



Lifestyle Villages

EVERGREEN BROADACRES

(“the Village”)

NOTICE OF ANNUAL GENERAL MEETING

Notice is hereby given that an Annual General Meeting of the Village will be held at **Lifestyle Centre of Evergreen Broadacres, Frederick Road, Broadacres on Tuesday, 6 August 2019 at 15:00.**

This notice has been sent to all the Life Right Holders, who are recorded as such in the Life Right register of the Village on Friday 19 July 2019 (“**the Record Date**”), being the date determining which Life Right Holders are entitled to receive notice of the Annual General Meeting.

A. AGENDA

1. **WELCOME AND INTRODUCTION**
2. **CONFIRMATION OF NOTICE**
3. **ATTENDANCE AND APOLOGIES**
4. **ACCEPTANCE OF THE PREVIOUS ANNUAL GENERAL MEETING MINUTES**
(Attached)(Pages 6-11)
5. **ANNUAL REPORT BY THE CHAIRPERSON OF THE RESIDENTS’ COMMITTEE (“RESCOM”)**
(Attached)(Pages 12-15)
6. **EVERGREEN BROADACRES VILLAGE MANAGER’S REPORT** (Attached)(Pages 16-19)
7. **ANNUAL FINANCIAL REPORT FOR THE 2019/2020 FINANCIAL YEAR** (Attached)(Page 20)
8. **ELECTION OF THE RESCOM COMMITTEE MEMBERS** (See Note 1)
9. **GENERAL**
10. **CLOSURE OF MEETING**
11. **SNACKS AND REFRESHMENTS**

B. NOTES

1. ELECTION OF THE RESCOM

(Ordinary Resolution Number 1)

Composition and nomination

In terms of the House Rules of the Village, the Rescom will consist of a maximum of 6 (six) members. Life Right Holders are hereby requested to nominate at least 6 (six) fellow Life Right Holders, by completing the enclosed Nomination Form. Should more than 6 (six) nominations be received, an election will be held at the Annual General Meeting by way of ballot. The 6 (six) nominees with the most votes will be appointed as Rescom members, and will hold office until the next Annual General Meeting.

Instructions

Please hand-deliver the duly completed Nomination Form to the Village Managers' offices, alternatively email same to andreaw@evergreenlifestyle.co.za, by no later than **16h00** on **Tuesday, 30 July 2019**.

2. ATTENDANCE AND VOTING BY LIFE RIGHT HOLDERS OR PROXIES

Life Right Holder(s) (who are recorded as such in the register of the Village as at the Record Date) are entitled to attend and vote at the Annual General Meeting or to appoint a proxy to attend, speak and vote in their stead. The person so appointed as proxy need not be a Life Right Holder of the Village. Proxy forms must be hand-delivered to the Village Managers' offices, alternatively emailed to andreaw@evergreenlifestyle.co.za, by no later than **16h00** on **Monday, 5 August 2019**.

Each Life Right shall carry a single vote. Where a Life Right is jointly held by more than 1 (one) Life Right Holder, such vote shall be exercised jointly by them.

3. IDENTIFICATION OF PROXIES

Any proxy appointed to attend, participate and vote on behalf of a Life Right Holder at the Annual General Meeting must be able to present reasonably satisfactory identification at the meeting for such proxy to attend, participate and vote at the meeting. A green bar-coded identity document or a Smart ID card issued by the South African Department of Home Affairs, or a valid passport will be acceptable forms of identification.

4. IMPORTANT NOTE

Life Right Holders will receive a complete Annual General Meeting ("AGM") document pack via the email address listed for their unit in the register of the Village. Life Right Holders are encouraged to bring the AGM document pack along to the AGM for discussion.

In an attempt to reduce our carbon footprint and save on paper wastage and cost, village management will only have printed copies of the first 2 (two) pages of the AGM notice on hand for Life Right Holders who are unable to or do not have access to printing facilities. The following attachments and forms will only be printed for and on request from a Life Right Holder:

- Proxy form; and
- Nomination Form.

5. RSVP

For catering purposes, kindly RSVP to the Village Manager at 087 809 3366 **by no later than 16h00 on Friday, 26 July 2019**.

