



Lifestyle Villages

## EVERGREEN BROADACRES

(*“the Village”*)

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### NOTICE OF ANNUAL GENERAL MEETING

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Notice is hereby given that an Annual General Meeting of the Village will be held at the **Evergreen Broadacres Lifestyle Centre, 43 Frederick Road, Broadacres Park, Johannesburg, on Thursday 12 August 2021 at 15h00.**

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, 30 July 2021 (**“the Record Date”**), being the date determining which Life Right Holders are entitled to receive notice of the Annual General Meeting.

#### IMPACT OF COVID-19 ON THE AGM

As a consequence of the impact of the Covid-19 pandemic, limitations are placed on public gatherings under the Disaster Management Act, 57 of 2002. As a result of the aforementioned limitations placed on public gatherings since 26 March 2020, the Village was unable to convene its annual general meeting for the 2020 calendar year. The Village hereby wishes to convene a joint annual general meeting dealing with the annual general meeting matters of the 2020 as well as the 2021 calendar years. As a socially responsible corporate citizen, the Village will conduct the AGM with the following rules in place:

- no more than 90 (ninety) people (staff and Life Right Holders) will be allowed to gather at the AGM venue mentioned above;
- the attendance of only one representative per unit is recommended;
- Life Right Holder(s) are requested to RSVP and register their attendance in order to ensure that the capacity of the venue is not exceeded in terms of the current limitations placed on gatherings;
- Life Right Holder(s) who fail to register and RSVP will not be permitted to enter the venue and attend and participate at the AGM;
- **Life Right Holder(s) are requested to submit their questions regarding any of the AGM matters to the Village Manager in advance so as to limit time and exposure at the venue for the AGM proceedings;**
- social distancing of 2 metres will be enforced at all times during the AGM;
- the wearing of face masks is compulsory;
- hand sanitization during entrance and exit are compulsory;

#### PURPOSE

The purpose of the AGM is to consider and, if deemed fit, approve, with or without modification, the ordinary resolutions set out below.

#### A. AGENDA

1. **WELCOME AND INTRODUCTION**
2. **ATTENDANCE AND PROXIES**
3. **CONFIRMATION OF NOTICE**
4. **ACCEPTANCE OF THE PREVIOUS ANNUAL GENERAL MEETING MINUTES**  
(Attached) (Pages 7 - 12)
5. **ANNUAL REPORT BY THE CHAIRPERSON OF THE RESIDENTS’ COMMITTEE (“RESCOM”)**  
(Attached) (Pages 13 - 14)

6. **EVERGREEN VILLAGE MANAGER'S REPORT** (Attached) (Pages 15 - 21)
7. **ANNUAL FINANCIAL REPORT FOR THE 2020 - 2022 FINANCIAL YEARS** (Attached) (Page 22)
8. **ELECTION OF THE RESCOM MEMBERS** (See Note 1)
9. **GENERAL** (See Note 2)
10. **CLOSURE OF MEETING**

## **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 7 (seven) members. Life Right Holder(s) are hereby requested to nominate\* at least 7 (seven) fellow Life Right Holders, by completing the enclosed Nomination Form. Should more than 7(seven) nominations be received, an election will be held at the AGM by way of ballot. The 7 (seven) nominees with the most votes will be appointed as Rescom members, and will hold office until the next AGM.

##### *Instructions*

Please hand-deliver the duly completed Nomination Form to the Village Managers' offices, alternatively email same to [neom@evergreenlifestyle.co.za](mailto:neom@evergreenlifestyle.co.za), by no later than **16h00 on Friday, 06 August 2021**.

*\*In terms of the House Rules of the Village, no Life Right Holder may, while in arrears with his or her Levies or has any outstanding amounts owing to Operator and/or Owner (as the case may be), hold office as a member of either Rescom, or be co-opted onto or act as a representative or appoint an alternate on Rescom.*

### **2. QUESTIONS**

##### *Managing of questions during the AGM*

**Life Right Holder(s) are requested to submit their questions regarding any of the AGM matters which warrants discussion in writing to the Village Managers' offices, alternatively emailed to [neom@evergreenlifestyle.co.za](mailto:neom@evergreenlifestyle.co.za), so as to be received by no later than 16h00 on Friday, 06 August 2021. The intention is to limit the duration of the AGM and the subsequent risk of exposure at the venue.**

Matters that are not submitted in writing, as indicated above, will not be debated at the AGM. Life Right Holder(s) are requested to focus on matters that warrant discussion at an AGM and to take up smaller and / or personal matters with the Village Manager.

### **3. 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 AGM 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 [neom@evergreenlifestyle.co.za](mailto:neom@evergreenlifestyle.co.za), by no later than **16h00 on Wednesday, 11 August 2021**.

