



EVERGREEN
Lifestyle Villages
EVERGREEN DIEP RIVER
("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 Diep River Recreation Room, Annandale Road, Diep River, on Monday, 14 August at 11am**

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 Monday, 31 July 2023 ("**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**
(Attached) (7-14)
5. **ANNUAL REPORT BY THE CHAIRPERSON OF THE RESIDENTS' COMMITTEE ("RESCOM")**
(Attached) (15-17)
6. **EVERGREEN VILLAGE MANAGER'S REPORT** (Attached) (18-21)
7. **ANNUAL FINANCIAL REPORT FOR THE 2024 FINANCIAL YEAR** (Attached) (22-24)
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 6 (six) members. Life Right Holder(s) are hereby requested to nominate* at least 6 (six) fellow Life Right Holders, by completing the enclosed Nomination Form. Should more than 6 (six) nominations be received, an election will be held at the AGM by way of ballot. The 6 (six) 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, alternatively email same to liesli@evergreenlifestyle.co.za, by no later than **16h00 on Monday, 07 August 2023**

**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

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 Monday 07 August 2022**.

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. The person so appointed as proxy need not be a Life Right Holder of the Village. Proxy forms must be hand-delivered to the Village Managers' offices, alternatively emailed to liesli@evergreenlifestyle.co.za, by no later than **16h00 on Sunday, 13 August 2023**.

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 Sunday 13 August 2023.**

By order of Evergreen Lifestyle Villages (Pty) Ltd (“Operator”)

GARRY REED

EVERGREEN DIEP RIVER

(“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 **Diep River Recreation Room, Cape Town, on Monday 14 August 2023**

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 Monday, 14 August 2023 at 11:00 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. A proxy must be another life right holder in the village.
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, alternatively emailed to liesli@evergreenlifestyle.co.za, by no later than **16h00 on Sunday 13 August 2023**. (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 DIEP RIVER
(*“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 **Monday 14 August 2023**

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, alternatively emailed to liesli@evergreenlifestyle.co.za, by no later than **16h00** on **Monday 7 August 2023**.



DIEP RIVER EVERGREEN LIFESTYLE VILLAGE (“THE VILLAGE”)

MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 27 MAY 2022

PRESENT:	Kathy Scott (CS)	(Rescom Chairperson)
	Christine Dempers (CD)	(Chairperson and VM)
	G. Reed (GR)	(ELV Managing Director)
	D Pienaar (DP)	(ERH Financial Director)
	P. Wilson (PW)	(EPI Sales Director))
	C Bedeker (CB)	(EPI Managing Director)
	L. Isaacs (LI)	(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. She also requested all present to adhere to the Covid-19 safety protocols; social distancing and sanitising at all entries and exits to the meeting.

The chairperson welcomed Garry Reed (GR), Evergreen Lifestyle Village, Managing Director; Dylan Pienaar (DP), Evergreen Retirement Holdings, Financial Director; Phil Wilson (PW), Evergreen Property Investments Sales Director; Cobus Bedeker (CB) Evergreen Property Investments, Managing Director; and Liesl Isaacs (LI), Evergreen Lifestyle Village, Office Manager.

2. ATTENDANCE AND APOLOGIES

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

The Chairperson noted the following proxies received:

- Mrs. Mary Fourie for Mrs. Susan Fourie

3. CONFIRMATION OF NOTICE

The notice convening the meeting as well as the report by the Village Management, as circulated to residents, were taken as read – proposed by Mrs. Elizabeth D’Ambrosio and seconded by Mrs. Margaret Lee.



4. ACCEPTANCE OF THE PREVIOUS MINUTES

The previous minutes was circulated together with the notice and taken as read and accepted as a correct record – proposed by Mrs Sandra Rix and seconded by Mrs Kathy Scott.

4.1 Matters arising from the previous minutes:

Mrs Kathy Scott, referred to point 7.1 – Repairs and Maintenance.

