



Lifestyle Villages

EVERGREEN 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 **Evergreen Noordhoek Lifestyle Centre, Glencairn Expressway, Fish Hoek, Cape Town, on Thursday, 02 June at 10h00.**

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 Thursday 19 May 2022 (“**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**
(Attached) (Pages 7-12)
5. **ANNUAL REPORT BY THE CHAIRPERSON OF THE RESIDENTS’ COMMITTEE (“RESCOM”)**
(Attached) (Page 13-15)
6. **EVERGREEN VILLAGE MANAGER’S REPORT** (Attached) (Pages 16-19)
7. **ANNUAL FINANCIAL REPORT FOR THE 2020 - 2022 FINANCIAL YEARS**
(Attached) (Page 20-21)
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, alternatively email same to liesli@evergreenlifestyle.co.za, by no later than **16h00 on Thursday, 26 May 2022**.

**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

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' offices, alternatively emailed to liesli@evergreenlifestyle.co.za, so as to be received by no later than **16h00 on Thursday 26 May 2022**. The intention is to limit the duration of the AGM and the subsequent risk of exposure at the venue.

Matters that are not submitted in writing, as indicated above, will not be debated at the AGM. Life Right Holder(s) are requested to focus on matters that warrant discussion at an AGM and to take up smaller and / or personal matters with the Village Manager,

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. Proxies to be limited to residents of a village (incl. tenants.) Proxy forms must be hand-delivered to the Village Managers' offices, alternatively emailed to liesli@evergreenlifestyle.co.za, by no later than **16h00 on Wednesday 01 June 2022**

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 Thursday, 26 May 2022.**

Once again Life Right Holder(s) are requested to also limit their representation at the AGM to one person per Unit so as to comply with the public gathering limitations currently in place and to permit as many Units from participating, as permitted.

By order of Evergreen Lifestyle Villages (Pty) Ltd (“Operator”)

GARRY REED

EVERGREEN LAKE MICHELLE
(*“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 at the AGM to be held at **Evergreen Noordhoek Lifestyle Centre, Glencairn Expressway, Fish Hoek, Cape Town, on Thursday 02 June at 10h00.**

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 Thursday, 26 May 2021 at 10h00, 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. Proxies to be limited to residents of a village (incl. tenants)
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, alternatively emailed to liesli@evergreenlifestyle.co.za , by no later than **16h00 on Wednesday, 01 June 2022.** (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 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 ("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 **Thursday, 02 June 2022**.

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 liesli@evergreenlifestyle.co.za, by no later than **16h00** on Thursday, **26 May 2022**.



EVERGREEN LAKE MICHELLE LIFESTYLE VILLAGE (“THE VILLAGE”)

MINUTES OF AN ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 26 MAY 2021

PRESENT:	G Reed	(Chairperson)
	D Pienaar	(Financial Director)
	R Gouws	(Village Manager)
	N Mazibuko	(Office Manager)
	Residents	(As per signed attendance register)

1. WELCOME AND INTRODUCTION

The Chairperson thanked residents for attending the AGM. He proceeded to introduce the panel in attendance. (As noted under present) In particular the Chairman welcomed Dylan Pienaar that recently joined the Evergreen Team.

The Chairperson thanked residents for their patience, support given during the COVID-19 pandemic. He acknowledged the impact of COVID – 19 on both the residents and staff.

A special thank you was noted to the Village Management and Healthcare teams for their efforts and support during the COVID-19 pandemic. Bronwyn Davis (Acting Village Manager) was singled out for her personal sacrifices made during the peak of the pandemic when she moved into the Village to be available 24/7 to assist residents.

A special word of thanks went to all Evergreen residents for their support during the different levels of lockdown.

The chairman held a moment of silent reflection was held for those near and far that passed away in the last 12 months.

The Chairperson welcomed everyone to the Annual General Meeting of Evergreen Noordhoek and confirmed that the required quorum was present and that the meeting was, therefore, duly constituted. He also requested all present to adhere COVID-19 safety protocols; social distancing and sanitising at all access and exits of the meeting.

