



Lifestyle Villages

## EVERGREEN AT LAKE MICHELLE

(“the Village”)

---

### NOTICE OF ANNUAL GENERAL MEETING

---

Notice is hereby given that an Annual General Meeting of the Village will be held at the **Lake Michelle Boat House, Northshore Drive, Lake Michelle on Thursday, 22 August 2019 at 15h00.**

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 Friday, 2 August 2019 (“**the Record Date**”), being the date determining which Life Right Holders are entitled to receive notice of the Annual General Meeting.

#### A. AGENDA

1. **WELCOME AND INTRODUCTION**
2. **CONFIRMATION OF NOTICE**
3. **ATTENDANCE AND APOLOGIES**
4. **ACCEPTANCE OF THE PREVIOUS ANNUAL GENERAL MEETING MINUTES**  
(Attached)(Pages 6-11)
5. **ANNUAL REPORT BY THE CHAIRPERSON OF THE RESIDENTS’ COMMITTEE (“RESCOM”)**  
(Attached)(Page 12 - 14)
6. **EVERGREEN VILLAGE MANAGER’S REPORT** (Attached)(Pages 15-16)
7. **ANNUAL FINANCIAL REPORT FOR THE 2019/2020 FINANCIAL YEAR** (Attached)(Page 17)
8. **ELECTION OF THE RESCOM MEMBERS** (See Note 1)
9. **GENERAL**
10. **CLOSURE OF MEETING**
11. **SNACKS AND REFRESHMENTS**

#### 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 Holders 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 Annual General Meeting 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 Annual General Meeting.

##### Instructions

Please hand-deliver the duly completed Nomination Form to the Village Managers’ offices, alternatively email same to [andrew@evergreenlifestyle.co.za](mailto:andrew@evergreenlifestyle.co.za), by no later than **16h00 on Thursday, 15 August 2019.**

## 2. 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 Annual General Meeting 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 [andrew@evergreenlifestyle.co.za](mailto:andrew@evergreenlifestyle.co.za), by no later than **16h00 on Wednesday, 21 August 2019**.

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.

## 3. IDENTIFICATION OF PROXIES

Any proxy appointed to attend, participate and vote on behalf of a Life Right Holder at the Annual General Meeting 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 ID card issued by the South African Department of Home Affairs, or a valid passport will be acceptable forms of identification.

## 4. IMPORTANT NOTE

Life Right Holders will receive a complete Annual General Meeting ("AGM") document pack via the email address listed for their unit in the register of the Village. Life Right Holders 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 Holders 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:

- Proxy form; and
- Nomination Form.

## 5. RSVP

For catering purposes, kindly RSVP to the Village Manager **by no later than 16h00 on Thursday, 15 August 2019**.

By order of Evergreen Lifestyle Villages (Pty) Ltd ("Operator")

**GARRY REED**

**EVERGREEN AT LAKE MICHELLE**  
*("the Village")*

---

**PROXY 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 at the **Lake Michelle Boat House, Northshore Drive, Lake Michelle on Thursday, 22 August 2019 at 15h00.**

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 Annual General Meeting of the Village to be held on Thursday, 22 August 2019 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 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 Annual General Meeting", but any such deletion must be initialled by the Life Right Holder(s). Should this space be left blank, the chairperson of the Annual General Meeting will exercise the proxy. The person whose name appears first on the proxy form and who is present at the Annual General Meeting 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. To be valid the completed proxy forms **together with all listed proxies' green bar-coded identity documents or Smart ID cards issued by the South African Department of Home Affairs, or valid passports**, must be hand-delivered to the Village Managers' offices, alternatively emailed to [andreaw@evergreenlifestyle.co.za](mailto:andreaw@evergreenlifestyle.co.za), by no later than **16h00 on Wednesday, 21 August 2019**. (See note 3)

5. 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.
6. Any proxy who intends to attend or participate at the Annual General Meeting must be able to present reasonably satisfactory identification at the meeting for such participation at the meeting. A green bar-coded identity document or Smart ID card issued by the South African Department of Home Affairs, or a valid passport will be accepted as sufficient identification.
7. The completion and lodging of this proxy form shall not preclude the relevant Life Right Holder from attending the Annual General Meeting and speaking in person thereat to the exclusion of any proxy appointed in terms hereof, should such Life Right Holder wish to do so.
8. The chairperson of the Annual General Meeting may, in its sole discretion, reject or accept any proxy form which is completed other than in accordance with these instructions.

