

Circular 084

26 October 2020

Dear Resident,

**UPDATE ON ANNUAL GENERAL MEETING PLANNED FOR 12 NOVEMBER 2020 - AND SOME RESPONSES TO QUESTIONS ASKED AT THE RECENT RAC.**

With the health and safety of our residents and staff remaining a top priority within all our villages a decision was made to delay the Annual General Meeting until next year.

With the Residence Annual Caucus having been held on the 23<sup>rd</sup> of September 2020 already; feedback on questions raised by residents would have been addressed at the AGM. Due the AGM now being postponed further; I had thought it wise to give some feedback on these questions now and try and resolve as many matters as we can in the meantime.

1. **Bistro Service:** The Bistro will start reopening the Coffee and cake section on Monday the 9<sup>th</sup> of November with our first Wednesday night social dinner taking place on the 11<sup>th</sup> of November. We will celebrate the Village's 8<sup>th</sup> Birthday on this evening. Menu's and events will be communicated as in the past with menu's being send out with the weekly "what's happening".
2. **Fibre to Phases 1 & 2.** – This project was approved at the beginning of the year and was also delayed due to lockdown restrictions. With challenges experienced when fibre was installed in two villages in Cape Town, we have had to get new quotes in to prevent us from running into the same challenges they had in Cape Town. The Current sleeves that run in the village with Copper is not sufficient for fibre and we will need to do completely new sleeves and trenching for this. We are also awaiting additional quotes on costs to bring the fibre into the houses as one of the challenges is that no provision was made to run the fibre into the houses. Thus, we will have to either cut into walls or run additional conduit into houses. All whilst trying to prevent damage to the existing infrastructure.
3. **Repainting of exteriors of all phase 1 and 2 houses.** Whilst this was planned to take place during winter, the lockdown prevented this from happening. This project will have to be relooked to see if we can risk doing some of this now during our rainy season or delay to next winter.
4. **Recreation room and Waterhole bar counter** – It was decided to go ahead and have the waterhole bar counter moved in November 2020. The recreation room shelving will be relooked next year when funding is available.
5. **Garbage disposal and recycling area.** Plans were drawn up before lock down to expand this area and to build walls with hatches to improve this area as well as roof in a certain portion so that recycling could be done better. This is still the plan and we await council approval to our submitted plans.
6. **Generic House rules** and the Addendum for our Village were reviewed some while back, and a lot of discussions were held with ResCom's select committee on this matter with management

and our legal team on this. We are confident that we will have the new house rules and the addendum concluded by the end of the year. We are awaiting feedback from our legal department after which there will be a final round of discussions with the select committee here before finalisation.

7. **Repairs to fences** – Our fence repair programme also came to a grinding halt with lock down being imposed due to us not allowing contractors on site. You would have noticed that this programme was resumed in October with fences being replaced and a lot of fence painting having happened in the last month. This will carry on and we will try to catch up with the back log.
8. **Decision about the traffic in Loerie Lane.** As discussed in our last ResCom meeting, we have decided not to rush into a decision about the traffic in Loerie lane just yet. The work around the new Apartment block has not been concluded yet and is most likely to only be completely wrapped up at the end of November or early December. this road. We will then re look the decision in January 2021 and communicate accordingly.
9. **The levy increase** that was imposed on 01 September was questioned and it was asked why a levy holiday was not given like certain Health Clubs and Medical aids have done. Whilst a full financial overview will be given at the AGM, the short and simple answer is that the Village expenses remain at a loss and the Village was also impacted by the COVID19 implications. Whilst we had savings in areas such as not paying for our gardening services, we had additional costs such as PPE and Sanitising costs. We have spent R30K on sanitiser alone in the Village with the strict sanitising protocols we have. Sanitising all employees' hands and feet every hour as well as sanitising the roadway from the gate to the club house including the parking bays at least twice a week after food deliveries and high traffic. The lock down also prevented the contractors from completing the new Apartment block on time and we have as a result lost the levy income for these 60 apartments from July when they were supposed to be handed over to us. This is R164k a month which equates to R656K so far for the year and is estimated to be R984k short by the time we do get handover. We also took the decision to look after our staff and continued to pay our Cleaning ladies and our Utility workers their full salaries while they were not allowed to come to work during our lockdown. Evergreen Care extends to employees as well and we care about them and their families as much as we care for our residents.
10. **Apartments climate control** – Whilst the National Building Energy Regulations requirements for heat gains and losses for new buildings were complied with in the apartments., Residents have expressed concern that the apartment blocks are very hot during summer. To try and improve on this a study was done in January 2020 to log all temperatures in the apartments on all sides and on all floors. Several suggestions have been recommended by the architects and we have installed the different options in different apartments. Temperatures will now be logged in these apartments for the next 3 weeks to see the different impact of each solution and to then decide a way forward. We will share the outcome of this study with all residents once we have this.
11. **LED Information Board** at the entrance to the Village. – Whilst this was a topic that was raised by ResCom in previous meetings, the topic was neither accepted or rejected. It was agreed that more information was needed such as the cost of installing such a sign board as well as how this will be managed and by who. What information will be displayed on here and whether or not a board like this would be a distraction for residents and visitors driving into the village. The option still remains open depending on funding and risk associated.

12. **Seniors levy rebate for qualifying residents in Broadacres** – After numerous engagements and meetings with our COJ Councillor and ResCom it was made clear that COJ's view is that they will only give rebates to pensioners older than 70 when the deed to your house is in your name. This is not the case with Life Rights as the deed for all houses in the Village is in the name of Evergreen. There is no way we can change this as this will have many legal implications such as and not limited to having to pay transfer fees etc. We have been fortunate to have them pass a 50% rebate to the entire Village despite not all resident being of qualifying age. Should we try and pursue this further we run a very real risk of having this 50% rebate taken away.

13. **Blanket sanitation charge with COJ** - Blanket sanitation charge is in line with the COJ billing. They have referred us to the relevant clause where it states that when an ERF is subdivided into different units the units will be billed per portion of the ERF with a minimum charge not lower than R433.00. So as much as we would like this to be less, it will not change their billing procedure and we have no legal recourse.

I trust this has helped answer a lot of questions and concerns. Should you have other questions or concerns you are welcome to address them with me or to ask me for more information. That way we keep the channels of communication open and flowing.

Your ever-caring Village Manager



**Wilma Swart**  
Village Manager