By order of Evergreen Lifestyle Villages (Pty) Ltd ("Operator")

GARRY REED

EVERGREEN BROADACRES
(*“the Village”*)

PROXY FORM

For use by registered Life Right Holders of the Village, recorded in the Life Right register as at the Record Date, to be used at the Annual General Meeting to be held at **Lifestyle Centre of Evergreen Broadacres, Frederick Road, Broadacres on Tuesday, 6 August 2019 at 15:00.**

I/We [please print name(s)] _____

being the holder(s) of a Life Right in Unit _____ in the Village, hereby appoint (see instruction below):

1. NAME: _____

RSA ID NUMBER/DATE OF BIRTH: _____ or failing him/her,

2. NAME: _____

RSA ID NUMBER/DATE OF BIRTH: _____ or failing him/her,

3. the chairperson of the Annual General Meeting,

as my/our proxy to attend, speak and vote for me/us and on my/our behalf at the Annual General Meeting of the Village to be held on Tuesday, 6 August 2019 or at any adjournment thereof.

SIGNATURE _____ DATE: _____

ASSISTED BY ME (WHERE APPLICABLE) _____

Instructions on signing and lodging the proxy form:

1. A Life Right Holder may insert the name and RSA identity number or date of birth of a proxy or the names of two alternative proxies of the Life Right Holder's choice in the space/s provided above, with or without deleting "the chairperson of the Annual General Meeting", but any such deletion must be initialled by the Life Right Holder(s). Should this space be left blank, the chairperson of the Annual General Meeting will exercise the proxy. The person whose name appears first on the proxy form and who is present at the Annual General Meeting will be entitled to act as proxy to the exclusion of those whose names follow.
2. The completion of any blank spaces above need not be initialled. Any alterations or corrections to this proxy form must be initialled by the signatory/ies.
3. A proxy shall not be a minor.
4. To be valid the completed proxy forms **together with all listed proxies' green bar-coded identity documents or Smart ID cards issued by the South African Department of Home Affairs, or valid passports**, must be hand-delivered to the Village Managers' offices, alternatively emailed to andreaw@evergreenlifestyle.co.za, by no later than **16h00 on Monday, 5 August 2019**. (See note 3)

5. Documentary evidence establishing the authority of a person signing this proxy form on behalf of the Life Right Holder in a representative capacity (e.g. power of attorney or Letters of Curatorship) must be attached to this proxy form.
6. Any proxy who intends to attend or participate at the Annual General Meeting must be able to present reasonably satisfactory identification at the meeting for such participation at the meeting. A green bar-coded identity document or Smart ID card issued by the South African Department of Home Affairs, or a valid passport will be accepted as sufficient identification.
7. The completion and lodging of this proxy form shall not preclude the relevant Life Right Holder from attending the Annual General Meeting and speaking in person thereat to the exclusion of any proxy appointed in terms hereof, should such Life Right Holder wish to do so.
8. The chairperson of the Annual General Meeting may, in its sole discretion, reject or accept any proxy form which is completed other than in accordance with these instructions.

EVERGREEN BROADACRES

(*the Village*)

NOMINATION FORM FOR ELECTION TO THE RESCOM

I/We, the undersigned, being the holder(s) of a Life Right in Unit _____ in the Village, hereby nominate:

NAME: _____,

a Life Right Holder of the Village, to be appointed as a Rescom member, which appointment may (if necessary) be voted on by Life Right Holders at the Annual General Meeting on Tuesday, 6 August 2019;

NAME OF PROPOSER _____

SIGNATURE OF PROPOSER _____ DATE: _____

CONSENT BY NOMINEE

I, the undersigned, (print name) _____
(**“the Nominee”**)

hereby accept the nomination to be appointed as Rescom member of the Village.

SIGNATURE OF NOMINEE _____ DATE: _____

KINDLY NOTE: To be valid the completed Nomination Form together with the brief CV of the nominee must be hand-delivered to the Village Managers' offices, alternatively emailed to andrew@evergreenlifestyle.co.za, by no later than **16h00** on **Tuesday, 30 July 2019**.

