



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 the **Evergreen Broadacres Lifestyle Centre, 43 Frederick Road, Broadacres Park, Johannesburg, on Thursday 17 August 2023 @ 12:00pm**

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 Tuesday 03 August 2023 (“**the Record Date**”), being the date determining which Life Right Holders are entitled to receive notice of the Annual General Meeting.

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 7-18)
5. **ANNUAL REPORT BY THE CHAIRPERSON OF THE RESIDENTS’ COMMITTEE (“RESCOM”)**
(Attached) (Page 19-23)
6. **EVERGREEN VILLAGE MANAGER’S REPORT** (Attached) (Pages 24-30)
7. **ANNUAL FINANCIAL REPORT FOR THE FINANCIAL YEARS** (Attached) (Page 31-32)
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, no later than **16h00 on Thursday 10 August 2023**

**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, so as to be received by no later than **16h00 on Thursday 10 August 2023**.

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. Proxies to be limited to residents of a village (incl. tenants.) Proxy forms must be hand-delivered to the Village Managers' offices, by no later than **16h00 on Wednesday 16 August 2023**.

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 Wednesday 16 August 2023**

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

GARRY REED

EVERGREEN BROADACRES
(“the Village”)

PROXY FORM

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 17th August 2023.**

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 17 August 2023 @12h00, 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. Proxies to be limited to residents of a village (incl. tenants)
5. 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, by no later than **16h00 on Wednesday 16 August 2023.** (See note 1)

6. 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.
7. 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.
8. 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.
9. 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")

NOMINATION FORM FOR ELECTION TO THE RESCOM

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 17th August 2023**

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.

Furthermore, I consent to act in accordance with the duties and functions mandated to a ResCom member under the House Rules of the Village, specifically clause 3.3 of such Rules.

I agree to be available, upon the reasonable request of the Operator, to attend any induction and/or training required with respect to this position as a ResCom member, at the discretion of the Operator.

SIGNATURE OF NOMINEE _____

DATE: _____

KINDLY NOTE: The completed Nomination Form together with the brief CV of the nominee must be hand-delivered to the Village Managers' offices by no later than **16h00** on **Thursday 10 August 2023**



BROADACRES EVERGREEN LIFESTYLE VILLAGE (“THE VILLAGE”)

MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 07 JUNE 2022

PRESENT:	Laurraine Lötter	(Rescom Chairperson)
	Wilma Swart (WS)	(Chairperson and VM)
	Garry Reed (GR)	(ELV Managing Director)
	Dylan Pienaar (DP)	(ERH Financial Director)
	Phil Wilson (PW)	(EPI Sales Director))
	Cobus Bedeker (CB)	(EPI Managing Director)
	Elize Porter (EP)	(Health Director)
	Alet du Plessis (AdP)	(Financial Manager)
	Residents	(As per signed attendance register)

1. WELCOME AND INTRODUCTION

The Chairperson welcomed all residents to the meeting and confirmed that the required quorum was present and that the meeting was, therefore, duly constituted. She requested all present to adhere to the Covid-19 safety protocols; social distancing and sanitising at all entries and exits to the meeting and reminded all that the wearing of masks was compulsory.

The Chairman welcomed the Evergreen panel and introduced them to all the attendees.

2. ATTENDANCE AND APOLOGIES

The attendance register was circulated and signed. Apologies for absence from the meeting had been received from the residents as noted in Annexure A.

The Chairperson noted the following proxies received:

- Judy Stowell – appointed Norma Johnston
- Cedric Wood – Appointed Colin Grenfell
- William Stanton – appointed Colin Grenfell
- Maseri Seretlo – appointed Brenda Brophy
- Alain Croissier – appointed Brenda Brophy
- Margo and Charles Clarkson – appointed Edna Grenfell
- Wally Stewart – Appointed Edna Grenfell
- Kathy Mohlig – appointed Isabel Labuschagne
- Rod Matheson – appointed Idonea Prentice
- Emmy Murray – appointed Idonea Prentice
- Libby Baker – appointed Laurraine Lotter
- Kate Van Rooyen – appointed Sue Jackson
- Robin Davey – appointed Graham Brickett
- Elsbeth Burkhalter – appointed Carol Curtis



3. CONFIRMATION OF NOTICE

The notice convening the meeting had been circulated to residents and was taken as read. Proposed by Cecil Fann and seconded by Royston Knowles.

4. ACCEPTANCE OF THE PREVIOUS MINUTES

The minutes of the previous meeting had been circulated together with the notice and were taken as read and accepted as a correct record. Proposed by Hennie Du Preez and seconded by Laurraine Lötter.

