



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 15 August 2024 @ 12:00 pm.**

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 Thursday 01 August 2024 (“**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**
(Pages 7-14)
5. **ANNUAL REPORT BY THE CHAIRPERSON OF THE RESIDENTS’ COMMITTEE (“RESCOM”)**
(Pages 15-20)
6. **EVERGREEN VILLAGE MANAGER’S REPORT** (Pages 21-27)
7. **ANNUAL FINANCIAL RESULTS FOR 2023/2024 AND THE BUDGET FOR 2024/2025** (Page 28)
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 8 August 2024**

**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

1. 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 liesli@evergreenlifestyle.co.za, so as to be received by no later than **16h00 on Thursday 08 August 2024**

2. Life Right Holder(s) are requested to focus on General Matters that warrant discussion at an AGM and to take up personal matters with the Village Manager.

3. Instructions on signing and lodging the questionnaire form

- The blank spaces on the form must be clearly completed, should the spaces provided be insufficient, the life right holder is requested to continue their submission on a separate document and to include such document when submitting by not later than **16:00 on Thursday 08 August 2024**
- Any additional document must be initialled. 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.
- The chairman of the Annual General Meeting may choose to reject any questionnaire form which is completed other than in accordance with these instructions.

4. Important Note: Individual questions will NOT be read out at the AGM.

- **We will endeavour to group together questions around the same subject and answer them in the general report back session.**
- **Should you feel that your pre submitted question was not answered during the meeting, please raise the question on the day.**
- **Time will be made available at the end of the meeting for general questions to the maximum of 10.**

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 14 August 2024.**

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 14 August 2024**

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 15th August 2024.**

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 15 August 2024 @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 14 August 2024.** (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 15th August 2024**

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 08 August 2024**



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 will have 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 t 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

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. Lorraine Lotter
5. Kate Van Rooyen
6. Arthur & Ness Hills
7. Wally and Robin Davey
8. Lisa Nuttall

RESCOM CHAIRMAN'S REPORT FOR AGM AUGUST 2024

The report is put together around the agreed ResCom Portfolios. It reports on the activities within those portfolios during the last year and has been written before the Residents Annual Caucus to be held on Thursday July 18th. At that meeting current queries will be answered and other matters that may arise will be noted and carried forward by the new ResCom to be elected at the AGM in August.

COMMUNICATION PORFOLIO

Edna Grenfell was producing the monthly newsletter before she joined the committee. She has continued to do so through the year. Her work is both informative and entertaining and it is hope that the residents will continue to contribute going forward.

There was much criticism at the RAC last year concerning communication within the village. The committee has made great efforts to improve the situation this year and we hope that it has been noticed. Our communiques are written within the committee and distributed via management. There was, too, criticism of the level of communication from head office in Cape Town. Garry Reed had promised regular townhall meetings and these had not transpired. During the last year we have had two meetings with him since the AGM and he will be here again in August. The tone of the meetings has been surprisingly quiet which suggests that relationships, if not perfect, have improved. We receive frequent communications from Wilma and management. They mostly contain what we need and want to hear but a move towards increased transparency has been appreciated.

It is hoped that lessons have been learnt following the Voltano debacle. Those who were present said that the original presentation was the worst meeting that they had ever attended. What followed was completely chaotic as we all know. It is hoped that the major lesson from that experience will prevent any type of such an event happening in the future.

Overall, I it is hoped that the communication in general has improved. As chairman, I have tried to reply to every email that I have received other than some for which I have just been copied. If I have failed, I apologise. Likewise, I have followed up the many phone calls that the chairman seems to receive. Not all matters can be dealt with by ResCom and we don't always get the response that we individually would wish for. However, it is always worth trying.

FINANCE

ResCom Funds

Although the funds at the end of May amounted to R4707, after provisions for future expenses, the actual funds available came to R1070. The main source of income is derived from the 100+ Club run by Heather and Trevor Morgan, which this year

raised R51700 of which half is distributed as prizes and half bolsters the ResCom funds. In addition, the Waterhole donated R5000 celebrating their third anniversary.

Huge thanks are due to the residents who donated R11025 to the Arbor Day Appeal (with R1000 from the Waterhole) and R55675 to the Staff Christmas Appeal (with again R1000 from the Waterhole).

