



**EVERGREEN DIEP RIVER LIFESTYLE VILLAGE (“THE VILLAGE”)**

**MINUTES OF AN ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 15 AUGUST 2017**

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**PRESENT:** D Drew (Chairman)  
 K Barry (Residents Committee Chairman)  
 A D Case  
 B Vorster  
 K Whitworth  
 C Human (Company Secretary)  
 Residents (As per signed attendance register)

**APOLOGIES:** G & D Bonthuys  
 G & E Bushell  
 P & B Carlean  
 A Chambers  
 J De Jong  
 C Hume  
 W Jardine  
 J Kockott  
 J Levor  
 S Mentor  
 P McQuie  
 G Röhm  
 J Sephton  
 J Smith  
 J van Niekerk  
 M Wilder  
 R Peters  
 M Heugh  
 P Mundy  
 U Smith  
 P Masters  
 M Pivalizza  
 G Brown

**1. WELCOME**

The chairman welcomed all present and confirmed that a quorum was present and that the meeting was duly constituted.

The meeting noted that no proxies were received from life right holders:

The attendance register was circulated and signed. The apologies received from life right holders were noted.

**2. NOTICE OF MEETING**

The notice convening the meeting as well as the annual report by the chairman of the residents' committee, annual financial report and the village management report, as circulated to the life right holders, were taken as read. The acceptance of a notice was proposed by Mr C Whitson and seconded by Mr O Albrecht.

### **3. ACCEPTANCE OF PREVIOUS MINUTES**

The minutes of the annual general meeting of the village held on 23 August 2016 were accepted and signed as a correct record as proposed by Mrs D Everett and seconded by Mr R Peters for acceptance.

### **4. ANNUAL REPORT BY THE CHAIRMAN OF THE RESIDENTS' COMMITTEE**

The annual report by the chairman of the residents' committee was noted and taken as read. Mr K Barry proceeded to read out the report as circulated to the life right holders and expressed his gratitude to the residents for their support. Mr Barry also reminded residents about the working hours of the nursing staff that was circulated to the village by Ms K Whitworth.

### **5. EVERGREEN DIEP RIVER VILLAGE MANAGEMENT REPORT**

The annual report by the village manager was noted and taken as read with specific reference to the following as elucidated by Ms K Whitworth:

- All new residents were welcomed to the village at the meeting;
- Three apartments needed to be resold;
- Mr K Knight was thanked for assisting with the security upgrade to the village;
- The nursing staff were thanked for their support; and
- The Residents' Committee members and Residents were thanked for their support of village management staff.

### **6. ANNUAL FINANCIAL REPORT FOR THE 2017 / 2018 FINANCIAL YEAR**

The annual financial report for the 2017 / 2018 financial year was noted and taken as read with specific reference to the following as elucidated by Mr B Vorster:

- The actual expenses of the village are in line with the budget for the previous financial year;
- The only noteworthy increase is that of security due to the upgrade of the electrified fence of the village;
- The settlement of insurance claims also contributed to the income of the village;
- The variances on the actual expenses in relation to the budget is mainly due to the following:
  - An increase in staff and administration expenses due to the fibre internet and health and safety expenses;
  - A small increase in common area municipal rates and utilities is due to the water restrictions in place throughout the province;
  - A decrease in property rates due to the successful objections raised with the municipality;
  - A decrease in security expenses since no further upgrade to the electrified fence is expected;
  - An increase in village maintenance due to the expected lift maintenance and village maintenance planned for the year;
  - A small increase in catering since there will be no increase of the Western Province Caterers management fee; and
  - A decrease in healthcare since there will be less assessments required for the next year.
- The budgeted forecast for the 2018 financial year projects a lower deficit of R925,001 (nine hundred and twenty-five thousand and one rand).

## 7. ELECTION OF RESIDENTS' COMMITTEE MEMBERS

The meeting noted that Mss L D Everett, H Masters and Mr K Barry have offered themselves available for re-election as Residents' Committee members.