2. ATTENDANCE AND APOLOGIES

The attendance register was circulated and signed. Apologies received from residents were noted (refer to Annexure A for details).

The Chairperson noted the following proxies received:

- Gert and Pam Morton,
- Mike and Ronnie Cooper
- Chris and Margaret Thomas
- June Pickering
- Susan Grave



- Brian Aldridge
- Madelein Jarvis
- Guy and Evette Couvreur
- David Walker
- Sue Ingpen
- Roger and Sue Payne
- Kent Reich
- Mandy Harris

3. CONFIRMATION OF NOTICE

The notice convening the meeting as well as the report by the Village Management, as circulated to residents, were taken as read, and proposed by Brian Gold and seconded by Bob Thomas

4. ACCEPTANCE OF PREVIOUS AGM MEETING MINUTES

The minutes of the previous AGM was circulated together with the notice of the annual general meeting. The Chairman recommended that the minutes be taken as read and accepted. Any comments of questions will be raised under general section. Proposed by Brian Gold and seconded by Bob Thomas.

5. ANNUAL REPORT BY THE CHAIRPERSON OF THE RESIDENTS' COMMITTEE

The annual report by the chairperson of the resident's committee was circulated together with the notice of the annual general meeting. The Chairman recommend that the chairperson's' report be taken as read and noted. Any comments of questions will be raised under general section.

6. EVERGREEN VILLAGE MANAGER REPORT

The village managers' report was circulated together with the notice of the annual general meeting. The Chairman recommend that the village managers' report be taken as read and noted. Any comments of questions will be raised under general section.

7. ANNUAL FINANCIAL REPORT FOR THE 2021/2022 FINANCIAL YEAR

The annual financial report for the 2021/2022 financial year was circulated together with the notice of the annual general meeting. I recommend that the annual financial report and budget be taken as read and noted. Dylan Pienaar, Evergreen's Financial Director to present a summary.

Dylan Pienaar reported that the 2021 financial year which ended in Feb 2021 and comparing it to the previous financial year, noted that there had been a increase of 6% in the levy income that is in line with the annual increases as noted in the Liferight Agreement.



DP noted that there was quite a significant increase in the village expenses relating to increasing in staffing at the Noordhoek Village. As a result of that we recorded a loss of R26k for the year against a profit of R27k the year before. Looking at the year ahead a similar increase of 6% in levies are being budgeted for and that further similar increases with an expected loss of R25k.

D. Pienaar and G Reed to address further questions raised by Village residents under the general section.

8. GENERAL ELECTION OF RESCOM MEMBERS

The Chairperson confirmed that the request to roll over the Rescom in place will be accepted. Margaret Reid had tendered her resignation

The Following 3 (three) residents were named to continue serving as Rescom Members:

- Greg Culhane
- Ian Thomson
- Bob Thomas

The re-appointment of the aforementioned 3 (three) residents to the Rescom, hereby be approved with effect from today's date.

9. GENERAL.

We have now come to the last point on our agenda. We will proceed 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

- a. *How are village staff and administration expenses evaluated?*
 - b. *How is the healthcare expense evaluated?*
 - c. *What is the municipal utility expense?*
- (Colin & Margaret Reid)*

Answer 1

- a. Dylan Pienaar explained that both expenses are based on an allocation of the expenses from the Noordhoek Village made up of predominantly staffing cost. This is made up of recorded time allocations of specific employees performing duties at or for Lake Michelle and not of a fixed percentage.
- b. The expense is made up purely of percentage of the recovery of healthcare staff at the Noordhoek Village.
- c. Evergreen received municipal charges and recharges this a month later. The carry-over is purely because of the timing of receiving and recharging these fees. Typically, at the end of the year an amount will be provisioned for this. Est R18 000.



The Chairman opened the floor for more questions.

Question 2

Stuart Leach requested a response to the lack of communication with regards to maintenance work being quoted on and not actioned.