5. ANNUAL REPORT BY THE CHAIRPERSON OF RESCOM

The annual report by the Chairperson of Rescom had been circulated together with the notice of the Annual General Meeting and was taken as read. Proposed by Laurraine Lötter and seconded by Dick Townsend

6. EVERGREEN BROADACRES VILLAGE MANAGEMENT REPORT

The annual report by the Broadacres Village Manager had been circulated together with the notice of the Annual General Meeting and was taken as read. Proposed by Nello Vercellotti and seconded by Penny Rabinowitz. Hennie Du Preez wanted it noted that the Frederick Road Association was something started by the Village Manager, and this has had to be applauded.

7. ELECTION OF RESCOM MEMBERS.

It was suggested that the commencement of the counting of votes was started before dealing with the financial report, in order to have results available at the end of the meeting. A request was made for two Life Right Holders to observe the counting of the votes to ensure management was counting correctly. Roy Martin and Kim Grimes counted votes in the Boardroom, and they were observed by Idonea Prentice and Bev Jackson. Unit numbers had to be filled in on the ballot forms and Hennie du Preez asked why the vote wasn't secret? GR responded that this was just to be able to check that everyone's forms were received. The ballot forms were not going to be shared with anybody other than the counters.

8. ANNUAL FINANCIAL REPORT FOR THE 2022/23 FINANCIAL YEAR

The annual financial report for the 2022/23 financial year had been circulated together with the notice of the annual general meeting and was taken as read. Proposed by Cecil Fann and seconded by Laurraine Lötter.



Question 1 - Lorraine Lötter.

Is the financial document presented here an extract of the audited financial results? Are the audited financial results shared with residents? The inclusion of Head office and insurance costs cannot be accepted here as we are still in negotiations.

Answer – Question 1

DP responded explaining the structure of ERH (Evergreen Retirement Holdings) Broadacres is a division that gets audited as a completely separate entity with its own set of books and results. There is a financial director that oversees the financial side of the business, and each company has its own independent financial manager and resources team. Within this structure there are subsidiary companies

- Evergreen Property Investments – Is the owner and holds the physical assets and deals with sales,
- Evergreen Property Developments – does the physical construction,
- Evergreen Lifestyle Village – contracted by the owner to manage the properties,
- Evergreen Health – contracted to provide Healthcare services

DP also responded, yes, the document is a proposed budget for the financial year 2022/23. The company is not obliged to share the financial results, but DP stated that he is happy to engage with Rescom in particular the financial representative to discuss the financial results. He reiterated the H/O & insurance costs on the budget had only been circulated and do not have to be approved today, as there are still engagements with Rescom on a regular basis to come to an agreement.

8.1 Budget & Summary

DP summarised the financial budget as follows:

Covid-19 was at the forefront and had a big impact on the numbers. As everything was now returning to normal, return of services, landscaping, maintenance, and suppliers being allowed back in the village, we are now unfortunately witnessing the impact of Covid as the world enters a global economic fallout, with costs rising. We are conscious of the rising costs, and we are aware that most, if not all of our residents are on a fixed income. As an owner and especially as a finance team, we tried to find solutions around the rising costs. Running a village and providing services under these circumstances is a huge challenge and for a long time the owner (EPI) had been carrying these costs.

With this background Alet will give us a break down and talk to these numbers.

AdP thanked Wilma and everyone for the warm welcome, mentioning that she has spent a great deal of time on budgets, and it is important for us to see where we are going and what we want reflected in the budgets and gave a brief summary.

Budget approach / objective:

- Balance budget (break-even scenario)
- Market related levies vs reasonable service provided
- A sustainable and simplified budget



Highlights:

- No increases on the basic facilities and services levies, providing that the proposed levy cycle change is accepted by all.
- Currently the levy cycle is 01 September to 31 August, proposed to be 01 March to 28 February.
- The purpose is to align the village levy cycle to the financial year of Evergreen Lifestyle Villages (Pty) Ltd ("ELV").
- A change to the levy cycle will require all life-right holders to sign an addendum to their LRAs.
- Zero based budget, we have to scrutinise costs and understand cost drivers

Challenges:

- Head Office costs and Insurance costs had not been charged to the Village in the past.
- The LRA clearly states that these costs should form part of the basic facilities and services, which the basic levy covers.
- Catering and healthcare were not included under the basic facilities and services, thus the proposal to introduce a catering and healthcare levies.
- Once these levies had been agreed upon all residents would be required to sign an addendum to their LRAs.

AdP gave a summary/breakdown on the numbers as per the budget presented.

- Revenue income was reduced from R10.7million to R9.1million, based on a conservative budgeting method, that did not include any revenue for the unsold units
- The developer's levy for unsold units has been consolidated in the operating losses, funded by EPI
- If all units had been sold by 1 Mar 2022, we could have added R3.3million to income.
- A proposed catering and healthcare levy of R966k
- Expenses are budgeted at R11.9million vs R12.5million for FY22, i.e., flat year on year if we clear out all income and expense accruals, for example, the electricity accrual reversal of R664k,
- A project set for this year (FY23) is to balance all our utilities and to recover where we can.
- Budget an operating loss of R2.8million (FY23) vs R1.1million (FY22). Losses are underwritten by the owner EPI, thus the operating loss should improve/reduce once the current unoccupied units are sold.

