

**MINUTES OF THE ANNUAL GENERAL MEETING
EVERGREEN LIFESTYLE VILLAGE MUIZENBERG
HELD ON 26 AUGUST 2015 @ 15:00**



<u>PRESENT:</u>	Mr. Steve Williams	(SW) (Chairperson)
	Mrs. Melanie Carstens	(MC) (Evergreen Muizenberg Village Manager)
	Mr. Derek Drew	(DD) (Evergreen Operations Manager)
	Mr. Dave Dalton	(DD) (Chairperson of the Residents Committee)
	Mr. James Wilson	(JW) (CEO of Amdec Group)
	Mr. Cobus Bedeker	(CB) (Amdec Development Director)
	Mr. Nigel Matupire	(NM) (Evergreen Financial Manager)
	Mr. Dane Clifton	(DC) (Evergreen Marketing Manager)
	Mr. David Hall	(DH) (Head of IT)
	Mr. Eurico de Freitas	(EdF) (Strategy)
	Mrs. Jayne Hendry	(JH) (Sales Manager)
	Mr. Phil Wilson	(PW) (Head of Sales)
	Mrs. Liesl Petersen	(LP) (Amdec Company Secretary)
	Evergreen Residents (as per the attached attendance register)	

Item	Narrative	Action
1.1	<u>Welcome</u> The Chairperson, Mr Steve Williams, welcomed all residents and introduced the Amdec staff and the Evergreen Management Team. A special welcome was extended to the Chairman of the Residents Committee, Mr. Dalton.	
1.2	<u>Quorum</u> LP confirmed that the provisions of the Housing Development Schemes for Retired Persons Act 65 of 1988 requires that a quorum is present when there are at least 2 members present, one representing the Developer and one representing the resident. It is noted that a quorum was present (as per the provisions of the Housing Development Scheme for Retired Persons Act No.65 of 1988) and that a quorum is present and the meeting is duly constituted and opened.	
2	<u>Confirmation of AGM Notices</u>	
2.1	SW confirmed that the AGM Notice, Management Report and Financial Report had been circulated to residents and confirmed them to be noted and read.	
2.2	No objections have been noted	

<p>3</p> <p>3.1</p> <p>3.2</p> <p>3.3</p>	<p><u>Attendance / Apologies</u></p> <p>As attached (Annexure A)</p> <p>MC advised that apologies have been received from the following residents: Mrs. Elizabeth Deenik (Unit G9); Mrs. Josie Cairncross (Unit G12); Mr . Guy Orsmond (Unit G18); Mr. & Mrs. Morgan (Unit 2); Mr. & Mrs Norton (Unit 4); Mrs. Muriel Owen (Unit 7A); Mr. & Mrs. Elliot(Unit 18); Mrs Baling (Unit 13); Mr. & Mrs. Bailey (Unit 14); Mrs. Eleonor Schoeman (Unit 18); Mr. & Mrs Burt (Unit 27); Mrs. John Lightfoot (Unit 28); Mrs. Marie Snijders (Unit 29); Mr. Derek McDonald (Unit 34); Mr. & Mrs. Pat Quill (Unit 40); Mr. Alexander Marran (Unit 57); Mrs. Ethne Le Roex (Unit 64);</p> <p>The apologies have been noted.</p>	
<p>4</p> <p>4.1</p> <p>4.2</p>	<p><u>Acceptance of Minutes</u></p> <p>It was noted that the Minutes of the Annual General Meeting held on 23 September 2014 were accepted as a true and accurate reflection of the meeting.</p> <p>Mr Gawie De Villiers proposed the acceptance of the amended minutes and this was seconded by Mr. Ian Sinclair.</p> <p>No objections received and the minutes unanimously approved.</p>	
<p>5.</p> <p>5.1</p> <p>5.2</p> <p>5.2.1</p> <p>5.2.2</p>	<p><u>Annual Report by the Chairman of the Management Committee</u></p> <p>Mr Dave Dalton (DD) in his capacity as Chairperson of the Residents Committee, presented the report as per the written report (as per Annexure B).</p> <p>In addition to the written report, DD made the following comments:</p> <p>Residents have welcomed the return of Tatum.</p> <p>DD also commended Christo for the fantastic job that he is doing at the Village.</p>	
<p>6</p> <p>6.1</p> <p>6.2</p>	<p><u>Election of the Residents Committee</u></p> <p>It is noted that all residents received a meeting pack containing a nomination form for the election of residents to serve on the Residents Committee.</p> <p>LP read out that the following persons were elected to the Residents Committee for the year 2015/2016:</p> <p>John Morgan; Ian Sinclair;</p>	

