

ANNOTATED VERSION

RESCOM CHAIRMAN REPORT FOR AGM AUGUST 2023

INTRODUCTION

This report is structured around the ResCom Portfolios and is informed by ResCom activities during the year under review and residents' input during the Residents Annual Caucus, held on 20 July 2023.'

COMMUNICATION PORTFOLIO

The monthly Newsletter is now produced and edited by Edna Grenfell and issued by ELV.

A template was developed for ResCom Communiques, and since the RAC in 2022, over 40 have been issued.

Ten new residents were welcomed by Andy Johnston of behalf of ResCom and the issues and problems they were experiencing resolved. This function was then taken over by David Presbury.

The inaugural "Town Hall" style meeting proposed by Management , was held on 26 October 2022. Since then no meetings with residents have been held.

In general, the lack of regular communication from ELV and EPI directors on whom Village management is dependent for information and consequently, ResCom and residents on matters that concern them is seen as a challenge. Management informed the ManCom that Communication was one the focus areas for 2023. Residents are clear that they want to be updated on a regular basis regardless of whether the news is negative or not.

It is therefore recommended that the new ResCom work with management to ensure that regular updates on matters of concern are provided and that the Town Hall meetings take place.

FINANCE

Rescom funds

In brief, funds on hand at 31 May 2023 amount to R21 836.73 while funds available are R13 806.83 after provisions for known or anticipated future expenses of R8 029.90.

Once again, special thanks are due for the extraordinary goodwill and generosity demonstrated by residents whenever deserving causes arise.

The following examples during this period stand out:

- The Jabulani Nkuna Appeal R12 900
- The Staff Christmas Appeal R43 410 (including R1 000 from the Waterhole)

Additionally, the Waterhole donated R5 000 as their 2nd anniversary donation, which speaks volumes about the popularity of this venture. Thank you to John Shulkins and Hans van Wijk.

Added to this are the regular 100+ Club draws which raised R60 750 in this period, of which R30 600 was paid out as prizes and R30 150 retained to bolster ResCom funds. For this we again thank Heather and Trevor Morgan for their untiring efforts.

ELV Broadacres - Village Finances

The audited Management Accounts for the year to February 2023 have been provided and reflect a full year operating deficit of R1 897 485. This brings the cumulative deficit since village inception in 2012 to R15 503 572.

During the period of this report head office embarked on a strategy of achieving a break-even financial position over the next few years, with which we are in complete agreement.

This has resulted in extremely trying discussions at ManCom level due to their lack of response to our queries or proposals. This resulted in the entirely unacceptable position of a final budget being presented in August 2022 – six months after the start of the 2022/2023 financial year.

Regrettably it has to be said that we are again in the midst of a similar scenario. A budget for the 2023/2024 financial year was presented in October 2022. It raised considerable discussion and questions and yielded a revised budget in March 2023. This budget is yet to be presented to residents. Further, our queries on some aspects of the derivation of the budget remain unanswered at the time of writing.

HEALTH

The ResCom Health Portfolio was initiated a couple of years ago and is in no way intended to interfere with the individual health of any resident. Our health issues are managed by Evergreen Health and our own chosen health professionals.

Shortly after the AGM last year, Sister Kate Powell joined us as our village nurse. Her appointment has proved to be a real game-changer. Apart from now carrying out our DQ98 consultations, she is available to help with the many needs and health changes in the village and has helped to keep more and more residents in independent living. This also allows Marius Grobler and his staff to keep their focus on the Care Centre.

ResCom felt that the actual services available and their access and charges were poorly understood. They have written a document with a simple but full explanation of the Evergreen Health services for the Welcome pack. A new tariff for services is expected, possibly starting in August.

Under this portfolio a number of medical talks have been arranged. We hope to arrange more talks going forward. Our speakers loved coming here and really enjoyed the question time after their talks.

Evergreen Health have made progress with getting agreement with medical aids on achieving recovery of their costs.

The registration of the Health Care facility is however still a major concern as those medical aids which will pay towards frail care will not do so if the facility is not registered.

HOSPITALITY

Social activities in the Lifestyle Centre have continued to increase over the past year.

Themed monthly Sunday lunches and Wednesday evening social dinners are always popular and well supported. However, attendance at the Wednesday social dinners is declining overall and it is recommended that the reason for the declining attendance be investigated by the incoming ResCom.

The aim going forward is to continue creating new & exciting events.