CB stated that Covid-19 had a high impact on maintenance and repairs. However, he stated that priority would be given to getting all the outstanding maintenance issues resolved. He confirmed that Highpoint, a new company, had been appointed to do the external repairs in the village and that Millennium Flooring had been appointed to replace all the carpets. CB to provide village management with a timetable for these tasks.

Question 1 – Mr Everett

Who would be overseeing the contractors allocated to do the work regarding the safety regulations?

Answer Question 1

CB guaranteed he would be taking full responsibility for this. An external company had been appointed and they would ensure that all Health & Safety protocols are followed.

Question 2 – Mr. Young

There was a lack of gutters and downpipes on the second floor.

Answer Question 2

CB responded that there were inherent problems regarding cracks, damp and other maintenance issues, and assured everyone that he would be conducting a walk about after the AGM to examine all the issues.

Question 3 – Mr Gill

Was the H&S protocol being observed regarding the setting up of scaffolding by the outside company doing the exterior paint work?

Answer Question 3

CB responded that a company, Cairnmead Health & Safety consultants, had been appointed to ensure that all scaffolding erected was signed off prior to being used and a certificate of compliance would be issued.

Question 4 – Mrs Feiltelberg

The inside walls had been affected by the damage to the outside walls: would this also be fixed by the contractors appointed, as there was a serious damp issue on the North Side?

Answer Question 4



CB confirmed that all repairs would be dealt with in due course, but all internal work would only be done once the exterior work had been completed.

Question 5 – Mrs. Helman,

Third floor ceiling and trellis damage – would this also be included in the scope of work?

Answer Question 5.

CB confirmed that all repair work would be included in this contract.

Question 6 – Mr. Veldman & Mrs. Everett

The bathroom tiles were loose and broken and were causing a health and safety risk.

Answer Question 6

The chairperson advised that a snag list of all the maintenance issues, including the loose tiles, had been issued to Jason Panter, the project manager. Mrs Kathy Scott suggested that all maintenance issues that pose a health risk should be addressed immediately.

GR replied, apologising and respectfully acknowledging that these delays were as a result of the impact COVID had on the business over the 2 year period, he acknowledged mistakes had been made, but assured everyone that CB would deliver on what he had promised and would be prioritising the maintenance work as discussed.

Question 7 – Mrs. Rix – Sliding Doors

When it rained the water kept seeping through the bottom of the doors and she had had to use towels under the door to prevent flooding.

Answer Question 7

CB responded that this would be investigated and addressed as part of the scope of work for all internal work in the village.

Question 8 – Mrs. Everett – Point 9.6 – Fire Equipment and Drill

Mrs Everett commented that there had been no fire drills; the fire equipment had not been serviced; and no evacuation procedures had been rehearsed in months.

Answer Question 8

The chairperson mentioned that management had spoken to Eco Safety on the matter of audits and procedures; and in the interim all fire equipment had been serviced. She added that evacuation procedures would change and that a fire drill had been arranged – not a fire drill where everyone ran around, but an actual fire drill discussion regarding the relevant procedures – this would involve the fire consultant. It would be followed by scheduled fire drill.

Question 9 – Mr. Gill

Mr Gill raised a concern regarding what was deemed to be company expenses and what residents' expenses. He quoted window handles, sliding door issues, windows, etc, as examples.



Answer Question 9

The chairperson responded that the LRA stated that the company was responsible for external maintenance and that anything such as locks, sliding door wheels, door handles, knobs, etc – in other words, “normal wear and tear”, would be a cost for the resident’s own account.

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 – proposed by Mrs Dianne Everett and seconded by Mrs Janet Van Niekerk

6. EVERGREEN DIEP RIVER VILLAGE MANAGEMENT REPORT

The annual report by the Diep River Village Manager had been circulated together with the notice of the Annual General Meeting and was taken as read – proposed by Mrs Dianne Everett and seconded by Mrs Elizabeth D’Ambrosio.

7. ANNUAL FINANCIAL REPORT FOR THE 2022/2023 FINANCIAL YEAR

The annual financial report for the 2022/2023 financial year was circulated together with the notice of the annual general meeting and was taken as read - proposed by Mrs Kathy Scott and seconded by Mrs. Thirza Munro.