<p>6.3</p> <p>6.4</p> <p>6.5</p>	<p>Gill Pearson; Ken Freeman; Stephanie de Haas; and Fred de Vries</p> <p>The appointments of the members of the Residents Committee were unanimously approved.</p> <p>No objections were noted.</p> <p>SW congratulated the members on their appointment.</p>							
<p>7</p> <p>7.1</p> <p>7.2</p> <p>7.3</p> <p>7.3.1</p> <p>7.3.2</p>	<p><u>Management Report</u></p> <p>The Management Report (Annexure C) was presented by the Village Manager, Mrs. Melanie Carstens (MC).</p> <p>Items 1-11 can be reviewed as per Annexure C.</p> <p>In addition to the written management report, MC noted that:</p> <p>despite the inconvenience caused by load shedding, residents often congregate in the dining hall during this time.</p> <p>movie nights have also become popular.</p>							
<p>7.12</p> <p>7.12.1</p> <p>7.12.2</p>	<p><u>Finance Report</u></p> <p>The Financial Report was presented by Nigel Matupire (NM) and attached herewith as Annexure D.</p> <p><u>In summary:</u></p> <table border="0"> <tr> <td>Total Revenue:</td> <td>R4,763,173.00</td> </tr> <tr> <td>Contractual Expenses:</td> <td>R4,844,184.00</td> </tr> <tr> <td>Non-Contractual Expenses</td> <td>R1,440,004.00</td> </tr> </table> <p>We recorded a total deficit of R1,521,014.00</p> <p>NM advised that the 2016 budget illustrates an estimated deficit of R1,203,107.00. The annual budget and monthly management accounts have been shared with the Residents Committee.</p>	Total Revenue:	R4,763,173.00	Contractual Expenses:	R4,844,184.00	Non-Contractual Expenses	R1,440,004.00	
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Non-Contractual Expenses	R1,440,004.00							
<p>7.13</p>	<p><u>Infrastructure</u></p> <p>CB acknowledged the delivery of the Evergreen Muizenberg Lifestyle Centre. CB presented his report on Infrastructure, with emphasis on the following key projects:</p> <p>(1) <u>Completion of Apartments & Frail Care Facility</u> CB advised that the developer is currently busy with the construction of 22 apartments and the frail care facility. CB confirmed that an agreement has been concluded with a national frail care operator.</p>							
<p>8</p>	<p><u>General Matters</u></p> <p>Q1: Mr & Mrs Osmand (Unit G18) enquired as to if there is a constitution?</p> <p>A1: SW advised that there are house rules. A copy is available with village management. SW advised that we will in due course engage the Residents Committee to prepare a resident's charter/constitution.</p>							

Q2: Mr & Mrs Osmand (Unit G18) requested that copies of the minutes of the AGM, chairman's report and financial report should be attached for ease of reference.

A2: SW advised this request has been noted and that copies of the aforementioned documentation are available from the Village Management.

Q3: Mr & Mrs Osmand (Unit G18) enquired as to why there is no income for meals?

A3: JW advised that all catering revenue is for the account of Western Province Caterers.

Q4 Mr & Mrs Osmand (Unit G18) congratulated the Evergreen on the many activities available to residents and enquired as to if more can be done on Proactive Dementia Therapy as per "Alive Inside" documentary being screened at Labia.

A4: SW responded by saying that Evergreen will consult with its appointed primary healthcare service providers as to preventative care services that can be provided.

Q5: Mr. De Villiers (Unit 48) requested if it would be possible that the security guards be provided with overhead cover.