EVERGREEN BROADACRES LIFESTYLE VILLAGE (“THE VILLAGE”)

MINUTES OF AN ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 7 AUGUST 2018

PRESENT:

D Drew	(Chairman)
G Langmead	(Residents Committee Chairman)
R Slogrove	(Deputy Residents Committee Chairman)
H du Preez	(Deputy Residents Committee Chairman)
A D Case	(CEO)
A Kajee	(Financial Director)
R Martin	(Village Manager)
C Human	(Company Secretary)
Residents	(As per signed attendance register)

APOLOGIES:

D & P Bromfield
 G Campbell
 P Dean
 S Edwards
 B Elliot
 T & J Hammond
 P Henegan
 N Hills
 J Kidd & D Tim
 D & C Lamb
 Z Lupini
 M Maclachlan
 T & H Morgan
 L Murphy
 D Powell
 G & M Privett
 L Ressa
 J Spurr
 B Stowell

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 D & P Bromfield in favour of R Knowles.

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 previous minutes, 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 D Townsend and seconded by B Rielly.

3. ACCEPTANCE OF PREVIOUS MINUTES

The minutes of the annual general meeting of the village held on 8 August 2017 were accepted and signed as a correct record as proposed by B Rielly and seconded by R Knowles.

4. ELECTION OF THE RESIDENTS' COMMITTEE MEMBERS

The meeting noted the following nominations received for life right holders to be appointed as Residents' Committee Members:

B Bold;
G P Brickett;
H du Preez;
C J Edwards;
C Fann; and
R Knowles.

The Residents' Committee shall consist of 6 (six) members, therefore all the nominees were appointed as Residents' Committee members without being subjected to a further formal voting process.

RESOLVED:

THAT the appointment of the aforementioned six residents as Residents' Committee members, with effect from date hereof, hereby be approved.

The Chairman and Vice-Chairman will be elected at the next Residents' Committee meeting.

The appointment of the above-mentioned residents as Residents' Committee ("Rescom") members were proposed by R Slogrove and seconded by A Langmead.

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

The annual report by the Chairman of the Rescom was noted and taken as read as circulated with the notice.

G Langmead extended his congratulations to the newly elected Rescom and also thanked the previous committee and all of those who assisted the committee in the previous year. A special thank you was also extended to the activity leaders for their services.

A Case conveyed a special thank you to G Langmead on behalf of James Wilson and the Evergreen management for his service and willingness to act as Chairman of the Rescom and commended him for his ability to work towards finding constructive solutions where differences had occurred and for always acting in the best interest of the residents.

6. EVERGREEN BROADACRES VILLAGE MANAGEMENT REPORT

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

- Following the distribution of the notice of the annual general meeting, the amount of residents have increased to 201 (two hundred and one) and the amount of unoccupied units decreases to only three.

7. ADDRESS AND PRESENTATION BY THE EVERGREEN CEO

The meeting noted the presentation regarding the future of the Evergreen Group as presented by A Case with specific reference to the following:

- the group and shareholding structure of the Evergreen Group;
- the business heads of the sales, development, financial and operational functions;
- the projected balance sheet of the asset owning company within the Evergreen Group;
- the ambition to become the preferred brand and industry leaders as the Evergreen Group;
- the intention to honour the partnership for life commitment;
- the goal of having 30 (thirty) villages with an asset value exceeding R25 billion within the next 10 (ten) years;
- the goal and progress made on adding another 527 (five hundred and twenty seven) retirement units by the end of February 2019;
- future construction sites and the sites currently under construction; and
- the challenges faced in future such as affordability, safety, partnership for life and ways to address these challenges.

8. PRESENTATION ON THE PROPOSED NEW LEVY STRUCTURE

The meeting noted the presentation regarding the new proposed levy structure as presented by A Kajee with specific reference to the following:

- the extension of the dates communicated in the letters that were distributed to residents earlier the week with regards to the proposed new levy structure with an additional month;
- the levy strategy of Evergreen to break even and not to make a profit;
- the calculation of levies based on a completed scheme of 238 units resulting in a lower base levy due to the additional units;
- the three different levy pools currently in the village referred to as: "Pool 1, Pool 2 and Pool 3."
- the requirement to sign an addendum to the Life Right Agreement ("LRA") for residents from Pool 1 and some residents currently in Pool 2, should such residents request to move to the new levy structure;
- residents currently in Pool 2 who do not require an addendum will be able to move to the new structure with effect from 1 September 2018 in order to benefit from the proposed new levy structure;
- residents currently in Pool 1 will have an additional month (perhaps even longer) to decide if they wish to move to the proposed new levy structure; and
- the expected loss for the company for the next 6 (six) months will amount to R440,000.00 (four hundred and forty thousand rand) and will be subsidised by Evergreen Property Investments (Pty) Ltd ("EPI") upon the implementation of the proposed new levy structure on 1 September 2018.

