



EVERGREEN AT LAKE MICHELLE LIFESTYLE VILLAGE (“THE VILLAGE”)

MINUTES OF AN ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 17 AUGUST 2017

PRESENT: D C Drew (Chairman)
 A D Case
 M Cooper
 B Vorster
 K Whitworth (Village Manager)
 C Human (Company Secretary)
 Residents (As per signed attendance register)

APOLOGIES: R Cooper
 G & Y Couvreur
 G Culhane
 C & C Foad
 B Gold
 S Grave
 B Hambleton – Jones
 D & M Harris
 S Ingpen
 M & J Lamb
 R & R McNeil
 K Reich
 I & A Thomson
 D Walker

1. WELCOME AND INTRODUCTION

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

The notice convening the meeting as well as the annual report by the chairman of the Residents' Committee, annual financial report and the village management report, as circulated to the life right holders, were taken as read. The acceptance of a notice was proposed by Ms J Niemand and seconded by Dr M Cooper.

2. ATTENDANCE AND APOLOGIES

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

3. ACCEPTANCE OF PREVIOUS MINUTES

The minutes of the annual general meeting of the village held on 26 September 2016 were accepted and signed as a correct record as proposed by Ms J Niemand and seconded by Ms J Venables for acceptance.

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

The annual report by the chairman of the Residents' Committee was noted and taken as read as circulated and presented by Dr M Cooper on behalf of Dr B Hambleton-Jones.

5. ANNUAL FINANCIAL REPORT FOR THE 2017 / 2018 FINANCIAL YEAR

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

- The circulated report represented the actual revenue and expenses for the 2017 financial year, as well as the budgeted forecast for the 2018 financial year;
- The insurance claims contributed R16,933 (sixteen thousand nine hundred and thirty three rand) towards the income of the village for the 2017 financial year;

- The rates recovery also contributed towards the income of the village for the 2017 financial year;
- The medical response and health care management line items for the 2018 financial year shows a reduction when compared to the 2017 financial year mainly because less health assessments will be required for the 2018 financial year;
- The increase of village staff and administration expenses for the 2018 financial year can be attributed to salary increases and mandatory submissions as required by legislation; and
- The increase of village maintenance expenses for the 2018 financial year can be attributed to exterior maintenance to the units planned for the next financial year.

6. **EVERGREEN at LAKE MICHELLE VILLAGE MANAGER'S REPORT**

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

- A special welcome was extended to the new residents at the village;
- All the Evergreen units in the village were sold;
- High security standards are maintained by the Lake Michelle Home Owners Association;
- Unique Health remains available to life right holders by appointment on Fridays;
- The development of Evergreen Noordhoek commenced during the past year; and
- The Residents' Committee was thanked for their support and input during the year.

7. **ELECTION OF RESIDENTS' COMMITTEE MEMBERS**

The meeting noted that Ms J Niemand and Mr B Gold have offered themselves available for re-election as Residents' Committee members.

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

Mr G Culhane;
Mr C Foad;
Ms J Jackson; and
Mr R S Thomas.

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

RESOLVED:

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

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

The appointment of the above mentioned residents as Residents' Committee members were proposed by Ms J Venables and seconded by Mr G Futcher.

8. **GENERAL**

The following matters were raised for discussion as follows:

Question 1: Mr G Culhane requested clarification on the protocol that should be followed when the TeleCare unit is not deactivated and Cape Medical Response (CMR) is unable to make contact with a resident. Mr Culhane mentioned that CMR was unable to get hold of him or his wife and they failed dispatch an ambulance as per the protocol.



Answer 1: Ms K Whitworth confirmed that if CMR is unable to get hold of the relevant resident(s), CMR should dispatch an ambulance to the unit. Ms Whitworth confirmed that she will address the breach of protocol with CMR. Mr A Case encouraged residents to test their TeleCare units on a regular basis. Ms Whitworth also requested residents to contact her and Ms N Walker when they are away from their units for a period of time so that they can ensure that CMR and the relevant healthcare providers are informed accordingly.

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

Chairman



EVERGREEN at LAKE MICHELLE ("THE VILLAGE")

ANNUAL REPORT BY THE CHAIRMAN OF THE EVERGREEN RESIDENTS ASSOCIATION OF LAKE MICHELLE ("ERALM") 2017/2018

INTRODUCTION

This has been a year of consolidation for the residents of Evergreen Lake Michelle. The houses are now all occupied and the residents are getting to know one another as we meet on regular occasions. There are still a few residents who prefer to keep to themselves and this is of course their prerogative. However, at all times, they know they are more than welcome to join in on the gatherings and will continue to receive invites unless they specifically ask for us not to do so.