Sadly, in an effort to conserve the funds, it has been necessary to withdraw the funding of washing up and clearing fees charged by the Bistro for group events which have their own source of income. As pointed out, ResCom funds are principally derived from the 100+ Club and these remain static while everything else goes up.

ELV Broadacres - Village Finances

The audited Management Accounts for the year to February 2024 reflect a full year operating deficit of R667871. This compares with February 2022 when the deficit was R1897485. Since the head office strategy is to achieve a break-even financial position, with which we agree, this is a significant move in the right direction.

The budget process during the previous year was at best chaotic. This year, with the process initiated here at Broadacres instead of at head office, the process was quicker, infinitely more efficient and transparent. The figures for the first three months of this year show a small surplus. It is early in the year, and there have been none of the budgeted costs of diesel, but things are looking more promising.

HEALTH

As stated before, this portfolio is in no way intended to interfere with the individual health of any patient. Our health issues are managed by our own chosen health professionals and the Evergreen Health Team led by Marius Grobler and Sister Kate Powell to whom we are very grateful.

During the last year a request was made for a Dementia Support Group. This was investigated and had been initiated and seems to have been appreciated by those seeking help.

The issue of assisted living is brought up frequently in conversations around the village. Sister Kate, whose work and presence have made a huge impact on the village, will attest to the fact that more and more residents are needing help to manage their basic daily living requirements. EPI's original intention was to build a mid-care facility when they develop the adjacent property which they own. Clearly, that is years down the line. With Wilma and Sister Kate's help a modest plan was propagated to move towards a mid-care or assisted living facility. This proposal was put to Garry at the last ManCom meeting. It seems that head office is genuinely interested in developing such a facility and we will be awaiting their response. It is clear that many people have differing views on what they mean by assisted living and/or mid-care and at this time a detailed debate will not help. We do believe

though that EPI is considering this seriously. There are many issues around costs incurred by medical help from Evergreen Health, a practice number to assist with medical aid support and costs in general around frail care and possibly, in the future, around mid-care. It has been proposed that we invite Elize Porter, the MD of Evergreen Health, to come and address these matters at the AGM.

Meantime, our Health Centre, under the leadership of Marius Grobler, has recently been inspected by the Department of Health and received a 100% pass. We are exploring how we can help or encourage Evergreen Health to obtain that practice number and serious recognition by our medical aid schemes.

We will continue to pursue health talks, especially those appropriate to a retirement village.

HOSPITALITY

There was huge resentment when the marketing department seemed to hi-jack our social events for marketing purposes without any consideration or discussion with the residents themselves. The level of anger meant that some residents were cancelling their bookings. Some of this behaviour extended into this year. Happily, it seems to have been sorted out with an agreement that, if they want to bring potential buyers to an event, they will discuss it with us. If they also want to include visitors to the residents' tables, they will do it by agreement. It was pointed out that these were all our events, and this was actually a matter of good manners!

The big breakthrough arrived with the introduction of BokTown starting with the Rugby World Cup last year but now continuing for other sporting events. This is a major addition to life here and we are very grateful.

While Sunday lunches are very popular, with plenty of outside family members attending, the Wednesday social dinners have not been so well supported and we will need to consider whether some changes would in some way improve attendance. The themed dinners however always do well. While we lost Chef Andrew in April who saw us through Covid and beyond, Chef Neo has come up with exciting new ideas and numbers seem to be picking up.

The monthly prepaid lunches were cancelled due to low uptake. The percentage saving was probably too low to be attractive.

The Shuttle Bus is operating again. It seems that the woman who has been driving waits at the venue until the residents all return. This has added great comfort for those using the service and it seems to be going well.

INFRASTRUCTURE AND GARDENS

There is a plethora of projects under this heading. Much has been achieved and both our management and Evergreen deserve a big vote of thanks.

Voltano

This has settled down. The extra cost has been absorbed in the budget and will be in the future. We are expecting the necessary changes to our meters. Voltano are awaiting the actual codes. We have been informed that the process of adding the new codes is complex. By the time this is read, the matter should have been completed as management are in constant contact with Voltano who have begun to make the changes at other Evergreen villages.

Solar Project

This is underway as all can see. It must be understood that we will still be paying for electricity. Wilma assures us that before it is finished, we will be getting full explanations of exactly what to expect from all aspects so that all the many queries we are beginning to hear will be answered.