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.

#### **4. IDENTIFICATION OF PROXIES**

Any proxy appointed to attend, participate and vote on behalf of a Life Right Holder at the AGM 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 identification card issued by the South African Department of Home Affairs, or a valid passport for foreign nationals will be acceptable forms of identification.

#### **5. IMPORTANT NOTE**

Life Right Holder(s) will receive a complete AGM document pack via the email address listed for their unit in the Register of the Village. Life Right Holder(s) 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 Holder(s) 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(s):

- Proxy form; and
- Nomination Form.

#### **6. RSVP**

It is important that only Life Right Holder(s) who are certain that they will attend the AGM, kindly RSVP to the Village Manager **by no later than 16h00 on Friday, 06 August 2021.**

Once again Life Right Holder(s) are requested to also limit their representation at the AGM to one person per Unit so as to comply with the public gathering limitations currently in place and to permit as many Units from participating, as permitted.

By order of Evergreen Lifestyle Villages (Pty) Ltd (“Operator”)

**GARRY REED**

# EVERGREEN BROADACRES

(“the Village”)

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## PROXY FORM

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For use by registered Life Right Holder(s) of the Village, recorded in the Life Right register as at the Record Date, to be used at the AGM to be held at **Evergreen Broadacres Lifestyle Centre, 43 Frederick Road, Broadacres Park, Johannesburg, on Thursday, 12 August 2021 at 15h00.**

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 AGM of the Village to be held on Thursday, 12 August 2021 at 15h00, or at any adjournment thereof.

SIGNATURE/S \_\_\_\_\_ DATE: \_\_\_\_\_

ASSISTED BY ME (WHERE APPLICABLE) \_\_\_\_\_

### Instructions on signing and lodging the proxy form:

1. A Life Right Holder(s) 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 AGM", but any such deletion must be initialled by the Life Right Holder(s). Should this space be left blank, the chairperson of the AGM will exercise the proxy. The person whose name appears first on the proxy form and who is present at the AGM 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 identification cards issued by the South African Department of Home Affairs, or valid passports for foreign nationals**, must be hand-delivered to the Village Managers' offices, alternatively emailed to [neom@evergreenlifestyle.co.za](mailto:neom@evergreenlifestyle.co.za), by no later than **16h00 on Wednesday, 11 August 2021**. (See note 1)

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 appointed to attend, participate and vote on behalf of a Life Right Holder at the AGM 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 identification card issued by the South African Department of Home Affairs, or a valid passport for foreign nationals will be acceptable forms of identification.
7. The completion and lodging of this proxy form shall not preclude the relevant Life Right Holder(s) from attending the AGM and speaking in person thereat to the exclusion of any proxy appointed in terms hereof, should such Life Right Holder(s) wish to do so.
8. The chairperson of the AGM 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*)

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## NOMINATION FORM FOR ELECTION TO THE RESCOM

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I/We, the undersigned, being the holder(s) of a Life Right in Unit \_\_\_\_\_ in the Village (**“Proposer”**), 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 AGM on **Thursday, 12 August 2021**.

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 [neom@evergreenlifestyle.co.za](mailto:neom@evergreenlifestyle.co.za), by no later than **16h00** on **Friday, 06 August 2021**.



**EVERGREEN BROADACRES**  
*("the Village")*

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**MINUTES OF AN ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 6 AUGUST 2019**

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<b>PRESENT:</b>	G Reed	(Chairperson)
	H du Preez	(Residents Committee Chairperson)
	D Randlehoff	(Financial Manager)
	W Swart	(Village Manager)
	A Witte	(Office Manager)

**1. WELCOME AND INTRODUCTION**

The chairperson confirmed that a quorum was present and that the meeting was, therefore duly constituted. A special welcome was extended to D Drew, E Porter, A Witte, D Randlehoff (representing A Kajee in his absence) R Martin, W Swart and her management team and the current Residents' Committee members (Rescom).

The chairperson noted a proxy received from D & P Bromfield.

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

**2. CONFIRMATION OF NOTICE**

The notice convening the meeting as well as the previous minutes, annual report by the chairperson of the Rescom, village management report and annual financial report, were taken as read as proposed by B Rielly and seconded by D Townsend.

**3. ATTENDANCE AND APOLOGIES**

The attendance register was circulated and signed. Apologies received from residents were noted (refer to separate page for details).

**4. ACCEPTANCE OF PREVIOUS MINUTES**

The minutes of the annual general meeting of the village held on 7 August 2018 were accepted and signed as a correct record as proposed by C Fann and seconded by B Rielly.