Answer 2

Garry Reed responded that a contractor (High Point) was approached to visit all the houses to assess the exterior and provide quotes for the work required. The aim is to complete the work after winter but before the end of the financial year. A lot of work has also been done to remedy roofing issues at Lake Michelle. Garry Reed agreed that the Village team can do better with regards to the communication and will do so going forward.

Question 3

- a. Mike Lamb asked Garry Reed to provide some information on further developments for Evergreen Lake Michelle.*
- b. Has there been any objections from the LMHOA?*
- c. Is there any way that it could be made easier for Lake Michelle residents to access the Noordhoek Village to enjoy the new facilities?*

Answer 3

a. Garry Reed stated that Evergreen is very excited to start with further developments as soon as possible and referred to the area in question on the visual presentation that was presented. All applications have been put forward to the City of Cape Town and the provincial Government and Evergreen is hoping for a smooth application and approval process. This development will add great value to Evergreen residents but also to the residents of the greater Lake Michelle Estate and the Evergreen business. Garry Reed referred to recently launched developments at Val de Vie and reiterated Evergreen's plans to develop estates within estates similar to Lake Michelle in the future. Val de Vie consists of 150 houses currently and another 60 under construction with plans to eventually have 600 Evergreen homes inside the greater Val de Vie. Garry Reed also referred to the Sitari development in Somerset West where Evergreen bought 350 properties. Reverting back to the Lake Michelle developments Garry Reed advise that the only obstacle at this point is coming from the Western Leopard Toad association.

b. Garry Reed stated that the LMHOA sees the value in the development and that no objections were submitted by the LMHOA. Garry Reed proceeded to explain that a requirement from government is that developers invest in "inclusionary" housing. Amdec (50% shareholder of Evergreen Property Holdings) is in process of developing 1000 such houses in Ottery and questions asked to Evergreen has been leveraged by these developments. There is also the argument that the Lake Michelle development was started long before the inclusionary housing became a requirement. The Leopard Toad associations concerns are taken seriously and the development has been planned with an environmentally conscious approach and to have as little impact as possible on the environment.

c. Evergreen has planned to roll out an Evergreen Club card that will allow resident access



into any of the Evergreens Villages with further benefits planned. Possible shuttle services between Noordhoek and Lake Michelle is something that can be discussed. It is important to make it easy that the facilities to be used and enjoyed.

Question 4

What facilities will be included in a Lifestyle Centre at Lake Michelle?

Answer 4

Garry Reed explained that a Healthcare facility and a Bistro style restaurant is part of the plans on a smaller scale than the Noordhoek facilities but big enough to host events and also an admin office. Exact plans are still to be finalised.

Question 5

Doug Harris asked if the facilities will be available to the other Lake Michelle residents.

Answer 5

Garry Reed advised it is something that is being discussed on executive board level. After visiting a retirement facility in New Zealand from which a lot of learnings were taken. At these facilities external visitors are allowed in off peak times with several benefits such as marketing and promoting of the business, financial benefits for the village or estate having a positive impact on levies. This also speaks towards the sense of community but no final decision has been made. Similar to this concept Val de Vie residents are allowed to make use of the Evergreen facilities and it is working well. Further investigation is still being done however.

Chairman Greg Culhane was given the opportunity to say a few words. Greg noted that a concerted effort must be made to get away from the “new normal”. During covid (12month) very little could take place and that 1 driveway party was arranged in June of 2020 and a breakfast get together. Although the events were well attended it was not like the years before. Although there will only be 3 Rescom members going forward. It was suggested that Ian Thomson remains in the maintenance portfolio. Further to comments made about maintenance Greg noted that Ian and Riaan are in communication to improve the feedback on maintenance matters where possible. Greg thanked Riaan for his efforts so far and noted that everyone cannot always be pleased but that he is very happy to have Riaan on board. Greg reminded residents that although there are only 3 members on the Rescom, residents can be co-opted for specific functions from time to time. Specifically looking at the social activities it would be really useful to have someone assist. Any volunteers are welcome to contact Greg directly. Greg took the opportunity to introduce Gail Fortgens after recently moving into the Lake Michelle Village.