AdP finalised the financial summary and mentioned that lots of questions and answers were answered prior to the AGM, However, if there are any other questions those can be raised in the general section.

9. GENERAL

Question 1 – Mr Arthur Hills

Does the developer get charged for the unsold units and does it contribute?



Answer Question 1

DP responded: yes, it does. This forms part of the subsidy of the operational loss and any shortfall would be covered by the developer.

Mr Hills commented saying that the answer is not adequate. The developer should be charged the single occupancy levy rate for unoccupied units.

DP explained that the method used simplifies the administration. The same applies to rates and utilities

Question 2 – Mr. Dave Campbell

My question is around the additional persons levy, can this be reduced back to what my LRA states that there will be no increase for four years so the rate will stay at R 350.00 and my second question, can we have an assurance that the increase will be based on the annual CPI as published by Stats SA in January (or February) + 1.5%?

Answer – Question 2

DP responded in terms of the additional person's levy: we are obliged to provide an estimation for two years on levies as well as village operational costs. We actually do that for three years in the LRA. We are under no obligation to not increase the levies. The additional persons levy increase will be in line with the village costs, and we are under no obligation to freeze these costs.

David Campbell's response:

My LRA quotes FOUR years which, therefore, defines its permanent value.

DP responded: we can do what we like in terms of the Retirement Villages Act.

David Campbell's response:

Quote me Chapter and Verse, please.

This request was ignored, DP usurped the Chairman's role/authority by asking for the next speaker from the Floor.

David Campbell's repeated Response

Quote me Chapter and Verse, please.

DP's further response: The additional person's levy increase will be in line with the village costs and we are under no obligation to freeze these costs.

David Campbell's CPI question went unanswered.



DP's further response: the additional person's levy increase will be in line with the village costs and we are under no obligation to freeze these costs.

David Campbell's CPI question was just ignored.

Question 3 – Dick Townsend

The second persons levy is a fixed number as escalated throughout the years, will this be separated as it will not be inflated at the same rate as the basic levy and secondly, as the developer is not paying the levies on the un-sold units does (the developer) Evergreen accept the R3 million loss in the accounts?

Answer – Question 3

DP responded: yes, it will be shown separately and the escalation will be in line with the basic levy. Yes, we accept the R3 million loss, we accept that the costs are not aligned with the revenue in the village, and you have our assurance that the developer will continue to subsidise the losses of the unsold units.

Question 4 – Hennie du Preez

Can the developer's levy be shown separately on the income statement so as to reflect what this subsidy is made up of?

Answer – Question 4

DP responded that AdP and he will have a look at this.

Question 5 – Cecil Fann

The proposed 0% levy increase, can we be assured of this and that we won't be hit with a double increase in the next year? In 2014 we were promised a levy holiday only to be charged double in 2015.

Answer – Question 5

Our aim is to balance the budget and to keep levy increase below the inflation rate.

Question 6 – Isabel Labuschagne

The statements by Isabel Labuschagne:

Isabel Labuschagne stated: 2 or so years ago residents were asked to sign a change to the LRA for levy increases to be the village operational expenses instead of CPI+1.5% and a host of other agreements. Many residents signed this change, but I did not. My agreement is still CPI+1.5% because I have no confidence in our current management.

Further: I will not accept the R250/ unit catering and healthcare levies. Arising from these statements: if the levies that the developer is supposed to carry are not reflected in the financials, how does it actually know what the residents' portion of the village operation expenses are, for increases to the levies for those who signed for the change? Last year those



who signed the change had a higher increase than those who stuck to CPI+1.5%. The budget as presented does not make one comfortable with this arrangement.

Answer Question – 6

DP responded that you have our assurances that there won't be any big increases. We calculate a reasonable levy, based on the village operating expenses. We calculate levies across all units not differentiating between occupied or unoccupied units. We then calculate a developer's levy. I am confident that we can provide a developer's levy recon at the bottom of the management accounts to give you the comfort that your levies will not be affected.

Question 7 – Ernie Mutch

How can you say that there won't be an increase in our levies, when the introduction of the catering and healthcare levies in fact mean large increases?

Answer – Question 7

DP responded: the levy referred to, is the basic services and facilities levy. However, the healthcare and catering levies are new, proposed levies that must still be discussed and debated. The services are being provided and there are costs involved, and we must find a solution to make it work for all involved.

