



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 Wednesday 06 August 2025 at 14h00**

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 Wednesday 23 July 2025 ("**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**
(7-11)
5. **ANNUAL REPORT BY THE CHAIRPERSON OF THE RESIDENTS' COMMITTEE ("RESCOM")**
(12-13)
6. **EVERGREEN VILLAGE MANAGER'S REPORT** (14-18)
7. **ANNUAL FINANCIALS 2025** (19)
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, by no later than **16h00 on Wednesday 30 July 2025**.

**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

1. 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' office, to be received by no later than **16h00 on Wednesday 30 July 2025**.
2. Life Right Holder(s) are requested to focus on General Matters that warrant discussion at an AGM and to take up personal matters with the Village Manager.

3. Instructions on signing and lodging the questionnaire form

- The blank spaces on the form must be clearly completed, should the spaces provided be insufficient, the life right holder is requested to continue their submission on a separate document and to include such document when submitting by not later than **16:00 on Wednesday 30 July 2025**.
- Any additional document must be initialled. 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.
- The chairman of the Annual General Meeting may choose to reject any questionnaire form which is completed other than in accordance with these instructions.

4. Important Note: Individual questions will NOT be read out at the AGM.

- **We will endeavour to group together questions around the same subject and answer them in the general report back session.**
- **Individual questions will NOT be read out at the AGM.**
- **Should you feel that your pre submitted question was not answered during the meeting, please raise the question on the day.**
- **Time will be made available at the end of the meeting for general questions to the maximum of 10.**

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' office, by no later than **16h00 on Tuesday 5 August 2025**.

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 Tuesday 05 August 2025.**

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 Wednesday 06 August 2025

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 Wednesday 06 August 2025 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, by no later than **16h00 on Tuesday 05 August 2025**. (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 **Wednesday 06 August 2025**.

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, by no later than **16h00** on **Tuesday 5 August 2025**.



DIEP RIVER EVERGREEN LIFESTYLE VILLAGE ("THE VILLAGE")

MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 8 AUGUST 2024

PRESENT:	Garry Reed (GR)	(ELV Managing Director)
	Wimpie Pieterse (WP)	(ELV Financial Manager)
	Riaan Gouws (RG)	(Chairperson & Village 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 Garry Reed and Wimpie Pieterse to all the attendees.

2. ATTENDANCE AND APOLOGIES

The attendance register was circulated and signed. No apologies received.

3. CONFIRMATION OF NOTICE

The notice convening the meeting was circulated to residents, were taken as read.

Proposed by Kathy Scott and seconded by Margaret Hull

4. ACCEPTANCE OF THE PREVIOUS MINUTES

The minutes of the previous Annual General Meeting was circulated together with the notice and taken as read and accepted as correctly recorded.

Proposed by Margie Lee and seconded by Kelvin 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.

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.



RG Introduced GR to address the attendees. GR thanked the Rescom for all the hard work they do in the Village, and particularly Kathy Scott as Recom Chairperson.

GR also thanked Amanda George for the important work she does with regards to the day to day running of the village.

GR noted that management's focus remains on cost saving without impacting on the resident's lived experience. It remains a fact that the income through resident levies does not cover the total running expenses of the Village. Although the property owner (EPI) has for many years been contributing to the village budget to cover the shortfall in revenue, and that the Evergreen and all the operational team members genuinely care for our residents and their wellbeing.

GR complimented the spirit and comradery amongst residents in the village. GR also complimented the general upkeep and cleanliness of the Village.

In closing GR reminded residents of the importance of the development and growth of Evergreen team members and that with Christine's departure it was decided that Amanda would be given more responsibilities and with the opportunity for growth and development into a more senior role. GR thanked all the residents for their attendance.

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

WP noted that both the previous year's closing financials and the current year's budget was included in the AGM pack. FY2024 performance was good overall, and the year ended very close to the budgeted numbers. FY2025 had a proposed levy increase of 4.9% for the target levy. WP noted that the village performed well year to date with the main noticeable contributor to the savings being the generator's diesel expense and that the village is expected to break even should the savings continue.