10. CLOSING

Garry Reed advised residents that at Evergreen Broadacres the entire Village had been successfully vaccinated. It has proven difficult to get the WC Health Department to engage with Evergreen. After being able to engage with Alan Windy directly it was confirmed that the WC Government would be supplying Evergreen with 1000 Covid-19 (Pfizer) vaccines. With 892 residents that will be adequate for the 1st dose rollout. It was noted that the vaccinations will be done in the villages within the following week. Garry Reed noted that with involvement from Government some variables can be expected. Evergreen Health staff has been trained to do



administer the vaccinations. The vaccination itself will take about 30 seconds with the registration process being slightly more laborious. Garry asked residents who had not yet registered on the EVDS system to please do so. Garry noted that the EVDS system had been problematic and even if registration is not possible all residents wanting to be vaccinated will be able to receive a vaccination. More information will follow. Garry expressed his gratitude towards the Evergreen Health team for the great work done so far.

Question: What is timeframe between first and second vaccinations.

Garry Reed advised that has been communicated to be between 3 and 6 weeks. Residents can expect to receive a vaccination ID that will be left with the vaccination team until the second vaccination has been received. The reason for keeping the ID is to correctly manage the process until completion. Garry also confirmed that all vaccinations are being done free of charge.

Question: What documentation or identification is required at the vaccinations?

Garry Reed advised that paperwork will be distributed to be completed and that is all that you will require regardless of registering online. Garry elaborated on the proposed procedures for the vaccinations.

Question: How long after your second vaccination will your immunity be affective?

Garry Reed that we will have to get confirmation from a medical expert ad revert back.

Question: How long after your second vaccination will your immunity be affective?

Garry Reed that we will have to get confirmation from a medical expert ad revert back.

Question: The blue light on the Telecare unit does not reset after power outages and comes back online at all hours of the night. Anton (Telecare) advised us just to leave it?

Garry Reed stated that that was not the correct use of the system and that Riaan will look into it as a priority.

In closing; the Chairperson thanked all residents for their attendance, support and input. He believes that this year will be a better year, and is excited to start engaging and meeting with residents on a regular basis.

With no further matters being raised, the chairperson declared the meeting closed at 14h56

CHAIRPERSON

Annual Report by the Chairman of the Evergreen Residents Association of Lake Michelle (ERALM)

2021 - 2022

INTRODUCTION

In my last Report, I referred to the “new normal” way of living in relation to our inability to socialise during the COVID-19 lockdowns.

A conscientious effort has been made to try and rejuvenate social activity, albeit only really starting in March 2022. Some residents have raised their hands to join together and form a new Social Committee and these names will be put forward at the AGM as nominees on the Residents Committee. We will hopefully then be able to start arranging functions.

Some residents have been making use of the facilities at Noordhoek Lifestyle Centre and have also participated in some of the activities arranged by Noordhoek residents (Bingo, Quiz Nights, Braai's etc). Some are also using the Bistro for lunches and dinners. It is important that we support the Bistro to ensure its long-term survival.

We have had concerns relating to house painting, security, medical response and new items appearing on our levy budgets, but these will be discussed further in this report.

Unfortunately, we sadly mourn the passing of **David Walker** during this year, and we wish his family great strength during this difficult time.

Other than that, we have had a rather peaceful year in Lake Michelle and continue to enjoy the magnificent surroundings that we are so fortunate to have at our disposal.

SUB COMMITTEES

At the last Residents Meeting of 26 April 2022, a request was made for some more residents to join the ERALM ResCom. Most had previously resigned and only three residents were on the committee.

The following residents volunteered to join/remain on the ResCom:

Greg Culhane - Chair

Bob Thomas - Vice

Gail Fortgens - Secretary

Greg Culhane - Finance Watchdog

Mike Cooper - Health & Welfare

Gail Fortgens, Tony Grave, Gael Culhane - Social

Ian Thomson - Maintenance Issues

The members will need to be formally nominated and elected at the next AGM and their sub-portfolios approved. We hope that with new members, we will be able to attend to more issues of importance to residents.