A5: SW The security guards have been provided with rain coats and umbrellas.

Q6: Mr. & Mrs. Sinclair (Unit 56) enquired as to the meeting regarding the validity of the Amdec model. The meeting was to provide confirmation that residents are not burdened with the responsibilities pertaining to a Management Association.

A6. SW advised that a roadshow presentation incorporating a showcase of the Amdec Group, Life Rights and the Evergreen business model will be scheduled as soon as possible. This roadshow will confirm the validity of the Evergreen model and that residents are not burdened with the responsibilities of the Management Association as contemplated by the regulations.

Q7. Mr. Norton (Unit 4) enquired as to whether the Residents Committee is a legally binding committee.

A7. SW responded by saying Yes, the Residents Committee is detailed in the house rules.

Q8. Mr. Norton (Unit 4) enquired as to why each person does not have a right to vote.

A8. SW advised that our House Rules are silent on voting rights. In this instance it is appropriate to seek guidance from the regulations to the Act.

Q9. Mr. Norton (Unit 4) commented that the sub-committees should be recognised for their respective contributions.

A9. SW expressed a word of thanks to all those who have contributed their time and efforts to participate in their respective sub-committees.

Q10. Mr. Norton (Unit 4) requested that the minutes of the monthly Residents Committee meetings should be published.

A10. SW agreed and indicated that this will be actioned by the new Residents Committee.

Q11. Mr. Norton (Unit 4) requested that he be provided with proof of each unit's municipal valuation.

A11. SW advised that the municipal valuation can be provided on request to the Village Manager.

Q12. Mr. Verduciel (Unit 30) enquired if residents will get a special rate in respect of frail care.

A12. SW informed the residents that the frail care will be operated by a commercial operator. Residents will receive priority access to the facility but no special rate will apply.

Q13. Mr. Verduciel (Unit 30) commented that the temporary hoist for work creates a traffic hazard. How much longer will it be there for?

A13. SW advised that the final fit of the apartments is being done in alignment with sales. We envisage work will be completed during the course of the next calendar year.

Q14. Mr. Verduciel (Unit 30) requested that all communication should indicate if they apply to the houses or apartments or both.

A14. SW advised that the default is that communication applies to the whole village. Where it is applicable to a subset, this will be indicated going forward.

Q15. Mrs. de Villiers (Unit 48) queried the voting rights.

A15. SW advised that this question has already been addressed.

Q16. Mrs. 't Hart (Unit G28) raised concern about the loud banging noises at night which are a result of the workmen not closing windows.

A16. SW advised that the noises which she is referring to came from the temporary timber hoist doors. SW further advised that we have now put precast concrete lintels behind them to ensure that the gusting wind does not blow them open again.

Q17. Mrs. 't Hart (Unit G28) also queried if there is a supervisor for the cleaning staff to ensure that they do their work properly.

A17. SW informed residents that Christo Snel does daily inspections of the village to ensure that common areas are kept in pristine condition.

Q18. Mrs. 't Hart (Unit 28) requested that waste bins in public areas.

A18. SW advised that there are waste bins in most public areas including:

