to thank both Sue and Hennie for their diligence in compiling these. There were also many, many other ad hoc collective and individual ResCom meetings on village or portfolio or Evergreen matters.

These all in addition to the quarterly ManCom meeting where our Chairman & Deputy meet with the Evergreen Management team. Again the minutes of these meeting are available from the reception.

On 2 occasions over the past period the full ResCom met with the Evergreen Management team on major matters of concern. At this point I must repeat what has been said in the past. The process for handling any matters is first to the Village Manager (Roy Martin) and if no result than advise the ResCom portfolio leader who will take it up on your behalf. However please do not take matters up directly with any of the service providers as it is essential that they are handled by Evergreen because that is where the contracts lie and that is where the matters need to be acted on and recorded.

Before closing it is necessary for me to thank the village staff (Jill and Roy, Rene, Marius and Sitole) for their devotion over the period.

And to thank the Evergreen Management (Arthur Gase; Derek Drew; Nigel Mapure) for their attitude to our relationship and for their dedication to the development of our village.

At this time I also need to thank James Wilson for the open and frank relationship we have developed over the years.

I have been blessed to be your Chairman since inception of ResCom. When I look back over the years much has been accomplished. Much remains to be accomplished. And in the upcoming year we all look eagerly forward to welcoming the occupants of phase 3, of the construction of the permanent clubhouse and frail care facility, of the completion of the parkland and boardwalk and the upgrading of the entrance. Thereafter the development of the apartment blocks.

Before closing I have one more thanks to make public. An enormous thanks to my ever patient and understanding wife Aileen for giving me the time and the space to handle the on-going tasks that come with the position.

I have been persuaded by your ResCom to stand as Chairman for another year and will do so if you will have me...but this will be my last! I do not want to hog the privilege nor the pleasure so am in your hands.

EVERGREEN BROADACRES FINANCIAL SUMMARY

FINANCIAL YEARS 1 MARCH TO 29 FEBRUARY 2016 (ACTUAL) AND 1 MARCH TO 28 FEBRUARY 2017 (BUDGET)

	Audited Actual 2016 (83 Units)	Budgeted 2017 (130 Units)	Note
Levies	3,582,657	6,263,271	1
Other Income	105,294	586,686	
- Interest received	26,081	-	
- Insurance recovery	250	-	
- Rental income	7,150	-	
- Rates recovery	35,457	422,256	2
- Common area recovery	36,356	164,430	2
Total Revenue	3,687,951	6,849,957	
Contractual Expenses	(4,459,056)	(5,766,470)	
- Clubhouse Expenses	(126,513)	(108,031)	3
- Medical Response	(93,693)	(158,149)	4
- Village Staff & Administration Expenses	(1,669,696)	(1,851,292)	5
- Common Property: Municipal Rates & Utilities	(334,235)	(628,485)	6
- Property Insurance	(120,817)	(178,875)	7
- Property Rates	(144,251)	(717,840)	8
- Security	(1,340,521)	(1,362,558)	9
- Village Maintenance	(629,330)	(761,239)	10
Profit/(Loss) before other expenses	(771,104)	1,083,487	
Other Expenses	(1,219,920)	(1,079,830)	
- Catering	(549,725)	(522,679)	11
- Healthcare	(670,195)	(557,151)	11
Total profit/(loss) for the year	(1,991,025)	3,657	

NOTES TO THE FINANCIAL SUMMARY

- 1 Levies for "Actual 2016" are based on 83 units for the majority of the financial year. Levies for "Budget 2017" are based on 130 units (including Phase 3). The levies incorporate the full village - the developer pays the levies for all completed units which are unsold.
- 2 New Life Right Agreements include rates and common area recovery in addition to the basic levy.
- 3 Includes catering equipment and general clubhouse expenses.
- 4 Telecare, based on monthly occupation.
- 5 Includes village staff employment costs and operational costs such as internet, stationery, telephone, printers and fax. All staff are directly employed at the village (3 management, 1 maintenance, 2 cleaners, 2 utility).
- 6 Includes electricity, water, sewerage and refuse for the communal areas and communal gardens.
- 7 Asset all risk insurance for the buildings, geysers, clubhouse, boundary, gatehouse, electronic equipment and public liability.
- 8 Municipal rates.
- 9 Includes physical guarding (2 shifts of 3 guards, 24 hours per day, and 7 days a week) plus monitoring and maintenance of the perimeter fence and cameras.
- 10 Includes garden maintenance, pool servicing, pest control plus general repairs and maintenance.
- 11 Reef Caterers and Unique Health Medical Solutions.



EVERGREEN BROADACRES
("THE VILLAGE")

ANNUAL MANAGEMENT REPORT 2015/2016

Good evening everyone,

Welcome to all residents to our 3rd Annual General Meeting.