FINANCE

There is a general concern amongst residents relating to the additional charges placed on the budget for levy calculation purposes. The most notable of these relate to Head Office Charges and Insurance on all buildings. There is a strong belief that Evergreen should not be charging these items to residents and a Concerned Residents Group (CRG) has been set up which include residents from all the villages, to take these matters up with Evergreen management. This is ongoing and we hope that we can come to an agreement around these issues.

SOCIAL

Now that the Lifestyle Centre at Noordhoek Village is up and running, many of the Lake Michelle residents have been using their excellent facilities and joining in on the numerous activities organised by the Noordhoek Social team.

While this has been great, there is a need for the Lake Michelle residents to arrange some activities as well and it is hoped that with a new social subcommittee on board, new ideas will flourish.

We had a residents meeting on 26 April 2022 at the Lifestyle Centre which was well attended. The previous meeting we had was three years prior to that, so it was much needed.

MEDICAL RESPONSE

There was a concern that the cost of a Medical Response to Lake Michelle was very high given the utilisation of services and a decision was made to remove Telecare and update to a far more superior offering from Cape Medical Rescue (CMR).

This new service will require residents to carry pendants with them wherever they go, and this will allow them access to a medical response team anywhere cell phone reception is available.

This was discussed in detail at the recent Residents Committee and once explained in full, all residents present agreed to this new system. As the cost to Evergreen for this service is substantially higher than the previous offering, residents were asked to pay for the pendants themselves. Evergreen has agreed to allow residents to pay this off over 6 months and this was found to be acceptable by all residents present.

HELPING HANDS

While we still use the ERALM WhatsApp Group to relay messages, these are mostly social.

With the removal of Telecare, there is a concern that there is no checking of residents' wellbeing in the mornings. Dr Mike Cooper suggested that the residents work in clusters and form mini WhatsApp groups to allow them to check on each other daily. After giving this some thought, we have decided to focus on single residents only, and we are working to put together a system which will ensure that we can check on these residents daily.

MAINTENANCE/SNAGS

As the properties are now all over five 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 continues to work closely with Riaan Gouws in order to manage maintenance issue and the response time to fix problems. The main issue during the year related to the repainting of the units.

It appears that the maintenance issues have been addressed in a reasonable time by Evergreen, although there does seem to be hesitancy regarding the exterior painting. I have been pushing Evergreen for some time frame here, and we are happy to see that the process has begun. Three houses were painted last year, and this month (May) painting has begun on four more houses. We have been assured that the houses will all be painted by the year end.

SECURITY

We had a most unfortunate incident in December, where somebody managed to climb the Lake Michelle fence and was found on the patio of one of our residents.

We found this whole incident totally unacceptable as Lake Michelle management did not provide a reasonable response to our queries:

- How did this person scale an electric fence?
- How was this not monitored by the external security company?
- Why did the massive expense on security upgrades for Lake Michelle fail so dismally?
- Why did it take so long for security to act?

A detailed letter was sent by Evergreen to Lake Michelle Management asking these and many other questions, and the response given was again totally unsatisfactory. What we were advised was that they were setting up a Security Committee (SECOM) and were looking for able people to join. As residents of ERALM, I, as Chairman, wrote to them asking to put Riaan Gouws in the team (with his permission), but it appears they are reluctant to do this.

We are currently pushing them to include Riaan on the SECOM and await their reply.

CONCLUSION

In conclusion, the majority of residents of Evergreen Lake Michelle remain 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 Operations 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. To this end, we need to ensure that as residents, we are able to voice our concerns where we believe this is necessary and we expect Evergreen to take these issues seriously.

Greg Culhane
CHAIRMAN ERALM



EVERGREEN LAKE MICHELLE

("the Village")

VILLAGE MANAGER'S REPORT FOR 2021/2022

1. INTRODUCTION

Since March 2020 we have been navigating our way through various levels of lockdown restrictions and had our lives impacted on in every way possible, so I am sure everyone was equally pleased when the announcements made a month or two ago allowed life to return to some semblance of normality. Even though we are not completely out of the "Covid woods" just yet and with some restrictions still remaining in place, I am sure you will all agree that we now have a greater appreciation for the many things we took for granted during the darkest months, like having the opportunity to see our family and friends as often as we liked. If there is one thing I have learned over the past two years it is how important human interaction is and the importance of our ongoing efforts to develop a close-knit community within our Village.