It has been a year of ups and downs. We mourned the passing of Gerd Morton, Keith Gunston and Martin Graham. We also said goodbye to Bill and Judy Venables, who moved to Noordhoek Retirement Village due to Bill's need for frail care.

On the positive side, we welcomed Beryl King as a permanent resident, Richard and Rosemary McNeill, Peter and Patricia von Bormann and most recently, Maddie Jarvis. We also welcomed Helen Moffett as a tenant.

SUB COMMITTEES

There have been a few changes to our sub committees due to changing needs of the residents. The current residents on the ERALM Committee are:

Greg Culhane	Chairman
Bob Thomas	Vice Chairman
Chris Foad	Secretary
Jenny Niemand	Finance
Janet Jackson	Social (Resigned)
Brian Gold	Snags/Maintenance (Resigned)
Margaret Reid	Helping Hands (Resigned)

New elections for committee members will take place at the AGM on 16 July 2018. Greg Culhane, Bob Thomas, Chris Foad and Jenny Niemand have made themselves available for re-election. Janet Jackson is happy to continue in her role looking after social arrangements although in a more limited function.

FINANCE

There is still a great deal of concern regarding the disparity between Evergreen Levies in Lake Michelle. We have been advised that the earlier residents have a contract based on CPI while the newer residents are charged at the discretion of Evergreen management. This has resulted in the newer residents subsidising the older residents by having their levies increased substantially to meet the expenses of running the village. We look forward to a more equitable arrangement going forward.

SOCIAL

It has indeed been extremely gratifying to see the number of social events increase over the last year, as residents get to know each other better. Besides a number of soup evenings and "bring and braais", we arranged a great Christmas lunch, a number of breakfasts, visits to the Castle, Malay Quarters and Simonstown Museum.

All of these functions and events were very well attended and a great time was had by all. As mentioned earlier, there are a few residents who prefer not to attend these functions, but we continue to urge all to participate and get to know the other residents.



HELPING HANDS

The concept behind the Helping Hands project was to offer any resident assistance when needed. This was rather cumbersome as if help was required, the resident needed to contact the responsible person, who then needed to find someone who was willing and able to assist.

To simplify the situation, a WhatsApp group was formed, linking all the residents (with smart phones) on one site. This has now been operational for quite a few months and is being used quite regularly. Residents needing anything from assistance with a flat tyre to the loan of a table or a lift to the mall have placed their request on the forum and have been assisted in one way or another. It is for this reason that we have removed the portfolio from the sub committee as there is no need for this function with the App in place.

MEDICAL

An issue was raised at the previous AGM regarding Cape Medical Rescue (CMR). At present, if the blue light is not pressed before 11 am, residents are contacted by CMR to check if there are any problems. If there is no answer, they attempt to contact the resident on cell phone. Thus, if a resident is incapacitated, they would remain unattended for some time.

It would be unreasonable to expect CMR to send out support if the blue button is not pressed for any reason. It is therefore important that residents advise the village manager when they are away from home. This facility is simply a non-invasive check up on residents and therefore all residents are strongly advised to keep their panic buttons on them or close by for emergency situations.

MAINTENANCE/SNAGS

As the properties are now all over two years old, it is probably incorrect to talk about “snags” as this relates to initial problems with new properties.

We have been advised that in terms of repairs, the term “snags” is to be replaced with “maintenance”. This is understandable in that Evergreen has different cost centres and repairs must be accounted for in the proper manner.

However, once we start talking about maintenance, the onus for payment of repairs reverts to the resident. The Maintenance Protocol in the Life Right Agreement places most of the maintenance issues on the shoulders of the resident.

While Evergreen has been attending to issues relating to poor construction at their own cost, there is a concern that the distinction between poor construction and maintenance becomes blurred. Residents are comfortable paying for wear and tear, but not when it results from poor construction. This will need to be assessed on an individual basis and decisions made according to protocol.

There is a need to have a clearer understanding of exactly what is the responsibility of residents in order to prevent continual disputes going forward. Some of the issues which need clarification are:

i. Geysers

In normal rental agreements, the geyser would be the responsibility of the owner of the property. However, in terms of the Maintenance Protocol, residents are responsible for this. The main concern is that should a geyser burst, the collateral damage may be substantial. All the residents have insurance regarding their personal possessions, but damage to the ceiling, repainting of internal walls, damage to floors, damage to electrical systems etc would not be covered by personal insurance policies. Evergreen has however confirmed that all these damages would be covered in terms of their insurance on the properties.

Another problem with the geysers is that they are placed within the ceiling and it is unlikely that the trapdoor in the ceiling would be big enough to allow the new geyser to go through. Should this be the case, this is a structural problem and any damage to the ceiling as a result of this would again be covered by Evergreen's insurers.

ii. **Doors and windows**

The Maintenance Protocol states that residents are responsible for doors and windows. However, these are BOTH internal and external, which may cause confusion in the future.

