

MINUTES OF THE 2ND ANNUAL GENERAL MEET
 OF EVERGREEN LIFESTYLE VILLAGE DIEP RIVER
 HELD ON 12 AUGUST 2015 @17H00



<u>PRESENT:</u>	Mrs Kim Whitworth	(KW)	(Evergreen Diep River Village Manager)
	Ms Andréa Abrahams	(AA)	(Evergreen Diep River Assistant to Village Manager)
	Mrs Sue Butcher	(SB)	(Chairman of Rescom at Evergreen Diep River)
	Mr Rob Peters	(RP)	(Vice Chairman of Rescom at evergreen Diep River)
	Mr Steven Williams	(SW)	(Chief Operating Officer of Amdec Group)
	Mr Derek Drew	(DD)	(Evergreen Operations Manager)
	Evergreen Residents		(as per the attached attendance register)

Item	Narrative	Action
1	<u>Welcome</u> The COO of Amdec Group, Mr Steve Williams, welcomed all residents and introduced the Amdec staff and the Evergreen Management Team.	
2	<u>Confirmation of AGM Notices</u> SW confirmed that the AGM Notice, management Report and Financial Report had been circulated to residents and confirmed them to be noted and read.	
3	<u>Attendance</u> All residents in attendance signed the attendance register, attached as Annexure A <u>Apologies</u> KW read out the apologies as follows: Mr Peter Fiske #101 Mr Peter de Vlliers #104 Mrs Margaret Harrison #105 Mr Clive Whitson #110 Mrs Sheila Feitelberg #202 Mr Gerald Bonthuys #203 Mrs Dawn Bonthuys #203 Mr Bernard Pivalizza #210 Mrs Maureen Pivalizza #210 Mrs Brenda Nieuwstad #306 Mrs June de Jong #307 Mr Shunmugan Naidoo #308	
4	<u>Approval of minutes of previous AGM</u> SW confirmed that the last AGM was held on 13 May 2014. Mr Veldman proposed to confirm that the previous minutes were correct and approved. Dr Rhöm seconded Mr Veldman, therefore no objections were made.	
5	<u>Chairperson's report</u> SB presented her Chairperson's report as attached to the AGM pack.	
6	<u>Election of Resident's committee</u> Six residents had been nominated and therefore there was no need for a formal vote. Liesl Petersen, Legal Advisor of Amdec Group confirmed that because there were six	

	<p>nominations, no voting needed to take place. SW congratulated the following elected Resident's Committee members:</p> <p>Mr Rob Peters #103 Mr Nick Veldman #109 Mr Clive Whitson #110 Mrs Marie Heugh #111 Mrs Sue Butcher #301 Mr Roy Parfitt #305</p> <p>KW confirmed that the first Rescom meeting for Diep River will be held on 2 September 2015 at 10h30. A notice and an agenda will be distributed to the members of the Rescom before the date.</p>	
7	<p><u>Management Report</u> The Management Report, (see attached) was presented by Mrs Kim Whitworth, the Village Manager.</p>	
8	<p><u>Finance Report</u> SW read out the financial report on behalf of Nigel Matupire, Finance Manager of Evergreen Lifestyle Villages.</p> <p>The financial summary reflects the financial year 1 March 2014 to 28 February 2015 as well as a budget for 2016. SW was pleased to report that there were no matters reported during the audit.</p> <p>The financial summary for 2015 reflects revenue received from 57 units (levies). SW pointed out that the contractual expenses; i.e. security totaled a deficit of approximately R300 000.</p> <p>He continued to explain that the non-contractual expenses ; i.e. catering and healthcare showed a deficit of approximately R960 000 giving us a total of R1,300 00 deficit for 2014/2015.</p> <p>SW mentioned that the 2015/2016 financials would reflect a similar result to the 2014/2015 year.</p>	
	<p><u>General</u> Q1: Dr Rhöm (201) asked when the final flooring snags will be sorted.</p> <p>A1: KW informed Dr Rhöm that the floors have been inspected and that a report has been given to head office, they await a quote from Millennium Flooring. SW promised an answer within 7 days.</p> <p>Q2: Mrs Hull (#316) asked about the insurance clarification, whether the insurance of Amdec covers appliances / fittings such as stoves & ovens.</p> <p>A2: SW confirmed that the insurance does not include house content but will forward clarification on covered items</p> <p>Q3: Mr Albrecht (#304) asked about the sliding doors and when it will be resolved.</p> <p>A3: KW stated that Gary Maclear was on site with Ronell Bowditch on Tuesday and we now await feedback to see what the next steps will be to get the job done.</p> <p>Q4: Mr Albrecht (#304) made mention that his toilet does not flush all the way round the toilet bowl.</p> <p>A4: RP recommended that residents check the push button mechanism as the toilet is designed to give a full flush as well as a half flushes so there may be a fault in the mechanism.</p>	