**5. ANNUAL REPORT BY THE CHAIRPERSON OF THE RESCOM**

The annual report by the Chairperson of the Rescom was circulated together with the notice of the annual general meeting and taken as read and elucidated by H du Preez with specific reference to the following:

- a warm welcome was extended to the chairperson and his team from Cape Town as well as Wilma Swart who officially joined Evergreen Broadacres on 1 August 2019 as Village Manager;
- a note of appreciation for R Martin, who forms part of the management team, for the hard work and dedication to the village;
- a special thank you to Chris and Sue Edwards for time spent arranging movie evenings;
- a special thank you to Dave Bromfield and Dave Nesbit setting up the waterhole and drinking fund;

- a special thank you to all those hard-working members of the Rescom who dedicated long hours; and
- lastly, a special thank you to the spouses for being so patient.

The acceptance of the report was proposed by G Langmead and seconded by R Knowles.

## **6. VILLAGE MANAGEMENT REPORT**

The annual report by the Evergreen Broadacres Village Manager was circulated together with the notice of the annual general meeting and taken as read. The acceptance of the report was proposed by H du Preez and seconded by G Schuurman.

## **7. ANNUAL FINANCIAL REPORT FOR THE 2019 / 2020 FINANCIAL YEAR**

The levy increase will increase with effect from 1 September 2019. The financial summary at February 2020 budgeted for CPI to be 5% in August with CPI currently at 4.5%. Once the CPI figures are released the levy percentage for those residents on an increase of CPI plus 1.5% would be communicated to.

Pleasingly the June 2019 results indicated an 18% (eighteen percent) saving to what was budgeted.

## **8. ELECTION OF THE RESCOM**

The chairperson noted the following 6 (six) nominations received from life right holders to be appointed as Rescom members:

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

The meeting noted that K Van Rooyen and H Allan will be co-opted at the first Rescom meeting.

### **RESOLVED:**

**THAT** the appointment of 6 (six) nominees, as mentioned above, to the Rescom hereby be approved as proposed by D Townsend and seconded by G Langmead.

The Chairman and Vice-Chairman will be elected at the next Rescom meeting.



## **9. GENERAL**

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

### **Question 1:**

J Schulkins raised his concerns that the Bistro's overall performance was not up to standard. He further asked if Evergreen ran the Bistro as a profit centre. He further commented that with over 300 (three hundred) residents it was an ideal opportunity to entice diners to the Bistro as well as offering take home meals.

### **Answer 1:**

The chairperson responded that Evergreen invests hugely in their catering services and he gives his full support to offering residents a 5-star dining experience at the Lifestyle Centre. He further responded that Evergreen had no intention of deriving a profit from catering.

The chairperson further mentioned that he was meeting with Kevin Douglas of Reef Catering on 7 August 2019 to discuss ways in which to improve food and beverage offerings to align it with the service received from WP Caterers at the Western Cape villages. The future strategy would be for Evergreen to eventually manage food and beverage offerings in-house.

### **Question 2:**

C Cartwright mentioned that she would like to see more convenient set meals which could be ordered any day of the week. She enquired how meals would be delivered to homes.

### **Answer 2:**

The chairperson noted his response to the first question.

H Du Preez added that a golf cart had been delivered to the village and would be used for various requests including delivery of meals to homes. Staff with a valid South African drivers' licence will be permitted to drive the golf cart.

### **Question 3:**

K Townsend mentioned the lack of communication to residents.

### **Answer 3:**

The chairperson responded that improvements would be made with the SMS and email platforms. H Du Preez added that J Schulkins would be attending the next Rescom meeting to discuss ways in which to improve communication to residents.

### **Question 4:**

C Rabinowitz enquired whether Unique Health would offer a registered step-down facility in frail care.

### **Answer 4:**

The chairperson responded that the sub-acute licence to run a registered step-down facility has been a lengthy process. He confirmed that he would undertake to liaise with Elize Porter and the Department of Health on the status of the application which would be communicated to residents.

**Question 5:**

S Edwards raised her concern with the completion of apartment block 2 and the main gate security access control. She asked how Evergreen can guarantee the safety of their residents should changes be made to the existing security set-up.

**Answer 5:**

The chairperson responded that the Evergreen model is to have 1 (one) entrance/exit throughout all our villages. Plans to create a more efficient access would be discussed and communicated. Licence plate recognition and other security technologies are being investigated.

**Question 6:**

J Stowell commented that food in frail care was of a poor standard.

**Answer 6:**

The chairperson confirmed that improvement to food and beverage has top priority.

**Question 7**

S De Villiers raised her frustration with VOX telecom, the lack of operating landlines both internally and externally.

**Answer 7:**

The chairperson confirmed that he would be meeting on 7 August 2019 with residents to discuss all matters raised regarding VOX. This has been given top priority.

