



EVERGREEN BROADACRES LIFESTYLE VILLAGE ("THE VILLAGE")

MINUTES OF AN ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 16 AUGUST 2016

PRESENT: D Drew (Chairman)
G Langmead (Residents Committee Chairman)
D Townsend (Deputy Residents Committee Chairman)
R Martin
N Matupire
A D Case
C Human (Company Secretary)
Residents (As per signed attendance register)

APOLOGIES: E Fann
L Goslin
T Hammond
K Möhlig
B & P Morgan
M Power
G & M Privett
E Scherz
C & T Sleigh
R Slogrove
J Spurr

1. WELCOME

The chairman welcomed all present and confirmed that a quorum was present and that the meeting was duly constituted. It is noted that the quorum requirement, being one resident and one representative from the Developer, as per the provisions of the Housing Development Schemes for Retired Persons Act no. 65 of 1988, has been satisfied.

The meeting noted the proxy received from Mr T and Mrs J Hammond in favour of Mr R Townsend.

The attendance register was circulated and signed. The apologies received from life right holders were noted.

2. NOTICE OF MEETING

The notice convening the meeting as well as the annual report by the chairman of the residents' committee, annual financial report and the village management report, as circulated to the life right holders, were taken as read. The acceptance of a notice was proposed by Mr J Campbell and seconded by Ms M Maclachlan.

3. ACCEPTANCE OF PREVIOUS MINUTES

The minutes of the annual general meeting of the village held on 5 August 2015 were accepted and signed as a correct record as proposed by Mr R Knowles and seconded by Mr J Campbell for acceptance.

4. ANNUAL REPORT BY THE CHAIRMAN OF THE RESIDENTS' COMMITTEE

The annual report by the chairman of the residents' committee was noted and taken as read.



5. ANNUAL FINANCIAL REPORT FOR THE 2016 / 2017 FINANCIAL YEAR

The annual financial report for the 2016 / 2017 financial year was noted and taken as read with specific reference to the following as elucidated by Mr N Matupire:

- The first column of the table represented the actual expenses for the 2016 financial year, whereas the second column of the table represented the budgeted forecast for the 2017 financial year;
- The Total Revenue line item is reflecting a R3,687,951 (three million six hundred eighty seven nine hundred and fifty one rand) income for the 2016 financial year. This amount included the levy amounts for the 83 (eighty three) units in the village, since the developer continues to contribute towards the levy accounts of the unsold units.
- The Contractual Expenses line item is reflecting a R4,459,056 (four million four hundred fifty nine thousand and fifty six rand) expense for the 2016 financial year exclusive of the Catering and Healthcare expenses.
- The Total loss for the 2016 financial year amounts to R1,991,025 (one million nine hundred ninety one thousand and twenty five rand).
- The budgeted forecast for the 2017 financial year incorporates 130 (one hundred and thirty) units in the forecast and projects that the 2016 financial year deficit should decrease as a result.

Mr N Matupire thanked the Residents' Committee sub-finance committee for all their assistance throughout the year.

6. EVERGREEN BROADACRES VILLAGE MANAGEMENT REPORT

The annual report by the village manager was noted and taken as read with specific reference to the following as elucidated by Mr R Martin:

- All new residents, especially the residents from the thirds phase of the development, were welcomed to the village and the meeting;
- More recent figures indicate that there are currently 140 (one hundred and forty) residents residing in the village, which is 4 (four) more than what was stated in his report;
- Village management looks forward to welcoming more new residents in the next week or two;
- There were 29 (twenty nine) units remaining of the third phase units, including unit number 79 that has not been sold.

7. RATIFICATION OF THE ELECTED RESIDENTS' COMMITTEE MEMBERS

Life right holders appointed a new residents' committee at a residents' committee meeting held on 25 July 2016 and hereby wish to ratify the appointments made as follows:

RESOLVED:

THAT the appointment of Mr H du Preez, as a residents' committee member with effect from 25 July 2016, hereby be ratified;

AND THAT the appointment of Mr C Fann, as a residents' committee member with effect from 25 July 2016, hereby be ratified;

AND THAT the appointment of Ms S Jackson, as a residents' committee member with effect from 25 July 2016, hereby be ratified;

AND THAT the appointment of Mr G Langmead, as a residents' committee member with effect from 25 July 2016, hereby be ratified;



AND THAT the appointment of Ms A Preacher, as a residents' committee member with effect from 25 July 2016, hereby be ratified;

AND THAT the appointment of Ms T Sleigh, as a residents' committee member with effect from 25 July 2016, hereby be ratified;

AND THAT the appointment of Mr R Slogrove, as a residents' committee member with effect from 25 July 2016, hereby be ratified;

AND THAT the appointment of Ms J Spurr, as a residents' committee member with effect from 25 July 2016, hereby be ratified.