Q5: Mrs Everett (#117) enquired about the following:

- a) Where the stop cocks are situated and suggested that stop cocks be put under the sink so that it is easily accessible for everyone.
- b) Felt that fire detectors are too sensitive
- c) Whose job is it to clean the vents outside of units
- d) When will the issue of the slamming of fire doors be resolved

A5: a) SW was pleased to announce that stop cocks would be installed for every resident under the sink and that a schedule is already in place.

b) SW expressed that safety is a primary concern. KW suggested that having sensitive alarms is a better option and that smoke detectors are difficult to move.

c) KW confirmed that the cleaning of the air vents will be added to Artwell's schedule.

d) She was pleased to report that the fire doors had been attended to, she asked residents to listen if any slamming occurs during windy weather.

Q6: Dr Rhöm (#201) wanted to know if it's the floor marshal's duty to notify residents if there is a fire or not.

A6: KW confirmed that once the floor marshall has been notified, only then do they let residents know whether to evacuate the building or not.

Mrs Smith (#314) expressed her thanks to Amdec for attending to the damp walls in her unit.

Q7: Mrs Clegg (#106) raised the question regarding shower doors and when it will finally get resolved.

A7: SW suggested finding the root cause of the problem so that it doesn't reoccur.

Q8: Mr Everett (#117) asked if there is a possibility for a treadmill to be placed in the gym area as it is difficult and unsafe to walk outside. He also expressed that the chairs in the lounge area in the dining room are too low.

A8: SW promised that a treadmill will be looked into for the future

Q9: Mrs Peters (#103) asked when the sale sign board on the North side of the building will be removed as it is blocking the beautiful view of the mountain.

A9: Phil Wilson expressed that there is no reason why the board cannot be removed and will be discussed with management.

Q10: Mrs Rhöm (#201) wanted to know what the outcomes of the meeting with the smokers were.

A10: SB expressed that the smokers were glad to meet. They have appealed to Amdec as to what can be done. She assured residents that the issue is being attended to. Dr Rhöm exclaimed that he would like the legal position of smoking to be clarified.

Q11: Mr Peters (#103) asked about

- a) Levies and where residents stand regarding the increase.
- b) Gaining Access to the village via remotes

A11: SW said that the levy increase is as published on 31 August 2015, the inflation numbers should be out by 10h00 on 23 August 2015. He said that provisional levy