The meeting noted the following nominations received for life right holders to be appointed as Residents' Committee Members:

Mr R W Parfitt;  
Mr J Uys; and  
Ms G Röhm.

The Residents' Committee shall consist of 6 (six) members, therefore all the nominees together with the existing Residents' Committee members who have offered themselves available for re-election, were appointed as Residents' Committee members without being subjected to a further formal voting process.

### RESOLVED:

**THAT** the appointment of the six residents, as mentioned above, to be appointed as Residents' Committee members, with effect from date hereof, hereby be approved.

The chairman and vice-chairman will be elected at the next Residents' Committee meeting.

The appointment of the above-mentioned residents as Residents' Committee members were proposed by Ms S Butcher and seconded by Mr R Gunter.

## 8. GENERAL

The following matters were raised for discussion as follows:

Question 1: Mr R Peters said that it was mentioned that security beams will be investigated at the information session that took place after the breach in security of the village and requested feedback from such investigation.

Answer 1: The chairman confirmed that an investigation took place. It did not seem necessary to install security beams following the upgrade of the electrified fence.

Question 2: Mr R Peters also wanted to know when the exterior maintenance of the building will take place.

Answer 2: The chairman confirmed that the maintenance to the exterior of the building is scheduled to commence in the second half of 2017.

Question 3: Ms M Hull enquired as to when the village will have access to Wi-Fi.

Answer 3: The chairman indicated that the cost to install Wi-Fi in the clubhouse amounts to approximately R23,000. In the bigger villages, the installation cost is recovered from the sale of Wi-Fi vouchers to residents. The residents were requested to indicate by show of hands whom will be interested in using and will be willing to buy Wi-Fi vouchers, should Wi-Fi be installed throughout the village. Mr A Case indicated that Wi-Fi will be installed in the Bistro and reception areas in the next week.

Question 4: Mr R Parfitt indicated his willingness to act as liaison between the village and council regarding the Source to Sea project whereby council will be restoring the Diep River. The residents present approved Mr Parfitt's role as liaison.

Question 5: Mr C Everett raised a concern regarding the functioning of the safety beam at the entrance gate.

Answer 5: Ms K Whitworth explained that if a resident entered through the gate and 'tripped' the safety beam, the gate will close and will not stay open, once they have walked past. This is done for safety reasons. Residents were reminded that vehicles are not permitted to tailgate at the entrance gate into the village and that visitors should only be allowed into the village by the security.

Question 6: Mr J Uys suggested that monthly Wi-Fi vouchers be sold to the residents so that the cost could be added to their monthly levy accounts. Ms M Hull wanted to know if the Wi-Fi would be accessible from the apartments or if residents will have to be seated in the reception area to make use of the Wi-Fi. Ms L D Everett mentioned that Telkom indicated that they will provide free Wi-Fi routers to their customers

Answer 6: The chairman confirmed that monthly vouchers could be arranged once the Wi-Fi is installed. The chairman indicated that the Wi-Fi signal will not be sufficient to be accessible from all the apartments and that residents will be required to be in the reception area or Bistro to make use of the Wi-Fi. Ms B D'Ambrosio indicated that the 'free' Wi-Fi routers from Telkom were only free for the first 24 months of your Telkom subscription.

Question 7: Mr C Everett wanted to know when fibre will be installed throughout the village. Mr J Uys mentioned that modems will have to be replaced and that it will be costly to residents to change all the hardware to be compatible with a fibre network.

Answer 7: The chairman indicated that a quote will be obtained for fibre installation.

With no further matters being raised, the Chairman thanked all present for their attendance and declared the meeting closed at 15:36.

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**Chairman**



**EVERGREEN DIEP RIVER**  
("THE VILLAGE")

**ANNUAL REPORT BY THE CHAIRMAN OF THE RESCOM FOR 2017/2018**

Welcome to the Residents, members of AMDEC and of the Evergreen brand.