# EVERGREEN AT LAKE MICHELLE

(“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, 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 Annual General Meeting on **Thursday, 22 August 2019**.

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.

SIGNATURE OF NOMINEE \_\_\_\_\_ DATE: \_\_\_\_\_

**KINDLY NOTE:** To be valid the completed Nomination Form together with the brief CV of the nominee must be hand-delivered to the Village Managers’ offices, alternatively emailed to [andrew@evergreenlifestyle.co.za](mailto:andrew@evergreenlifestyle.co.za), by no later than **16h00** on **Thursday, 15 August 2019**.



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

**MINUTES OF AN ANNUAL GENERAL MEETING OF THE VILLAGE HELD  
ON 16 AUGUST 2018**

---

**PRESENT:** D C Drew (Chairman)  
 A D Case (CEO)  
 A Kajee (Financial Director)  
 G Culhane (Resident’s Committee Chairman)  
 K Whitworth (Village Manager for Lake Michelle & Noordhoek)  
 A Witte (PA to Evergreen Directors)

Residents (As per signed attendance register)

**APOLOGIES:** As per the attached list of residents

**1. WELCOME AND INTRODUCTION**

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

**2. CONFIRMATION OF NOTICE**

The notice convening the meeting as well as the previous minutes, 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 B Hambleton-Jones and seconded by D Walker.

**3. ATTENDANCE AND APOLOGIES**

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

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

The minutes of the annual general meeting of the village held on 17 August 2017 were accepted and signed as a correct record as proposed by J Thomas and seconded by J Niemand.

**5. ELECTION OF RESIDENTS’ COMMITTEE MEMBERS**

The Residents’ Committee shall consist of 6 (six) members. The following 4 (four) retiring ResCom members, who have offered themselves available for re-election, were the only nominees received for appointment as Residents’ Committee members and were appointed as such:

G Culhane;  
 C Foad;  
 J Niemand; and  
 B Thomas

**RESOLVED:**

**THAT** the appointment of the above-mentioned residents as Resident’ Committee members hereby be approved as proposed by B Hambleton-Jones and seconded by T Grave.

**6. ANNUAL REPORT BY THE CHAIRMAN OF THE RESIDENTS' COMMITTEE**

The annual report by the chairman of the resident's committee was circulated together with the notice of the annual general meeting and taken as read with specific reference to the following as presented by G Culhane:

- Since the last annual general meeting we welcome new Life Right holders being Beryl King, Richard & Rosemary McNeill, Peter & Patricia von Bormann, and Helen Moffett a tenant in house 4 Northshore Drive. We share fond memories of Gerd Morton, Keith Gunston and Martin Graham who have passed away.
- Bill & Judy Venables moved to Evergreen Noordhoek and Madeline Jarvis moved into unit 61, Lakeshore Drive.
- A couple of questions were raised and have since been answered adequately by Evergreen management.
- We think that Evergreen has an equitable way of handling levies going forward.
- The "Helping Hands WhatsApp" group was created for those needing assistance as well as a separate group used as a communication platform, which is optional.
- The concern as to who is responsible for the cost of burst geysers and damage to units was clarified and I can confirm that Evergreen Property Investments (Pty) Ltd ("EPI") insure the geysers which covers the replacement cost for a burst geyser as well as damage repair to the house. Residents are required to ensure their personal effects themselves.
- Security was a huge concern and a list has been handed to management to take up with LMHOA.
- All the water tanks have been installed.

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

The village managers' report was circulated together with the notice of the annual general meeting and taken as read with specific reference to the following as presented by K Whitworth:

- A warm welcome to all our residents and specifically to Bronwyn Davis the new village administrator;
- All Evergreen units in the village remain sold;
- Unique Health is available to life right holders by appointment on Fridays;
- Residents are reminded to test the Telecare units on a regular basis to ensure the rapid response by Cape Medical Response (CMR); and
- Residents are encouraged to join the Noordhoek village for meals and social events.

