



BROADACRES EVERGREEN LIFESTYLE VILLAGE (“THE VILLAGE”)

MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 17 AUGUST 2023

PRESENT:

Wilma Swart (WS)	(Chairperson and VM)
Garry Reed (GR)	(ELV Managing Director)
Dylan Pienaar (DP)	(ERH Financial Director)
Elize Porter (EP)	(Health Director)
Liesl Isaacs	(Office Manager – minutes)
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.

The Chairman welcomed the Evergreen panel and introduced them to all the attendees and called upon GR to address and welcome the residents.

A summary of welcome address by GR - A huge thank you for the opportunity and for joining us here for the occasion of the Annual General Meeting and a special thank you to the team from Evergreen Health under the management of Elize Porter for the successful Wellness morning held prior to the meeting. GR apologised for not having regular meetings as mentioned previously and committed to quarterly meetings going forward. GR thanked Laurraine Lotter (apology noted) and Cecil Fann and the rest of the Rescom for their support and commitment to the Village during the year and proceeded with a summary of the year within the Village.

Security - We recently changed our service provider of the last seven years, Thorburn Security to 24/7 security. We continually monitor our security services as the safety and well-being of our residents is of paramount importance.

Healthcare - 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. Sister Kate Powell (Village Nurse) was commended for getting all DQ98 assessments completed and for the exceptional level of care she has provided to residents over the past year.

Catering & Social Events - Chef Andrew provides excellent daily meals, as well as meals for the social events at the Village including the introduction of a new a la carte menu as well as a package deal of ten or more meals a month. Our Wednesday evening social dinners remain popular with 120 residents in attendance, this has necessitated the need to increase our function capacity from 120 to 150. The Waterhole continues to grow in support under the management of John Schulkins, Hans Van Wijk and Peter Hubner. I



would like to extend a special thank you to Brenda Brophy and her support groups who help organise the most enjoyable events, functions, and outings.

Gardens - The garden maintenance service, provided by the Four Seasons Group, supplies dedicated gardeners who take care of our common village gardens.

Health & Safety - EcoSafety continues to be the contracted service provider within our Evergreen Village Communities. We constantly strive to be compliant and to ensure we provide a safe environment for residents, staff, and visitors.

Maintenance & Development - We continue to deal with the day-to-day maintenance issues as the need arises and have completed to mention but a few,

- The outside painting of homes.
- Fence replacement in the Village.
- Paving repairs inside the Village.
- The fixing of numerous water leaks and water meter replacements

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 and what is planned for the following month. I wish to thank Edna Grenfell for her continued efforts in producing this newsletter and sourcing new and fresh content. Wilma has asked me to encourage all the residents to try to use WhatsApp, as this has become a more direct means of communication.

Human Resources - A special thank you to Wilma and her team for their great success in ensuring our residents are well served and looked after.

2. ATTENDANCE AND APOLOGIES

The attendance register was circulated and signed. Apologies received from residents (refer Annexure A for details).

3. CONFIRMATION OF NOTICE

The notice convening the meeting was circulated to residents, taken as read, proposed by Andre Oosthuizen, and seconded by Lesley Veiz

4. ACCEPTANCE OF THE PREVIOUS MINUTES

The previous minutes was circulated together with the notice and taken as read and accepted by Penny Rabinowitz and seconded by Graham Brickett.



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 and accepted by John Schulkins and seconded by Helen Stoyell.

6. EVERGREEN BROADACRES VILLAGE MANAGEMENT REPORT

The annual report by the Broadacres Village Manager was circulated together with the notice of the Annual General Meeting was taken as read accepted and proposed by Penny Rabinowitz and seconded by Helen Stoyell.

7. ELECTION OF RESCOM MEMBERS.

It was suggested that the commencement of the counting of votes start before dealing with the financial report to have results available at the end of the meeting. The request was raised for two Life Right Holders to observe the counting of the votes, (Kiloren Townsend and Hennie Du Preez) whilst DP gives us a budget summary.

Budget & Summary

DP highlighted the following items contained in the financial results of the village

Actual results for the FY2023 Financial Year:

- Loss for the year -R1,897,485

Budget for the FY2024 Financial Year:

- Loss for the year -R421,710

Proposed Target Levy Increase for the FY2024 Financial Year:

- Monthly target levy per household increased with 8,3% from R4,200 to R4,550
- Monthly target levy per apartment increased with 9.1% from R3,300 to R3,600
- Monthly additional person levy increased with 10% from R500 to R550 per unit

8. BUDGET 2024

The annual financial report for the 2023/2024 financial year was circulated together with the notice of the Annual General Meeting, was taken as read and accepted by Dick Townsend and seconded by Lesley Veiz.