RG referred to the subsidies GR and WP mentioned and stated that the "breaking even" referred essentially means that the savings generated, would match the subsidy received by the property owner (EPI) by the end of the financial year. The Developers subsidy of Diep River will have to be reduced in the following year.

8. ELECTION OF RESCOM MEMBERS

RG thanked the current Rescom for all their efforts over the past year and noted that it has been a pleasure to work with them since March. RG also confirmed that, as per the process stipulated in the Evergreen Lifestyle House Rules, the following Life Right Holders were nominated for the Rescom and as no voting will be required as only 6 nominations were received to fill the 6 available seats on the committee. The nominated Life Right Holders are:

- Kathy Scott
- Sue Butcher
- Brian Quinn
- Margie Lee
- Pam Day
- Neville Gill

The appointments were proposed by Mona Randall and seconded by Kelvin Barry



9. GENERAL - QUESTIONS

GR responded to some of the questions submitted:

Question 1- General

The ability of some residents to live independently was questioned and how the medical screening process works during the sales process.

Answer - Question 1

GR advised that the process has always included a DQ98, a dependency questionnaire that must be completed by all new residents before being able to move into any of the Evergreen Villages. This is a requirement from the Dept. of Health and set out in the Older Persons Act and not an only Evergreen document or process. The score on this questionnaire determines the level of dependency of potential Life Right Holders and the terms on which their occupation is approved. It has always been Evergreen's view that in the case of a couple, one person can be seen as a "primary caregiver" should the other not be able to live fully independently. This process is audited by the Dept. of Health and Evergreen does comply. Unfortunately, the rapid decline of some residents is a reality, and it is Evergreen's responsibility to help these residents to find the necessary care they need, but it is not for Evergreen to fund the care needed.

Question 2 - General

Are the cost healthcare services included in the levy?

Answer - Question 2

GR explained that no healthcare services are paid for through the levies and that residents are charged on a "bill for service" basis for their own accounts by Evergreen Health. Residents do have access to a range of care services, and this can be arranged with the help of Amanda and Sister Sharon.

Question 3 – Gail Rohm

Are new residents made aware of the cost related to carers?

Answer - Question 3

GR advised that an Evergreen Health pack has been added to the information shared with new residents. This includes the prices for all Evergreen Health services.

Question 4 – Margaret Hull

Are new residents still required to get a doctor's certificate before moving?

Answer- Question 4

GR explained that every new resident requires a doctor's certificate that is used during the DQ98 or Dependency Questionary conducted by our healthcare team. GR acknowledged that it is a challenge when there are delays from the time the questionnaire is being completed and time of



occupation as a resident's health can deteriorate over this time and it is something we continuously focus on. It is however not a unique situation and seen across all retirement facilities similar to ours. GR also acknowledged that it is unfair to expect independent living residents to be burdened with the care of residents that are unable to live independently. Although its not an easy matter to address it is something we will not ignore and treat on merit as we have always done.

Question 5 – Kathy Scott

What would it take for our village to be classified as an assisted living facility as opposed to an independent lifestyle village?

Answer – Question 5

GR stated that it is important to understand what is classified as independent living. That is when you can live on your own without any help. That is followed by a stepped process. "I just need a little bit of help, taking pills, getting dressed, I am still 70% good etc and is referred to as assisted living." This is something that can be investigated going forward. The next step is more help with the assistance of a carer for 6 to 8 hours to help with a more full-time care. Evergreen health can provide all these services, but the village will still be deemed an independent lifestyle village. Any and all costs related to these services would be for the resident's account.

Question 6 – General

Questions surrounding the upgraded Telecare button and why only one pendant were issued per unit, even in the case of 2 occupants.

Answer – Question 6

The larger Telecare units used before became antiquated. Upgrades were investigated and an option to have a service through the internal telephone was trialled, but a decision was made that it was not the answer as it came with no remote emergency button like the older Telecare units. The new emergency pendant was implemented as the solution that replaced all the existing services. The main benefit being that you can use it outside the village also.

