



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

### MINUTES OF THE ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 12 MAY 2021

<b>PRESENT:</b>	G Reed	(Chairperson)
	D Pienaar	(Financial Director)
	C Dempers	(Village Manager)
	N Mazibuko	(Office Manager)
	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. He also requested all present to adhere to COVID-19 safety protocols, namely, wear face masks, maintain social distancing and sanitise.

The chairperson asked everyone to observe a moment’s silence for the residents that had passed on during the last twelve months.

The chairperson confirmed that, to date, there had been zero COVID-19 positive cases at the village. He confirmed that there had been seven COVID-19 related deaths across all Evergreen Villages. The chairperson reminded all residents that the pandemic had not yet run its course and that a third wave was predicted in June.

A special thank you was extended by the chairperson to Jeff Uys and Sue Butcher for their outstanding work and exceptional support on the Residents’ Committee over the years.

He thanked all the residents and staff for their patience, support and kindness during the COVID-19 pandemic and acknowledged the impact of the pandemic on both residents and staff.

The chairperson extended a special thank you to outgoing Village Manager, Jill Blignaut, who had already moved to the United Kingdom and welcomed the new Village Manager, Christine Dempers to the Evergreen Diep River Team.

The chairperson welcomed Dylan Pienaar, Evergreen Lifestyle Villages’ new Financial Director, who had taken over from Adam Kajee, and who would be heading up the finance division.

#### **2. CONFIRMATION OF NOTICE AND ANNUAL REPORTS**

The notice convening the meeting as well as the annual reports by the chairperson of the Residents’ Committee (“Rescom”) and Village Management, as circulated to residents, were taken as read: proposed by M Hull and seconded by K Scott.

#### **3. ATTENDANCE AND APOLOGIES**

The attendance register was circulated and signed. Apologies for absence received from residents were noted (refer to Annexure A for details). The chairperson noted that the following proxies had been received:

- Susan Fourie



#### **4. ACCEPTANCE OF PREVIOUS ANNUAL GENERAL MEETING MINUTES**

The minutes of the annual general meeting held on 13 August 2019 were taken as read and accepted as a correct record.

#### **5. ANNUAL FINANCIAL REPORT FOR THE 2021/2022 FINANCIAL YEAR**

The meeting noted the annual financial report for the 2021/2022 financial year, as circulated together with the notice of the annual general meeting. The financial report was taken as read and the following matters arising from the report were addressed:

##### **5.1 Budget & Summary**

It was noted that COVID-19 had affected everyone significantly and had particularly impacted in the village finances. The biggest impact was throughout level 5 lockdown, where access to the villages had been limited as services, repairs and maintenance had been suspended for some months, thus reflecting a saving.

D Pienaar summarised the financial results as follows:

- expenditure had decreased by R200 000,00 due to the pandemic, compared to previous years, as services and maintenance had been suspended for some months;
- levy increases would be introduced in September 2021 and the chairman agreed that Evergreen would endeavour to keep these levies as low as possible;
- provision had been made to “catch-up” on expenditure to ensure that the villages were kept in a good condition. Although this had resulted in a year-on-year reduction in the loss that was reported.
- there was also an increase in the budget salary line due to additional support staff having been employed; and
- he confirmed that Evergreen Property Investments (EPI) and property owners would continue to underwrite losses.

#### **6. GENERAL ELECTION OF RESCOM MEMBERS**

The chairperson confirmed, as per the Evergreen Lifestyle House Rules, that the Rescom Committee would consist of six committee members. No vote was taken as only three nominations were received.

The three nominees were therefore elected by the life right holders as the Rescom members, namely: Kelvin Barry, Margret Lee and Kathy Scott.

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

#### **7. GENERAL**

D Pienaar and the chairperson then addressed the following questions raised by residents:

##### **7.1. Question 1: Repairs and Maintenance**

The following items were raised by residents as a matter of concern and they wished to have a definitive response on what was to be done about the structural damage, external and

internal painting, waterproofing and damp issues, as listed below, but not limited to these items:

- repair of external and internal cracks;
- external and internal building painting;
- slippery stairs;
- repair and waterproofing of 2<sup>nd</sup> and 3<sup>rd</sup> floor outdoor roof patios;
- Open air ventilation on 3<sup>rd</sup> floor to be investigated and solution found; and
- replacement of passage carpets on 2<sup>nd</sup> and 3<sup>rd</sup> floors.

In addition, residents raised the following items of concern that they wished to have attended:

- broken and lifting bathroom and kitchen tiles to be replaced in several individual units;
- water ingress and resultant damp in individual units;
- water ingress through sliding doors causing damp in walls and lifting vinyl floors;
- repair of severe cracks in individual units; and

#### **Answer Question 1**

The chairperson advised residents that repairs and maintenance was a top priority for the current financial year. He confirmed that budgetary provision had been made to “catch-up” on expenditure to ensure that the villages were given the required maintenance attention and every effort would be made to repair damage in individual units as well.

#### 7.2. Question 2: When will Evergreen Health acquire a practice number?

#### **Answer Question 2**

The chairperson replied that in 2016, the Board of Healthcare Funders (BHF) and the Department of Health (DOH) had ceased issuing new Practice Numbers and this could only happen if Evergreen Health purchased a going concern that owned one or applied for a sub-acute license. He confirmed that Evergreen Health had applied for a sub-acute license and were awaiting the final inspection date to be provided by the Department of Health. He confirmed that it was possible to make use of third-party practice numbers at a price/service fee or to use a registered nurse’s practice number. Evergreen Health would consider each of these options on a case-to-case basis. All options were being investigated.