**8. ANNUAL FINANCIAL REPORT FOR THE 2018/2019 FINANCIAL YEAR**

The annual financial report for the 2018/2019 financial year was circulated together with the notice of the annual general meeting and taken as read with specific reference to the following as presented by A Kajee.

- CPI was estimated to be 4.5% (four point five percent) when the budget was drawn up at the beginning of the year. CPI for July will only be confirmed on 23 August. By adding the 1.5% (one point five percent) we are looking at a 6% (six percent) increase across the board for all 31 (thirty one) units.
- The LMHOA levies have increased by 11% (eleven percent) due to security upgrading.
- The budgeted estimated profit for the year is R68,908.00 (sixty eight thousand nine hundred and eight rand). The financials currently reflects a loss of R10 000 (ten thousand) at the end of June 2018 but is expected to reflect profit of R40 000 (forty thousand) as at the end of financial year February 2018.

The acceptance of the annual financial report was proposed by J Niemand and seconded by M Cooper.

Question 1

B Hambleton-Jones asked why were we showing a loss of R10 000 up to end of June.

Answer 1

A Kajee confirmed that the Evergreen Lifestyle Village (Pty) Ltd (“ELV”) maintenance staff salaries were not assigned to any specific village and were subsequently allocated based on the number of units per village. Also, higher than expected audit fees.

Question 2

J Niemand wanted to know why there was such a difference in audit fees for the budgeted period and asked what was paid.

Answer 2

A Kajee confirmed that the audit fees budgeted were estimated prior to PSG confirming their reporting date being earlier in the year, hence the urgency to have the audit complete in a shorter period of time which attracted overtime costs.

**9. GENERAL**

The Chairman proceeded 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

Peter & Patti von Bormann raised their concern over the Houmoed Avenue, Sunnydale extension, and the expected noise, light and air pollutions.

Answer 1

A Case responded by saying that Evergreen are well aware of the proposed phased extensions, being

- Phase 1 - the extension of Homewood Road; and
- Phase 2 - the extension of the bottom half of Lekkerwater Road.

Evergreen and Lake Michelle Home Owners’ Association (“LMHOA”) have no reason to oppose the extensions which will alleviate congestion in the area.

Question 2

Patti von Bormann asked how further encroachment can be prevented.

Answer 2

A Case responded by saying encroachment cannot be stopped. The Government is struggling with land policies but LMHOA felt that a road which demarcates the wetlands would be a positive move for all residents concerned.



Question 3

S & P Leach asked whether the geyser was covered by insurance.

Answer 3

D Drew pointed out that the geyser tank had a 5 (five) year warranty and any fault would be covered by the manufacturer with no cost to the resident within the warranty period.

If the geyser bursts and the warranty has expired the insurance for the replacement is processed and paid for by EPI.

Any resultant damage to the ceiling, repainting of internal walls, damage to floors, and damage to electrical systems etc. would be covered by EPI's insurance.

The valves, solar collector, vacuum breakers, pumps, all electrical components and ancillary components of the geyser and the solar installation all have a 1 (one) year warranty period and will be covered by the manufacturer within the warranty period. Thereafter it then becomes the responsibility of the resident.

All movable property, fixtures and fittings, which is the property of the resident, must be covered by the residents own insurance. Any resultant damage to resident's property, as described above, is the responsibility of the residents insurance.

Question 4

S & P Leach were concerned that some domestic workers do not have proper ID cards when accessing into the village.

Answer 4

K Whitworth responded with feedback from the LMHOA that ID cards lost would be replaced by the security office and printed on a weekly basis. Any worker who does not have an ID card should contact the office and follow up.

Question 5

B Hambleton-Jones raised the question of installing filters in the water tanks.

Answer 5

D Drew responded that no filters would be fitted but a "gutter buddy" would be fitted below the gutter and that it will be easy to maintain.

Question 6

G Futcher raised the question as to whom would be responsible for the maintenance of garage door motors.

Answer 6

G Culhane responded that residents would pay the costs

Question 7

Dr Cooper raised his concerns over the defects to the buildings which remain on the maintenance schedule. Dr Cooper added that there is lack of security protocol as well as a vulnerability of guards when on duty.