GR explained that from a cost point of view, one pendant has been a like for like replacement for the antiquated Telecare units but with additional benefits. The purchase of an additional pendant will be for the resident's expense, but Evergreen can assist with amortising the cost over an agreed upon period.

Question 7 – General

Questions surrounding the Levy Stabilisation Fund and how it works.

Answer – Question 7

GR referred to previous AGM's where the topic came up and explained that some of the earlier LRA's had a contribution to a Levy Stabilisation Fund which was a percentage of your original purchase amount. These contributions were taken into the village accounts as an income. Newer life rights do not have this anymore. Questions were asked about whether the fund exists, the answer is yes, it does exist. GR and WP have reconciled the fund against the contributions from the Developer towards the Village shortfall. There has only been a R300 000 difference between the available funds and the Developers contribution over the past 24 months. These contributions only apply to resident's who have this specified noted in their LRA's. All the funds have however been recorded.



Question 8 – Nicolaas Veldsman

What levy increases can be expected for the target levy?

Answer – Question 8

GR stated the goal is usually a CPI + 1.5% increase for residents that is not on the target levy. We are continuously looking at expenses to keep the increases as low as possible to reach a point where no subsidies are required. However, going forward we could increase levies that are lower than the target levy by more or as per the agreed Life Right Agreement to get the gap closed sooner.

Question 9 – Kelvin Barry

Is the same CPI + 1.5% formula used for levy increase across all villages?

Answer – Question 9

GR stated that levies will always only be increased by what each resident's individual LRA's indicate. There have been 3 different versions, 10%, CPI + 1.5% and "MA" or Management Accounts being in line with the Village expenses. The increase will only be to get everyone onto the target levy. The goal is to maintain the lowest possible increase in the target levy and to get all residents onto the same levy contribution and not require any subsidies.

Question 10 – Gail Rohm

Commented that it is hard to have a conversation with care and to find someone available that is not busy and that can just sit with residents to listen to them.

Answer – Question 10

GR Indicated that that we can work on something to have someone available to talk to without implementing overly formal processes and we will investigate ways to make it easier for residents spend some time with management.

GR thanked everyone for their attendance and everyone in the village team for their hard work.

With no further matters being raised, the chairperson declared the meeting closed at 11:06

CHAIRPERSON

CHAIRPERSON'S REPORT FOR AGM EVERGREEN DIEP RIVER
AUGUST 2025

Welcome to all the residents of Evergreen Diep River and the members of Evergreen Lifestyle Villages management.

It is that time of the year again when we reflect as a Rescom on what has occurred at Diep River over the past year.

The Staff at Diep River have remained stable. Riaan has brought in Damian Alexander as Duty Manager for two days a week to assist and manage the various repairs and maintenance required in the village. This has been a positive move.

Four of the current Rescom members – Sue Butcher, Margaret Lee, Neville Gill and I, Kathy Scott are prepared to stand for re-election. Pam day left the Rescom when she moved to Sitari and as Chairperson I would like to thank her so much for her commitment and valuable participation in the Rescom over the past years. Brian Quin is stepping down from the committee. Thank you, Brian, for your commitment and participation in our meetings.

We would like to encourage all residents to take part in the nomination process to ensure we continue to have a strong Rescom to support Village Management and fellow residents.

The present Rescom has met monthly since their election in August 2024 with the exception of December 2024 and January 2025. The central issues that have been discussed, debated upon, and resolved where possible have been the following:

- Analysing the budget and accounts for each month. It should be noted that the Village has continued to run in line with or below the budget in most months (year to date) and management has taken a conservative approach in all spending. Thank you to Riaan and his team.
- Repairs and maintenance are identified, discussed, and reported on at each meeting. On a positive note, here, the exterior and interior maintenance of the building is up to date. The outside appearance requires urgent remedial work by the contractors. Diep River is on the list for this to occur. We appeal to the Management to ensure that this takes place as soon as possible.
- The internal repairs are being dealt with as soon as possible and there is no longer a backlog.
- The various service contracts for the Village are in place and servicing of all required equipment such as the lifts is carried out regularly. Quarterly Health and safety inspections are conducted, and all aspects of the village are compliant.
- The load shedding and the use of the generator has reduced creating a saving in the fuel expense over the last few months. However, the servicing of the generator remains an unavoidable expense to ensure that it is ready for use when needed.
- The security of the Village remains a critical point for discussion monthly. Voluntary evacuation drills are conducted regularly.
- 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.
- The garden is also a matter for discussion. 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. The “sky lounge” area continues to be used by residents and their visitors.