Once again its time for reflection and renewal as far as the running of our Evergreen complex is concerned. Five of the current Rescom members have chosen not to stand for re-election. However, Mr Jeff Uys has opted to stand again so now is your time to choose an almost brand new Committee to help look after your affairs. Combined with the 2018 election goes a replacement set of house rules which determine in greater detail than the old rules, the functioning of the Resident's Committee.

Let us also formally welcome our new Village Manager Jill Blignaut

By now you will all know that Evergreen has been proactive in looking after our water security with the installation of the mini water treatment plant in the refuse room and Jo Jo tanks with the water coming from our on-site well point. Soon we will be drinking well, so to speak.

We had some minor building fails during the year (falling concrete, broken catch screens and leaking roof) during the year but Management has attended to these necessary repairs.

On the social front, events were largely self-organising. Rescom as a Committee did not actively initiate social events with the exception of the End of Year function. So here, a special thanks, among others, to Di Everett for Bingo nights and Clive Whitson and his Saturday braai team (weather notwithstanding mostly) and to Western Province caterers for their musical lunches.

Lunch catering standards sometimes fluctuated but were generally acceptable most of the time.

Our gym continues to be quite well used including the pool which was restored to heated standards after a cold period during the initial drought crisis. The Gents change room has recently been retiled so thanks to Management.

On a sombre note, we lost as residents and friends during the year Felice Ferraris, Cindy Hume and Elise Parsons.

Matters of Finance and Health Services will be covered in the Village Manager's report.

Thank you for attending the 2018 AGM



**EVERGREEN DIEP RIVER**  
("THE VILLAGE")

**ANNUAL MANAGEMENT REPORT 2017/2018**

1. **INTRODUCTION**

A warm welcome all residents to our 5<sup>th</sup> Annual General Meeting. A special welcome to our new resident/s attending their first Evergreen Diep River AGM; namely: Mrs Gertrude Fortuin, from apartment 205.

Over the last 12 months we have unfortunately lost a few of our dear residents, namely: Mrs Cindy Hume # 205, Elise Parsons # 204 & Mrs Felice Ferrarris # 214

2. **DEVELOPMENTS IN THE VILLAGE**

Evergreen Diep River is a completed development with 57 Apartments. Currently 56 Apartments are occupied; with 74 residents and we have only apartment 204 for sale;

3. **SECURITY**

Grinnell Security Services remains our Security Service Provider and Mr Bernie February remains our Site Supervisor for his fourth consecutive year. Bernie works day shifts; Monday – Friday. Our village is covered 24/7, 365 days of the year. Bruno Ferreira has joined us at the night shift supervisor

We continue to set a high standard regarding security hardware and will upgraded and improved when necessary, such as the electric fence, off-site monitoring of the CCTV cameras and electric fence by an independent company (Verifier) and ADT armed response. Our fence alarms and panic buttons are tested a minimum of once per week; ensuring that ADT and Verifier receives the correct alarms.

Regular perimeter patrols are carried out every night from 7pm to 5am; with nine check points, every 15 minutes.

4. **HEALTHCARE**

This service continues to be provided by Unique Health who have established themselves and their relationships with the residents. Sister Sharon Adams joined us in November 2017, and continues to give us 'peace of mind' with her dedication. Sister Sharon is physically at the village three days a week and at Noordhoek the other two days. We have an ENA on site 24/7

TeleCare Solutions remains 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 have implemented a monthly audit to be administered by Sister Sharon to ensure all telecare systems are in full working order.

5. **CATERING**

Our kitchen & dining room facilities are still being run by Western Province Caterers (WPC). We are pleased that our strong team of two, Natasha and Tina are still with us, and they continue to provide us with their first-class service.

6. **SOCIAL EVENTS**

Although we did not have an official Social Committee, the village continues to have numerous activities.