AND FURTHER THAT the appointment of Mr D Townsend, as a residents' committee member with effect from 25 July 2016, hereby be ratified.

The approval and ratification of the above appointments were proposed by Mr J Campbell and seconded by Mr R Knowles.

8. GENERAL

The chairman allowed life right holders the opportunity to present questions to the management committee and responded as follows:

Question 1: Ms S Edwards requested that the management committee address the blind spot to the left of the exit gate upon exiting the village with a vehicle.

Answer 1: Mr G Langmead assured Ms Edwards that the management committee is aware of the problem and is addressing it with a mirror that will be fitted in the near future.

Mr A Case provided an update to the life right holders regarding the commencing of construction to the new lifestyle and health care centre and confirmed that the contractors are expected to commence construction as soon as the site has been established.

Question 2: Mr I Skanke raised a concern regarding the amount of parking bays currently indicated on the plans of the new lifestyle and health care centre.

Answer 2: Mr A Case assured Mr Skanke that the apartment plans have not been finalised yet. Once it is finalised, we will be able to accurately indicate the amount of parking bays that will be created at the new lifestyle and health care centre. The requirements determined by council with regards to the minimum amount of parking bays will be complied with.

Question 3: Mr E Mutch requested the management committee to indicate when the new lifestyle and health care centre is expected to be complete.

Answer 3: Mr A Case indicated that construction should be completed a year after it commenced.

Question 4: Mrs K Townsend requested the management committee to confirm if the 2016 Christmas party will be held in the new clubhouse at the lifestyle centre.

Answer 4: Mr A Case confirmed that it would not be ready for this year's Christmas party.

Question 5: Ms H Munth wanted enquired if there will be an outdoor swimming pool at the new lifestyle and health care centre.



Answer 5: Mr A Case confirmed that there will not be an outdoor swimming pool.

Question 6: Mr K Coombe enquired if provision will be made for parking bays for trailers.

Answer 6: Mr A Case advised that parking for trailers, boats and caravans was not likely, but that this could only be confirmed once development plans were finalised.

With no further matters being raised, the Chairman thanked all present for their attendance and declared the meeting closed at 16:25.

Chairman



EVERGREEN BROADACRES ("THE VILLAGE")

ANNUAL REPORT BY THE CHAIRMAN OF THE RESCOM FOR 2016/2017

It has been a full year of activity and action. As Chairman one is involved in all of the formal ResCom matters including the ad-hoc interactions with various portfolios from time to time as well as the formal ManCom 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/MM) 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. 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. 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 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.



EVERGREEN BROADACRES
("THE VILLAGE")

ANNUAL VILLAGE MANAGER'S REPORT 2016/2017

Good Afternoon,

Welcome to all Residents to our 5th 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 Since our last AGM, we have 39 more Residents living in our Village. We have a total of 183 Residents to date. We welcome all the new Residents to Broadacres and know you will make many new friends here as we are a very friendly village.
- 1.2 Since the last AGM, Mrs Thom of #35, Mr Gough of #70 and Mrs Read of #21 sadly passed away. Mr Bicker-Caarten of #29 and Mr and Mrs Tompkins of #78 have moved to an assisted living facility.

2. SECURITY:

- 2.1 Our service provider has changed from 7 Arrows Security to Thorburn Security as of February 2017. We have had a few teething problems but all is going well now. We have 3-day guards and 3-night guards inclusive of a Site Manager. Our camera systems are monitored on site and off site by Verifier and we use TRSS as our reaction company.
- 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 Major repairs and upgrades have been done to our cameras and fences.

3. SALES:

- 3.1 Phase 1 is sold out. In phase 2 we have 2 resales. The 1 is a 2-bedroom cottage (#21) and the other is a 2 bed and a study (#78). Phase 3 we have 3 units left to sell, including both Lyn & Pierre's.

4. HEALTHCARE:

- 4.1 Our healthcare Service Provider is still Unique Health who has been serving us for the past 5 years. Sr. Linda is currently in the village on Mondays, Wednesdays and Fridays, from 8 to 1. We also have a day and night ENA (Enrolled Nurses Assistant), who are qualified to check vitals, blood pressure and do nebulization.
- 4.2 Atholie Preacher #24 meets with Sr. Linda once a month.
- 4.3 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.

- 4.4 The TeleCare "How To" sheets have been distributed to all Residents.
- 4.5 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, 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.
- 4.6 Thank you to Sr. Linda for her expertise and to the ENA's for all their assistance.