- On the Social side, many activities are regularly running every month. The regular activities are as follows: Bingo, Exercise class, Aquarobics, monthly Film evening, the Fellowship group, tea and cake on Thursdays, residents’ weekly braai, the Colouring in workshops, the Rummikub and Scrabble afternoons as well as the newly arranged musical evenings. We also celebrate many special days such as Mother’s Day, Christmas in July etc. Thanks go to Margaret Lee and Jean de Villiers and especially to Amanda George. Thank you to the braai team for their dedication and commitment whether it is raining, or the sun is shining.
- The Bistro caterers Servest have continued to supply wholesome meals. The cost of the meal has been set at R 50 per meal, and it is positive to see the support from residents attending the various meals. Thank you to Meagan our chef for her accommodation of the residents’ individual needs.
- The gym continues to be used by a variety of residents. We have seen a refurbishment of the pool / gym area and the welcome arrival of brand-new gym equipment.
- The Evergreen Health Services continues to operate in the village with the employment of various carers to assist residents with daily tasks where required. Sharon is available on a Monday most weeks. The health of all residents remains a priority for the Village Management.

It is noted that we lost residents during this period – Ani Fiske, Clive Whitson, Naomi Daniels and Alfred Udemans.

Also, some residents moved onto other facilities which are not independent living ones and/or their families. Here we think of Colleen San Giorgio and Gaye Davies.

Two of our residents moved to Sitari Evergreen - Pam Day and Judy Sephton. We wish them well.

We have welcomed into the village the following residents, Merle Els, Frank and Barbara Jeppe, Rosaline Flint, Rhita Wagenheim, Deborah Udemans, Abdulah and Amina Abadar, Yvonne Hiscock and Sue Davies.

The Rescom wishes to thank Riaan Gouws and his 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 2025 AGM.



EVERGREEN DIEP RIVER (*"the Village"*)

VILLAGE MANAGER'S REPORT FOR 2024/2025

Dear Residents,

This past year has been all about steady growth and continually improving how we do things in the village. While we faced some operational challenges—particularly around catering and maintenance—these were met with a proactive and solutions-driven approach, resulting in noticeable improvements across several areas.

Most importantly, the strong sense of community that defines Evergreen Diep River continues to grow. From our social committee's successful events to the consistent care provided by our team, it is clear that this is more than just a place to live—it is a community built on connection and support for one another.

This year's report serves as a reminder that everything we do is guided by the five pillars of our service delivery: ***Sense of Community, Continuous Care, Safety and Security, Financial Peace of Mind, and Exceptional Hospitality.***

SENSE OF COMMUNITY

Residents

The Diep River Village is home to 69 residents across 57 apartments. Our current resident demographic includes 13 couples and 43 single residents, with an average age of 78.

We were pleased to welcome several new residents this past year: Abdulah & Amina Abadar, Deborah Udermans, Merle Els, Fank & Barbara Jeppe, Rosaline Flint, Rhita Wagenheim, Yvonne Hiscock and Sue Davies.

Colleen San Giorgio and Gaye Davies moved into care facilities and Pam Day and Judy Sephton both moved to Evergreen Sitari.

We also take a moment to remember those we have lost this year: Ani Fiske, Clive Whitson, Naomi Daniels and Alfred Udermans,

Catering

In June 2024, Servest took over the catering services from Tsebo/Fedics. Unfortunately, the quality of meals and level of resident support did not improve during Servest's tenure. Despite

efforts on both sides, service levels remained inconsistent, leaving us in a similar position as a year ago. As a result, we mutually agreed to terminate the agreement.