Question 1:

B Rielly asked why the implementation date for the reduction in levies will be delayed with a month.

Answer 1:

A Kajee confirmed that the reduction in levies will still take place with effect from 1 September 2018 and that only the residents requiring an addendum will have an additional month to decide if they would be willing to choose this option

Question 2:

E Mutch asked A Kajee to indicate how the rates charges reflecting on the levy statements are allocated.

Answer 2:

A Kajee confirmed that the rates for the residents on their levy statements are calculated and charged in accordance with what the City of Jo'burg charges on the rates accounts that are received on a monthly basis. The same principle would apply for the refuse charge.

Question 3:

J Rebelo asked if the residents receive the benefit of the rates rebate that applies to retirees with the City of Jo'burg.

Answer 3:

A Kajee confirmed that residents are charged in accordance with what the City of Jo'burg charges and that the rates amounts levied on the levy statements are the rebated amounts.

Question 4:

P Bayley queried if there will be an additional refuse charge for the Pool 2 residents.

Answer 4:

A Kajee indicated that that the Pool 2 residents already included the refuse charges separately and that residents won't be levied an additional refuse charge over and above the new levy amounts.

Question 5:

K Townsend wanted to know what the benefit would be for residents in Pool 1 to move to the new proposed levy structure.

Answer 5:

A Kajee said that it is a personal choice based on personal circumstances and that residents are not obliged to move to the new levy structure if they are currently paying less. Residents will have an additional month, even longer if required, to make this decision.

Question 6:

I Labuschagne raised a concern that if the reduction in levy takes place that there will not be sufficient funds for the village to perform maintenance and paint the units.

Answer 6:

A Kajee confirmed that the major village maintenance expenses such as the repainting of the exterior of the units will be paid for by EPI and will not be funded from the budget of the village. The levy decrease will therefor not have an affect on the performance of major maintenance projects at the village.

Question 7:

L Baker questioned how the levy reduction percentage was calculated.

Answer 7:

A Kajee explained that the estimated operating expenses for the year was projected. The levies were then calculated according to what amount is required per unit in which to achieve break-even.

Question 8:

J Stowell raised a concern that the new proposed levy structure would be a blank sheet for the company to raise levies with more than CPI.

Answer 8:

A Kajee confirmed that it would not make sense for the group and brand to do so if it has a strategy to improve on the Evergreen brand and the partnership for life promise. If levies are unreasonable, the strategy will not be achievable. Residents should expect increases similar to CPI plus 1.5% (one point five percent).

A Case emphasised that residents who are concerned about levy increases exceeding CPI plus 1.5% (one point five percent) should not feel pressured to move to the new levy structure and should remain on their current levy structures. It is the endeavour of the management team to keep levies in check and affordable to residents. A Case confirmed that the items reflecting in the current budget will remain as is and that no additional operating expense line items will be added and that there is no intention from Evergreen to add special items in order to increase the cost of levies or to profit from residents. A Case added that EPI is expected to make a loss over the next 6 (six) months upon implementation of the new levy structure and that it should be evident that it is not the intention of Evergreen to profit from the new levy structure.

Question 9:

H Dobrowolski enquired if the Rescom members will have a say in the budget.

Answer 9:

A Kajee confirmed that Rescom members will have an opportunity to provide an input in the budget of the village.

Question 10:

A Oosthuizen requested if a summary statement could be provided to residents in Pool 1 indicating what is currently included and excluded from the operational expenses in the budget of the village.

Answer 10:

A Kajee confirmed that the information could be provided.

Question 11:

R Slogrove asked if head office overheads will be added to the budget at any point in future.

Answer 11:

A Kajee confirmed that it will not be added to the budget.

H du Preez requested residents to take their time to have a look at the proposed levy structure and to present their questions to the Rescom so that they can assist and act as intermediary and ensure the questions are answered by the Evergreen management team.