**Question 8:**

A Hills raised his concern over the distribution of recycling and weekly bin collection. He further enquired to the status of the pump and borehole irrigation.

**Answer 8:**

The chairperson confirmed that some work has been done to enhance the current location and plans to construct a double gate. A quotation of R150 000 (one hundred and fifty thousand rand) as been received. Urgent matters will receive preference and once funding has been granted, work will commence.

R Martin responded by saying approval has been received to pave an area to house the bins on the sidewalk. Bins will be not be permitted on driveways but should be on the side walk.

H Du Preez added that work has commenced in digging of trenches as part of the irrigation project which would take approximately four weeks from start to finish.

**Question 9:**

M Maclachlan enquired about installation of FTTH in phases 1 and 2.

**Answer 9:**

The chairperson responded that once the irrigation project was complete, FTTH would roll out.

**Question 10:**

D Townsend stated that new technology is available and asked why the village is not going wireless?

**Answer 10:**

The chairperson responded that the current FTTH application will be installed in all the Evergreen Villages.

**Question 11:**

K Coombe raised his concern that no maintenance programme has been scheduled to fix the cracks to homes.

**Answer 11:**

The chairperson confirmed that a maintenance roll-out will be addressed. Cash flow approval and prioritising of maintenance will take place prior to any work commencing.

**Question 12**

P McMurray mentioned the numbering of apartments are being numbered the same as houses.

**Answer 12:**

The chairperson responded that W Swart and R Martin will be tasked to improve the current numbering system.

**Question 13:**

M Brews raised her unhappiness over the orange and black speed bumps which were recently installed in the village.

**Answer 13:**

H de Preez responded that all Rescom members were consulted and plans were approved prior to the installation. Hence no changes will be made.

**10. CONCLUSION**

The chairman concluded with a few closing words: -

- The SA economy is under huge pressure which has had a knock-on effect with the selling of Life Rights. The property market has taken a huge knock and we need to be extremely diligent with our cash flow. Our top priority is to sell the apartments;
- A huge thank you to R Martin, your dedication and commitment is much appreciated and are pleased with the growth of the management team;
- Derek Drew has taken the challenge to step in as village manager of Evergreen Muizenberg, we wish him well and look forward to sharing his experience in his new position;
- A warm welcome to W Swart as village manager, we hope you enjoy the interaction of our residents;
- Elize Porter, Director of Evergreen Care will be taking over health care from Unique Health for the Western Cape villages, namely Diep River, Bergvliet and Noordhoek with effect from 1 October 2019. The future strategy is to take full control of health care and frail care for Muizenberg and Broadacres by 2020.

With no further matters being raised, the chairperson thanked all present for their attendance and declared the meeting closed at 16h15.

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**CHAIRPERSON**



**EVERGREEN BROADACRES**  
*("the Village")*

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**APOLOGIES:**

C Plaskett  
V Hutton-Wilson  
G Svensson  
B & S Breval  
B & P Morgan  
S Coombe  
F Solesburg  
H Buckley  
L Ressa  
T Zauner  
E Simpson  
J Traviss  
E Hallbauer  
W Thom  
J & S Branson  
R Fidler  
P Henegan  
N & V Slaughter  
J & A Rebelo  
S Dempster  
M Springorum  
K Olie  
J Kidd  
D Tim  
C Hall  
E Paul  
J & R Messerschmidt  
T & J Hammond  
G & J Wrogemann  
J Macconachie  
E & P Sampson  
E & H Mutch  
G & M Privett  
M Murray  
R Matheson  
E Barton  
M & M Leitner  
M Thwaites  
Z Lupini  
E & H Stoyell  
S Stirton  
P & P Moolman  
S & C Saayman  
C Lamb

N Johnston  
B & L Hartsliel  
A Beattie  
H & F Brandt  
C & K Van Gelderen  
A Lutz  
P & M Theron  
M Meyer  
R & M Boden  
W Frischbutter



**EVERGREEN**  
Lifestyle Villages  
**EVERGREEN BROADCASTS**  
(*“the Village”*)

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**RESCOM CHAIRMANS REPORT**

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**AGM REPORT: CHAIRMAN**

This report will cover the 22-month period from August 2019 to May 2021.

At the RAC I reported on the activities of ResCom. In this report I will look at ResCom's, and hence your interactions with ELV and EPI.

The most significant influences in this period were the positives that flowed from the appointments of Garry Reed as the MD of ELV in January 2019 and of Wilma Swart as GM of this village in August 2019 on the one hand. On the other, the negatives that flowed out of the COVID 19 pandemic. There have been many positives and there would have been more if not for the pandemic.

Before reviewing all the good things, I place on record some of the issues that are still of concern to residents.