Phase 3 is all complete and we welcome all the new residents who have moved in, we look forward to welcoming more new residents to "The Village of Our Dreams."

1. EXISTING DEVELOPMENT:

- 1.1 We currently have 136 residents. We welcome all the new Residents to Broadacres, and know you will make many new friends here. It is a very friendly village.
- 1.2 Our Sales Team – Pierre Theron our own in-house sales expert has been hard at work with Jayne Hendry and all at Head Office and to-date have secured 12 sales including 2 cottages from phase 2.
- 1.3 Phase 1 is sold out. In phase 2 we have 3 unsold garden cottages, of which 2 are resales, and a one, 3 bedroom unit which is also a resale. The 3 bedroom unit is #79 which belonged to the Smiths. They have relocated to Kwa-Zulu Natal, where they are originally from.
- 1.4 Since the last AGM, Mrs. Stacy of #23 and Mrs. Huddy of #16 sadly passed away. Mrs. Solesbury of #15 moved to an assisted living facility.

2. SECURITY:

- 2.1 Our service provider remains 7 Arrows Security. We have 3 day guards and 3 night guards inclusive of a Site Supervisor. Our camera systems are monitored off site by VERIFIER and we have TRSS Security as a reaction company. We have recently installed cameras inside the Guardhouse as well as the pedestrian passage, which I can access from my laptop at any given time.
- 2.2 The guards have a monitoring system, which sends them on two simultaneous patrols at night, every 30 minutes, one past the Clubhouse and one into Phase 2 and 3. During the day, we have a guard at the gate and 2 roaming guards, who follow contractors / service providers.
- 2.3 In November 2015, it was brought to René's attention that 2 units were burgled while the Residents were away on holiday. 7 Arrows Management and I were informed immediately. After investigation, it was found that 5 homes had been burgled while Residents were away on holiday.
- 2.4 All Security Staff and the relevant domestic workers were polygraphed, as well as Evergreen Management and all Senior Staff. The 2x domestic workers, Evergreen Management and Senior Staff had passed the polygraph, and only 7 out of the 9 Security Guards had passed the polygraph test. The 2 Security Guards that failed were removed from the premises with immediate effect. Their cell phones were checked by Cellbrite. The 2 Guards were also taken to Douglasdale SAPS to have their fingerprints taken and also for further questioning as well as interrogation. It is still unknown how the Guards gained access to the burgled units.
- 2.5 Evergreen Management had arranged for all the front door locks to be changed. The spare keys to all the units that were kept in a safe in the Guardhouse, has also been relocated to



the Village Manager's office. The combination has also been changed more than once, and only Roy and René have the combination.

- 2.6 Thanks to our site Supervisor Nkosana for his role in securing the village and all the extra duties he and his team have provided.

3. SALES:

- 3.1 Nino Boehm has also resigned as our Sales Manager and Pierre Theron has taken over from him. I think we can all agree that since Pierre's arrival here at Evergreen, there has been a lot of interest. Thank you to Pierre and the rest of the Sales Team at Head Office for their hard work, as there has been a vast response w.r.t. people coming to look, as well as all the phone calls.

- 3.2 Classic FM did a live broadcast for the week of 23 May 2016. The broadcast was a great success and we received many enquiries and visits from potential buyers, we had a constant flow of visitors during that week. We want to thank Graham Langmead, Jean Spurr, Royston Knowles and Hennie du Preez as well as Phil Wilson, Arthur Case, Elize Porter and Derek Drew for their contribution to the live interviews.

4. HEALTHCARE:

- 4.1 Our healthcare service provider is Unique Health who has been serving us for the past 4 years. Currently Unique Health provide us with Sr. Linda Wintle. She has taken over from Sr. Lyndé Neilson. Sr. Linda is currently in the village on Mondays, Wednesdays and Fridays, from 8 to 1 and on call 24 / 7 / 365. We also have a day and night ENA (Enrolled Nurses Assistant), who are qualified to check vitals, blood pressure and do nebulization.

- 4.2 Each unit is equipped with a TeleCare unit, which provides peace of mind and emergency help. The blue button is a morning call service; so that we know you are alright without invading your privacy, the yellow button allows you to speak directly to Sr. Linda on a cell phone, and the red button connects you to an operator in a call center who will call any emergency services you require, as well as notify Sr. Linda and myself to assist with logistics. Please wear your buddy bands and those living alone and at risk, your panic buttons.

- 4.3 The testing of the TeleCare units is your responsibility, please be aware of this and continue doing so. The ENA's also test on a regular basis as an extra precautionary measure on a monthly basis and this is recorded. RvH has also drawn up a template for Sr. Linda to use, to ensure that all Residents are being visited on a regular monthly basis.

