



DIEP RIVER EVERGREEN LIFESTYLE VILLAGE (“THE VILLAGE”)

MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 14 AUGUST 2023

PRESENT:	Christine Dempers	(Chairperson & Village Manager)
	Garry Reed (GR)	(ELV Managing Director)
	Dylan Pienaar (DP)	(ERH Financial Director)
	Cobus Bedeker (CB)	(EPI Managing Director)
	Liesl 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.

The Chairman welcomed the Evergreen panel and introduced them to all the attendees.

A summary of welcome address by GR - A huge thank you for the opportunity and for joining us here for the occasion of the Annual General Meeting and a special thank you to the team from Evergreen Health under the management of Elize Porter for the successful Wellness Day planned for our residents. GR thanked Cathy Scott and the rest of the Rescom for their support and commitment to the Village during the year and proceeded with a summary of the year within the Village.

Security- Evergreen takes the security of the village very seriously, our service provider remains Grinnell Security, with onsite supervisor 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.

Healthcare -The Evergreen philosophy is to keep our residents independent and Evergreen Health has proved to be a real comfort, with their care offering of “aging-in-place”.

Catering - The village has recently appointed Tsebo Solutions/Fedics to provide residents with an excellent selection of daily meals.

Social Events -Our monthly activities have gathered momentum and there is 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.

Gardens & Landscaping-The garden service is provided by Whitecliffs Landscaping with Artwell Chisvo, who serves as both gardener and utility worker. A special thank you to Sue Butcher who is actively involved in creating a beautiful vegetable and herb garden.



Health & Safety- Ecosafety Safety continues to be the contracted service provider within our village. We strive to be compliant and do monthly checks and reports to ensure we provide a safe environment for residents, staff, and visitors.

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.

Human Resources

Thank you to Christine and her team, and congratulations to Amanda George for her dedication and hard work and holding the fort against all odds whilst Christine was incapacitated.

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).

3. CONFIRMATION OF NOTICE

The notice convening the meeting was circulated to residents, were taken as read, proposed by Mrs. Everett, and seconded by Mrs. Scott

4. ACCEPTANCE OF THE PREVIOUS MINUTES

The previous minutes were circulated together with the notice and taken as read and accepted as a correct record – proposed by Mrs Lee and seconded by Mr Barry

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. Everett and seconded by Mrs. Feitelberg.

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. Scott and seconded by Mr. Gill.



7. ANNUAL FINANCIAL REPORT FOR THE 2023/2024 FINANCIAL YEAR

The annual financial report for the 2023/2024 financial year was circulated together with the notice of the annual general meeting and was taken as read - proposed by Mrs. Scott and accepted by Mr. Barry.

7.1 Budget & Summary

DP highlighted the following items contained in the financial results of the village:

- For the current year to date Evergreen has spent approximately R1.7m on the external refurbishment, R300k on new carpets in the common areas and R150k on the generator.

Actual results for the FY2023 Financial Year:

- Loss for the year R521,268

Budget for the FY2024 Financial Year:

- Profit for the year R114,453

Proposed Target Levy Increase for the FY2024 Financial Year:

- Monthly target levy per unit increased with 5, 2% from R5,800 to R6,100 per unit

8. ELECTION OF RESCOM MEMBERS.

The Chairperson confirmed that, as per the Evergreen Lifestyle House rules, the following nominees, were nominated (no voting took place), as the Rescom Members in no order:

Kathy Scott
Sue Butcher
Brian Quinn
Margie Lee
Kelvin Barry
Pam Day

The election of the new Rescom was proposed by Mrs Van Niekerk and seconded by Mrs Hall.

The chairperson called upon Mrs Scott who addressed the meeting, thanking Village Manager, Christine Dempers and her staff for their support and dedication to the residents throughout the year, as well as to Mrs Everett for her commitment. Mrs Scott went on to congratulate and welcome the newly elected Rescom.



9. GENERAL

Question 1 – Neville Gill

Why can we not have zero stabilisation fund on the LRA?