We have since engaged Freedom Foods, trading as Fynbos Bistro, to provide catering services at both Evergreen Bergvliet and Diep River. Darren Roberts and his team have successfully transformed the operation at Evergreen Noordhoek, where resident satisfaction and support has doubled—a clear reflection of their commitment to quality.

While we understand that no catering service can meet everyone's preferences perfectly, we are confident that Darren and his wife Sarah, with their owner-managed, hands-on approach, will bring the consistency and quality we have been missing.

The handover of services will take place on 1 August, and we trust we can count on your support to ensure this new partnership gets off to a successful start.

Social Events

The Resident Committee (ResCom) has done outstanding work this year, organising a variety of successful events that brought residents together and added great value to village life. Special thanks go to Margy Lee and Pam Day, who, over the past two years, have led the committee's social programme with commitment and energy.

Thank you also to every resident who gave their time to host or help with events. Your efforts continue to foster one of Evergreen's most valued pillars: a strong sense of community.

Repairs and Maintenance

Our focus this year has been on reducing maintenance backlogs and improving overall efficiency. We have also adopted a more proactive approach to identifying potential issues early, helping to avoid unnecessary costs and disruptions.

A trial initiative involving support from the Bergvliet maintenance team for charged-for services—while allowing Damian to focus on general maintenance projects within the village—has proven highly effective and beneficial to residents.

We have also received strong support from our property owner, EPI, in addressing issues under their responsibility. While there is more to be done, we are clearly on the right track and remain committed to continual improvement.

Gardens and Landscaping

Artwell from Whitecliffs Landscaping continues to do a fantastic job in keeping our gardens looking their best all year-round. His care and attention have made a visible difference to our outdoor environment.

A special thank you also goes to Sue Butcher, who has invested significant time and effort in guiding and supporting Artwell to maintain and enhance the gardens around the building. Her contribution has been invaluable.

CONTINUOUS CARE

Evergreen Health

Sister Sharon Adams continues to provide residents with compassionate care, guidance, and support. While residents have opted not to implement full-time Evergreen Health services on-site, we've seen steady growth in the use of these services in the village. Several carer placements have been successfully made, offering support tailored to individual needs.

The Evergreen Muizenberg frail care and step-down facility, managed by Elize Porter and Melanie Carstens, has proven to be an invaluable resource. It supports residents from Diep River and other Evergreen villages, both on a temporary (step-down) and permanent basis.

This access to high-quality care reflects Evergreen's enduring commitment to its Partnership for Life philosophy—supporting residents at every stage of life.

SAFETY AND SECURITY

Security

In early 2025, Rob Du Plooy joined the Evergreen team as our Safety and Security Manager. Since then, we have seen a notable improvement in how we use our infrastructure and manage resources. Rob has worked closely with our security partner, Grinnell Security, to streamline operations and tailor services to Evergreen's needs.

Our on-site supervisor, Bernie February, along with Lungi Gqoboka and Mandi Kunca, leads a reliable team operating two daily shifts, seven days a week. Recently, all shift leaders completed training in basic first aid and firefighting—strengthening our emergency preparedness.

We are pleased to report no security breaches in the past year. While we live in a secure environment, residents are encouraged to remain vigilant: lock up valuables, secure windows, and follow basic safety practices.

A sincere thank you to our entire security team—not only for keeping us safe but for being a friendly and reassuring presence at the Village entrance.

Health & Safety

In addition to his security role, Rob also oversees health and safety at the village. We recently transitioned from ECO SAFETY to a new consultancy, SHEMCA, to ensure we continue meeting high compliance standards as our community grows.

All fire panels and related equipment passed their annual inspections, and extinguisher servicing is scheduled—keeping us fully compliant with fire safety regulations.

Evacuation drills will be arranged in line with updated SHEMCA guidelines once the weather allows better participation.

FINANCIAL PEACE OF MIND

Village Finances

In the 2024/2025 financial year, we took a significant step toward achieving a break-even position for the village.

Our budgeting strategy remained focused on two key goals:

- Reaching break-even without financial support or subsidies
- Managing expenses carefully to minimise levy increases

Although increases to the target levy have been kept as low as possible, residents whose levies remain significantly below target may see increases of up to 15% annually until alignment is reached.

