**EVERGREEN BROADACRES CHAIRMANS REPORT**

**TO RESIDENTS ANNUAL REVIEW MEETING 25TH JULY, 2017**

It has been a full year of activity and action. As Chairman one is involved in all of the formal ResCom meetings (monthly every 2nd Thursday) including the ad-hoc interactions with various portfolios from time to time as well as the formal ManCom quarterly meetings the Chairmanship of which alternates between Evergreen and ResCom Chair. So many meetings and lots of talk as well as decisions. Of course minutes of all of these formal meetings are available for all to view at reception.

In addition there are meetings and interactions with the Evergreen Management personnel (CEO/MD/VM) on various topics. And then the ‘Dear Mr Chairman’ initiative has provided resident the opportunity to share their concerns, their ideas and thoughts and their gratitude.

I have been doing this since inception 4 ½ years ago and at the last Residents Annual Meeting I said it was my last year. I have no intention of hogging the position nor do I want to overstay my welcome or sell by date. However ResCom has asked me to make myself available for one final, final year which will I readily do with your the residents blessing.

Before I go further I must say up front such a task is made so much easier thanks to the devotion, the dedication and the professionalism of the ResCom members in their respective portfolios as well as corporately. Also to the ManCom members (Chairman & Deputies) for their council, patience, diplomacy and tenacity. It all works so smoothly and I offer here and now a personal huge *‘Thank You’* to them one and all. And I am sure I also do so on your the residents behalf. All of their Portfolio reports for the year are worth a read and available from Rene at reception. Thanks also goes to the various activity leaders (walkers; birding; library and book club; bridge; movie night and theatre; knit and natter; Rummikub; scrabble; line dancing; Therapeutic Exercise; Alzheimer’s Support group; Visual Music Entertainment) quite a list is it not and that is why we are seen to be the most active socially interactive village in the Evergreen group. We really do have a special vibe here which makes the slogan we adopted at the outset so true…

***Together let’s make this the village of our dreams***

Whilst thanks are being handed out one cannot but say a big thanks to all of the service providers (security; healthcare; Bistro; Village management and operations team). And a final thank you to the Evergreen Management team (Arthur Case CEO and Derek Drew MD) for the cordial relationship founded from the outset on a partnership attitude.

Recently following a meeting with Derek I came to a moment of realisation that for Evergreen Management this Brand is seen as being in the hospitality industry. The implication therefore is the following…

* We are their guests in their facility (that’s life rights in action) at their pleasure
* They own the facility and will provide for us their guests what is an appropriate ‘investment’ in their facility
* Sometimes this leads to our frustrations when they do not meet our expectations.
* Evergreen has a Brand in development so we need to see it corporately from their point of view at times not as we want to see it
* And at times we have gone it alone to accomplish our own desires (e.g. Arbor days collections and effort)

None-the-less hitherto mostly the partnership relationship attitude has prevailed which is why we seldom get in to deep conflict.

Exciting times lie ahead as soon we will be moving in to our permanent clubhouse and its fabulous facilities including the state of the art frail care. To those who sniggered when I told then we would be moving in this year I have to say ‘told you so’ and to the development team thanks you for not embarrassing me. I shan’t ever forget the day we turned the soil for the start. And now the reality!

Then there is the further development of the communal gardens and walkways…and the apartments which will make the village financially sound going forward.

In closing a special thank you to Dick Townsend for his major contribution to ResCom especially in the Governance portfolio prior to his standing down due to ill health…and now it’s so good to see him virtually back to full health. And to Derek Schuurman for standing in albeit it for a short time.

To Jean &Sue also go special thanks for the excellent social portfolio activity over the past 3½ years.

It has been my privilege to be your Chairman and I close in saying thank you for the wonderful support from ResCom and so many residents who have shown it over the past year. And to my long suffering wife the biggest Thanks you for your patience with me in all of this.