Top of the list is the repair and redecoration of the exteriors of Phase 1 and 2 houses. COVID 19 caused the latest postponement. Work has now been scheduled to commence in June, but can we expect a further postponement until the installation of the fibre to Phases 1 & 2 has been completed because of COVID? Other remaining major concerns are:

- The remodelling of the waste handling and recycling areas.
- Improving the drainage in Owl Crescent; approved, awaiting implementation.
- The closure of the open drain in front of the lifestyle centre. Management has agreed to close that, but not the unsightly attenuation pond right at the front entrance to the lifestyle centre.
- The extension of the borehole irrigation system to include areas of developed shrubberies that are presently watered by hand and large areas of manicured lawns that are not irrigated at all.
- Finalization of the Annexure A house rules, the rules that are particular to this village.
- Of concern is the fact that EPI continues to subsidize our standard of living. While we are grateful that that our levies have not been increased to make up the deficits, our concern is that we do not see any prospect of reaching a break-even situation where our levy increases could be kept lower than CPI plus.

Looking now at many of the positives, not in any order:

- Paying out R10 000 to stock the top pond with fish. The fish were selected to control the algae, duck weed, water grass and bullrushes that had choked the pond. They have done a great job! The pond is now desperately in need of repair and management is looking at options to do that.
- Installing the borehole pump, storage tanks, booster pump and connecting all that to the irrigation that was previously supplied from the municipal mains.
- Acquiring the gym equipment and a golf cart.
- Substantially improving the quality of meals available from the Bistro.

- Providing 24-hour service.
- The care and concern shown and offered by management to keep us safe during the pandemic, and now,
- Management's action in arranging for us to be vaccinated in our village right at the start of Phase 2 of the vaccination programme.
- Moving the bar counter with a promise to provide more refrigerated space when funds permit.
- Furnishing and properly equipping the recreation room,
- Removing the desperately disliked circle at the Loerie lane, Heron drive intersection.
- Work is well under way on the long-awaited project to install fibre to Phases 1 and 2.
- Building a Petanque piste (Boule court).

The village accounts showed that there was a substantial under-recovery of electricity charges. Thanks to the input of residents Jac Messerschmidt and Dick Townsend this problem was solved. It turned out that Meterman had been applying the incorrect tariff, had not applied the Blocks A and B charges and residents had been taking advantage of this by "stocking up" up with pre-paid electricity before ESKOM's price increases came into effect.

So all-in-all, despite COVID 19 we can look back on a very satisfactory 22-month period. Many of the issues that had concerned residents, some for many years have been resolved and the levels of service provided by management and the Bistro have been greatly improved.

In closing then I place on record our sincere thanks to Garry and Wilma for the roles you have played in so substantially improving our lives and to all other levels of management and staff for your unstinting service and support to us.

Hennie du Preez,  
Chairman of ResCom.



## **EVERGREEN BROADACRES** *("the Village")*

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### **VILLAGE MANAGER'S REPORT FOR 2020/2021**

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#### **1. INTRODUCTION**

Evergreen Lifestyle Village considered it a top priority to ensure the well-being of our residents and staff as many lives were impacted and disrupted by the Coronavirus (COVID-19) pandemic globally. We notified all our residents at the beginning of March 2020 of the impending disaster and put into place a range of relevant protocols. We encouraged our residents to review and follow the recommendations of the CDC (Centres for Disease Control and Prevention) for everyday precautions that helped reduce the spread of the virus. We understood that the elderly (over 60's) and people with co-morbidity had been identified as being extremely vulnerable and we implemented limited access protocols to minimise the exposure of our residents and staff to the Coronavirus.

Two weeks later, the President declared the Coronavirus pandemic a national disaster and announced a package of extraordinary measures to combat this grave public health emergency. He noted that urgent action would be required. He announced a nation-wide lockdown from Thursday 26 March until midnight on Thursday 16 April. Evergreen facilitated home deliveries, on-line shopping, frozen meals, cleaning services, gardening services and health services. We sent on-line exercise regimes, cross word puzzles and a range of "home entertainment", which included museum tours, streaming concerts and armchair travel.

On 4 May President Ramaphosa announced a "risk adjusted" approach to a phased reopening of the economy and as we moved from level 4 through to Level 3 and finally, in September, to level 2, we started to settle into our new "business unusual" way of life. We adapted to the fact that this virus was very likely to remain for many more months. We wait patiently for a vaccine as we move towards 2021

Our maintenance, gardening and social calendar has been somewhat dormant during the lockdown phase, and understandably so, but I am happy to report that the various committees are planning a range of activities and events, playing catch up to the past lonely months.

I wish to express my sincere gratitude and appreciation to all Evergreen staff for the sterling work being done to look after the welfare, health and security of all our residents during the current protracted pandemic situation.