Starting with the Christmas in July & Winter dance and continuing with a monthly special Social Dinner evening linked to the 100 club draws and other events.

Monthly prepaid booked lunches were introduced earlier this year, with an encouraging uptake.

Changes were recently made to the Bistro structure.

Any extra services and equipment provided by them to various functions & events in the Clubhouse are now charged for, which is funded by ResCom. This ensures a more structured & controlled approach by the Bistro staff regarding the use of Clubhouse facilities.

The various clubs & gatherings continue to be well supported, including the Nature & Birding group, medical talks and various library activities.

Looking ahead to the last 6 months of the year, some key functions are the Heritage Braai, Remembrance Day, the Christmas market, Christmas Day lunch & New Years Eve party.

Serious concerns were raised with the Village Manager about the “Hijacking” of the Village’s social calendar or some aspects of it for marketing purposes in the form of “Friends of Evergreen” Residents feel that a discussion with them should have taken place.

Residents expressed great anger about this at the RAC and no doubt will be raising it at the AGM.

INFRASTRUCTURE GARDENS AND ENVIRONMENT

At the last AGM it was agreed that a ResCom subcommittee on projects would be established. This has been done and in addition to residents, the Village Manager and a representative of Evergreen Property Investments (EPI) are members. This

committee is facing a number of challenges largely based on an apparent failure of EPI to provide a mandate to EPI representatives on the committee. (Note: this has subsequently been addressed.)

In response to the adverse comments from residents on the state of the gardens, ResCom established a gardening subcommittee to work more closely with Village Management to support the gardening activities.

Residents have noticed the new Waterwise garden on the pavement north of the gate in Frederick Road, which has attracted significant positive comment.

In respect of the pavement south of the gate, They are trying to get the developer across the road to repair the paving damaged by his trucks before undertaking any further remedial work in that section. The other paving repairs due to the Municipal water pipe installation will have to be done by ELV.

Some enhancement to the village gardens will be achieved through the Arbour Day planting.

A plan for Arbour Day has been developed comprising the planting of 5 trees and 2 potted shrubs and funding is being sourced for implementation.

SAFETY AND SECURITY

ResCom agreed that there were significant safety challenges in the village as a result of speeding and investigated various interventions. The significant cost of these interventions was raised by EPI and remains a concern.

CHAIRMAN

Assessment of refurbishment costs on termination of a life right remains controversial largely because the method of assessment is not understood.

Although the issue of fair wear and tear is not necessarily explicitly included in later LRA's, The Q and A document previously received on refurbishment stated that fair wear and tear was assessed by an Evergreen (EPI) professional. The question arises as to how this assessment is taken into account in the final calculation of the costs of refurbishment allocated to the LRH on termination of a life right. Experience has shown that the application of fair wear and tear does not appear to be dealt with in a consistent manner, which contributes to the controversy.

ResCom has requested an answer to this question from EPI through the Village Manager.

ResCom believes it is essential for an issue which is the source of such controversy to be mutually understood by residents and management.

Budget

Despite numerous commitments to share the budget with ResCom at the Mancom, this only happened on 22 March 2023. It was agreed that ResCom could make a submission on its concerns in writing on the budget presentation of the budget on 22 March 2023, ResCom agreed with the overall objectives for the budget as follows:

- Keeping levy increases as low as possible.
- Achieving breakeven

Achieving these two key objectives simultaneously remains a challenge, which needs to be faced sooner rather than later in the interests of long-term sustainability. As part of an approach to achieving break even while keeping levy increases as low as possible, it may be useful to distinguish between costs over which Evergreen can exercise control and those that they cannot. For example, Municipal and Eskom costs are essentially outside the control of management except in any limited opportunity there may be for efficient use.

The fact is that the pressure on non-discretionary costs is not going to get easier going forward and if we want to achieve breakeven, we will need to cut costs or have an increase in levies, which in the case of some LRAs is capped. We cannot continue on such a path without a major disruption.

A commitment has been made by Management for a more consultative budgetary process and it is considered imperative that the incoming ResCom ensure that this commitment is met.

I wish to recognize the Village Manager and her staff for the role that she has been playing in keeping the operation of the Village on an even keel. We look forward to greater co-operation with her and ELV in the new year.

I would like to acknowledge the sterling contributions to the ResCom of all ResCom members, Andrew Johnston, Brenda Brophy, Cecil Fann, Colin, Grenfell, David Nesbitt, David Presbury and Hennie du Preez.