7.1 Budget & Summary

DP summarised the financial budget as follows:

2021, Covid-19 was at the forefront and had a big impact on numbers. As everything was now returning to normal, he noted that we were unfortunately witnessing the impact of Covid as the world entered a global economic fallout, with a rising cost of living. Evergreen is conscious of the rising costs and are aware that most, if not all of our residents are retirees on fixed incomes. As an owner and especially as a finance team, Evergreen are committed to finding solutions around the rising costs. Running a village and providing services under these circumstances was a huge challenge and for a long time the owner (EPI) had been carrying these costs.

With this background we could put the numbers into context as follows:

- Total revenue for 2021/2022 inclusive of levies – R3, million.
- Operating expenditure – R5, 7 million.
- Deficit of R2, 7 million (costs covered by EPI).
- Proposed Budget for 2023, reflected a revenue of R3, 2 million, with the assumption that all empty units would be sold, hence a 6.7% increase year-on-year.
- The proposed budget reflected a 0% increase in levies for the year.
- Proposed levy cycle change from 01 September 2022 to 01 March 2023, in order to align our expenses for the 12 months with our income for the 12 months, this will be agreed upon and confirmed by a signed addendum (1 pager) to the LRA by all residents.
- Proposed levy income of R3,2 million and they were looking at certain areas to reduce expenses from R 5,7 million to R 3,4 million, enabling the alignment of expenses with the levy income, which would result in a lower deficit of R 200 000, which would be covered by EPI.



DP to address further questions raised by residents in the General section.

8. ELECTION OF RESCOM MEMBERS

The Chairperson confirmed that, as per the Evergreen Lifestyle House rules, the Residents' Committee (Rescom) would consist of six committee members.

The following five nominees proposed, were elected by the life right holders as the Rescom Members:

- Kathy Scott
- Margaret Lee
- Sue Butcher
- Kelvin Barry
- Dianne Everett

Can a life right holder kindly second the acceptance of the appointments of these five residents as Residents' Committee members - proposed by Mrs Everett and seconded by Mrs Firsk.

It is noted that the chairperson and vice-chairperson would be elected at the next Residents' Committee meeting.

9. GENERAL

We have now come to the last point on our agenda. We will now proceed with answers to the questions raised pertaining to the village. Questions pertaining to individual units will be dealt with by village management and / or the management committee member, if not already done so.

Question 1 – Di Everett

How the healthcare costs of R1 020 464 were made up?

Answer Question 1

DP responded that this was the actual cost of operating the clinic (7-days per week): 95% of these were staff costs, 5% were operating costs for stationery, electricity, water, cleaning, and all other costs to keep the clinic hygienic.

Question 2 – Mr. Gill

What happened to all the money collected from Evergreen Health for the services they provided as these were not reflected in the budget?

Answer Question 2

GR explained that it would not be reflected here and, as with all other businesses, the money they made sat in Evergreen Health for their operation.

Question 3 –Mrs. Di Everett

Could someone sit with me to go through my contract to explain a few things I'm not clear on, as all the contracts were different and there had been many changes?



Answer Question 3

The chairperson responded that, yes, it would be possible for the contracts to be sent through and explained if there were any others, this could be arranged via appointments.

GR explained that there was an income against which there were expenses and the reality was that there was a deficit. However, he added that there had to be a way forward. This meant that there had to be an agreement in principle that services provided had to be paid for and for some time EPI had been paying these costs. This was not tenable and Evergreen was committed to finding solutions in consultation with residents and would phase in changes over time – while this may not happen immediately, residents should be assured that the services would not simply cease.

Question 4 – Mrs. Fiske

How did all the properties work together?