We are pleased to report that village expenses are currently within budget for the year to date, and we remain confident this will continue.

Switch and Save

Initially met with some uncertainty, the Switch and Save initiative has steadily gained traction. Residents across Evergreen villages have embraced this offering as a way to reduce financial pressure—especially for those living on fixed incomes.

The support provided during the relocation process has also made a tangible difference, offering relief to residents facing changing financial, health, or life-stage needs.

Switch and Save is a key part of Evergreen's promise to deliver financial peace of mind, and is another demonstration of our Partnership for Life in action.

EXCEPTIONAL HOSPITALITY

The Evergreen Diep River Team

A heartfelt thank you to Amanda and the entire village team for their dedication and professionalism throughout the year. Damian, since joining the team, has made a meaningful impact and brought valuable support to our day-to-day operations.

We are truly fortunate to have such a committed team, all working under the guidance of our senior leadership. Each staff member has stepped up following the recent management restructuring, ensuring continuity and maintaining the high standard of care our residents deserve.

We look forward to another year of service—always striving to make Evergreen Diep River a community we can all be proud to call home.

In Conclusion: Reflecting on the past year us, we can be proud of the progress made. From enhanced operational efficiencies to strengthened support services and resident engagement, Evergreen Diep River continues to evolve.

We extend sincere thanks to our residents and residents committee, team members, and support teams for their contributions. Your input, participation, and commitment form the heart of this community.

Looking ahead, we remain focused on continuous improvement, deepening our sense of community, and delivering on Evergreen's promise of a Partnership for Life—at every stage of the journey.

Warm regards,

Riaan Gouws
Village Manager

EVERGREEN DIEPRIVER

Budget FY2026

INCOME STATEMENT

	FY2025 TOTAL Actual	FY2026 TOTAL Budget	
NUMBER OF UNITS			
- Apartments	57	57	
BASIC LEVY			
- Apartments	6,400	6,750	
% Increase		5.5%	
REVENUE	4,132,670	4,307,018	4.2%
Levies Received	3,995,770	4,139,018	3.6%
Additional Person Levy	-	-	-
Other Income	136,900	168,000	22.7%
Prior Year Income	-	-	-
TOTAL EXPENSES	(4,201,757)	(4,154,184)	(1.1%)
Head Office Expense Recovery	(225,720)	(235,980)	4.5%
Insurance	(111,272)	(129,623)	16.5%
Clubhouse Expense	(81,703)	(95,307)	16.7%
Medical Response	(103,672)	(123,120)	18.8%
Employee Cost Salaries	(1,371,152)	(1,333,133)	(2.8%)
Employee Cost Other	(34,408)	(30,350)	(11.8%)
Levies Expenses	-	-	-
CSOS Levy Expense	(25,680)	(27,360)	6.5%
Meter Reading Expense	-	-	-
Administration Expenses	(17,939)	(30,695)	71.1%
Consulting Expenses	-	-	-
Information Technology Expenses	(183,202)	(173,321)	(5.4%)
Travel Expenses	(15,030)	(16,680)	11.0%
Printing & Stationery Expenses	(61,080)	(63,780)	4.4%
Depreciation Expenses	(36,052)	(24,656)	(31.6%)
Common Property: Municipal Utilities	(726,982)	(778,560)	7.1%
Property Rates	-	-	-
Security	(634,425)	(665,400)	4.9%
Village Maintenance	(280,969)	(221,020)	(21.3%)
Generator Costs	(33,474)	(48,000)	43.4%
Garden Maintenance	(192,937)	(120,100)	(37.8%)
Prior Year Expenses	-	-	-
Other Expenses	-	-	-
EXPENSES NOT INCLUDED IN THE LRA			
Catering Expense	(66,061)	(37,100)	(43.8%)
Healthcare Expense	-	-	-
SURPLUS / (DEFICIT)	(69,087)	152,834	(321.2%)
Evergreen Property Investment Funding Op Loss	-	-	-
	(69,087)	152,834	