9. ANNUAL FINANCIAL REPORT FOR THE 2018 / 2019 FINANCIAL YEAR

The annual financial report, for the 2018/2019 financial year was noted and taken as read as circulated with the notice and presented by A Kajee with specific reference to the following:

- Year to date profit of R260,000.00 (two hundred and sixty thousand rand); and
- The expected loss of R440,000.00 (four hundred and forty thousand rand) upon implementation of the new levies that will be subsidised by EPI.

The acceptance of annual financial report for the 2018/2019 financial year was proposed by B Rielly and seconded by H du Preez.

10. GENERAL

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

Question 1:

D & C Shephard raised a concern about the traffic control measures and asked when the new house rules will be implemented.

Answer 1:

A Case indicated that the new house rules will be a generic set of rules applicable to all villages. Currently the comments received from all of the villages are being reviewed and changes are being made to the rules where necessary. Once finalised, it will be approved and implemented. Speeding and traffic control measures will be considered for inclusion in the house rules.

Question 2:

D & C Shephard requested as to when the electricity overcharge rebate will be reimbursed to residents.

Answer 2:

A Kajee confirmed that the village has made a loss of approximately R9,000,000.00 (nine million rand) to date and that any form of rebate was absorbed in the loss and that the payment of any rebate would not be possible.

With no further matters being raised, the Chairman thanked all present for their attendance and declared the meeting closed at 16h29.

Chairman



EVERGREEN BROADACRES
 (“the Village”)

ANNUAL REPORT BY THE CHAIRPERSON OF THE RESCOM FOR 2018/2019

At our Residents’ Annual Meeting in July, the portfolio leaders reported on the work your ResCom had done over the year, so I’m not going to repeat any of that here. Copies of their reports are available from the office.

Instead, I will be reporting on our interactions with Evergreen management.

However, before doing so I would again like to record my thanks to:

- All those residents who run groups or activities outside of the ambit of ResCom. There are more than 20 such groups or activities. They all started on their own generally as the initiative of the leader. The groups and their respective leaders appear on the list attached to meeting room window;
- The ResCom members who selflessly commit many hours of their time to running the community’s affairs;
- Their spouses, and here of course I include my dear wife Marion, for allowing their partners to commit that time!

Sadly two members of the committee will be leaving us:

- Cecil Fann who has run the Finance and Treasury portfolio for the past 6 years. Cecil has agreed to stay on in a caretaker business until we can find a replacement, so if there’s anybody with accounting skills especially amongst the new residents, I’d very much like to hear from you!
- Judy Stuart, who in the one year that she ran the Hospitality portfolio, planned and produced for us some of the most memorable social events we’ve had in this village.

To all of you, a very big thank you. Your commitment and efforts all go toward:

Making this the village of our dreams!

On then to our interactions with Evergreen management:

- They started with the introduction of the new levy structure in August. The purpose was to minimise the levies and to put everybody on the same levy increase formula. There were big savings for some residents and difficult decisions for others, but once those were made, a happy ending for all.

AGENDA ITEM 5

- Next came the invitation to report on our lived experience. There were many critical observations, but credit to management most of those have been put right.
- Running in parallel with that was the preparation of the village budget. This was the first time we had been invited to participate, and again all credit to management we were allowed to make meaningful inputs and we look forward to starting soon on the next budget.
- With the new year came the announcement of changes to the Evergreen head office organisation. Of particular interest to us was the establishment of the two operating divisions, EPI under MD Cobus Bedeker and ELV under MD Garry Reed.
- Our experiences with the new management has generally been positive! Those changes have impacted our infrastructure, village management organisation, Bistro and transport. In case you haven't noticed them, I've listed them in Annexure A herewith.
- But there is still much to be done! Your ResCom remains engaged with management and regularly keeps the pressure on them to progress the various projects listed.

In closing then, and on behalf of all of the residents, I would like to:

- Through management thank all our service providers:
 - Thorburn Security for giving us the peace of mind that we have!
 - Reef Caterers for all the lovely meals they provide. I know there have been complaints about the service and quality of food, but my own experience is that there has been a tremendous improvement in the past few months, so if you haven't been there recently, try them again!
 - Four Seasons gardeners for keeping our estate looking as beautiful as it is!
- Thank our Manager Roy Martin and his staff for all that they do for us. We understand that is not an easy task and we very much appreciate the patience and understanding with which they treat us;
- In absentia, thanks go Derek Drew for looking after our interests in Cape Town, and last but not least
- Thank you Garry for the fresh new thinking you've introduced to the business and for bringing about all the changes you already have.