GR also responded reiterating that residents will not be charged for anything that is not stated in their respective LRA's. There is a clause in the LRA that lists the basic services and facilities namely, security, gardening, ~~the~~ H.O costs, insurance and 24/7 emergency care. However the healthcare & catering levies are not included. We derived the R250 health care levy and R250 catering levy by looking at what the expenses were in 2022. Nothing has been implemented yet, we are in continuous negotiations with Rescom until a solution is found that is favourable to both parties.

Question 8 – John Schulkins

I had a Covid tests done and was charged a ridiculous amount as well as a charge for gloves and the medical aid is refusing to pay for this, now you are asking me to pay additional costs.

Answer – Question 8

EP responded: as a village we provide the service of having a PCR test done, the cost thereof includes the PPE used by the nurses as well as the costs to administer this test. No Medical Aid pays for PCR tests.

GR responded: we have to find a way to pay the nurses, there is an expectation that nurses will always be on duty, eg, when I fall there will be someone there to assist me. The red button has to be pressed, the operator will assess the situation and respond in the best way related to the emergency.

Question 9 – Dick Townsend

My understanding is that nurses are always employed on duty to deal with emergencies. This is how it always worked. However, there is no transparency, as these costs need to be linked, 1 x nurse, 1 x Enrolled Nursing Assistant or linked to the CPI cost /levies.

Answer to Question 9



GR responded, we have always been transparent, I'm happy to share the head office cost inclusions. The telecare service is included in the basic service and facilities levy, however there is an expectation that a nurse will always be on duty in an emergency. We want to provide the facilities at reasonable prices hence the proposed cost of R250 per unit, included as a levy and not part of the basic services levy.

Question 10 – Barry Forbes

I signed my LRA in 2012, the estimated levy increase is for 3 years, and if there is a shortfall within the 4 years does the developer still pay this?

Answer – Question 10

GR responded, yes correct, if you were to sign a LRA today, we are obliged to provide an estimate for 2 years, and the deficit to the shortfall will still be picked up by the developer.

Question 11 – Barry Forbes

With regards to healthcare when you push the red button why does it go through to Cape Town?

Answer – 11

GR responded, the telecare services have call centres based in both JHB and Cape Town, whoever is available will attend to your call. The call is accessed by the operator, the service provider dispatched as a result of the call will be based in JHB. The red telecare button has to be pressed and tested on a regular basis.

Question 12 – Dick Townsend

I still do not agree that healthcare & catering should be separate as it is an operating expense and should remain included.

Answer – Question 12

GR responded, we want to charge this as it is a service offered, however it is not included in the basic services and facilities levy, hence the proposed separate charge.

Question 13 – Mr Schulkins

The letter that Elize Porter provided refers: is it an extensive list of services covered by Discovery or are there more services?

Answer – Question 13

EP responded, there are more services covered by Discovery, however it is always best to first check with your medical aid on what you are covered for.

Comment - Hennie du Preez

At the previous AGM it was mentioned that ELV is in the process of working on budgets, and we got a commitment that there will be more Rescom and Mancom inclusions and we do understand that these budgets took a while to be completed. It has to be noted that the first time we saw this budget was in April 2022 and other than the input we got today, this undertaking has not been met.



Comment - Dick Townsend

Since covid-19 there have not been many salespeople around in the village and Wilma has been assisting with the sales of units. It was not possible to sell by only coming up twice a month so why is ELV not being compensated for her service in the same way as we have to pay EH for their service?

PW responded, we thank Wilma for her assistance however we have a salesperson from Cape Town that does come out to the village bi-monthly, we are aware that this is not the perfect scenario, and we are in the process of recruiting someone from JHB.

GR also responded saying that all VMs not only Wilma have been tasked in getting more involved in the sales of units. Part of our strategic plan is to offer proposed buyers a welcome instead of a sales pitch and there is no one better to do this than the Village Manager as they are familiar with their surroundings.

Question 14 – Dick Townsend

When marketing the sale of the units does it include the costs of a catering and a healthcare levy?

Answer – Question 14

GR responded, yes, all LRA's signed post March 2022, includes the basic services levy, the second persons levy, the healthcare levy and the catering levy.

Matters arising from the previous minutes Laurraine Lotter

The purpose of the AGM is surely an instrument for parties to hold each other to account. It is therefore requested that the agenda includes an item on "matters arising from previous minutes" This would then eliminate the need to reiterate items that are not attended on an annual basis. For this meeting I would like the following matters arising from the minutes to be addressed please. These are matters that have yet to be fully implemented.

1. Installation of equipment to improve film viewing experience
2. Groundwater seepage
3. Extension of borehole irrigation to all houses
4. Covering the storm water channel in front of the clubhouse
5. Progress with installing an additional valve when replacing water meters
6. Progress with addressing waste handling and recycling
7. Painting of houses
8. Fences between houses Progress on 3-year plan in this regard
9. Pricing model on movement from houses to apartments. Still awaiting documents on this.