Unfortunately, we also had to say goodbye to some of our residents. We were all saddened by the passing of David Walker earlier this year. Richard and Rosemary McNeill also relocated to Devon in the UK to be closer to their family. They will truly all be missed.

With all village operations having returned to normal, and as we head towards the halfway mark of 2022, I want to encourage everyone to make an effort to actively involve themselves in the community. We have endless opportunities to start activities and interest groups and the facilities to host events of any kind.

2. VILLAGE DEVELOPMENT

On 7 June 2021, we celebrated the opening of our brand-new lifestyle centre at the Noordhoek Village. It has been amazing to see how many Lake Michelle residents have since made use of the facilities. In April, the approval of the Apartment block's roof was further good news and with work having commenced, it is expected to be completed in July.

In April we were also able to see and discuss future developments for Evergreen Lake Michelle. As was the case in June last year, once these developments are approved it will certainly have a very positive impact on the Evergreen community at Lake Michelle.

3. EVERGREEN HEALTH, SAFETY & SECURITY

In December 2021, a 2-bed care facility was opened in Apartment 24 to allow the Evergreen Health Team to accommodate a wider variety of medical needs. The service based on medical and care needs assessments by Evergreen Health was successfully offered to a handful of residents and remains in place under these conditions. All healthcare services remain under the supervision of Sister Diana Lane. In April, Sr. Diana, with the support of Melanie Carstens from Evergreen Health, started up a Memory care initiative, "Memory Lane" where an intimate group of residents with similar needs for social interaction and mental stimulation met every Wednesday. This also allowed spouses and partners a little respite. Due to recent changes in budgetary applications brought on by LRA interpretations, there will be changes in the healthcare services, including operational hours, afforded to residents. The over-night service was terminated as of the 9th of May. Further changes are subject to ongoing discussions.

I am sorry to say that we have not made the progress I had hoped to after the security incident late last year. I am working with Greg Culhane and Garry Reed to ensure the matter gets addressed appropriately and to our satisfaction.

4. CATERING

Western Province Catering (WPC) will continue their service for the time being with possible changes to be confirmed. Candice Brooks has taken over the responsibilities of overseeing the services on site from Melanie Coetzee who has taken on a more senior role overseeing multiple sites. As numbers in the village have grown, we have seen a steady increase in the numbers supporting the Bistro and special hosted events.

I am happy to announce that we have finally received approval for our liquor licence and are working hard behind the scenes to implement a bar / drinks concept as soon as possible.

5. SOCIAL EVENTS

Since the Lifestyle centre opened its doors in June 2021, we have had a run of very successful social events, all due to the immense support from residents. We kicked off with our first Market Day in August followed by a string of firsts – Oktoberfest and the Carols and Christmas Market. The highlight of 2021 was the Christmas decorations made by a group of very special ladies. We ended the year with a Covid-wobble and nearly had to cancel our festive plans but managed to scrape through with the maximum numbers that regulations allowed at the time.

2022 Kicked off with a series of Quiz and Bingo Nights which were full of laughs, the perfect antidote to all the stressful months under lockdown. While it does take a team, I cannot help but single out Norma Roos and Mike Chiles for taking the initiative and making these events so successful.

In February, we celebrated Valentine's Day and ended the month off with the Village Potjie Masters competing in a fiercely contested Potjiekos Competition. In the end, the Potjie Boytjies emerged victorious!

Our weekly activities include a knitting group, a variety of exercise classes to suit every physical need, Bridge and Canasta, and an exciting recent addition, Line Dancing with a dual purpose. It gets the feet and legs moving and you also just get to have some real fun. I am looking forward to and encouraging many more interest groups formed by residents as the village continues to grow.