	<p>increase numbers are to be sent out, currently it is 4,7%. SW promised to get the levy increase letter out asap.</p> <p>KW explained that she was informed that it was not viable to move the tag reader as it is not an easy job because of underground wiring. SW advised that a workable solution will be sourced because resident's safety is important.</p> <p>Q12: Mrs Butcher (#301) wanted to know from Amdec what their expectations of the rescom are.</p> <p>A12: SW stated that the rescom should play a proactive role in identifying resident issues and concerns, and consulting with village management on potential solutions. He expressed that there is a lot to build on and there should be an improvement in communication.</p> <p>Q13: Mrs Van Niekerk (#206) wanted to know if there is a possibility for a patio to be made with outside dining chairs on the second floor as the empty balcony is not being utilized and the balcony gets a lot of sunshine during the day.</p> <p>A13: SW said that the space on the balcony could logically be used subject to any safety concerns. This would be explored and discussed with Rescom.</p> <p>Q14: Mrs Hume (#205) asked if her shower door will be attended to.</p> <p>A14: KW said that it will be attended to.</p> <p>Q15: Mrs Brown (#216) wanted to know when her kitchen cupboard will be seen to.</p> <p>A15: KW said that it will be attended to.</p> <p>Margaret Hull (#316) expressed her thanks to Kim and Andréa for always being helpful and friendly with all the residents.</p> <p>Mr Masters (#119) expressed his thanks to Kim and her team for making his stay at Evergreen a pleasant one.</p> <p>Mrs Rhöm (#201) thanked WPC for their fantastic food and encouraged residents to eat in the dining room as it is a good way to meet new residents and socialize.</p>	
	<p>SW thanked Kim, the Village Manager, for a job well done.</p> <p>SW further thanked residents for attending and invited all to enjoy some drinks and snacks.</p> <p>The meeting was closed at 18h20.</p>	

Chairperson's Report

Evergreen Diep River August 2016

Welcome to residents and AMDEC management to 3rd AGM at EDR.

The Residents' Committee has worked closely with Kim and Management to make life in this community at EDR as pleasant, safe and stimulating as possible.

Safety and Security :

Once again Fire drills and false alarms have been a major feature during this last year. We take this very seriously as our personal safety is of the utmost importance living in an apartment block....during this year we have worked to help make residents more aware of Safety and Security issues. We appreciate your co-operation as we learn to deal with this new aspect of our lives here. A recent improvement in arrangements for our safety is the presence of the Security man on duty sitting in the foyer afterhours/over weekends to handle false alarms and other issues. Also Floor Marshalls are in contact with each other and liaising well. 2 Emergency controllers were appointed by the Rescom to assist the Security personnel in the event of an emergency. Telecare panic buttons were installed in the downstairs toilets.

Social Events

We had another very good year socially with Christmas dinners in December and July, Birthday teas, Bring and share evenings, braais, soup evenings, Games evenings, Bingo, Guitarists and singers, social gathering every Thursday evening, Discovery group meetings, Movie afternoons and evenings, Line dancing (a successful Inter-village event) craft activities and Knit&Natter groups. A special 'well done' to the Knitters and those who supported them with their great effort towards giving beautifully made, warm items and toiletries to people living at CPOA in Lotus River. A special Thank You to Marie and her team.

Building and maintenance.

Rescom were pleased to get clarity on our financial responsibility in the event of water/rain damage in our flats. Kim's report will have more details concerning the moving of the Tag reader at the gate.

Catering : Kim will cover this

Healthcare. : See Kim's report.

Financial report :

See Kim's report. We are looking forward to a presentation from HGG, who will answer questions on insurance, wills, PoA/curatorship options.

Thank you for attending this our 3rdAGM

EVERGREEN DIEP RIVER FINANCIAL SUMMARY

FINANCIAL YEARS 1 MARCH TO 29 FEBRUARY 2016 (ACTUAL) AND 1 MARCH TO 28 FEBRUARY 2017 (BUDGET)