Answer Question 4

GR responded that the company, Evergreen Retirement Holdings, had two shareholders, namely:

- 50% - The Amdec Investments(Pty) Ltd
- 50% - PSG Alpha (Pty) Ltd

Within this structure there were subsidiary companies represented by the four directors at the table as follows:

- Evergreen Property Investments (Pty) Ltd – held the physical assets and dealt with sales;
- Evergreen Property Developments (Pty) Ltd – did the physical construction;
- Evergreen Lifestyle Villages (Pty) Ltd – has been contracted by the owner to manage the operations of its villages ; and
- Evergreen Health (Pty) Ltd – was contracted by the owner to provide healthcare services in its villages.

There is a financial director that oversees the group finances, supported by independent financial managers who are responsible for each company in the group. There is also a legal team as well as a human resources department and these were all shared services. He added that all companies worked with a memorandum of agreement on how the companies worked together and all these companies reported into the umbrella company known as Evergreen Retirement Holdings.

Question 5 – Mrs. Fourie

Were all the new levy proposals available for all to see?

Answer Question 5

The chairperson answered that all the information was transparent and was available to everyone to see. GR reiterated that nothing was a secret and all information was available upon request. He confirmed that they were transparent, but would be dealing with the Rescom and if anything needed to be viewed this would be made available

Question 6 – Mr. Everett

From 01/03/-13/05/2022 he had received 40 pages of correspondence – would it be possible to have only one mode of communication – surely this was an expense that could be avoided.



Answer Question 6

The chairperson replied that this could be looked into, but pointed out that everyone had different preferences. However, she emphasised that an alternative mode of communication that suited everyone would be investigated.

Question 7 – Mr. Everett

Would it be possible to upgrade the staff facilities as at present the staff changing/canteen facilities were inferior?

Answer Question 7

Management responded that this matter would be looked into.

Question 8 – Mr. Everett

Wanted to be reassured that maintenance faults were reported as the light bulbs had not been working for some time.

Answer Question 8

The chairperson responded that all faults were reported to maintenance by security or the duty manager and the necessary action taken. This matter would be investigated.

In closing, the chairperson thanked all residents for their attendance, support and input. She believed that this year would be a better year and was excited to present and engage with residents at more social events on a regular basis.

Mrs June Levor thanked the chairperson/village manager for the work she and her team had been doing. GR reiterated these sentiments and thanked Kathy Scott and her Rescom team as well as the VM for the great work they were doing.

With no further matters being raised, the chairperson declared the meeting closed at 15:47

In Annexure A attached hereto you will find questions and answers that were received.

CHAIRPERSON



EVERGREEN DIEPRIVER LIFESTYLE VILLAGE ("THE VILLAGE")

**APOLOGIES NOTED AT THE ANNUAL GENERAL MEETING OF THE VILLAGE
HELD ON 27 MAY 2022**

1. Maurice Wilder
2. Alfie Randall
3. Betty Jennings
4. Kathleen Young
5. George Brown
6. Sue Butcher
7. Sophia Mentor



EVERGREEN DIEP RIVER *("the Village")*

ANNUAL REPORT BY THE CHAIR OF THE RESIDENTS COMMITTEE FOR 2022/2023

Welcome to the Residents and Management of the Evergreen Lifestyle Villages.

It is time for reflection on the last year as the Chairperson of the Residents' Committee for Diep River.

The three current Rescom members – Sue Butcher, Margaret Lee and I, Kathy Scott have agreed to stand for re-election. Kelvin Barry and Di Everett are both standing down and as the Chairperson I would like to thank them both for their commitment and valuable participation in the Rescom.

The Rescom would like to invite a further three residents to join the committee. So, you will be asked to elect these new members who will join us in the task of ensuring that the affairs of Evergreen Diep River are managed with accountability, integrity, and inclusivity.