9. GENERAL

Question 1 – Laurraine Lotter (written questions)

Clarity on the engagement with ResCom regarding

- *finalisation of the budget for 2024,*
- *timing of replacement of the Telecare system; the need to address the challenges being experienced with the communication,*
- *network within the Village with a view to ensuring that residents have 24/7, access to emergency assistance even under load shedding conditions;*

Answer Question- 1

GR responded with brief overview as follows:

- Approximately, 80 % of the village expenses are based on SLA's which are fixed in terms of their respective agreements and the balance of 20 % are non-SLA's where we will engage Rescom.
- New financial budgeting software, called IDU has been successfully implemented which now provides the Village Manager with access to all the monthly financial information of the village and for them to compile future village budgets on the system. This will allow for the budget process to be streamlined and it is expected that draft FY2025 budgets will be completed by the end of October 2023 with the final FY2025 budgets completed by the end of November 2023.
- Telecare - With the problems arising around Eskom we are working hard to find a suitable solution. There are various options and service providers available which we are investigating. We will not replace the services without advising the residents first.

Question 2 – Laurraine Lotter

The development of a mutually acceptable strategy on the use of Village social functions for marketing purposes. Having perspective residents around resident social events.

Answer – Question 2

GR noted that there has been a bit of negative feedback regarding the marketing at social events in particular 'Friends of Evergreen. While it is disappointing that residents are not open to welcoming prospective purchasers, Evergreen will engage further with the residents to find a solution to enable marketing activities to coincide with village social events.

Comment– John Schulkins

1. *My comment is regarding the statement Garry made about the "hijacking" of social events within the village. I would like to believe that our residents are quite welcoming when it comes to new residents, I do not feel that the way this was done was correct. We as residents were not informed about this and it felt like a steam roll decision.*



- 2. Situation regarding the catering, I have mentioned this to Charles, on a good Friday evening we will have 60 people at the watering hole, on a Wednesday evening the Chef would only get between 30 - 40 people. There is something wrong with the catering system in the village.*

GR responded that Evergreen will work with Rescom to ensure that in the future we do not find ourselves in the same situation.

Secondly, we will investigate the catering situation, the traditional way of doing things may not always be the correct way, we also need to consider challenges such as affordability and consistency etc. Will engage with Wilma and provide feedback

Question 3 – Dick Townsend

My question is based around the basic levy, let me firstly congratulate you on an 8.7% increase, it is a very reasonable levy increase, however you have split the 2nd persons levy from the basic levy, this should not be separate levy as both should increase at the same levy rate.

Answer - Questions 3

DP responded; the 2nd persons levy is a separate levy as per the LRA.

Question 4-Laurrain Lotter (written questions)

The process to investigate amendments to the House Rules to address residents' concerns raised about non adherence to the dog poo requirements in the current rules

Answer – Question 4

GR responded, that he is unsure on how to change the house rules around to change the behaviour of dog owners. He suggested the installation off two pet waste stations in the village and invited residents to donate their used bread bags towards being used in these waste stations.

Question 5 – Laurraine lotter (written questions)

Can we have regular communication around the Town Hall Meetings and updating residents around progress reports, including time frames on all approved capital projects?

Answer - Question 5

GR – commitment for regular quarterly visits and meetings to provide feedback. Dates will be discussed and confirmed with the New Residents Committee.

Question 6 - Laurraine Lotter (written questions)

What is the protocol around compensation for value added improvements to units, on termination of a life right, particularly back up electricity supplies?



Answer - Question 6

DP responded that Evergreen does not refund for any alterations done to the units including the addition of inverters, batteries, solar panels, and other alternative power supplies.

Question 7 - Laurraine Lotter (written questions)

Can a draft of the AGM 2023 minutes be made available to attendees within a month of the meeting to allow comments to be incorporated into a final version, which will be circulated within a month of the first draft being circulated?

Answer – Question 7

GR made a committed that this will be done

Question 8 – Nello Vercellotti

Why is there a charge to have your down lights changed, paying R130 to have 2 light bulbs changed seems exorbitant.

Answer – Question 8

GR, responded that there is a cost to associated with minor maintenance work which must be recovered. He suggested that Village management draw up a list of minor maintenance jobs such as, hanging a picture, changing a light bulb etc. against which a standard cost can be applied.

Question 9 – Lauren Townsend

When will we get a new sound system?

Answer - Question 9

GR responded you have my commitment I will discuss this with Wilma and feedback will be given, however residents need to know everything comes at a cost



10. OUTCOME OF 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 order.

David Presbury
Brenda Brophy
Dave Nesbitt
Neville Willemse
Charles Carroll
Cecil Fann
Edna Grenfell

The chairperson and vice-chairperson would be elected at the next Residents' Committee meeting.

GR thanked the residents for always communicating and advised that even though he does not respond immediately, their messages are appreciated.

GR also congratulated the newly elected Rescom team and mentioned that he is looking forward to working with them in the future.

With no further matters being raised, the chairperson declared the meeting closed at 13:24

A handwritten signature in black ink, appearing to be "Stuart", with a small circle at the end of the signature.

CHAIRPERSON



**EVERGREEN BROADACRES LIFESTYLE VILLAGE (“THE VILLAGE”)
APOLOGIES NOTED AT THE ANNUAL GENERAL MEETING OF THE VILLAGE
HELD ON 17 AUGUST 2023**

APPENDIX A: APOLOGIES RECEIVED FROM RESIDENTS

1. Kathy Mohlig
2. Viv Pike
3. Jenny Hammond
4. Laurraine Lotter
5. Kate Van Rooyen
6. Arthur & Ness Hills
7. Wally and Robin Davey
8. Lisa Nuttall