So all-in-all a very good year. Many projects have been completed and many new initiatives launched. We hope we can look forward to another good year ahead!

COMPLETED PROJECTS AND DEVELOPMENTS

1. Infrastructure related:

- First apartment block completed;
- Work has started on the borehole and irrigation project
- In the club house:
 - the pool outside door installed;
 - noise attenuation in the gym;
 - water and ice machine in Bistro;
 - air conditioning in meeting room and salon.
- First stage improvements to the re-cycle area;
- Elimination of the detested circle in Heron drive;
- Installation of additional speed humps in Loerie lane & Heron drive;

2. Village management and social:

- Additional duty managers employed to give 24/7 cover;
- A commitment to a greater management involvement in:
 - Organising social activities;
 - Improved communication of social and other activities;
- Two very enjoyable Evergreen H.O. organised social evenings
- The first survey conducted; to become a regular institution.

3. Bistro:

- Additional managemnt and staff employed;
- New menus introduced.

4. External transport:

- Twice-a-week transport to the shops.

PROJECTS

1. Approved, awaiting funding:

- Paving of area below top pond;
- Furnishing of Arts and Crafts centre;
- New garbage removal gate and area;
- Re-painting of exteriors of Phase 1 & 2 houses.

2. Proposed, awaiting approval and funding:

- Move Waterhole bar counter;
- Outside club house:
 - Place open drain underground;
 - Re-configure attenuation pond;
 - Re-landscape and re-plant lawned area.

3. Proposal to be submitted:

- Attractive fence around top pond;
- Re-configured entry and exit gates.



EVERGREEN BROADACRES *("the Village")*

VILLAGE MANAGER'S REPORT FOR 2018/2019

1. VILLAGE DEVELOPMENT

With the completion of apartment block A which was launched in June 2019 and sales events taking place during 19 - 21 June, we welcome the growth to our village.

We currently have 130 units plus the 48 apartments which brings the village to a total of 178 homes.

We have 206 residents living in the village presently and our demographic is made up of 36 couples and 35 single residents with an average age of 77.

Over the past year we have had seven units becoming available for resale. Unit 5 – Mrs Goslin, unit 55 Mrs Elliott and unit 92 – Mr and Mrs Pitt moved out of the village to join or be nearer their families. Unit 122 – Mrs Chemaley, unit 52 Mrs Murphy, unit 23 Mr Stacey moved into our Care Centre. Unit 74 – Mr Campbell and unit 45 – Mr Luyt sadly passed away.

We extended a very warm welcome from our village community to: Esme Paul, Sue & Chappy Hartley, Mrs and Mrs Brandt, Elsbeth Burkhalter, Jane MacConachie, Penelope Tsandelis, Cyril and Katherine Van Gelderen, Aletta Lutz, Angela Schneider, Margaret Meyer, Rodger and Mathilda Boden, Glunnis Murfin Nee Webb, Madinko Seretlo, Winfried Frischbutter and welcome back to Moira and Pierre Theron.

We look forward to welcoming all the new residents to the new apartments in the near future.

2. SECURITY

Our service provider remains Thorburn Security. The on-site Manager is still Jabulani Nkuna, his compliment of three dayshift guards and three nightshift guards now includes a Lady officer for each shift.

We have invested in various security upgrades over the past year to protect our village and residents. New installations include an upgrade of some of the cameras, an additional camera at the bottom pond, additional lightning protection for the systems and an additional access scanner to speed up access and exit times at the gate. We continually monitor our security services as the safety and well-being of our residents is of paramount importance to us.

We believe that security is everyone's concern, not just the responsibility of management and we would like to take this opportunity to remind all residents to ensure that they have secured themselves in their units by following the few simple safety and security guidelines.

3. HEALTHCARE

The Evergreen philosophy is to keep our residents as independent as possible and Unique Health, our healthcare provider, has proved to be a real comfort, headed by Sr Marius Grobler who took over from Sr Linda Wintle after she emigrated overseas. Sr Marius and his team continue to do a wonderful job of caring for the Residents and Patients in the Care Centre.