The present Rescom has met monthly since their election in May 2022 with the exception of June 2023. The central issues that have been discussed, debated upon and resolved where possible, have been the following:

- Empty apartments and the urgent need to have these sold as soon as possible. The latest report is that as at end of June 2023 the following units 207, 211, 317 and 118 are vacant. The first three have been refurbished and 211 and 317 are currently show units. Unit 118 is being cleared by the family and will commence its refurbishment shortly.
- When analysing the budget and accounts for each month, it should be noted that the Village runs in line with the budget in most months. However, the spend every month is well managed and in line with the monthly budget. On a positive note, Management have introduced a new financial system which enables the Village Manager to access the financial reports as and when needed.
- Repairs and maintenance are identified, discussed, and reported on at each meeting. On a positive note, here, the exterior maintenance of the building was completed by the end of 2022. The outside appearance is now great and stands out. As promised, we also received new carpets which has lifted the common areas and specifically the internal passages and given the building a better look and feel. We are very pleased with the outcome and would like to take this opportunity of thanking the team at EPI for getting this done. It makes a huge difference walking into our redecorated "home".
- However, there are many internal repairs both in the apartments and the common areas which have not yet been addressed. This is of great concern and the Rescom requests that Evergreen deal with this as a matter of urgency.

- It is understood that agreements have been reached with High Point to deal with the common areas of the Village and the Evergreen refurbishment team to deal with the apartment repairs.
- The various service contracts for the Village are in place and servicing of all required equipment such as the lifts are carried out regularly. A full analysis of the Health and Safety of the Village was carried out. This has resulted in a clear report on the Village.
- Of concern is the lack of fire drills for the residents and the Rescom requests that these take place as a matter of urgency. The need for regular fire drills and residents' response to the fire alarm is a critical area. Fire blankets have been issued to all apartments as a precautionary measure.
- The continuous load shedding and the use of the generator remains a vital discussion point of the Rescom. Thanks go to the Evergreen Head Office and EPI for financing the generator for the village. The use of the muffler and housing has minimised the noise level for all concerned. The regular servicing of the generator and monitoring the diesel consumption is an ongoing task for the village management.
- The security of the Village remains a critical point for discussion monthly. The Rescom appreciates the Security team of the Village, headed by Bernie and thanks each member of the team for the role that they play in ensuring the safety of the residents.
- Our thanks once again go to Sue Butcher for her dedication and commitment to ensuring that our outside environment is attractive and inviting. Thank you to Artwell for his commitment to this process. I am sure that the residents look forward to the newly established "sky lounge" patio area being decorated and filled with lovely garden patio furniture and pot plants which will beautify the area and create a lovely sunny space.
- On the Social side, many activities are regularly running every month. The activities are as follows: Bingo, Exercise class, Aquarobics, monthly Film evening, the Fellowship group, tea and cake on Thursdays, residents' weekly braai, the 'Let's Talk' Conversations, the Colouring Workshops, the monthly quiz nights. We also celebrate many special days such as Mother's Day, Sport events etc. Also, to add to this are events such as Wellness days, a Wine tasting evening. Thanks go to Margaret Hull, Margaret Lee, Mona Randall and Jean de Villiers and especially to Christine Dempers and Amanda George. Thank you to the braai team for their dedication and commitment whether it is raining, or the sun is shining.
- The Bistro changed caterers to Fedics in March and is now functioning well. It is positive to see the support from residents attending the various lunchtime meals. Thank you to the Bistro team for their accommodation of the residents' individual needs.
- The gym continues to be used by a variety of residents. As of now, the pool has been restored to required standard and is operating well as a heated pool. The pool pump needs to be checked regularly. Unfortunately, most of the equipment is not well suited and a request has been made to Head Office for updated gym equipment.

- The Evergreen Health Services continues to operate in the village with the employment of various private carers to assist residents with daily tasks where required. Sharon is available on a Monday and Friday most weeks. Maintaining independence and the health of all residents remains a priority for the Village Management.

It is noted that we lost Betty Jennings and Maurice Wilder during this last year and some of the residents moved into other facilities which are not independent living ones and here we think of John Taylor, Lyn Glen-Young and Susan Fourie.

The Rescom wishes to thank Christine Dempers and her staff team for their dedication and care for the residents of the Village. Your commitment to the care of each resident is much appreciated.

As the Chairperson, I thank the Rescom members for their time and commitment to ensuring that the committee runs regularly and addresses the concerns and activities of the Village.