Phase 3 Water Pressure

A bigger pump has been installed and at the time of writing all seems to be well.

Alternative Water Source

The Alveo project has rolled out with many challenges. We are really lucky, and should be very grateful, that we have a continuous water supply when we see what is happening all around us. The issue of hard water has been addressed with the installation of a nanofiltration system and we await the results of the first samples that have been taken

Phase 3 Irrigation

This project has been completed.

Fences

This project is scheduled. It has been submitted as part of the budget and approval is still awaited.

Paving on Frederick Road

The damage should clearly have been paid for by the developer across the road or the companies that did the damage. That was somehow declined, was then accepted by Evergreen and has almost been completed.

Bridge Across the Gulley

This was budgeted for and agreed. It has been completed but is not yet accessible due to work for the solar project.

Refuse Area

This has been of major concern to Rescom during the year. It was presented as a problem in the annual budget but is on hold as far as EPI are concerned. It should

remain firmly on the agenda as an issue that was highlighted in response to the recent survey. Basically, it is the one obvious area that is below the standard otherwise set by this village.

SAFETY AND SECURITY

Speeding is a major concern for many residents. There is no doubt that the amount of traffic has increased substantially. There may as yet have been no accidents, but measures need to be taken. It was proposed that speed cameras be set up and the project been approved by EPI. However, they must change the House rules which actually apply to all the villages. That process seems to take time. There will be fines for speeding and part of that money will pay for the cameras. There is ultimately little cost to us. Speeding around the apartments is also a problem and speed humps, etc. need to be installed there too. Meanwhile, the cones on Loerie Lane, not popular with everyone, seem to have slowed the traffic around that area.

July 1st was the anniversary of our new 24/7 security team. They have settled in and are felt to have blended well into the village.

CHAIRMAN

This has turned out to have been a busy year for the residents and for the ResCom. We really hope that communication has been felt to be better. Certainly, we have been grateful for the help and willingness of Wilma, Roy and the staff to engage with us. We also feel that our relationship with Garry has improved greatly. He has fulfilled his agreement to come up for meetings here in person on a regular basis and that has made the difference.

One major event this year which did not fall under any particular portfolio was the general Election. Thanks to Dennis Allen and Laurraine Lotter we were all able to register here well in advance. Then on the Monday and Tuesday before the election day we all were able to come and vote in the Clubhouse. It went incredibly smoothly and was a wonderful change from the long queues, etc. We owe them both a huge "Thank You".

There are unresolved issues. The multiple LRAs is a huge problem for some residents in relation to the Voltano issue amongst others, and they have to deal with that with management on an individual basis. The matter of refurbishment costs has not been resolved. Although the new LRAs we understand have a fixed percentage refurbishment charge, many of the older ones certainly do not and are represented by the bulk of the current residents. There is no allowance for "fair wear and tear" and the costs are felt to be arbitrary and excessive. At the moment each has to be challenged on an individual basis. That is not ideal.

I believe that this year you chose a very strong ResCom. Every member has worked hard on your behalf. It does not always show and certainly we do not always achieve the outcome that you or we would wish for. We have been helped too by many of

the more longstanding residents who are experts on engineering and utilities matters, so it has been a widespread team effort. The chairman does not actually have a portfolio but there still seems lots to do and I should like to thank the residents for their patience and the RsCom Committee members for their amazing support. So special thanks to:-

Cecil Fann (Treasurer & Vice-chairman); Brenda Brophy (Hospitality); Edna Grenfell (Communications); Dave Nesbitt (Safety & Security); Graeme Smith (Co-opted member and Survey); Neville Willemsse (Health and Projects); Lorraine Lotter (Past Chairman). You have all been great.

David Presbury

Chairman



EVERGREEN BROADACRES (*“the Village”*)

VILLAGE MANAGER’S REPORT FOR 2023/2024

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 18 apartments sold already.

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

The appointment of a full-time sales agent in Annalize Posthumus has resulted in the sale off 9 houses and 11 Apartments.

2. VILLAGE DEVELOPMENT

The installation of the Water Treatment Plant has allowed the Village to run independent from the JHB Water supply. The installation of a nano filtration system was added to soften the water and is working well. This is a huge plus point for the Village as the entire Fourways area continues to be plagued by water outages. This system has also alleviated the water pressure problems that used to be experienced in phase 3 houses.