A great big thank you goes to the following for their ongoing willingness to make things happen;

- Diane Everett – Bingo & Games Evenings; always a great success
- Janice Shelver, Clive Whitson & Colin Everett on becoming the Diep River Braai Masters
- Michael & Colleen Welch for continuing with the much-loved Sunday night movies; now with intervals and snacks.
- Hermann & Gail Rohm continuing with the Discovery Group Meetings and now introducing the once a month Church Services
- Jean de Villiers & Margaret Hull for keeping on with their Line Dancing.
- To everyone for enjoying our “Christmas in July”, it was a great success.

7. **HUMAN RESOURCES**

Kim Whitworth, Village Manager left us in February 2018 to manage EVG Noordhoek. She was replaced by Nadine Walker as Village Manager with Amanda George to assist her. Nadine left us at the end of May and Jill Blignaut will join us as the new Village Manager from 1 August. Thank you to Andréa Abrahams and Amanda George for their assistance in running the village during this time.

Thank you once again to Nasley Begg and Georgina Adonis, ever reliable and dedicated. Both their warming smiles and overall love for their work environment is invaluable. Artwell Chisvo, although not an actual Evergreen staff member, is still very much one of us; and overall another job well done.

8. **GARDEN AND MAINTENANCE**

White Cliffs, the Landscaping service provider, continue to maintain our gardens. Artwell Chisvo is physically responsible to look after our gardens. He has been able to maintain a good level of maintenance despite the severe water restrictions. Our gardens only just survived the long and hot summer with limited watering.

9. **WATER SECURITY**

Despite avoiding day zero, we continue to make efforts to save water. Would like to thank all those residents who have contributed to this.

A huge investment in the region of R420 000 was made installing a water storage and treatment plant of which the installation is now complete. We have 10 000 litres of treated water and 15 000 litres of pre-treated water which is available at any time if required.

I would like to thank all the RESCOM members as well as the staff for their continuous support over the year; it has been greatly appreciated.

**Evergreen Diep River Management Team**

**EVERGREEN DIEP RIVER FINANCIAL SUMMARY**

FINANCIAL YEARS 1 MARCH TO 28 FEBRUARY: 2018 (ACTUAL) &amp; 2019 (BUDGET)

	<b>Audited Actual 2018 (57 Units)</b>	<b>Budget 2019 (57 Units)</b>		<b>Note</b>
<b>Levies</b>	<b>2 440 463</b>	<b>2 596 292</b>	6.4%	<b>1</b>
<b>Other income</b>	<b>164 726</b>	<b>166 460</b>	1.1%	
Rates recovery	68 356	67 869	-0.7%	
Common area recovery	85 632	88 201	3.0%	
Other Income	10 738	10 390	-3.2%	
<b>Total Revenue</b>	<b>2 605 189</b>	<b>2 762 752</b>		
<b>Contractual Expenses</b>	<b>(2 610 179)</b>	<b>(2 810 525)</b>	7.7%	
- Clubhouse Expenses	-86 862	-92 074	6.0%	
- Medical Response	-64 545	-73 540	13.9%	<b>2</b>
- Village Staff & Administration Expenses	-928 148	-984 254	6.0%	
- Common Property: Municipal & Utilities	-234 691	-305 229	30.1%	<b>3</b>
- Property Insurance	-70 000	-75 309	7.6%	
- Property Rates	-205 568	-238 498	16.0%	<b>4</b>
- Security	-787 108	-796 063	1.1%	<b>5</b>
- Village Maintenance	-233 258	-245 558	5.3%	
<b>Profit/(Loss) before non-contractual expenses</b>	<b>(4 990)</b>	<b>(47 773)</b>		
<b>Non-contractual Expenses</b>	<b>(757 719)</b>	<b>(778 701)</b>	2.8%	
- Catering	-278 811	-290 354	4.1%	
- Healthcare	-478 908	-488 347	2.0%	
<b>Total profit/(loss) for the year</b>	<b>(762 709)</b>	<b>(826 474)</b>	8.4%	

**Notes:**

1. 6% increase in levies and additional units with 2 residents
2. 6 installations included
3. 6B water tariff and a full year of Energy Partners consulting fee
4. Credit note passed in FY2018 for units that were overvalued
5. No major security enhancements predicted