Answer 7

D Drew responded that latent defects would be repaired by EPI and indicated that he will contact LMHOA and find out what the R7 million rand security upgrade included.

C Culhane confirmed that, having attended the last LMHOA meeting, the upgrade cost was for the upgrade of the perimeter fence.

D Drew responded that he will discuss the urgency of upgrading the security with the list items mentioned in Chairman's report with the LMHOA.

Question 8

G Culhane asked that when the additional 105 (one hundred and five) houses are launched that Evergreen residents are given first option.

Answer 8

A Case confirmed that the phase 2 houses would only proceed once the environmental impact studies were complete.

With no further matters being raised, the Chairman thanked all present for their attendance and wished Pam Graham a speedy recovery after her fall and declared the meeting closed at 15h00.

\_\_\_\_\_  
CHAIRMAN

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

**APOLOGIES NOTED AT THE ANNUAL GENERAL MEETING OF THE VILLAGE  
HELD ON 16 AUGUST 2018**

---

S Ingpen  
B Thomas  
R & S Payne  
C & M Reid  
S & P Leach  
R & R McNeill  
B King  
I & A Thomson  
C & M Thomas  
M Hambleton-Jones  
C & J Pickering  
A Grave  
J & J Jackson  
M Lamb  
B Gold  
M Jarvis  
G & Y Couvreur  
K Reich  
R Cooper



**EVERGREEN AT LAKE MICHELLE**  
 (“the Village”)

**ANNUAL REPORT BY THE CHAIRPERSON OF THE RESCOM FOR 2018/2019**

**INTRODUCTION**

This year has been relatively quiet for the residents of Evergreen At Lake Michelle.

One of the concerns some of our residents have raised in the past is a transition plan from Evergreen at Lake Michelle to Evergreen Noordhoek in case of need. We have seen this in action this year with quite a few Lake Michelle residents making the decision to move to Noordhoek for various reasons. We were very sad to say goodbye to Brian and Meryl Hambleton-Jones, Jenny Niemand and Pam Gunston, all of whom have now moved to Noordhoek. Brian and Jenny have played significant roles on the Lake Michelle Committee with Brian being Chairman for a number of years and Jenny controlling the finances. Meryl has also been actively involved in the Social Committee and we will indeed miss them all. In discussion with Brian and Jenny, they are extremely happy in Noordhoek and it appeared that the transition went very well. This is indeed good news for those in Lake Michelle who were concerned about this previously.

We therefore have three houses in Lake Michelle which are currently vacant and we look forward to meeting the new residents when they arrive.

While there have been a few residents who have been unwell over the last year, we are all in good or reasonable health at present and fortunately did not have to deal with the passing of any residents over the last 12 months.

**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/Finance
Bob Thomas	Vice Chairman
Chris Foad	Secretary
Margaret Reid	Social
Ian Thomson	Snags/Maintenance

New elections for committee members will take place at the AGM on 22 August 2019, but all the committee members have made themselves available for re-election.

**FINANCE**

We are happy to see that the increase in Evergreen levies was very reasonable for the previous year and hope that the Executive will continue to strive to create parity for all residents on the Estate. We were also pleased to see Evergreen vote against a motion for increased levies by LMHOA, and the revised levy is indeed more appropriate.

## **SOCIAL**

Social activities have been fairly subdued this year, partially because we did not have a dedicated person arranging functions. Also quite a number of residents have been travelling and not available for arranged functions.

We have decided to arrange social functions less frequently than in the past, but will still try to get together on a fairly regular basis. We used the committee meeting to socialise, with residents bringing snacks and drinks to enjoy after the meeting.

We had also collected a small amount of money from residents on an annual basis to be used in case of need. However, these funds were all going to bank charges so the decision was made to close the account. It was unanimously decided at the committee meeting that these funds would be used to celebrate "Christmas in July" and Margaret Reid and Jean Thomas did an exceptional job in arranging this function at Barracuda's in Fish Hoek. The function was well attended and a great lunch was provided for the residents.

## **HELPING HANDS**

We no longer have a committee member in charge of the Helping Hands portfolio as the use of the WhatsApp group has been very successful.

Almost all the residents are on the WhatsApp group and there have been instances where it has been extremely useful. All residents are encouraged to reach out via this application should they be on ANY need for assistance in the future.