CB responded: on the finance side the budgets was not delivered in December, with Covid the last two to three years, we have come to realise that the world can shut down at any time and as a developer, how do we project the business. We want our residents to have peace of mind living in the village and have offered a great financial report and budget, the Rescom and finance team will have ongoing discussions around these. We have also adapted new LRA's,



however all existing LRA's will not be affected. Our mission is to create the village of your dreams and create happiness, however if we keep adding to a list expense will keep rising. With this said we have committed to a number of projects and have not executed these, and I would like to apologise for this.

GR also responded: not much has been done on the matters arising, and proposed that the newly elected Rescom forms a Project Committee with the assistance of Hennie du Preez. With CB's permission we can also have a Property Person to communicate with Rescom and communicate on a regular basis and also give a firm commitment that these projects will be dealt with and not wait till the next AGM.

Question 15 – Isabel Labuschagne

How do I get onto the house painting list? I have been here 10 years and as per the agreement it should be done every 10 years

Answer to Question 15

CB responded that Wilma does have a list of homes to be painted by priority.

Questions 16 – Val Hutton-Wilson.

I have been here 10 years and my house has not been painted yet, how do you prioritise?

Answer – Question 16

WS responded: everyone is on the list however the list will be prioritized according to the condition of the homes. We will prepare a list based after viewing and inspecting the homes.

CB responded: all homes will be painted. This will be done in phases and the work will be completed in 4 months weather permitting, but you have our commitment that the painting on all homes will be done.

Comment – Laurraine Lotter

What I have deduced from the list of the painting of the homes is that all homes will be painted, however this will be prioritised and not be painted sequentially. It is very important that Wilma communicates this list to everyone, and if there is any unhappiness residents can communicate with GR.

Comment - Arthur Hills

I was involved in project planning and part of this is to take delays into account.

CB responded: we will prepare and finalise and propose a program for the painting.

PW, commented on matters arising “the pricing model on movement from houses to apartments, still awaiting documents on this” based on a presentation done in November.

PW said all LRAs and circumstances are different and it is difficult to have one generic document for this, however he will be available if anyone wishes to discuss this matter.

10. ELECTION OF RESCOM MEMBERS

The Chairperson confirmed that, as per the Evergreen Lifestyle House rules, the Residents' Committee (Rescom) would consist of seven committee members.



The following seven nominees proposed, were elected by the life right holders as the Rescom Members in no particular order:

Laurraine Lotter
Cecil Fann
Brenda Brophy
Colin Grenfell
Andy Johnston
David Nesbitt
David Presbury

It is noted that the chairperson and vice-chairperson would be elected at the next Residents' Committee meeting.

GR gave a huge thank you to Wilma and her team for the great work in the village, and also a special thank you to Laurraine and her newly elected Rescom and we look forward to working together.

With no further matters being raised, the chairperson declared the meeting closed at 14:40

CHAIRPERSON



EVERGREEN BROADACRES LIFESTYLE VILLAGE ("THE VILLAGE")

**APOLOGIES NOTED AT THE ANNUAL GENERAL MEETING OF THE VILLAGE
HELD ON 07 JUNE 2022**

1. Kathy Mohlig #42
2. Cedrick Wood #A114
3. William Stanton #A4
4. Maseri Seretlo #A207
5. Alain Croisier #A107
6. Margo & Charles Clarkson #A112
7. John Stewart #A12
8. Judy Stowell #56
9. Rod Matheson #86
10. Emmy Murray #85
11. Libby Baker #2
12. Kate van Rooyen #93
13. Jilly Bronner #100
14. Robin & Wally Davey #127
15. Elsbeth Burkhalter #23
16. Marilyn Maclachlan #65

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EVERGREEN BROADACRES *("the Village")*

VILLAGE MANAGER'S REPORT FOR 2022/2023

1. INTRODUCTION

Evergreen Lifestyle Village Broadacres has seen lots of growth and influx over the past year with our Apartments starting to fill up nicely. Acacia block is nearly full and Bushwillow sales are well on their way with the first 10 apartments sold already.

Added to this were a variety of social activities and functions to be enjoyed by all.

Contractors have been on site throughout the year working hard on completing the outside painting of all houses in the Village.

Monthly Sales mornings as well as having Jayne Hendry in the Village every alternate week has resulted in 15 Apartment sales as well as 8 re sales of houses.

2. VILLAGE DEVELOPMENT

Outside painting of all houses complete
Phase 1 of fence replacement

Acacia Apartment block now have 39 occupied apartments and 9 unsold units.
Bushwillow Apartment block now have 10 occupied apartments and 50 unsold units.
A Total of 49 out of 108 apartments are occupied thus 45%

There are 242 residents living in the village presently and our demographic is made up of 73 couples and 96 single residents, with an average age of 80.