I would like to say a big thank you to Norma Roos and her support group who always encourage residents to join in and help organise the most enjoyable events, functions, and outings. A big Thank You too to all the other residents who head up the interest groups in the Village. We are looking forward to hosting many more this year and thank you all in advance for your continued support. Your ongoing contribution and unfailing enthusiasm ensure our Village and the community is a happy and active one. Lake Michelle residents form a very important part of our community and I would like to encourage and welcome any ideas for events and activities you wish to see added to our calendar.

6. MAINTENANCE & RENOVATIONS

Our on-site maintenance team, made up of Garth Daniels (Maintenance Administrator), Nadeem Fredericks (Maintenance Technician) and Andre Wessels (Handyman) under the guidance of Aashiq Poole (Maintenance Manager) and Patrick Maile (Facilities Manager) has done great work to keep up with the demands of the day-to-day maintenance work in the Village.

To improve our ability to plan and work more effectively, and also to improve communication with residents, I would like to remind residents to please log all maintenance requests via email. Requests discussed in the road while the team is busy with other work can easily fall through the cracks. Emails allow us to have a measurable timeline in which responses and work can be carried out thereby ensuring improved productivity and faster assistance. Work will also be allocated to outside contractors on the same basis.

The long-awaited external maintenance started in 2021 and recommenced in April. The project will unfortunately take a bit of time but we are working closely with the property manager to ensure the quality of work is of a high standard and that work is done within a reasonable timeframe.

7. COMMUNICATION

We continue to provide regular communication via our weekly newsletter "Aloe Aloe". With some additional pages to keep the reading as exciting as possible, Aloe Aloe has developed into something we are really very proud of. Resident contributions are most welcome and highly encouraged. The aim is to have more news "by the people, for the people" and I would like to encourage and invite anyone interested in taking on a column or a section of the newsletter to get involved.

For more formal communication I would like to remind all residents that Elvirah and I, along with the entire team, are always at your disposal. Any concerns can be raised with me directly on any chosen platform and my door always remains open for discussions and constructive solution finding. We are always open for constructive and appropriate feedback as we remain 'a work in progress' and value opportunities to improve and develop the way in which we do things.

8. HUMAN RESOURCES

I wish to thank my entire team for their ongoing support and dedication to provide the best possible service to residents. Having recently completed my second year at Evergreen Noordhoek I can with confidence say that the running of the village is not possible without every single one of them contributing in the way that they do. Elvirah, along with my extended team of duty managers - Owen, Melissa, Brenton and Matthew, do a brilliant job of managing the day-to-day running of the village and have all grown immensely. They have successfully taken on additional responsibilities as the growth of the village demands and I look forward to celebrating in their achievements and growth as the year progresses.

We are of course not able to do what we do in the village without the support of the team 'behind the scenes' – Evergreen Management. They cover a variety of departments and unfailingly support us in the running of the daily operations of the Village so heartfelt thanks to each team member.

9. CONCLUSION

I wish to thank the RESCOM members for their support and commitment to the Village and its residents: Greg Culhane (Chairman) and Bob Thomas (Vice Chairman). I was very happy to hear that more residents will be joining Greg and Bob to support them in the very important work that they do.

I also wish to thank all the Residents for their support and co-operation over the past year. There have been times when it has felt that some of the hard work has gone unnoticed or that the lengths we go to is not always understood, but I want to remind every single resident that You are the reason we do what we do. You are the motivation behind every social event and every menu; you are the reason we race through the village when someone needs urgent help; you are the reason we don't mind staying late or starting early, and the reason we work hard to assist and accommodate as many requests as humanly possible on a daily basis. This is our contribution to building a happy and strong community at Evergreen Lake Michelle. You are the driving force behind it all. We are blessed with amazing facilities and I will like to encourage all residents to enjoy it as often as possible.

