

23 February 2022

Dear Residents,

Recently, we have fielded numerous questions pertaining to some practicalities around the Life Right Agreement (“LRA”) and the termination thereof, as well as some general Village and Facility related questions.

Below, please find some frequently asked questions and answers that could assist in providing clarity on these matters.

1. What would the process entail should I be interested to move to an apartment from a house and how will my LRA be affected?

The first step would be to express your interest in moving to the Village Manager. The Village Manager would then involve Evergreen Management who will:

- a) Arrange for a viewing of the apartments.
- b) Calculate the financial impact.
- c) Draft a proposal for your consideration.
- d) Sign a new Apartment LRA, while simultaneously terminating the House LRA.

We have experience in this process, having gone through similar moves in our villages in Broadacres and Muizenberg. We have facilitated many such moves from houses to apartments and we can create a smooth and hassle-free experience.

2. When will the roof of the apartments be completed and why is there a delay?

As per the circular sent out in January, the start of the roof installation is imminent. I am sure you would have noticed the safety fencing being erected around the area. The actual construction of the roof structure is estimated to take approximately 3 to 6 months from commencement. We await final approval from the City of Cape Town in this regard.

3. When will construction of the Care Centre commences?

Construction of the Care Centre is planned to start once the apartment building project is fully completed and substantial sales have been made. The construction of the facility is estimated to take approximately eighteen months, with the fit out and furnishings of the building to take approximately 3 months after that.

4. Should I need frail care before the Care Centre is fully completed, would the current care facility be able to provide the services required?

The upgraded care facility will be able to provide shorter term care for post operative or step-down care as well as long-stay admissions which will all depend on the specific diagnosis, the Doctor's motivation and pre-assessment. Should there be a need for permanent or long-term frail care arise, the facilities at Evergreen Muizenberg remains first choice. All of the above services will be for each resident's own account. The Care Centre at Evergreen Muizenberg will always have rooms on reserve for residents from other Evergreen Villages. The current fee for frail care services is R28,150.00 (inclusive of VAT) per month for Evergreen Life Right Holders. Care can also be provided to non-Evergreen residents at a rate of R38,090.00 per month (inclusive of VAT).

5. What must I do in case of an emergency whilst in my unit?

Please immediately press the Red / Emergency Telecare button on your device. Wait for the operator and follow their instructions. Please do NOT phone the office or the reception or the clinic as this may waste valuable time, rather press the Red / Emergency Telecare button.

6. Can I press my Telecare button to see if it works?

Absolutely yes. We urge residents to press the Telecare button at least once a week to ensure it is working and to engage with the operator. Furthermore, we welcome any feedback from residents on their interaction with the operator, whether positive or negative. By regular testing of the unit, we will be able to ensure its functionality as well as the quality of service from the service provider.

7. When will the outdoor facilities of the Lifestyle Centre be completed?

The further development of outdoor recreational facilities will be considered when more of the Village grounds are being developed and based on the needs and potential use by various residents to avoid unoccupied facilities not being used. Consideration must also be given to the effect that these types of facilities will have on monthly levies. We will engage with Rescom further on this matter for their input. At this point in time, we feel that the current facilities within the Lifestyle Centre as well as the lawn area outside is sufficient for resident's needs.

8. When can we expect to have alternative payment options available for our water and electricity accounts (Phase 2)? – **for Noordhoek only**

We have engaged with our service provider on this matter. The system is used successfully across various Evergreen Lifestyle Villages and we will assist any resident that is struggling to use the system. We are exploring a direct EFT payment method and Management has identified residents that require assistance with a once off manual payment option.

9. When will maintenance on houses in NH phase 2 begin? – **for Noordhoek only**

At the end of 2021 all covid regulations restricting efforts to allow for additional resources to be allocated to remedial work needing to be done were lifted. With no restrictions in place, work schedules for additional teams were allocated to the work with work already started. Two teams have been tasked to address the required work, one for external maintenance and one for internal maintenance. Residents will be contacted for final inspections and a brief of work to be conducted prior to work starting.

10. When will external maintenance on houses in Lake Michelle continue? – **for Lake Michelle only**

We are in the process of finalizing our financial year end as well as our budgets for the 2023 financial year. Allocation has been made in the budget for this work to take place. Once we have finalized year end and received approval of the budgets the work will commence.

11. What can I do if I want further clarity on any matters?

Contact the Village Management. Evergreen remains committed to engage with Life Right Holders in an open and transparent manner. Any questions can be directed to Village Management directly. Bear in mind that the LRA is an ever-evolving document. Please therefore do not hesitate to contact me if you require information about your specific LRA or should you wish to discuss any of the above in more detail.

Kind Regards,

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