## **2. VILLAGE DEVELOPMENT**

With the completion of our Bushwillow apartment block we have taken handover of the block from 1<sup>st</sup> of March 2021 and now boast with 108 apartments and 130 houses which brings the village to a total of 238 Homes.

We have purchased the land on the opposite side of the borehole and compost area known as 10 Lombardy Road for later development.

There are 221 residents living in the village presently and our demographic is made up of 72 couples and 77 single residents, with an average age of 77.

Our village is a very popular, sought-after development and over the last 20 months we have had 13 units becoming available for re-sale as well as welcoming 13 new apartment residents.

It is with great sadness that we remember the passing of Mr Postema, Mr & Mrs Slaughter, Hillary Buckley, William Thom, Shirley Dempster, Zap Lupini, Margaret Thwaites, Ingeborg Swinley, Bryan Stowell, Oswald Kauzil, Eddie Simpson, Eric Sampson, Colin Kruger, Steve Saayman

We also said a fond goodbye to John Parrot, Lucia Ressa, Paul and Joy De Chalain, Mr & Mrs Moolman, Mrs Murphy, Dennis and Cynthia O'Connor, Dave and Patti Bromfield and Pierre and Moira Theron who moved out of our Village.

We would like to extend a very warm welcome from our village community to the following new residents: Ernest & Jenny Hodgson, Dr Keith Heiman, Joan Brazendale, Christopher Salt, Dr Laurraine Lotter and Dr Antony Pittman, Carol Roberts, Vera Harvey, Margaret Kruger, Laurance & Anna Squair, Beryl and Nello Vercellotti, Dr David and Mrs Presbury, Brenda Brophy, Collin and Edna Grenfell, William Stanton, Graeme Pollock, Hans Van Wijk, James McGibbon Jennifer Bramley, John and Norma Steward, Allain and Gillian Croisier and Gerd Seuffert.

## **3. SECURITY**

Our service provider remains Thorburn Security. The on-site supervisor, Jabulani Nkuna, manages three dayshift guards and three nightshift guards, seven days per week.

We have invested in various security upgrades over the years to better protect our village and residents. We maintain the cameras and camera systems that cover all our boundary fences and certain areas in the Village. Electric fence software as well as two identity scanners at the main access. We continually monitor our security services as the safety and well-being of our residents is of paramount importance to us.

We take security very seriously and wish to remind our residents that, although we live in a secure environment, it is still their responsibility to ensure the safety of their personal belongings by locking their valuables away and closing their windows and locking doors when they are not at home and that they have secured themselves in their units by following simple safety and security guidelines.



#### **4. EVERGREEN HEALTH**

The Evergreen philosophy is to keep our residents as independent as possible and Evergreen Health, launched this year, aims to provide real comfort with their care offering for “aging-in-place”. Evergreen Health also took over the Care Centre Management on 1 June 2021, which supported Evergreen's vision of bringing healthcare services in-house. Marius Grobler has been appointed as the Care Centre Manager at Broadacres. With his history of being the Nursing Services Manager in the Village over the last 3 years, he will add value to Evergreen Health.

Should any medical emergency occur, residents must please remember to press the red button (triangle) on the Telecare station. A trained care specialist will respond to the call and they will immediately set in motion any emergency services required. They will also call SN Marius Grobler and the Village Manager to assist in the emergency. The blue button is a morning call service, which allows Telecare to check on residents' well-being without disturbing their privacy. The yellow button allows you to speak directly to the clinic and nurse on duty, if medical assistance is required. This system is audited on a monthly basis.

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.

#### **5. CATERING**

With the appointment of our New Chef; Andrew Hammond, Reef Catering has risen to the challenge of providing excellent daily meals, as well as meals for the social events at the Village. We have started providing home delivery meals during the lockdown period that proved to be so popular that we have continued to offer these as an option going forward. We have upgraded our catering stocks with new crockery, cutlery and glassware. We have expanded on the daily offerings by purchasing of a counter display fridge to allow for more variety of cakes and confectionary. We have returned to our social calendar in January 2021 after the 10 months off village lockdown.

The Wednesday evening social dinners has been increasing in support of Chef Andrew's quality food. It is pleasing to note that the number of residents attending these weekly dinners had increased after lockdown. The popular theme evenings are a lot of fun and the menus are always interesting. We have introduced one special themed Sunday Lunch per month such as our Easter Sunday lunch and Mother & Father's Day lunches.

#### **6. SOCIAL EVENTS**

The Hospitality Committee goes the extra mile to create the right ambiance with decorations, table settings and many other arrangements and are a huge asset to the Village. They work tirelessly to ensure that our residents enjoy a wide range of events, social activities and entertainment options.