The Solar PV Project is well on its way and will really give the Village a competitive advantage of running independently from Eskom, thus shielding the entire Village from Load shedding.

The Water treatment plan and the Solar PV project was preceded by the Village changing from various metering suppliers (Meterman, Motla and Smartmatter) to consolidate all utilities metering under Voltano Metering. Voltano now recover all utilities from residents in the houses and apartments. They will be instrumental in accurate metering of electricity when the Solar PV Project comes online.

The bridge over the storm water channel in front of the Lifestyle Centre was completed in June 2024 and will provide a safe crossing for residents wishing to cross to the Petanque piste over the lawn.

The outside façade of the lifestyle centre has been painted. The plan is to paint the apartments outside façade next to match the Lifestyle Centre.

Acacia Apartment block now have 40 occupied apartments and 8 unsold units. Bushwillow Apartment block now have 18 occupied apartments and 42 unsold units. A Total of 48 out of 108 apartments are occupied thus 42%

There are 247 residents living in the village presently and our demographic is made up of 76 couples and 95 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 16 units becoming available for re-sale as well as welcoming 11 new apartment residents.

It is with great sadness that we remember the passing of: Graham Langmead, Keith Coombe, Ann Mexter, Beryl Sletcher, Derick Heard, Marion Presbury, Joan D'Abbadie and Kay Olie.

We also said a fond goodbye to Helen Stoyel, Ron & Pauline Mackie, Arthur & Ness Hills and Erika Barten 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:**

Nick Isiaakidis, Maria Straulini, Margaret Curran, Hugh & Diane Russell, Ann Wilsher, Malcolm Taylor, Dave Wulfse, Frances Kazantzias, Phillip Du Plessis, Myrtle De Jong, Lorraine Stewart.

As well as the following house residents: Colin & Alex Napier, Alexander and Theresa Niven, David Cretchley, Elaine De Kok, Dawn Figge, John & Celia McEwwan, as well as Alexander and Theresa Niven.

3. SECURITY

24/7 Security team, led by Security Manager Asanda Ntsidi have settled in well and are doing a tremendous job in keeping our village safe and controlling access to our estate. 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.

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 Yvette Barclay from Lady Hamilton, Kirsty Richards from Cottonwoods and myself as Village Manager for Evergreen Lifestyle Village Broadacres. We have 14 Complexes on this association, and we meet bi-monthly to discuss safety and security matters in our road and area. There is a R150 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, as well as the Dept of Health audit without any findings, it is now with the Board of Health care funders.

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 moved to a new position in Pretoria and we welcomed Chef Neo Mkhwanazi who has managed to seamlessly take over the kitchen operations whilst still providing delicious meals. The Bistro has catered many wonderful functions and events over the past year and we look forward to the culinary journey with Chef Neo and his dedicated team.

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.

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 Rummikub 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. Our art classes lead by Naz Naghdam offers painting and drawing across various mediums as well as teaching sculpturing.

We hosted another magnificent Christmas function which is 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 Village gardens. With the assistance of a Gardening Sub Committee headed up by Andy Johnston, areas of concern for residents have been addressed and a better understanding of the maintenance contract with FSG for gardens in the Village established.

The addition of adding phase 3 houses pavement irrigation to the borehole irrigation was completed and we are seeing the saving in water consumption costs in the Village.

8. HEALTH & SAFETY

Eco Safety 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 July 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. The service to have gas bottles and gas heaters services was extended to residents in June 2024 to assist with gas safety.

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:

- Dealt with and replaced 12 x burst geysers
- Undertook road surface paving repairs inside the Village.
- Undertook paving repairs on the outside paving in Frederick Road.
- Dealt with numerous water leaks and water meter replacements.
- Re-painted road markings and added yellow to the zebra crossings between apartments and Lifestyle centre.
- Change over to Voltano Metering in the entire village.

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 three Duty Manager positions and bid farewell to Boitumelo Kanopi, Onthatile Maledu and Kim Grimes. We welcomed Thembinkosi Msuthu and Promise Mogoane, as well as Naydeen Singh to the team.