## **MEDICAL**

While we have had a few instances of ill health and accidents over the year, the general health of the residents is good and the CMR system appears to be working well.

Some residents (including myself) have inadvertently forgotten to turn the blue light (Morning Call) off in the morning and have been phoned by CMR to check if all is well.

The procedure for the blue light (Morning Call)

- If you are going to be away notify Evergreen Management who in turns notifies TeleCare
- If / when the morning call button is not pressed in the morning – TeleCare will check their records to confirm if the resident is away – No call will be made to the resident.
- If the resident is not away & the morning call button was not pushed – TeleCare call the resident on the landline / cellphone.
- If there is no answer, TeleCare will call the Lake Michelle security to confirm if the resident has been seen leaving the estate.
- If this cannot be confirmed TeleCare will call the next of kin.
- If no contact can be made then CMR will be called out immediately.

The process may seem lengthy however it all happens in a matter of minutes.

Perhaps there could be a system whereby CMR contact a close neighbour to investigate? It would be cost prohibitive to send out an ambulance every time the blue light is not switched off, but there could be a need for assistance in such cases.

## **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.

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.

Evergreen has always stated that they will take responsibility on a case by case basis depending on what needs to be fixed or replaced. While we do not have anything definitive in this regard, we have not had any instances during the course of the year where there has been a conflict regarding the payment for repairs and maintenance. Evergreen have stepped up to the plate in this regard and have funded the repairs where they believe they are liable.

Ian Thompson has taken over this very important portfolio and works closely with Kim Whitworth in order to manage maintenance issue and the response time to fix problems. The number of issues which remain unattended to have dropped considerably over the last twelve months and the feedback I have had from many residents is that they are happy with the way in which repairs have been managed.

We all miss Danie, who has now gone to Evergreen at Val de Vie but have confidence in the new crew run by Romeo to assist us with any maintenance or repair issues.

## **SECURITY**

The perimeter fencing and installation of thermal cameras have now been completed and residents have been hearing the testing of the loudspeakers used to ward off loiterers.

As we have repeatedly stated, we are as strong as our weakest link, and there has been no tangible improvement with regard to the access points, which remains a serious concern for residents. There are still stories of people arriving to homes unannounced and the gate being open late at night, but fortunately there have been no instances of criminal activity other than the pool cleaning device being stolen from a property (not Evergreen).

We still believe that there needs to be more done to upgrade the security at the access points to be on par with the measures taken by other security estates. The current arrangement is outdated and anyone with purpose would easily be able to enter the estate or overpower the guards.

Please let us not wait until something bad occurs!

## **WATER TANKS**

We are hopefully over the severe drought conditions we have experienced over the last two years, and the water tanks are useful, but not as critical as they were the previous year. It is good to harvest some of the rain falling on our roofs but I am not sure how many residents are actively using this water in their day to day activities.

## **CONCLUSION**

In conclusion, the majority of residents of Evergreen Lake Michelle are extremely satisfied with the lifestyle offered in this estate and continue to thrive in the beautiful surrounding we have on our doorsteps.

We are encouraged by the improvement in relations between Evergreen Management and Lake Michelle Residents and do feel that more effort is being made to make the lives of the residents more enjoyable and less stressful. While we will always be watchful to ensure that our rights are respected, we are also quick to acknowledge improvements and efforts made to improve conditions for all our residents.

**Greg Culhane**  
**CHAIRMAN ERLM**



**EVERGREEN AT LAKE MICHELLE**  
*("the Village")*

**VILLAGE MANAGER'S REPORT FOR 2018 / 2019**

**1. VILLAGE DEVELOPMENT**

We currently have 31 homes within the Lake Michelle Estate. There are 46 residents residing in Evergreen at Lake Michelle presently and our demographic is made up of 19 couples and 10 single residents with an average age of 75.

During the course of this year we said goodbye to Pam Gunston who moved over to Evergreen Muizenberg, and to Jenny Niemand and Brian & Meryl Hambleton-Jones who moved over to Evergreen Noordhoek. Currently the three Northshore homes are for sale.

**2. SECURITY**

24/7 Security presence in the estate (Lake Security), with complete electric fencing securing the entire estate together with CCTV cameras.