- 4.4 Thank you to Sr. Linda for her expertise and to the ENA's for all their assistance.

5. CATERING / SOCIAL:

- 5.1 Reef Caterers continue to provide us with good meals and wonderful social dinners and events. Themed dinners are very well attended. Wednesday socials are attended well with an average of over 50 attendees, Themed events are also well attended by more than 60 residents and thanks to Reef Caterers and their very own entertainers giving us a musical show every 3 months with an exceptional turnout.

- 5.2 After Carol and Nico had resigned from Reef Caterers, we had Andrea and Brian for a short period of time. Eugene took over from them and has also made some positive changes. In his absence we thank him and Wayne for their dedication and interest in our village, thank you to Wayne for his positive intervention and his continued presence at our Social evenings and special events. We need to thank them for the snacks they have made for tonight and thank you to Evergreen for the eats and drinks.

- 5.3 The special and very successful Social Evening that was hosted by the Sales Team on 10 February. A total of 96 Residents attended the function.
- 5.4 Meal prices were increased marginally by an average of 8% as from the 1st of May 2016.
- 5.5 The Bistro is now closed on Thursdays and Saturdays.
- 5.6 A big thank you to the Social committee, Jean and Sue, who help organise so many of these events, to Ivar and Pat for the 100 plus club fund raising and to all the other residents who run clubs or support our many events. You all contribute to making this a happy community.

6. GARDENS / LANDSCAPING:

- 6.1 Four Seasons Gardens remain our garden service provider and under the guidance of Ryan and Klaas, our new supervisor, I am happier with the service they provide.
- 6.2 We have a new grass cutting schedule in place, which is working extremely well. However, we still have individual issues with certain Residents.
- 6.3 The temporary irrigation drip feed in the communal areas was installed and is working well.
- 6.4 The Pond 1 pump and water feature has been completed and is operational. The proposal for the main entrance and portion of Frederick Road has been approved. We have had lots of rain, (100ml) and the gardens are looking absolutely beautiful.
- 6.5 In June 2016, Perennial seedlings have been planted in front of the Clubhouse and entrance.
- 6.6 A BIG thank to Hennie for his expertise and time in co-ordinating, planning and expediting of all the work on the ponds and the gardens, your assistance is most appreciated, also thank you to our utility workers and to Four Seasons for their assistance.

7. BUILDING MAINTENANCE:

- 7.1 Marius has painted the following:
- All the benches in the village have been treated;
 - The whole Guardhouse complex were painted;
 - The pedestrian gates were painted;
 - The main entrance gates were painted;
 - The gym and canteen ceilings were painted;
 - The wooden deck and stairs behind staff canteen were rejuvenated; and
 - Swimming pool fence and gate were repainted.
- 7.2 Marius has replaced 50 of the 117 rotten fences around the village. This was done with the left over material that was received from Phase 3. We have replaced the balance of the damaged fences with new metal fencing.
- 7.3 The stop and no entry signs have been put up and "STOP" has also been painted onto the roads.
- 7.4 In April 2016, all street globes and floodlights were changed to LED in an effort to reduce the electricity bill for common areas.

7.5 The stairs in the swimming pool were replaced in March with easy access gentle sloping stairs with hand rails for ease of use, the previous stairs were not suitable

7.6 A big thank you to Marius for his continual hard work and assistance to all of us in the village. Also thank you to Graham Wallace for his continual assistance in completing phase 3 and all other contractual maintenance in the village.

8. HUMAN RESOURCES:

8.1 Our Domestic Worker, Refilwe Moote resigned as she wants to further her studies. We have employed Nedia in Refilwe's place. We have had positive feedback from Residents w.r.t Nedia.

8.2 Thank you to both Pretty and Nedia for their continued assistance and hard work in the village.

9. COMMUNICATION:

9.1 We have heard the need for more regular and prompt communication. An SMS communication service was implemented which has proved to be very popular.

9.2 I would also like to thank Graham Langmead and all on the Residents Committee for their time and their tireless hard work. They volunteer their time to support me in my position as Village Manager and together we can build the village of our dreams!

10. CLUBHOUSE:

I am sure you all agree the exciting development for the Clubhouse. The clubhouse facility design is based on the popular Evergreen Muizenberg Lifestyle Centre Clubhouse in Cape Town. The facility will be approximately 1 800msq and will accommodate the Village Management offices, Lounge, Dining, TV and Games Rooms, Gym, Indoor swimming pool, Kitchen and Staff Rooms. Plus a Health Care Centre on the 1st Floor consisting of a 32 bed Frailcare, step-down ward, doctors consulting room and a Primary Healthcare Clinic. The raising of the Clubhouse Site ground level has commenced.

11. OPERATIONS:

11.1 A BIG thank you to Rene for her dedication to her work and assisting in the smooth running of the village.