Our monthly activities include a weekly line dancing classes (Beginners and advanced), Thursday night movie; bingo evenings; a weekly Friday night Waterhole; Men's pool and snooker on Monday evenings, and ladies pool and snooker on Tuesday evenings, Art classes on Monday and Wednesday mornings, knitter and natter, social dinners and theme evenings. Our residents are also involved in a book club, library mornings, scrabble, two bridge groups and our latest addition is Petanque with the completion of our boule piste in May 2021. With the completion of our recreation room cupboards and shelving as well as new flooring, crafting has started again with Hand embroidery classes; Sewing classes and easter egg decorating. We hosted a magnificent Village Christmas function with Jozi Opera getting a standing ovation from residents.

After 10 months of not operating under covid restrictions, the Waterhole opened up again at the end of March 2021. John Schulkins, Hans Van Wijk and Peter Hubner has taken over the management of the waterhole from Dave Nesbitt and Dave Bromfield who contributed hugely to the popularity of the Waterhole. We wish to thank them for their contributions and sacrifices and hope they enjoy a well-deserved break. During this closed period the bar counter was moved forward to provide more workspace for those working behind the bar as well as moving the fridge to be under the counter. The latest addition to the Waterhole is the newly installed backboard and dart board that is now available to those who wish to play.

I would like to say a big thank you to Laurraine Lotter and her support groups who help organise the most enjoyable events, functions and outings 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.

## **7. GARDENS/LANDSCAPING**

The garden maintenance service, provided by Four Seasons Group, supplies dedicated gardeners who take care of our common village gardens. We have endeavoured to maintain a high standard in our gardens whilst keeping to our mandate of growing and nurturing indigenous plant life.

We have experienced good rains in comparison to last year. We have completed the borehole irrigation project which means that all common village gardens including resident's sidewalks are now on borehole irrigation. With the exception of 12 houses. This has reduced the Village's municipal water consumption and expenses significantly. This project included the installation of 4 x 5000 litre water storage tanks. This has proved particularly helpful during periods of water outages experience from JHB Water as residents can have access to the water in the tanks and the borehole.

During lockdown when our garden maintenance service providers were not allowed to service the Village, The Village Garden team under the leadership of Heather Allan and Kate Van Rooyen held various gardening mornings in which they tended to overgrown hedges and cutting back trees as well as tending to sidewalk gardens in areas where residents were not able to maintain it themselves. Village Management also arranged a team who volunteered their Saturday to mow

lawns for residents that were left uncut for 6 weeks. A big thank you to Hennie Du Preez and his team for his continued efforts to improve the ponds and all the common area gardens.

## **8. HEALTH & SAFETY**

EcoSafety continues to be the contracted service provider that performs quarterly independent surveys of 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.

Our Village fire drill was conducted in January 2021. We did a separate fire drill for the apartments so as to ensure all resident were taken through the evacuation plan in detail and knew who their fire marshals are. All fire extinguishers have undergone their annual service to ensure compliance.

## **9. MAINTENANCE & RENOVATIONS**

We continue to deal with the day-to-day maintenance issues as and when they arise. Over the past 20 months we have:

- Installed mirrors in the gym, shortly after the arrival of the new gym equipment.
- Repaired LSC roof leaks from full bore drains on Frail care balcony several times.
- Repaired and replaced paving on the sidewalk of Frederick Road.
- Painted fences and installed new fence panels
- Replaced water meters and tended to irrigation problems
- Repainted the boundary wall in front of new apartment block
- Named apartment blocks and installed signage
- Tended to Subsoil issues
- Patio and roof leaks during heavy rain
- Repaired whirlwind lifted roof tiles
- Connected the LSC to the back-up generator
- Replaced street lights and bulbs
- Power surges / lightning strikes
- Completed the linking of the sidewalk irrigation system to the borehole.
- Kicked off the fibre installation project to phase 1 and 2 houses.
- Moved the Bar counter for the Waterhole
- Installed new flooring and cabinetry in the recreation room.
- 

Our maintenance division has grown as Henry Davids was appointed as Handyman to assist Marius Viljoen in dealing with our growing Village maintenance demands. Henry has a wide DIY knowledge and I wish to thank him for his excellent work and commitment to our residents.

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 them or to an outside contractor for attention, whichever is required.

## **10. COMMUNICATION**

We continue to provide regular and prompt communication with residents.

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

Whatsapp has become a more direct means of communication to share photographs and videos. SMS messages are sent out for those residents who do not have smartphones with urgently important information. In the event that more official or detailed 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. The management team rotate and attend Wednesday night social dinners to ensure residents have frequent opportunity and access to engage with them.