Thank you for attending the 2023 AGM.

Kathy Scott
Chair – Diep River Residents Committee
17 July 2023



EVERGREEN DIEP RIVER *("the Village")*

VILLAGE MANAGER'S REPORT FOR 2022/2023

1. VILLAGE DEVELOPMENT

The Diep River Village comprises 57 apartments, ideally located in Diep River, close to retail outlets and close to the 3-Arts shopping Centre, which offers residents a selection of clothing, retail and food outlets.

There are currently 66 residents living in the village and our demographic is made up of 11 couples and 44 single residents, with an average age of around 85 for men and 78 for women.

We fondly remember Mrs Betty Jennings, Mr Neville Davies and Mr Maurice Wilder who passed away in the past year and Dr John Taylor, Mrs Lyn Glen-Young and Mrs Susan Fourie who have moved into alternative care facilities.

We should like to extend a warm welcome to Mrs Janet Bayley (Unit 309); Mrs Maureen Pead (Unit 308); Mrs Genevieve Pitt (Unit 211); and Mrs Colleen St Giorgio (Unit 208) who have joined our community.

2. SECURITY

Our service provider remains Grinnell Security. The onsite supervisor is Bernie February who manages two nightshift guards, seven days per week. We are happy to confirm that we have had no security breaches in the last year.

We take the security of the village very seriously and wish to remind our residents that, although we live in a secure environment, it is still their responsibility to ensure their personal safety and that of their personal belongings by following the simple safety and security guidelines such as locking their valuables away and closing their windows and locking doors when they are not at home.

I wish to thank Bernie February and the Grinnell Security team, Mandi Kunca and Alungile Gqoboka, who provide security in the Village. I am very grateful for their commitment and loyalty.

These security guards are special people who have our best interests at heart and are part of our family.

3. HEALTHCARE

The Evergreen philosophy is to keep our residents as independent as possible and Evergreen Health has proved to be a real comfort, with their care offering of “aging-in-place”. In addition, their vision of bringing healthcare services in-house has been a successful journey so far.

The health care division, managed by Elize Porter, has continued to perform well. The frail care centre and the 8-bed step-down facility at Muizenberg are very successful. Melanie Carstens, EH care manager and qualified social worker, has added value to the Diep River village with her empathetic and caring approach to residents. I am grateful for her weekly visits and valued input.

Staff Nurse Sharon Adams manages the private homebased carers appointed by Evergreen Health to look after those residents who have elected to use their services. She also does a courtesy check on residents who have been discharged from hospital when she is in attendance on Mondays and Fridays.

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 residents.

Should any medical emergency occur, residents must please remember to press the red button (triangle) on the Telecare station. A trained care specialist will respond to the call and they will immediately set in motion any emergency services required.

The blue button is a morning call service, which allows Telecare to check on residents’ well-being without disturbing their privacy. The yellow button allows you to speak directly to the clinic if medical assistance is required. This system is audited monthly.

4. CATERING

The village has recently appointed Tsebo Solutions/Fedics to provide residents with an excellent selection of daily meals and Sunday Roasts. This change has been for the better and not only has the quality and choice improved, but we have also seen a steady increase in the number of meals that are served in the Bistro.

5. SOCIAL EVENTS

Our monthly activities have gathered momentum and we have a full calendar of events, including theme dinners, quiz evenings, wine tastings, speaker presentations, colour-in afternoons, bingo evenings, movie evenings, bi-annual craft markets, residents’ braai evenings and prayer groups. We have also introduced aqua aerobics classes and movement classes, which have proved very popular and beneficial for residents.

6. GARDENS/LANDSCAPING

The garden maintenance service is provided by Whitecliffs Landscaping with Artwell Chisvo, who serves as both gardener and utility worker.

Mrs Sue Butcher is actively involved in creating a beautiful vegetable and herb garden with the help of Artwell. Although this garden was put on hold due to the refurbishment in the last quarter of last year, it will be revitalised come Summer this year. The garden produces fresh organic produce for both residents and the kitchen. All residents are encouraged to participate.