#### 7.3 Question 3: Please explain why residents are now paying tax on all Evergreen Health invoices?

#### **Answer Question 3**

The chairperson noted that Evergreen Health (EH) had taken over the frail care in Evergreen Muizenberg from Unique Health amid COVID-19. EH were in the process of building a 5-bed frail care facility at Val de Vie Evergreen that would open in the first week of June; and, in addition, they were building a 120-bed Dementia Care Unit at the Evergreen Noordhoek Village.

He added that in 2019 ELV had decided to in-source health care from a third-party supplier, Unique Health, to provide better service, staff and management control. He stated that the healthcare business is growing and had achieve a turnover more than a R1-million thus making it necessary for the business to register for VAT. The EH management fee covered salaries of the permanent clinic employees as an overhead and the service fees including, for example, blood pressure tests, plasters, wound care and the provision of carers, were charged out to residents and recovered.



The chairperson confirmed that it was the intention of Evergreen Health (EH) to keep prices as low as possible. The correspondence sent out to residents in April 2021 stated that EH looked at absorbing some of the increases and only to increase prices overall by 10%; EH had absorbed the 5% to limit the costs that were passed on.

9.4 Question 4: What First Aid training do staff have?

**Answer Question 4**

All village managers and healthcare staff have basic first aid training.

9.5 Question 5: Alternative to the Telecare Medical Response Unit

**Answer Question 5**

The chairperson responded that there were a myriad suppliers of emergency response technologies in the marketplace and that although Telecare had been with Evergreen from the start, suitable options, alternatives or upgrades were always being considered. He stated that Evergreen was trying to keep levies as low as possible. The business of medical emergency response was ever-changing and always evolving.

9.6 Question 6: Fire Equipment and Drills

N Gill commented that there had been no fire drills; fire equipment had not been serviced; and no evacuation procedures had been rehearsed in the last 19 months. He also stated that the fire alarms sounded the same as the apartment alarms.

**Answer Question 6**

The chairperson responded that due to COVID-19 access to the village had been restricted since last year. He acknowledged that it is extremely important and Evergreen had employed Health and Safety consultants (Eco safety) who were contracted to conduct fire drills at all Evergreen villages twice a year. He confirmed that Anton and his team would do a village walkabout to identify equipment needs and fire evacuation areas. He confirmed that this was 9.7 a priority.

9.7 Question 7 from M Hull

When would residents receive the vaccine and would residents receive an invoice to claim from medical aid when the COVID-19 vaccination had been received?

**Answer Question 7**

The chairperson advised that the Western Cape was behind in receiving vaccines. Evergreen was currently in the process of registering all residents on the EVDS system. The communication from government was that the vaccine was free and that no charge would be expected. He advised residents that it was out of Evergreen's control, but that the team was in continuous communication with government. He further advised residents that at this stage only government could vaccinate residents, and not at the village as yet but every effort was being made to get the Western Cape government to agree to agree that EH can assist them.

9.8 Question 8 from S Mentor

There was a limited number of staff in attendance over weekends.

**Answer Question 8**

The chairperson asked the village manager to please address this matter. C Dempers noted that there was a duty manager on every weekend as well as an ENA and carer. The village manager was on call 24/7. Telecare operated 24/7. However should residents feel that there should be additional coverage, this can be taken up with Rescom..



9.19 Question 9 from M Fourie

What were the long-term financial strategies to deal with the shortfalls in budget?

Answer Question 9

The chairperson responded that the projected shortfall would probably not become a reality, but if it did, he assured residents that the funding of losses was something that the property owners and Evergreen undertook to make residents more comfortable. The chairperson also assured residents that Evergreen would like to keep levy costs as low as possible in the next financial year.

He further explained that out of all the seven villages, there were two that broke even: the remaining five villages operated at a loss and were funded by the owners of the business.

9.10 Question 10

How were levies calculated?

Answer Question 10

D Pienaar explained that levies were governed by the life right agreement, but took into consideration the number of residents in the units: there was variability across all life rights.

9.11 Question 11

Why were the levies at Diep River higher than those at Val de Vie?

Answer Question 11

D Pienaar explained that the cost was based on economies of scale and was forecast based on the size of the respective village.

9.12 General Questions

- Trolley Parking in the basement - C. Dempers confirmed that there was trolley parking in the basement.
- Pool Ladder and Shower.
- Collection and removal of garbage.
- Regulations on external and internal decoration.

The chairperson and C Dempers agreed that the above points would be discussed at Rescom and feedback given to residents.

In closing, the chairperson thanked all residents for their attendance and wished the new Rescom good luck for the year ahead.

There being no further matters to discuss, the chairperson declared the meeting closed.

Signed and confirmed at the meeting held at ..... on .....

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**CHAIRPERSON**



**ANNEXURE A**

**EVERGREEN DIEP RIEVER LIFESTYLE VILLAGE ("THE VILLAGE")  
APOLOGIES NOTED AT THE ANNUAL GENERAL MEETING OF THE VILLAGE  
HELD ON 12 MAY 2021**

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1. Jeff Uys
2. Clive Whitson
3. Yvonne Sleet
4. Neil Roberts
5. Gerald & Dawn Bonthuys
6. Alfie Randall
7. Betty Jennings
8. Yvonne Gill
9. Betty Jennings
10. Jessica Quinn
11. Kathleen Young
12. George & Angie Brown
13. Judy Sephton
14. Oscar Albrecht
15. June de Jongh
16. Betty Hastie
17. Adiel & Jeanne Daniels
18. Flora Patterson
19. Neville & Gayle Davies