Our village is a very popular, sought-after development and over the last 12 months we have had 12 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: Dr Keith Heiman, Barry Forbes, Fred Holtshausen, Sandy De Villiers, Margaret Meyer, Pat Bayley, Rod Mattheson and Joanna Wrogemann

We also said a fond goodbye to Marilyn Maclachlan and Jenny Hodgson, who moved out of our Village.

We would like to extend a very warm welcome from our village community to the following new Apartment residents: Valerie Diesel, Jan Key, Suzie Truran, James Baird, Dale Gee, Jeanette Grey, Serafina Da Silva, Penny French, Joan Graber, Phillipe and Joan D'Abbadie, Penny French as well as Rosie Wright.

As well as the following house residents: John and Lyn Perry, Carol Powell, Renate Johnston, Lesley Zingel, Eileen McLintock, Kathryn & William Park and Lies and Kees Segers,

3. SECURITY

We recently changed our service provider of the last seven years Thorburn Security. We welcomed the new Security Manager Asanda Ntsidi and his team from 24/7 Security on site from the 1st of June 2023. 24/7 has a very strong footprint in this area and has through our Frederick Road Association done some tremendous security work in our area. They were responsible for catching the Fourways Cat burglar as he was known who has been terrorising homes by slipping over fences and through open windows. They also single handedly tracked and caught the gentleman who was responsible for the robbery and sexual assault on the corner of Pine and Lombardy Road last year.

Their strong presence in the area as well as their big operation at Fourways Gardens gives us fast access to back up as well as armed response should we need it. They also have access to the Vumacam cameras on the corner of Frederick and Pine Road which provides them with extra camera coverage in the event that there are any security issues in our area.

We have invested in various security upgrades over the years to better protect our village and residents. We maintain the cameras and 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.

We continue to support and be part of the Frederick Road Association in conjunction with all complexes on Frederick Road. The Executive Members are, Neil Potgieter from Chateau de Provance, Charles Dinakar from Stone Crest and myself as Village Manager for Evergreen Lifestyle Village Broadacres. We have 13 Complexes on this association, and we meet bi-monthly to discuss safety and security matters in our road and area. There is a R100 monthly fee for each property that joins the FRA. This money goes towards fixing potholes in our road as well as clearing up overgrown sidewalks and empty plots to increase safety. The collective efforts of the Association have been able to get much faster response times from the council and Eskom in dealing with issues of streetlights not working and water leaks in the area. We have also lodged a request with JHB Roads agency for traffic calming speed humps in

Frederick Road. We meet with our Ward Councilor and communicate with him on a regular basis with regard to issues in our road. All guardhouses are linked via a WhatsApp group to increase communication speed and effectiveness should any complex experience any issues. We will continue with this initiative into the future.

4. EVERGREEN HEALTH

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.

Marius Grobler that head up the Care Centre at Broadacres and his healthcare team are at work around the clock to provide 24-hour care to the residents in the Care Centre. Sister Kate Powell has done a tremendous job as Village Nurse in getting all DQ98 assessments for the year done, as well as increasing the level of care and support we offer to residents at home to keep more residents in independent living.

Evergreen Health also managed to secure flu vaccinations for the village again this year, that was again administered free of charge to residents

Evergreen Health is committed to getting the Care Centre licensed and keeps pursuing a Sub-acute license. Having completed and passed our Department of Social Development audit, we now await the results of our Dept of Health audit that took place late last year.

In the absence of a license or practise code, we have been successful in our negotiating with medical aids such as Discovery who administrates other funds to allow us to provide home care and certain pre authorised procedures and claim directly from medical aid.

5. CATERING

Chef Andrew Hammond of Reef Catering has provided excellent daily meals, as well as meals for the social events at the Village. Andrew and his team have catered many wonderful functions and events over the last year with great success.

We have introduced a new a la carte menu as well as packages on ten or more meals a month that will give you an overall discount on your meals of 4.5% if pre-ordered at the beginning of the month. We have introduced one special themed Sunday Lunch per month such as our Easter Sunday lunch and Mother & Father's Day lunches. It is pleasing to note that the number of residents attending these have grown tremendously with each Sunday lunch sitting almost reaching a 100 people. Our Wednesday evening social dinners remain popular with one themed evening dinner, such as Christmas in July and Octoberfest reaching numbers of over 120 people. This has necessitated the need to increase our function capacity from 120 to 150 pax as the apartments fill up and our numbers increase.

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 Rumikub games, therapeutic colouring, line dancing classis (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, knitter and natter, social dinners and theme evenings. Our residents are also involved in a book club, library mornings, scrabble, two bridge groups and Petanque that is increasing in popularity. With the sad passing of Sandy De Villiers, we were left without an art teacher to arrange and guide artists in the recreation room. We have managed to get Naz Naghdam to offer art classes at the Village. Naz does not only paint and draw across various mediums but was overseas holding an exhibition of her art and sculptures in July 2023 and teaches sculpturing as well.