Thank you to Marius Viljoen for his continued dedication with keeping all issues of maintenance and facilities under control. Marius is assisted by Emmanuelle Rabokgwadi, our friendly Handyman.

Our Housekeeping team – Pretty Mdluli, Nedie Dlamini, Rose Matsafu, Dimakatso Kay, Portia Mbandesi and Baile Kay (Appointed in July 2024) for keeping us safe in ensuring high hygiene standards and sanitization are maintained.

Thank you to our utility workers – Jabulani Nkosi and 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: Davied Presbury (Chairman), Cecil Fann (Vice Chairman); Neville Willemse, Graeme Smith, Dave Nesbitt, 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 FY2025

	FY2024 TOTAL Actual	FY2025 TOTAL Budget	% Variance
NUMBER OF UNITS			
- Houses	130	130	
- Apartments	108	108	
	238	238	
BASIC LEVY			
- Houses	4,550	4,900	
% Increase		7.7%	
- Apartments	3,600	3,900	
% Increase		8.3%	
ADDITION PERSON LEVY			
- All Units	550	575	
% Increase		4.5%	
REVENUE			
	12,488,670	13,269,000	
Levies Received - Residents	7,974,074	10,772,674	
Levies Received - Developer	3,020,750	1,076,400	
Levies Received - Subsidy	768,776	849,326	
Levies Received	11,763,600	12,698,400	7.9%
Additional Person Levy	494,450	510,600	3.3%
Other Income	230,620	60,000	-74.0%
TOTAL EXPENSES	(13,156,540)	(14,190,533)	
Head Office Expense Recovery	(899,640)	(942,480)	4.8%
Insurance	(444,694)	(489,036)	10.0%
Clubhouse Expense	(260,066)	(363,595)	39.8%
Medical Response	(231,529)	(342,720)	48.0%
Employee Cost Salaries	(4,454,007)	(4,677,236)	5.0%
Employee Cost Other	(109,479)	(59,112)	-46.0%
Levies Expenses	(80,749)	(114,240)	41.5%
Administration Expenses	(424,770)	(440,078)	3.6%
Consulting Expenses	(799)	-	-
Information Technology Expenses	(261,695)	(295,053)	12.7%
Travel Expenses	(11,943)	(58,400)	389.0%
Printing & Stationery Expenses	(68,405)	(79,720)	16.5%
Depreciation Expenses	(43,001)	(46,373)	7.8%
Common Property: Municipal Utilities	(1,648,331)	(1,582,385)	-4.0%
Property Rates	(140,553)	-	-
Security	(2,008,998)	(2,067,760)	2.9%
Village Maintenance	(821,284)	(990,560)	20.6%
Generator Costs	(272,467)	(348,240)	27.8%
Garden Maintenance	(766,350)	(897,001)	17.0%
EXPENSES NOT INCLUDED IN THE LRA			
Catering Expense	(207,780)	(396,544)	90.8%
SURPLUS / (DEFICIT)	(667,870)	(921,533)	
Evergreen Property Investment Funding Op Loss	667,870	921,533	
Surplus/ (Deficit) after EPI contribution	0	(0)	

NOTES:

- Note 1.** The Target levy for houses has been increase by 7.69% from R4 550 p.m. to R4 900 p.m. per house. The Target levy for apartments has been increase by 8.33% from R3 600 p.m. to R3 900 p.m. per apartment.
- Note 2.** The Additional Person levy has been increased by 4.55% from R550 p.m. to R575 p.m.
- Note 3.** Clubhouse Expenses - The increase is mainly due to additional golf cart included in the FY2025 budget.
- Note 4.** Medical Response - The budget was based on the full occupancy of the apartment buildings, therefore the increase from FY2024 actuals.
- Note 5.** Levies Expensed - The increase in budget was based on the assumption that CSOS levies are paid on the full occupancy of the village.
- Note 6.** Travel Expenses - Increase due to the budget transport for residents.
- Note 7.** Village Maintenance - The budget was increased based on expected repairs and maintenance cost.
- Note 8.** Generator cost - The budget was increased based on expected usage of the generator. Increased repairs and services costs were also included in the budget.
- Note 9.** Garden Maintenance - The budget was increased based on the service level agreement, as well as annual spring and winter programs.
- Note 10.** Catering Expenses - The budget includes an additional catering management fee for weekend operations.