If there are issues with doors and window frames as a result of structural defects, Evergreen have assured us that they would take on the responsibility of repairs. Any other maintenance issues would be the responsibility of the resident.

iii. **Garage Roof**

The flat roof is sealed with appropriate rubber-like strips and bonded at the joins. A basic requirement for all flat roof sealing is that an appropriate UV protective layer should be applied annually to prevent damage and consequent seepage through the concrete beneath. Water seeping beneath the rubber sealing has the potential of causing the concrete reinforcing to rust and will do so rapidly due to the salty atmosphere. This process has never been done and urgently requires attention. Evergreen have agreed to look into this matter as to whether it is a general problem or just an issue with a few of the houses.

iv. **Wind in the roof**

There have been issues around wind in the roof for many of the residents. The two major concerns relate to the noise made by the extractor fans in the bathrooms and the trapdoors lifting in the ceiling.

This has been discussed with management and residents who are concerned about the noise from the extractor fans can have them disconnected if they wish. Evergreen have agreed to place small latches on the trapdoors to ensure they do not lift or potentially fall to the ground and possibly injure someone in the process.

v. **Roof tiles**

After virtually every strong wind, certain residents have many tiles blown off their rooftops. This is something that is going to occur on a regular basis into the future and there may be instances where residents are unaware of the problem. This could lead to water damage after a heavy rainfall. Evergreen have accepted that this would be covered by their insurers as far as the structure of the property is concerned. Residents must, however, ensure that they have sufficient insurance for any moveable property damaged as a result of this.

vi. **Cracks in walls**

While hairline cracks can be seen to be maintenance issues, structural cracks on internal walls would relate to the construction of the house and needs to be covered by Evergreen and their insurance policy.

SECURITY

LMHOA have approved a massive spend on security for the perimeter fence, the cost of which will result in increased levies by our residents.

While this increase has been considered to be acceptable, there have been major breaches of security relating to the front gates, which seem to be ignored by management. In discussion with all the residents, the following issues have been raised:

- Unauthorised entry
- Guards asleep on duty
- Only one guard on duty at night time
- Open gates at night
- Faulty booms remaining open
- Growth of Port Jacksons outside perimeter sheltering possible squatters
- Remote controls being cloned



Evergreen management have given their assurance that they will look into these issues and fight for the Lake Michelle residents to ensure their safety and well being at all times. We will continue to communicate with them to check on the progress with improved safety conditions on the Estate.

It has also been suggested that should any resident become aware of an incident relating to security, they must IMMEDIATELY report this to the ERALM chairman. This issue will then be escalated to the proper authority for action.

WATER TANKS

Although it has taken over five months to install the water tanks to residents, most of these were placed over the last week and most residences now have their tanks.

As many residents did not expect to wait so long, they have not bought their own tanks and as a result, many have used more than the allotted 50 litres per person per day. It is hoped that with the tanks now installed, water usage from the grid will reduce.

CONCLUSION

While a number of issues have been raised in this report, the general feeling among residents is one of satisfaction and contentment. We are indeed blessed to be in a very special environment with wonderful people and we are grateful for the unique style of living we experience in Evergreen Lake Michelle.

Many of our concerns can be fairly easily resolved with better communication and an effort by Evergreen to support their Lake Michelle residents on issues relating to the estate.

We look forward to these issues being discussed at our next AGM in August and trust that Evergreen will view our concerns as reasonable and urgent and continue to communicate with us on the resolution of these and future issues.

Greg Culhane
CHAIRMAN ERALM



EVERGREEN AT LAKE MICHELLE
("THE VILLAGE")

ANNUAL MANAGEMENT REPORT 2017 / 2018

1. INTRODUCTION

A warm welcome to all the Evergreen at Lake Michelle Residents; and a special welcome to our newest resident, namely: Ms Madeline Jarvis; 61 Lakeshore.

2. DEVELOPMENTS IN THE VILLAGE

All our homes have been sold and is 31 homes in total. Lakeshore Drive #61 was a re-sold to Ms Madeline Jarvis, as Bill & Judy Venables moved over to Evergreen Noordhoek. We currently have a total of 51 residents living at Evergreen at Lake Michelle.

The planning for the future extension of Evergreen Lake Michelle is ongoing. Currently the planned extension involves an additional 110 units and a lifestyle centre. This is due to commence in the second half of 2019.

3. SECURITY

Lake Michelle employs Lake Security to monitor the estate 24/7. The access into the estate remains very strict. The estate has electric fencing right around.