Healthcare is one of the pillars of the Evergreen Lifestyle Villages. We constantly review the healthcare services in the village to ensure they remain relevant, of high quality and are cost effective in relation to the needs of and utilisation by residents.

The Care Centre has been a great success. Our village residents who have undergone medical procedures have used this facility as a step-down for rehabilitation and continue to give us positive feedback and reports on the medical care, support and service offered here.

4. CATERING

Reef Catering continues to provide the meals for the village. The Wednesday evening social dinners have always been well supported by our residents and are a great success. It is pleasing to note that the number of residents attending these weekly dinners has recently increased. The Hospitality Committee goes the extra mile to create the right ambiance with decorations, table settings and many other arrangements, they are a huge asset to the Village.

5. SOCIAL EVENTS

Our Hospitality Committee work tirelessly to ensure that the village residents enjoy a wide range of events, social activities and entertainment options.

Our monthly activities include a popular Thursday night movie; Thursday series morning; bingo evenings; Waterhole evenings; social dinners and themed evenings. Residents enjoying book club; weekly aquatics, line dancing; monthly rummikub; scrabble; bridge; pool; birding group; walking club; arts and crafts club; photographic club etc. Group bookings and village outings are very popular and well-attended. A few surprises are in store and I am certain that all the residents will be pleasantly surprised.

I would like to say a big thank you to the Hospitality Committee, Judy Stuart and her support group who help organise the most enjoyable events, functions and dinners and to all the other residents who run clubs and who attend and support our many events. They all contribute to making this a festive village and a vibrant community.

6. GARDENS/LANDSCAPING

Our service provider for the gardens and landscaping is the FSG Group. The team of six dedicated gardeners are supervised by Mandla, who take care of our common area gardens and are responsible for cutting the grass inside the gardens of all the houses. We have endeavoured to maintain a high standard in our gardens whilst keeping to our mandate of growing and nurturing indigenous plant life. The water restrictions have proved challenging and we believe that we have been lucky to preserve our attractive gardens.

The water restrictions have not been lifted to-date and remain in force in the greater Gauteng region. Plans for the borehole are in motion, this will eventually provide all the common area gardens with borehole water.

We will be celebrating Arbor Day in September with a planting initiative and the traditional gathering afterwards.

A big thank you to Hennie du Preez and his team for his continued efforts to improve the ponds and of course all the common area gardens.

7. HEALTH & SAFETY

Stoney Steenkamp from EcoSafety has been engaged to perform independent monthly reports on Health and Safety in the village. We constantly strive to be compliant and do monthly checks and reports to ensure we provide a safe environment for residents, staff and visitors.

We amended our fire evacuation plan last year and focussed on individual homes for drills and training our staff. We conducted a village fire drill aimed specifically at ensuring that staff were aware of the plan and will implement additional drills before the end of the year.

All fire extinguishers have undergone their annual service to ensure compliance.

8. MAINTENANCE & RENOVATIONS

- Over the past year we have replaced 167 steel fence infill panels and this is still ongoing.
- Carports of Phase 1 and 2 have all been repaired, rotten wood replaced with steel.
- Construction of Block A has resumed after the December closure, the last week of December the roof trusses were being installed.
- Additional speed bumps have been installed in Loerie Lane, the circle has been removed in Loerie Lane, and two additional cement and brick speed bumps have been installed in Heron Drive.
- We have installed additional stop streets and stop signs in the village.
- Exterior door to pool onto patio has been installed.
- Ice machine was purchased and installed at the Bistro, prep bowl has been completed at Bistro.
- Main pond water levels have been increased.
- Work on the irrigation from the bore hole has commenced.
- Care Centre glass balcony was installed.
- Gym sound proofing has been installed – vast improvements to the noise
- Additional hand rail in pool installed

We continue to deal with the day-to-day maintenance issues as and when they arise.

We request that all residents please complete a maintenance form so that the particular job can be logged with our maintenance department. It will then be allocated to Marius Viljoen or to an outside contractor for attention, whichever is required.

9. COMMUNICATION

We continue to provide regular and prompt communication with residents.