	Audited Actual 2016 (57 Units)	Budgeted 2017 (57 Units)	Note
Levies	2,106,602	2,269,807	1
Other income	126,389	127,224	
- Insurance recovery	14,177	-	
- Rates recovery	45,155	50,004	2
- Common area recovery	67,057	77,220	2
Total Revenue	2,232,991	2,397,031	
Contractual Expenses	(2,368,637)	(2,628,584)	
- Clubhouse Expenses	(120,284)	(129,666)	3
- Medical Response	(63,862)	(65,450)	4
- Village Staff & Administration Expenses	(695,220)	(769,196)	5
- Common Property: Municipal Rates & Utilities	(25,660)	(205,165)	6
- Property Insurance	(59,695)	(63,681)	7
- Property Rates	(310,994)	(253,284)	8
- Security	(790,853)	(819,130)	9
- Village Maintenance	(302,069)	(323,014)	10
Profit/(Loss) before other expenses	(135,646)	(231,553)	
Other Expenses	(897,184)	(746,286)	
- Catering	(335,314)	(274,093)	11
- Healthcare	(561,870)	(472,193)	12
Total profit/(loss) for the year	<u>(1,032,830)</u>	<u>(977,838)</u>	

NOTES TO THE FINANCIAL SUMMARY

- 1 Levies are based on 57 units. The levies incorporate the full village - the developer pays the levies for all completed units which are unsold.
- 2 New Life Right Agreements include rates and common area recovery in addition to the basic levy.
- 3 Includes catering equipment and general clubhouse expenses.
- 4 Telecare, based on monthly occupation.
- 5 Includes Village staff employment costs and operational costs such as internet, stationery, telephone, printers and fax. All staff are directly employed at the village (2 management, 2 cleaners).
- 6 Includes electricity, water, sewerage and refuse for the communal areas and communal gardens.
There was a credit passed for Water & Sewerage by the City of Cape Town in the 2016 financial year, this relates to incorrect billing from prior years.
- 7 Asset all risk insurance for the buildings, geysers, clubhouse, boundary, gatehouse, electronic equipment and public liability.
- 8 Municipal rates.
- 9 Includes physical guarding 24 hours per day and 7 days a week plus monitoring and maintenance of the perimeter fence and cameras. (Week guards: 1 day, 2 night. Weekend guards: 2 day, 2 night).
- 10 Includes garden maintenance, pool servicing, pest control plus general repairs and maintenance
- 11 Western Province Caterers reduced from 7 days to 5 days
- 12 Unique Health Medical Solutions



EVERGREEN DIEP RIVER
("THE VILLAGE")

ANNUAL MANAGEMENT REPORT 2015/2016

1. **INTRODUCTION**

I would like to welcome all residents to our 3rd Annual General Meeting. A special welcome to all the residents attending their first Evergreen Diep River AGM; namely

1. Mr Peter Mundy, 112
2. Mrs June Levor, 115
3. Mrs Ursula Smith, 118
4. Mr Kelvin Barry, 218

In the past year we have had one death; Mrs Alison Wichman who was very loved by all. Mr Sunny Naidoo has moved out at the tender age of 93 to go and live with his daughter. Shirley Dempster moved out but stayed within the Evergreen Family and moved to Evergreen Broadacres in Johannesburg.

2. **DEVELOPMENTS IN THE VILLAGE**

Evergreen Diep River is a completed development with 57 Apartments. Currently 55 Apartments are occupied; with 72 residents. Two Apartments are for resale; 107 & 308.

Fortunately, there haven't been any major noisy projects that took place this year.

3. **SECURITY**

Grinnell Security Services remains our Security Service Provider and Mr Bernie February remains our Site Supervisor for his third consecutive year. Bernie works day shifts; Sunday – Thursday and Mr Dieudonne works the Friday & Saturday day shifts and other night shifts. Our village is covered 24/7, 365 days of the year.

Our security measures remain the same with electric fence around the perimeter, off-site monitoring of the CCTV cameras by an independent company and ADT armed response.

We have upgraded the access facilities at the entrance gate with a loop detector that sounds a small alarm in the guard house and this is activated in the evenings and over weekends to alert the guards of someone that is waiting at the gate. The Access tag reader was moved to the outside the front gates making it easier for residents to open the gates themselves.

Regular perimeter patrols are carried out every night from 7pm to 5am; with nine check points every 30 minutes.