All staff working within the estate require ID tags before entering the estate.

**3. HEALTHCARE**

Healthcare is one of the four main pillars of the Evergreen Lifestyle Villages. We continue to review the healthcare services in the villages to ensure they remain of high quality and are cost effective in relation to the needs of and utilisation by residents.

All resident medical emergency calls are received by Cape Medical Response (CMR) directly, via the TeleCare system.

Evergreen Lifestyle has set up Evergreen Care, our own healthcare division, which is managed by Elize Porter and which we envisage will grow from strength to strength.

**4. CATERING**

Residents are invited to join in at the Noordhoek Bistro for breakfasts / lunches. The menu is emailed on a monthly basis.

## **5. SOCIAL EVENTS**

Evergreen has hosted a number of social events this year, and will continue to do so going forward. Evergreen Noordhoek extends invites to all Resident events to Lake Michelle Residents. A number of Lake Michelle residents have been attending the Noordhoek Friday night sundowner's evenings.

## **6. GARDENS/LANDSCAPING**

Communal gardens are maintained by the Lake Michelle Homeowners Association, however each and every resident is responsible for their own. Despite the harsh summers, the gardens always look fantastic. Water tanks connected by Evergreen have contributed to water saving in the past and current winter.

## **7. MAINTENANCE & RENOVATIONS**

We continue to deal with the day-to-day maintenance issues as and when they arise.

Romeo Human has been appointed an Assistant Maintenance Manager, who will be responsible for scheduling all maintenance in the village as well as dealing with contractors.

We request that all residents please complete a maintenance form so that the particular job can be logged with our maintenance department.

The first four homes in Lakeshore Drive were repaired and repainted externally.

## **8. COMMUNICATION**

We continue to provide regular and prompt communication with residents.

The SMS communication service has become a more direct means of communication. In the event that more official communication is needed, we send out circulars as and when required.

I also have an open-door policy and welcome all residents who wish to discuss any issues they may have on their minds.

## **9. HUMAN RESOURCES**

We bid farewell to Bronwyn Davis, Assistant Village Manager who has taken up a new position as Hospitality Manager for all our villages.

We welcome Elvirah Daniels as Assistant Village Manager. Elvirah has settled in really well and is all 'hands on deck'.

## **10. CONCLUSION**

In conclusion, I wish to extend a thank you to everyone from our Village to our Head Office for the continued support to ensure that we continue to strive to provide our residents with five-star service. Thank you to the Rescom for your continued support.



**EVERGREEN LAKE MICHELLE FINANCIAL SUMMARY**

FINANCIAL YEARS 1 MARCH TO 28 FEBRUARY: 2019 (ACTUAL) AND 2020 (BUDGET)

	<b>Audited Actual Feb-19 (31 Units)</b>	<b>Budget Feb-20 (31 Units)</b>	<b>% Change</b>	<b>Notes</b>
<b>Levies</b>	<b>459,445</b>	<b>490,396</b>	<b>5%</b>	<b>1</b>
<b>Other income</b>	<b>721</b>	-		
Sundry Income	721	-	<b>(100%)</b>	
<b>Total Revenue</b>	<b>460,166</b>	<b>490,396</b>		
<b>Total Expenses</b>	<b>464,354</b>	<b>489,819</b>	<b>5%</b>	
Medical Response	77,415	77,849	<b>1%</b>	
Healthcare	19,284	20,010	<b>4%</b>	
Common Property: Municipal Utilities	5,571	-	<b>(100%)</b>	
Property Rates	3,576	-	<b>(100%)</b>	
Property Insurance	28,187	-	<b>(100%)</b>	<b>2</b>
Catering	3,079	3,041	<b>(1%)</b>	
Village Staff & Administration Expenses	218,138	202,644	<b>(7%)</b>	
Village Maintenance	109,103	186,274	<b>71%</b>	<b>3</b>
<b>Total profit/(loss) for the year</b>	<b>(4,187)</b>	<b>577</b>		

**Notes:**

1. Levies increase due to the annual levy increase in September 2019.
2. Property insurance paid by Evergreen Property Investments (Pty) Ltd.
3. Village maintenance increase of 71% is mainly due to raising a provision for long-term maintenance.