Answer - Question 1

DP highlighted that there is a difference between the old Life Right Agreements (signed prior to 1 March 2022), that contain a contribution to the Levy Stabilisation Fund and the new Life Right Agreements (signed on 1 March 2022 or later), that have a combined upfront contribution of 20% to the Capital Reserve Fund and the Long-Term Maintenance Fund.

Question 2 - Neville Gill

Are you saying the new LRA, even though it says no stabilisation fund there still is a deduction?

Answer - Question 2

DP confirmed that the new Life Right Agreements contain a combined 20% upfront contribution to the Capital Reserve Fund and the Long-Term Maintenance Fund and that there is no contribution to the Levy Stabilisation Fund.

Question 3 – Neville Gill

1. *Why are our electricity rates higher than the municipal rates?*
2. *Why does the Eskom meter run when the generator kicks in?*

Answer - Question 3

DP responded that the detail pertaining specifically to Mr Gill's billing will need to be investigated and feedback will be given once the investigation has been concluded.

CB stated that the prepaid meters in each of the units, do not know if the electricity is coming from a battery or Eskom so the meter will continue to run in the back ground. The operating cost of running the generator is included in the village operating costs which are covered by the village levies.

Question 4 Thirza Munro



From the time loadshedding starts there is a switchover and the generator kicks in, is there a way this can be done seamlessly?

Answer- Question 4

John Richards - commented, "unfortunately there has to be a gap between the two, the synchronisation has to match the network, otherwise it causes a phase fault that could blow up the transmitter and destroy the generator and that can be expensive."

CB confirmed that the switchover delay prevents damage to the generator while we switch over from the city council to the generator.

Comment - Di Everett

Thanked the staff and management and commend them on their commitment in coming to work during the recent taxi strikes.

Question 5 – Annie Fisk

What are my rights within the LRA, will I be able to get financial assistance from my R1.6m capital amount paid, when I am no longer able to pay my levies.

Answer – Question 5

GR – residents can apply through a formal process for Evergreen to consider access to funds in the Life Right. This process is well documented and requires financial and other personal information from residents. This application is then reviewed by the finance team and feedback given to residents.

As a business we need to be mindful of the decision made and be responsible in the approach we take. The legal transaction took place where money was paid and accommodation supplied.

CB- confirmed that Evergreen wants to assist residents where possible. Residents can either apply for financial assistance and follow the process as mentioned earlier or as an alternative, residents can consider more affordable units that are available in other Evergreen villages, which will allow them to terminate their current Life Right Agreement and enter into a new Life Right Agreement for the more affordable unit. To the extent that the price of the new unit is less than the amount repaid from the termination of the current Life Right Agreement, such surplus funds may be applied against the residents monthly operating costs billed by Evergreen, such as village levies, utilities, or medical costs.



Question 6 - Sophie Mentor

With Diep River being an aging community there are so many empty units, has Evergreen ever considered renting out some of the units, the 'try before you buy option' I understand it is happening in the other provinces.

Answer – Question 6

CB - The Evergreen business model is not that of renting but selling life rights, the empty units are in the process of finalisation, many of them are waiting on the sale of their family homes. The option of the 'rent to buy' is where we have a significant number of empty units available and they are rented out for a limited period of 12 months with the option to purchase in the first 6 months.

GR also congratulated the newly elected Rescom team and mentioned that he is looking forward to working with them in in the future.

With no further matters being raised, the chairperson declared the meeting closed at 11:30

CHAIRPERSON



**EVERGREEN DIEP RIVER LIFESTYLE VILLAGE (“THE VILLAGE”)
APOLOGIES NOTED AT THE ANNUAL GENERAL MEETING OF THE VILLAGE
HELD ON 14 AUGUST 2023**

APPENDIX A: RESIDENTS’ APOLOGIES

1. Jean De Villiers
2. Hermann Rohm
3. Gail Rohm
4. Gerald Bonthuys
5. Jessica Quinn
6. George Brown
7. Howard Oglesby
8. Roy Munro
9. Oscar Albrecht
10. Jean Boonzaaier