It was unfortunate that we experienced a breach of security in September 2015 details of which was communicated to all residents at that time. We have certainly become more vigilant to everything from security staff, to stricter access & lock down protocols and up to date systems. Alarm sounders have been installed to every push-bar fire escape door leading out of the building.

As per the Health & Safety regulations we have our regular fire drills; the last one being on 27 May 2016. Our OHS Consultant, Eco-Safety was present.

4. **HEALTHCARE**

Cape Peninsula Organisation for the Aged (CPOA) was the service provider until February 2016; during that time, they continued to provide a medical service that everyone was used to. After numerous moves, HealthCare found its permanent 'home' on the first floor during the month of May 2015. RN Mariette Strauss headed the Healthcare until the end of July 2015. CPOA provided us with a relief Nursing Sister, Pam Duncan who we all became very fond of. As one of the most important offerings for Evergreen, we will ensure that residents receive the best possible service out there therefore connecting with Unique Health who came in during the month of February 2016. The transition has been relatively easy and they have shown their professionalism and compassion towards the residents. We are happy to have them on board.

TeleCare Solutions remain the service provider for our emergency care. The purpose of this service is to provide peace of mind and emergency help. The functions of the care station remain unchanged; blue button (morning call), yellow button (nurse call) and the red button (emergency call centre). We encourage all residents to test their carestations on a regular basis and to report any issues immediately to Management.

5. **CATERING**

Our kitchen & dining room facilities are still being run by Western Province Caterers (WPC). As the Bistro wasn't receiving a lot of 'feet through the door' changes had to be made in order to make it financially viable. The decision that was made between the RESCOM and Evergreen Management was to reduce the days offered; five days per week were agreed on. A fair number of staff have worked with us however I think Natasha and Tina have found a good balance in their working relationship. This has been evident from the order in the kitchen right through to the meals and service being received.

6. **SOCIAL EVENTS**

The Social Committee have certainly spoiled the residents over the past year. Elvis has been to visit on three occasions & we have had Frikkie Joubert visit with 'golden oldie' music. There has even been a dance group visit; namely the Companions. Besides organising outside visitor's, our in-house events have kept us very busy; Soup Evenings, Valentine's Day Pancake Mornings, Christmas dinners, talks, and many, many more. Line Dancing was introduced in April this year and I am pleased that we have residents from both Muizenberg & Bergvliet Evergreens joining in. You have been guaranteed that every Thursday evening something was on. The Bring & Share evenings have been a great success. And last but not least the 'Knitting Drive' driven by Marie Heugh. This list goes on and on. A very big thank you for an excellent job well done!

Regular movies shown on a Friday afternoon & Sunday evening have been a great success; a big thank you to Jean & Peter de Villiers for initiating this. Many look forward to these days.

Herman & Gail Röhm introduced the Discovery Group, about two years ago; this too has become a part of many resident's lives.

7. **HUMAN RESOURCES**

Nasley Begg and Mirriam Dasheka our two very delightful and reliable General Workers are still with us. Their continued support, warming smiles and overall love for their work environment is invaluable. Artwell Chisvo, although not an actual Evergreen staff member, he is very much one of us; overall a job well done again.

Derek Drew was employed as the Evergreen Managing Director; a great support to us all. After 18 months Andréa Abrahams moved on to Evergreen Bergvliet. Nadine Walker joined the team in May 2016; she has settled in very well.



8. **GARDEN AND MAINTENANCE**

White Cliffs, the Landscaping service provider continue to maintain our gardens. Artwell Chsivo is physically responsible to look after our gardens. Although he has had some 'bumps' in the road he has continued to maintain our level of standards.

The water restrictions have taken their toll, but we were fortunate enough to get an exemption from the City of Cape Town with lengthening the watering hours.

During the year Letitia English has taken on the task of guiding Artwell in what to & what not to do. Thank you, Letitia your assistance has been greatly appreciated.

9. **GENERAL**

I would like to thank all the RESCOM members for their continued support for the year; this is too greatly appreciated.