We hosted a magnificent Village's ten-year anniversary last year which was a special occasion marked by the ten year's residency and Rescom board that was put up in the Lifestyle Centre. Our Village Christmas function is also always a highlight on the calendar.

The Waterhole continues to grow in support under the management of John Schulkins, Hans Van Wijk and Peter Hubner. The regular evenings with snacks are becoming increasingly popular, as well as the tradition of drinking a Jägermeister at 19:00, which is evident by all the empty bottles being collected behind the bar.

I would like to say a big thank you to Brenda Brophy 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 also focusing on improving the north side pavement garden in Frederick Road. This garden was re-designed with succulents and water wise plants by Marius Viljoen to improve our kerb appeal whilst keeping with a water wise garden to reduce water from the sidewalk seeping into the basement parking of Bushwillow apartments. With the assistance of a Gardening Sub Committee headed up by Charles Carol, areas of concern for residents have been addressed and a better understanding of the maintenance contract with FSG for gardens in the Village established.

We have experienced good rains in comparison to last year. The Village and the entire Broadacres area have experienced an increase in water shuts downs from JHB Water due to the rate of expansion in our

area as well as upgrades to the system. With two new complexes being developed across the road from us and two more complexes going up off Lombardy Road, this also causes shutdowns as they must connect units to the water system. The water storage tanks that are connected to the borehole has proved particularly helpful during periods of water outages as residents can have access to the water in the tanks and the borehole.

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 June 2023. 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. As an additional precautionary measure all apartments were issued with fire blankets.

9. MAINTENANCE & RENOVATIONS

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

- Completed the outside painting of houses.
- Completed priority one fence replacement in the Village.
- Undertook road surface paving repairs inside the Village.
- Dealt with numerous water leaks and water meter replacements.
- Repainted the boundary fence by the bottom end of the Village.
- Re-painted road markings and added zebra crossings between apartments and Lifestyle centre.
- Had borehole testing completed as part of investigating a possible partnership with Alveo to supply water and enable water security of 4 to 5 days to the Village.

-

Variation requests approved over the last year, included 29 x Inverter and battery installations with 5 Solar installations being approved.

10. COMMUNICATION

We continue to provide regular and prompt communication to residents. We currently send out our more informal weekly "What's Happening" e-mails and mail posters advising residents of forthcoming events. Our monthly Newsletter keeps residents informed about what happened in the previous month but also to lets them know what is planned for the following month The newsletter helps us to introduce new residents that move into the village to existing residents as well as providing new residents with details of what is on offer in the village.

I wish to thank Edna Grenfell for her continued efforts in producing this newsletter for us every month and sourcing new and fresh content.

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.

11. HUMAN RESOURCES

Over the past year we have replaced two Duty Manager position's and bid farewell to Joseph Mthembu and Gregory Armstrong. We welcomed Onthatile Maledu and Boitumelo Kanopi to the team.

Kim Grimes continues as Admin Duty Manager. During her 5 months maternity leave we have Tshwanelo Makgopa acting in her position and looking after admin while we have Hannah Gouws temporary replacing the receptionist position.

Thank you to Marius Viljoen for his continued dedication with keeping all issues of maintenance and facilities under control. Marius is assisted by Emmanuelle Rabokwadi, our friendly Handyman replacing Hendry Davids who moved over in the Night reception position.

Our Housekeeping team – Pretty Mdluli, Nedia Dlamini, Rose Matsafu, Dimakatso Kay and Portia Mbandesi for keeping us safe in ensuring high hygiene standards and sanitization are maintained.

Thank you to our utility workers – Jabulani Nkosi and new employed Emmanuelle Maifo 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: Laurraine Lotter (Chairman), Cecil Fann (Vice Chairman); Colin Grenfell, Andy Johnston, Dave Nesbitt, David Presbury and Brenda Brophy

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 are 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.