7. HEALTH & SAFETY

Ecosafety has been engaged to report on Health and Safety in the village. We strive to be compliant and do monthly checks and reports to ensure we provide a safe environment for residents, staff and visitors.

We have amended our fire evacuation plan to take into account our frailer residents. The fire panel, all fire extinguishers and fire equipment have undergone their annual service to ensure they are compliant.

8. VILLAGE IMPROVEMENT/REPAIRS AND MAINTENANCE

We welcomed the external painting and refurbishment undertaken by contractors in September last year. The newly painted village looks splendid. In addition, the village received new carpets in the Bistro and in the passages of all three floors, which has improved the look and feel for residents.

We anticipate the Evergreen contractors coming back soon to complete the project and to attend to all internal paint work in the common areas.

We are currently preparing a schedule, with the Evergreen refurbishment team, to attend to the internal unit issues such as cracks and tiling, that have been on the cards since Covid-19 and although this will be uncomfortable and intrusive, I am sure that the residents will welcome this with open arms.

Load-Shedding has become part of our lives and we are grateful for the generator that offers security, lights and electricity to ensure that life continues “as usual” during outages. More recently Management contracted with a supplier to build a housing to cover the generator, which has greatly reduced the noise levels for residents and neighbours in the vicinity. The diesel spend was not included in the overall budget and obviously has put strain on village expenses. It is the intention that Management looks at alternative power sources to ensure longevity and sustainable power for the building in the future.

In addition, the inverter battery that maintains all security items such as switchboard, cameras and electric fence whilst the generator kicks in, has also been upgraded.

We continue to deal with the day-to-day maintenance issues as and when they arise. We request that all residents please complete a maintenance form so that the job can be logged on our system. It will then be allocated to a handyman or an outside contractor for attention, whichever is required.

9. COMMUNICATION

We strive to provide regular and prompt communication with residents. A regular “What’s Happening” gets sent to residents as well as SMS and WhatsApp messages. And we send out notices and circulars when required. In addition, event posters are placed on the notice boards to advertise upcoming happenings and activities. I also have an open-door policy and welcome all residents to come through to my office to discuss any issues they may have on their minds.

10. HUMAN RESOURCES

I would like to thank my assistant, Amanda George for her dedication and hard work and holding the fort against all odds last year while I was incapacitated.

I also wish would like to thank our receptionist, Siphosethu Vellum, our general workers, Janine Hendricks and Georgina Adonis for their great teamwork. I would like to welcome Lukho Zicina, the new general worker who has proved to be a real find. Their commitment and loyalty are greatly appreciated.

We have a strong and cohesive team that work well together to provide a caring environment for the residents in our village. I salute you.

11. CONCLUSION

I wish to thank the Residents Committee: Kathy Scott, Margie Lee and Kelvin Barry as well as co-opted members Sue Butcher and Di Everett for all your help in ensuring that things run smoothly. Thank you for your assistance and guidance.

I must thank all the unsung heroes of Evergreen Lifestyle Village (Pty) Ltd 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 is vital to making Evergreen Diep River run smoothly.

Lastly, I wish to thank all our residents for their wonderful support and co-operation. It has been a year of change and action. Life has returned to normal and we are able to grasp everyday with both hands and be in the moment.

I look forward to continue being of service to you in the future.