<p>library, pool, reception, pool table, rest rooms, and external bins in the village. More bins will be provided should it be deemed necessary.</p> <p>Q19. Mrs. Blackburn (Unit G1) enquired if the casual workers who vacuum and wash cars are included in the village payroll.</p> <p>A19. SW advised that the casual workers are not included in the village payroll, they are paid directly by Amdec Investments (Pty) Ltd.</p> <p>Q20. Mrs t Hart raised concern about the state of the gardens and noted that litter is being left by the gardeners.</p> <p>A20. SW advised that the observation is noted. We meet with the service provider, Whitecliffs, on a regular basis and will address any service concerns. SW encouraged residents to report to village management any service related matters that do not meet the Evergreen Standards.</p> <p>Q21. Residents queried what measures were being taken to have a flagster present to regulate traffic on the bend, its currently a hazard</p> <p>A21. CB advised that he will conduct an inspection and also take measures to improve the signage. In addition CB advised that additional measures can also be explored such as appointing a hogsman, installation of flashing lights or the position of humps to slow down approaching traffic.</p> <p>Q22. Mrs Beryl Hillier (Unit G14) expressed a word of thanks to MC for all her efforts in assisting with getting her lights and water issues sorted.</p> <p>Q23. Mrs Beryl Hillier (Unit 14) enquired about the frail care offering. Will she be able to stay in frail care for the rest of her life and what does the frail care offering include?</p> <p>A23. SW advised that frail care is highly regulated, we will ensure that we are fully compliant. Medical aid coverage must be confirmed with your respective medical aid providers.</p> <p>Q24. Mrs Beryl Hiller (Unit 14) asked on behalf of Mrs. June Sutherland (Unit 8) as to where she will be placed whilst the settlement cracks in her home is being repaired?</p> <p>A24. MC advised that the settlement cracks will be fixed while she is on vacation in November.</p> <p>Q25. Mrs. Beryl Hillier (Unit 14) enquired as to what steps are being taken to arrange transport in the villages.</p> <p>A25. SW advised residents the transport services can be provided, however, additional services come at a cost. It was suggested that residents utilise transport services from a third party (i.e. Uber) as this will be more cost effective.</p> <p>Q26. Mrs. Beryl Hillier (Unit 14) requested that instructions be placed on all gym equipment.</p> <p>A26. SW advised that the request is noted.</p> <p>Q27. Mrs. De Villiers enquired if; in the event that her spouse is moved to frail</p>	<p>CB</p>
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care will the remaining spouse have the option of being moved.

A27. SW advised that we do support assisted living and arrangements can be made that a healthcare worker be assigned as another option. MC also suggested that there is also the option of residents buying apartments to enable them to be closer to their spouse. PW also advised that he has previously approached residents with the option of relocating from the houses to the apartments.

Q28. Mrs. Margaret Arpino (Unit 101) queried the increase in common property recoveries.

A28. SW advised that these recoveries were previously too low and are now based on current charges.

Q29. Mrs. Margaret Arpino (Unit 101) queried as to how the costs can be justified for new residents.

A29. SW responded by using an example of insurance premiums, not everyone who subscribes to insurance pays the same premiums similarly with the levies, residents who move in at a later date will be subject to the levies being charged at the time when they acquire the life right. The initial residents endured the burden of enduring the disadvantages of ongoing construction at the village.

Q30. Mrs. Ruth Reichlin (Unit 61) enquired about the external painting of the houses in the village.

A30. SW confirmed that Gary Maclear (Projects Department) has inspected the houses and has advised that the houses painting is still in good order.

Q31. Mr. Derrick Banwell (Unit 12) indicated that he had heard that 60 houses will be built in the future and requested that a newsletter be sent to residents advising of further developments.

A31. SW advised that a roadshow will be done and this will include a brief overview of future developments.

Q32. Mr. Derrick Banwell (Unit 12) queries what steps will be taken to fix the cracks in his house.

A32. CB advised the resident that it is natural for buildings to settle and have settlement cracks appears. CB advised that the development team will conduct regular inspections. CB further advised that to date garage doors have been replaced.

Q33. Mrs Marion Fulton (Unit 41) enquired as to why there are no designated rooms available for choir practice.

A33. SW requested that the Residents Committee provide some suggestions as to the utilization of the existing space.

Q34. Mr. Andre Verquiel (Unit 30) enquired if the anticipated frail care will provide the same services as CPOA.

A34 SW assured residents that the provider will offer a full range of services.