4. HEALTHCARE

Unique Health is the Medical Service Provider. To date, most of you have had the pleasure of meeting our Staff Nurse, Sharon Adams for your Annual HealthCare Assessment. Staff Nurse Sharon Adams is available to visit you in your home on a Friday, by appointment only.

All the resident medical emergency calls are received by Cape Medical Response (CMR) directly, through the TeleCare carestation. Every home has a TeleCare carestation and the purpose of this service is to provide peace of mind and emergency help.

The functions of the care station remain unchanged; blue button (morning call), yellow button (nurse call) and the red button (emergency call centre).

Although CMR assist with regular testing of the carestations we also encourage all residents to test their carestations randomly.

5. CATERING

As there are no Evergreen facilities, all residents are invited to visit any of the villages for lunch. Currently Evergreen Noordhoek Lunch menus are emailed to all the residents on a weekly basis.

6. SOCIAL EVENTS

Although the Social Events are a joint venture, Janet Jackson has been the driver behind all of it this year.

Mrs Jackson's overview for the past year; *'we started out with a garden visit and tea at nos. 66 and 68 Northshore. (We intend to repeat this exercise in the spring.) a large group went to the Castle where Brian Aldridge gave an excellent guided tour.*



This was followed by lunch at Rhodes Memorial restaurant. Towards the end of the year, there was a visit to Simon's Town Museum complete with informative talk on the history of the town and tales of Just Nuisance. Lunch followed at the False Bay Yacht Club. Our pre-Christmas gathering was lunch at Barracuda's in Fish Hoek. January onwards there have been visits to various restaurants for breakfast and Mike and Jean Lamb hosted a braai which was well attended and enjoyed. The last outing was organised by Jenny Niemand when the Evergreeners went to the new shopping mall, Harbour Bay, in Simon's Town.

A WhatsApp group was created for the Evergreen Residents; this has replaced the Helping Hands portfolio and works very well for anyone who needs any assistance at any time for anything. The KnitWits, although not solely Evergreen residents, is still going strong.

7. **HUMAN RESOURCES**

A warm welcome to Bronwyn Davis, the Village Administrator for Noordhoek and at Lake Michelle. We have no doubt that any interaction with Bronwyn has and will always be pleasant.

Kim Whitworth was transferred to the new development, Evergreen Noordhoek where there are currently 46 completed homes, with phase two that has just commenced with the next 35 homes.

8. **GARDEN AND MAINTENANCE**

The severe water restrictions continued with Level 6b being implemented on 1 February 2018 limiting each person to 50lt per day. Evergreen implemented a number of water saving measures for all their villages; including installing rain water tanks at every home.

General Maintenance of the homes is on-going. Patrick Maile, the Maintenance Manager, is doing a good job in managing this.

Please remember that Lake Michelle Estate has a very strict planting list which is available from Kim Whitworth.

9. **GENERAL**

Thank you to the RESCOM for their continued commitment to making Evergreen at Lake Michelle a fulfilling community; namely Greg Culhane, Bob Thomas, Chris Foad, Jenny Niemand and Janet Jackson. Thank you to Brian Gold for his support; however, he did resign his position earlier this year.

Thank you to all the residents of Evergreen at Lake Michelle for your continued support.

EVERGREEN LAKE MICHELLE FINANCIAL SUMMARY

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

	Audited Actual 2018 (31 Units)	Budget 2019 (31 Units)		Notes
Levies	424 542	455 009		
Contractual levy	424 542	455 009	7.2%	1
Other Income	1 357 553	1 481 587	9.1%	
Lake Michelle Home Owners' Association	826 956	918 096	11.0%	2
Interest received	628	-	-100.0%	
Other Recovery	250	-	-100.0%	
Rates Recovery	529 718	563 491	6.4%	
Total Revenue	1 782 095	1 936 596	8.7%	
Contractual Expenses	(1 677 434)	(1 844 848)	10.0%	
- Medical Response	-70 594	-80 309	13.8%	3
- Village Staff & Administration Expenses	-112 305	-118 895	5.9%	
- Common Property: Municipal & Utilities	10 017	-	-100.0%	
- Property Insurance	-51 986	-58 325	12.2%	
- Lake Michelle Home Owners' Association	-826 956	-918 096	11.0%	2
- Property Rates	-528 094	-563 491	6.7%	
- Village Maintenance	-97 515	-105 732	8.4%	
Profit/(Loss) before non-contractual expenses	104 661	91 749	-12.3%	
Non-contractual Expenses	(22 841)	(22 841)	0.0%	
- Catering	-4 651	-4 651	0.0%	
- Healthcare	-18 190	-18 190	0.0%	
Total profit/(loss) for the year	81 820	68 908	-15.8%	

Notes:

1. 6% increase in the Evergreen Levy
2. Per the Management Association increase
3. Full year of 100% occupancy budgeted