## **11. HUMAN RESOURCES**

Over the past 20 months we have replaced two Duty Manager positions. and a new receptionist. We welcomed Freddy Tema as Night Duty Manager from the Saxon Hotel where he was a Night Manager. Freddy always has a smile on his face and is always willing to assist. Priscilla Holtzhausen joined us as Duty Manager all the way from Botswana where she worked as a Lodge Manager. Her utmost professionalism and hospitality make her a huge assist to the team and well-liked by all residents.

Kieara Hyman joined us as Administration Manager from Melrose Arch where she worked in Marketing, her friendly and efficient way has contributed to the smooth running and administrating that goes into running the Village.

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

Our Housekeeping staff – Pretty Mdluli, Nedie Dlamini, Rose Matsafu, Dimakatso Kay and Cecilia Ngobeni for keeping us all safe in ensuring high hygiene standards and sanitization are maintained.

Thank you to our utility workers – Silas Molapo and Jabulani Nkosi for their dedication and hard work as well as Piet Tshela who ensures all paint work in the Village is done perfectly and never hesitates to help out in any other areas he might be required.

I wish to thank Roy Martin, the Assistant Village Manager, for his ongoing support and commitment.

I am very proud of you all. We have come a long way together and it is their loyalty and unwavering support that makes us stronger together.

Finally, I wish to thank all the Service Providers for their commitment in making this Village a success.

## 12. CONCLUSION

I wish to thank the RESCOM members for their support and commitment to the Village and its residents: Hennie Du Preez (Chairman), Royston Knowles (Vice Chairman); Chris Edwards, Basil Bold, Jim Goodwin, Graham Bricket and Laurraine Lotter. As well as Graham Langmead as immediate past Chairman; fondly known as the “Honorary Mayor of Evergreen Broadacres” for all his guidance and leadership.

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

Finally, 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 flagship village that it is.

In conclusion, I wish to extend a big thank you to the Managing Director of Evergreen Lifestyle Village (Pty) Ltd, Garry Reed, for his positive outlook and commitment to ensure that we continue to strive to provide our residents with five star service; security, healthcare and financial peace of mind. I want to thank him for his unwavering support through some very difficult, dark times and salute him for steering our ship through the dangerous waters until we reached calmer seas.

Wilma Swart  
Village Manager

EVERGREEN LIFESTYLE VILLAGES (PTY) LTD

EVERGREEN BROADACRES

BUDGET FOR THE 12-MONTH PERIOD 1 MARCH 2021 TO 28 FEBRUARY 2022

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	FY20 ACTUAL	FY21 ACTUAL	FY22 BUDGET	FY22(B) vs FY21(A)	NOTES
	FEB-20	FEB-21	FEB-22		
Levies	7 359 408	8 335 695	10 549 867	27%	1
Other income	95 049	60 564	71 172	18%	
<b>Total Revenue</b>	<b>7 454 457</b>	<b>8 396 259</b>	<b>10 621 039</b>	<b>26%</b>	
<b>Total Expenses</b>	<b>9 658 373</b>	<b>9 580 746</b>	<b>11 481 506</b>	<b>20%</b>	
Clubhouse Expenses	323 317	361 824	414 137	14%	2
Medical Response	183 116	189 793	253 238	33%	3
Common Property: Municipal Utilities	1 151 008	1 091 155	1 124 156	3%	
Property Rates	330 141	303 583	258 691	(15%)	4
Property Insurance			-		
Catering	621 483	371 100	770 118	108%	5
Security	1 687 167	1 756 943	1 886 971	7%	
Village Staff & Administration Expenses	4 073 759	4 609 251	5 534 856	20%	6
Village Maintenance	1 288 382	897 097	1 239 340	38%	7
<b>Village loss before Extra-Ordinary Items and Capital expenses</b>	<b>-2 203 916</b>	<b>-1 184 487</b>	<b>-860 467</b>	<b>(27%)</b>	
<b>Extra-Ordinary Items</b>	<b>-</b>	<b>4 050</b>	<b>500 000</b>		
Healthcare	-	4 050	500 000		8
<b>Capex Expenses</b>	<b>-</b>	<b>-</b>	<b>-</b>		
Gym equipment	-	-	-		
Point of sale equipment	-	-	-		
<b>Total loss for the year</b>	<b>-2 203 916</b>	<b>-1 188 537</b>	<b>-1 360 467</b>	<b>103%</b>	

**NOTES:**

1. Annual increase and Block B budgeted FY22.
2. Allowance additional cost not incurred during COVID.
3. Increase due to residents taking occupation of new units.
4. Lower property valuations
5. Annual increases and budget of additional; catering staff.
6. No increase prior year and additional staff to improve service offering
7. Allowance additional maintenance not incurred during COVID.
8. Evergreen Health actual nursing staff for Health Care Centre.