Christine Dempers
17 July 2023

EVERGREEN DIEP RIVER

Budget FY24

		FY2023 TOTAL Actual	FY2024 TOTAL Budget	% Variance
NUMBER OF UNITS		57	57	
- Apartments		57	57	
BASIC LEVY				
- All Units		5 800	6 100	
% Increase		-	5,2%	
SUBSIDISED LEVIES				
% Increase			9,5%	
ADDITION PERSON LEVY				
- All Units		-	-	
% Increase		-	0,0%	
REVENUE		4 068 929	4 172 400	2,5%
Basic Levy	Note 1	3 967 200	4 172 400	5,2%
Additional Person Levy		-	-	
Other Income		101 729	-	
TOTAL EXPENSES		(4 590 197)	(4 057 947)	(11,6%)
Head Office Expense Recovery		(205 200)	(215 460)	5,0%
Insurance		(83 458)	(85 755)	2,8%
Clubhouse Expense		(76 263)	(76 048)	(0,3%)
Medical Response	Note 2	(73 242)	(171 000)	133,5%
Employee Cost Salaries	Note 3	(1 295 207)	(1 387 051)	7,1%
Employee Cost Other		(33 541)	(32 460)	(3,2%)
Levies Expenses		(26 160)	(27 360)	4,6%
Administration Expenses	Note 4	(26 960)	(34 179)	26,8%
Consulting Expenses		(5 000)	-	-
Information Technology Expenses	Note 5	(140 768)	(161 325)	14,6%
Travel Expenses		(17 743)	(15 657)	(11,8%)
Printing & Stationery Expenses		(61 782)	(67 933)	10,0%
Depreciation Expenses		(39 909)	(39 463)	(1,1%)
Common Property: Municipal Utilities	Note 6	(592 072)	(653 283)	10,3%
Property Rates		(67 315)	(80 946)	20,2%
Security		(658 444)	(604 512)	(8,2%)
Village Maintenance		(88 062)	(95 441)	8,4%
Insurance Expense		25 352	-	-
Generator Costs		(314 490)	(142 296)	(54,8%)
Garden Maintenance	Note 7	(94 091)	(104 178)	10,7%
EXPENSES NOT INCLUDED IN THE LRA				
Catering		(317 943)	(63 600)	(80,0%)
Healthcare		(397 900)	-	
SURPLUS / (DEFICIT)		(521 268)	114 453	(122,0%)
Evergreen Property Investment Funding Op Loss		521 268		
Surplus/ (Deficit) after EPI contribution		-	114 453	

NOTES:

1. The Target levy has been increase by 5.2% from R5 800 p.m to R6 100 p.m. per unit.
2. Medical response - Upgrade both from a service and a hardware perspective with our preferred supplier being Namola. Increased the FY2024 monthly medical response fee to R250 per unit per month.
3. Salaries - Include 5% annual increase.
4. Administration Expenses - Increase in terms of the service level agreement for Health and Safety
5. Information Technology Expenses - Increase due to the implementation of new financial reporting and budgeting software.
6. Common Property: Municipal Utilities - Budget for a 10% municipal Expense Increase
7. Garden Maintenance - Increase in line with service level agreement



EVERGREEN DIEP RIVER

("the village")

QUESTIONNAIRE FORM

For use by registered life right holders of the village, recorded in the Life Right Register as at the Record Date, to be used at the Annual General Meeting to be held in the **Evergreen Diep River Recreation room, Annandale Road, Diep River 14 August 2023 @ 11am**

I/We (please print)

_____ (name) of _____ (unit number)

being the holder(s) of a life right in the village, hereby wish to raise the following matters (see instructions below):

1.

_____ (provide a brief description of the matter)

2.

_____ (provide a brief description of the matter)

SIGNATURE/S _____ DATE: _____

Instructions on signing and lodging the questionnaire form:

1. To be valid the completed questionnaire form must be hand-delivered to the village management offices by no later than 16:00 on **Monday, 07 August 2023**
2. The completion of any blank spaces above need not be initialled. Any alterations or corrections to this questionnaire form must be initialled by the signatory/ies.
3. The chairman of the Annual General Meeting may reject or accept any questionnaire form which is completed other than in accordance with these instructions.
4. If the spaces provided are insufficient, the life right holder is requested to continue his/her submission on a separate document and to include such document when hand-delivering to the village management offices by not later than 16:00 on **Monday,07 August 2023**. Any additional document must be initialled by the signatory/ies. 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.
5. **Please Note: Written questions received around the same subject will be grouped together and answered generically at the AGM. Should you wish to have a specific question answered at the AGM, please raise the question on the day.**