We currently send out our more informal weekly “What’s Happening” e-mail advising residents of forthcoming events.

The SMS communication service has become a more direct means of communication. In the event that more official communication is needed, we send out circulars as and when required.

I also have an open-door policy and welcome all residents who wish to discuss any issues they may have on their minds.

10. HUMAN RESOURCES

Over the past year we have appointed four Duty Managers and a Receptionist. We welcomed Joseph Mthembu; Jackie Kale; Aaraon Moyana and Luvuyo Memani as our Duty Managers with this Team we now have 24 hour Management coverage in the village, a big thank you to the Duty Managers for their dedication and support.

Thola Kasi joined us as Receptionist and has proved to be a huge asset to the village, thank you for all you have done so far and your caring nature and enthusiasm.

I would like to thank Rene Kleynhans for all her hard work and dedication and assistance with all matters in running the village, your hard work is really appreciated.

Thank you to Marius Viljoen for his continued dedication with keeping all issues of maintenance under control.

I would also like to thank our Housekeeping Staff – Precious Gamede; Pretty Mdluli; Nedie Dlamini for keeping all looking spik and span.

Thank you to our utility workers – Silas Molapo and Jabulani Nkosi for their dedication and hard work and always willing to assist.

I am very proud of all of you.

Finally, I wish to thank all our service providers for their commitment in making this village a success in the past year.

11. CONCLUSION

In conclusion, I wish to extend a thank you to the recently appointed managing director to Evergreen Lifestyle Village (Pty) Ltd, Garry Reed, for his unflagging motivation to ensure that we continue to strive to provide our residents with five star service; security, healthcare and financial peace of mind.

And I must thank all the unsung heroes of the Evergreen Group who work tirelessly in the background at head office to make sure that everything runs smoothly in each village, from sales and legal to administration, maintenance, human resources and finance. Their support and commitment is vital to making Evergreen Broadacres the success that it is.

Derek Drew has been a valuable member of Evergreen for the past four years and has certainly helped me in managing Evergreen Broadacres. I know that his experience in hospitality will be extremely valuable to Evergreen Muizenberg, our largest village where he recently took up the mantle as Village Manager from Melanie Carstens, who has moved across to Evergreen Care.

Finally, I wish to thank the RESCOM members for their support and commitment to the Village and its residents.

Last, but not least, I wish to thank all the Residents for their support and co-operation over the past year. Without our residents we don't have a village. I continue to enjoy working here.

I look forward to our next year together and trust that we can continue to build on our "partnership for life" in our beautiful village.

EVERGREEN BROADACRES FINANCIAL SUMMARY

FINANCIAL YEARS 1 MARCH TO 28 FEBRUARY: 2019 (ACTUAL) AND 2020 (BUDGET)

	Audited Actual Feb-19 (130 Units)	Budget Feb-20 (238 Units)	% Change	Notes
Levies	6,793,723	8,291,583	22%	1
Other income	31,230	37,292		
Sundry Income	31,230	37,292	19%	
Total Revenue	6,824,953	8,328,875		
Total Expenses	6,975,414	8,840,773	27%	2
Clubhouse Expenses	204,114	235,101	15%	
Medical Response	146,546	264,635	81%	
Common Property: Municipal Utilities	902,941	1,129,835	25%	
Property Rates	301,285	425,724	41%	3
Property Insurance	123,725	-	(100%)	
Catering	451,531	589,449	31%	
Security	1,545,546	1,648,820	7%	
Village Staff & Administration Expenses	2,391,547	3,466,379	45%	4
Village Maintenance	908,178	1,080,831	19%	
Total profit/(loss) for the year	(150,461)	(511,899)		

Notes:

1. Increase due to 108 new apartments and the anticipated levy increase from September 2019.
 - a) 48 units - New apartments Block A was budgeted to be completed and ready for occupation from July 2019.
 - b) 60 units - New apartments Block B, was budgeted to be completed and ready for occupation from October 2019.
2. In general operational costs have increased due to the expansion of the village.
3. Property rates for the clubhouse included in the budget however not included in the prior year actuals.
We have raised an objection with council on the Clubhouse valuation and awaiting feedback.
4. Salaries increased by 45% due to additional staff members joining the team in order to improve service delivery and ensure 24/7 Evergreen presence.