EVERGREEN BROADACRES

Budget FY24

	FY2023 TOTAL Actual	FY2024 TOTAL Budget	% Variance
NUMBER OF UNITS			
- Houses	130	130	
- Apartments	108	108	
	238	238	
TARGET LEVIES			
- Houses	4 200	4 550	8,3%
% Increase			
- Apartments	3 300	3 600	9,1%
% Increase			
SUBSIDISED LEVIES			
% Increase		9,5%	
ADDITION PERSON LEVY			
- All Units	500	550	
% Increase	-	10,0%	
REVENUE			
Basic Levy	10 828 800	11 763 600	8,6%
Additional Person Levy	443 000	488 400	10,2%
Other Income	73 751	-	
	11 345 551	12 252 000	8,0%
TOTAL EXPENSES			
Head Office Expense Recovery	(856 800)	(899 640)	5,0%
Insurance	(381 680)	(436 332)	14,3%
Clubhouse Expense	(234 963)	(269 341)	14,6%
Medical Response	(215 535)	(714 000)	231,3%
Employee Cost Salaries	(4 489 831)	(4 167 656)	(7,2%)
Employee Cost Other	(65 650)	(55 401)	(15,6%)
Levies Expenses	(78 054)	(114 240)	46,4%
Administration Expenses	(362 469)	(377 514)	4,2%
Consulting Expenses	-	-	
Information Technology Expenses	(185 515)	(249 037)	34,2%
Travel Expenses	(13 400)	(14 679)	9,5%
Printing & Stationery Expenses	(75 711)	(82 396)	8,8%
Depreciation Expenses	(30 048)	(32 846)	9,3%
Common Property: Municipal Utilities	(1 587 537)	(1 407 924)	(11,3%)
Property Rates	(253 834)	(203 925)	(19,7%)
Security	(1 975 341)	(2 107 783)	6,7%
Village Maintenance	(576 248)	(451 846)	(21,6%)
Insurance Expense	(34 247)	-	
Generator Costs	(330 358)	(360 000)	9,0%
Garden Maintenance	(676 448)	(665 550)	(1,6%)
	(13 243 036)	(12 673 710)	(4,3%)
EXPENSES NOT INCLUDED IN THE LRA			
Catering	(505 415)	(63 600)	(87,4%)
Healthcare	(313 950)	-	
	(1 897 485)	(421 710)	(77,8%)
SURPLUS / (DEFICIT)			
Evergreen Property Investment Funding Op Loss	1 897 485	421 710	(77,8%)
Surplus/ (Deficit) after EPI contribution	0	-	-

NOTES:

Note 1. The Target levy for houses has been increase by 8.3% from R4 200 p.m. to R4 550 p.m. per house. The Target levy has been increase by 9.1% from R3 300 p.m. to R3 600 p.m. per apartment.

Note 2. The Additional Person levy has been increased by 10% from R500 p.m. to R550 p.m.

Note 3. Insurance - The budget was increased based on the expected new service level agreement.

Note 4. Clubhouse expenses - The budget was based on a 8% annual cost increase as well as an 12% increase in the cleaning cost as per the new service level agreement.

Note 5. Medical response - Upgrade both from a service and a hardware perspective with our preferred supplier being Namola. Increased the FY2024 monthly medical response fee to R250 per unit per month.

Note 6. Salaries - The decrease in the budget is due to the reduction of 1 employee and consolidation of a position.

Note 7. Levies expenses - The budget increased based on the new statutory rate of R40 per unit per month as well as an increase in the number of occupied units during the year.

Note 8. Information Technology Expenses - Increase due to the implementation of new financial reporting and budgeting software.

Note 9. Common Property: Municipal Utilities - The budget was reduced based on expected increase in occupied apartment units that will lead to an increase in hot water recovery and less electricity expense that needs to be funded by the village.

Note 10. Village Maintenance - The budget was reduced based on expected repairs and maintenance cost. Specifically, the heat pump and non-recoverable repairs and maintenance were reduced compared to the prior year.



EVERGREEN BROADACRES

("the village")

QUESTIONNAIRE 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 in the **Evergreen Broadacres Lifestyle Centre, 43 Frederick Road, Broadacres Park, Johannesburg, on Thursday 17 August 2023 at 12:00pm**

I/We (please print)

_____ (name) of _____ (unit number)

being the holder(s) of a life right in the village, hereby wish to raise the following matters (see instructions below):

1. _____

_____ (provide a brief description of the matter)

2. _____

_____ (provide a brief description of the matter)

SIGNATURE/S _____ DATE: _____

Instructions on signing and lodging the questionnaire form:

1. To be valid the completed questionnaire form must be hand-delivered to the village management offices by no later than 16:00 on **Thursday 10 August 2023**
2. The completion of any blank spaces above need not be initialled. Any alterations or corrections to this questionnaire form must be initialled by the signatory/ies.
3. The chairman of the Annual General Meeting may reject or accept any questionnaire form which is completed other than in accordance with these instructions.
4. If the spaces provided are insufficient, the life right holder is requested to continue his/her submission on a separate document and to include such document when hand-delivering to the village management offices by not later than 16:00 on **Thursday 10 August 2023**
Any additional document must be initialled by the signatory/ies. Failure to initial such additional document and/or any alterations or corrections on such document will result in the rejection of such document. There will therefore not be any discussion at the Annual General Meeting of such matters arising from the rejected document.
5. **Please Note: Written questions received around the same subject will be grouped together and answered generically at the AGM. Should you wish to have a specific question answered at the AGM, please raise the question on the day**