Riaan Gouws
Village Manager – Evergreen Lake Michelle

Detailed Income Statement

	FY2022 ACTUAL	FY2023 BUDGET	
NUMBER OF UNITS	31	31	
HOUSE LEVY PER MONTH	R 4 370	R 4 431	1,4%
CATERING LEVY		R -	-
HEALTHCARE LEVY		R -	-
Note Revenue	1 558 977	1 648 332	5,7%
Levies: Houses & Cottages	1 558 977	1 648 332	5,7%
1 Resident Levies	1 459 904	1 648 332	12,9%
Developer Subsidy	-	-	-
Additional Person Levy	-	-	-
2 Unsold Units	99 073	-	-100,0%
Levies Expense: LMHOA	-	-	-
10 Catering Levy	-	-	-
10 Healthcare Levy	-	-	-
Other Income	-	-	-
OPERATING EXPENSES AS PER LRA	1 943 868	1 553 260	-20,1%
3 Head Office Expense Recovery	111 600	111 600	0,0%
4 Village Expense Recovery	-	111 600	-
5 Insurance	68 040	63 357	-6,9%
Clubhouse Expense	450	470	4,5%
Medical Response	91 414	95 774	4,8%
4 Employee Cost Salaries	192 098	-	-100,0%
Employee Cost Other	5 271	891	-83,1%
Levies Expenses	1 029 076	1 079 668	4,9%
Village Staff & Administration Expenses	7 340	7 616	3,8%
6 Consulting Expenses	30 000	-	-100,0%
Information Technology Expenses	1 778	1 876	5,5%
Travel Expenses	650	-	-100,0%
Printing & Stationery Expenses	739	772	4,5%
Depreciation Expenses	-	-	-
7 Common Property: Municipal Utilities	60 991	-	-100,0%
8 Property Rates	51 677	-	-100,0%
Security	-	-	-
9 Village Maintenance	182 254	77 550	-57,4%
Garden Maintenance	4 238	2 085	-50,8%
OPERATING EXPENSES NOT INCLUDED IN THE LRA			
10 Catering	12 195	-	-100,0%
10 Healthcare	94 057	-	-100,0%
Surplus/(Deficit)	(384 891)	95 072	-124,7%
2/11 Evergreen Property Investment Funding Operations Loss	384 891	-	-100,0%
Surplus/ (Deficit) after EPI contribution	-	95 072	-



**LAKE MICHELLE
FY2023 BUDGET
1 Mar 2022 to 28 Feb 2023**

Detailed Income Statement

<u>FY2022</u>
ACTUAL

<u>FY2023</u>
BUDGET

Notes

- 1 No levy increase 1 September 2022. Proposal to increase levies 1 March annually - revised cycle to fall in-line with Evergreen financial year.
- 2 FY23 - Evergreen Property Investments (EPI) contribution consolidated to Operations Loss Recovery, thus no levy and rates on vacant units.
- 3 Head Office Expense Recovery - Basic Facilities and Services per LRA. Recovery rate of R300 based on 2,000 Evergreen Lifestyle units (for current cost base). Only 50% of Head Office costs recovered - Evergreen Property Investments (EPI) is funding the deficit of R3.5m.
- 4 Village Expense Recovery - R300 per unit per month. To cover services provided by Noordhoek Team. Equates to R300 per unit per month. FY22 allocated % to salary line.
- 5 Insurance costs - Basic Facilities and Services per LRA. Calculation based on insurers replacement rate per m2 per dwelling type (houses, apartments, etc). Annually reviewed in July.
- 6 Consulting fees - Terminated Councilor's service FY23.
- 7 Municipal Utilities - FY23 - Budget for recovery improvement.
- 8 Rates - Budget 100% recovery.
- 9 Village maintenance - 4.5% increase on adjusted FY22 spend. FY22 adjusted for abnormal, non routine spend.
- 10 Catering / Healthcare Service - Proposal to move to a pay per use at Noordhoek Village.
- 11 Operations losses - Evergreen Property Investments (EPI) funding losses

<u>EPI total funding FY22:</u>		<u>EPI total funding FY23:</u>	
- Unsold units levies	R99k		
- Rates unsold units	R40k		
- Loss for year	R385k		
TOTAL	R524k	TOTAL	R0k