5. CATERING / SOCIAL:

- 5.1 A suggestion box was introduced. This box is used for all suggestions, not just for catering / meals, but any suggestion / complaint throughout the village.
- 5.2 Reef Caterers continue to provide us with good meals and wonderful social dinners and events. Wednesday Social Evenings are well attended.
- 5.3 Hendra took over from Eugene and has made a positive impact. We would like to thank Hendra and her team for their dedication and interest in our village, and for her positive intervention and her 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.
- 5.4 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.
- 5.5 New lunch table menu in the Bistro has been introduced and is being served Wednesdays, instead of the set menu.

6. GARDENS / LANDSCAPING:

- 6.1 Four Seasons Gardens remain our garden Service Provider and under the guidance of Mandla, our new supervisor, I am happier with the service they provide.
- 6.2 Arbour Day was held on 10 September 2016. Iceberg Roses weren't planted due to water restrictions. Trees planted on Arbour Day are also looking healthy.
- 6.3 The gardens are looking fabulous after the extensive rain. However, we still have stringent water restrictions.
- 6.4 Grass planted between the two ponds have also taken very well.
- 6.5 A BIG thank to Hennie du Preez 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 Exterior wall and fence along Frederick Road has been repainted.
- 7.2 The correct timber for the poles for the street names was sourced and installed.

- 7.3 Marius has also installed the unit number signs.
- 7.4 All the existing fencing at the units has been painted.
- 7.5 Marius has replaced many of the fences around the village. It is an ongoing process.
- 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 all other contractual maintenance in the village.

8. HUMAN RESOURCES:

- 8.1 Thank you to Pretty and Nedra for their continued assistance and hard work in the village.
- 8.2 Thank you to Silas and Jabulani, our utility men for their dedication and hard work.
- 8.3 Theo Ramlaal was appointed in February as Duty Manager for the Village, we thank Theo for his contribution to the smooth running of the village.

9. COMMUNICATION:

- 9.1 The SMS communication service that was implemented is working very well to keep all Residents up to date with any news / reminders.
- 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:

The construction of the permanent Clubhouse is coming along very well. The facility will be approximately 2000msq and will accommodate the Village Management offices, Lounge, Dining, TV, Games Rooms, Gym, Indoor Pool, Kitchen and Staff Rooms. The Health Care Centre on the 1st Floor will consist of a 32-bed frail-care, step-down ward, doctors consulting room and a primary Healthcare Clinic.

11. OPERATIONS:

- 11.1 Fibre was installed to the Clubhouse for those residents who wish to use for a nominal fee.
- 11.2 Thank you to Rene for all her hard work and dedication and assisting me in the management of the village and all other extra duties that she performs.

EVERGREEN BROADACRES FINANCIAL SUMMARY

FINANCIAL YEARS 1 MARCH TO 28 FEBRUARY: 2017 (ACTUAL), 2018 (BUDGET)

	Actual 2017 (130 Units)	Budget 2018 (130 Units)	Note
Levies	6,172,986	6,794,369	1
Other income	665,397	509,939	
Insurance Claims Received	385,474	309,952	
Rates recovery	102,555	199,987	
Common area recovery	177,368	199,987	
Total Revenue	6,838,383	7,304,308	
Contractual Expenses	(5,100,709)	(6,975,839)	
- Clubhouse Expenses	-141,018	-171,369	2
- Medical Response	-118,146	-168,869	3
- Village Staff & Administration Expenses	-1,710,912	-1,958,173	4
- Head Office Overheads	-	-780,000	5
- Common Property: Municipal Rates & Utilities	-241,018	-661,643	6
- Property Insurance	-174,147	-186,086	
- Property Rates	-378,125	-595,736	7
- Security	-1,684,506	-1,664,158	8
- Village Maintenance	-652,835	-789,807	9
Profit/(Loss) before non-contractual expenses	1,737,674	328,469	
Non-contractual Expenses	(1,030,095)	(1,035,834)	
- Catering	-496,798	-496,540	11
- Healthcare	-533,297	-539,294	12
Total profit/(loss) for the year	707,579	(707,365)	

1. The 2017 Actual assumed single occupancy for vacant units charged to the developer. The actual majority of the Phase 3 occupancy for new units have been double occupancy, resulting in the higher levy increase.

2. Clubhouse expenses adjusted to cater for new clubhouse

3. Telecare installation costs for all Phase 3 units.

4. Added a receptionist and a maintenance staff member from November

5. Recovery of R500 per unit for Head Office Overheads and Evergreen staff salaries

6. There was a large reversal in February 2017, when City of Joburg corrected most of the utilities accounts, of provisions raised in prior years.

7. Increase with transfer of phase 3 houses and correction of rates accounts by the City of Joburg

8. Change of security company to Thorburn

9. Increased maintenance due to increased village facilities

10. Provision for future expenditure

11. Increased recovery of catering expenses due to increase in resident numbers and new club house.

12. With the opening of the new Care Centre, healthcare costs will be reduced and taken over by Unique Health