	<p>Q35. Mr. Ian Sinclair (Unit 56) enquired about the details of the roadshow.</p> <p>A35. SW advised that he will engage with the Residents Committee as to the exact date of the roadshow.</p> <p>Q36. Mrs. Margerat Arpino (Unit 101) is of the opinion that the fire drill held recently at the village showed many weaknesses in our fire plan.</p> <p>A36. CB assured residents that the fire drill was conducted by an external health and safety company and that each of our buildings have passed the inspection. MC further advised many new residents did not know where the exit points were. The Simons Town Fire Brigade was present at the fire drill and we have subsequently received a report from the fire department and disaster management. Residents are advised that a planned fire drill be will conducted every 2 months.</p> <p>Q37. Dr. John Midgely (Unit 12) queried if the intention is to disband the present health care provider.</p> <p>A37. SW confirmed that we will explore measures to retain the current staff.</p>	
9	<p>The Chairperson thanked the outgoing Residents Committee for their contribution. The Chairperson thanked the Village Management for their commitment to the Village. There being no further business declared the meeting closed and extended the invitation for Residents to stay for snacks and refreshments.</p> <p>The meeting closed at 16:30</p>	

THE CHAIRPERSON

DATE

Attachments:

- Annexure A - Attendance Register
- Annexure B - Annual Report of Chairman of Resident's Committee
- Annexure C - Management Report
- Annexure D - Financial Report



EVERGREEN MUIZENBERG ("THE VILLAGE")

ANNUAL MANAGEMENT REPORT 2016

1. GENERAL

Our growing village currently has 189 residents with 102 in Phase 1 and 87 in Phase 2.

Our wonderful Leisure Centre with its great facilities provides a place for residents to meet and greet in a warm and friendly environment. The salon, gym and Bistro have become the hub of the village and part of residents daily routines.

A big thanks to all members of Rescom, Ian Sinclair, Gill Pearson, Stephanie De Haas, Ken Freeman and June Orsmond our co-opted secretary who manages to get the minutes out in record time. A special thanks to Mr John Morgan and Prof De Vries, our Chair and Vice for their support during the year. These men and woman carry the interest of village at heart and must be commended for being catalysts in the creation of a great village.

2. SECURITY

Grinnell Security remains steadfast and committed to seeing that all our security needs are being met. Sean Petersen heads the team of officers who are always cheerful and helpful. We have 3 day and 3 night shift officers on duty from Monday to Sunday.

Access control continues to remain a high priority in our village and officers perform daily kiverlett patrols with the electric fence being checked daily. We have also instituted off site monitoring by a company called Verifier. Residents and visitors are encouraged to adhere to the prescribed speed limit of 15km per hour. Two additional stop street signs have been erected to assist with speeding in the village. Essential items like the electric fence, entrance gates, lifts and pabx telephones have been connected to the generator to operate optimally during times of load shedding. The bulk sms system for communicating matters of importance and interest to residents remain an invaluable tool to communicate effectively to residents on important happenings that affect all.

3. HEALTHCARE

At the end of February we said sadly goodbye to The CPOA (Cape Peninsula Organisation for the Aged) headed by Staff Nurse Debbie Chidrawi and her staff. A well-attended tea was held as a farewell to the staff. Unique Health took over the reigns of health care and Sister Alexia Joachim currently manages it. Alexia is available by appointment in the clinic from Monday to Friday from 08h30 to 13h30 and on Thursdays from 13h30 to 18h30. She is assisted by 2 ward-aids during the day and there is 1 ward aide and ENA on duty in the village at night. Alexia's professional demeanour and handling of her team is evident in the wonderful service being provided.

Unique Health have also introduced health talks to residents and the first talk called "Best Foot Forward" was held on the 14 June and hosted by Leron Hector who heads a physiotherapy practice. A Telecare station is available for you in your home should any medical emergency occur. The red button on the care station will alert Anton De Beer and his team of any emergency in your home. They will contact the health care staff to assist you or notify an ambulance service if this is necessary. A mobile panic button is available and is recommended to those residents who live alone. The mobile panic button functions within a 200 meter radius from the Telecare station in your home.

The blue button is a morning call service, which allows us to check on your wellbeing without disturbing your privacy. The yellow button allows you to speak directly to the ward aides on duty if you need medical assistance.



The Telecare system is audited on a quarterly basis but we encourage residents to do a monthly check of the system by pressing their red button and notifying the office if the system needs to be checked.

Anton De Beer held a presentation on the use of the Telecare Station to residents on the 21 June 2016.

4. HEALTH AND SAFETY

We have had our first fire drill for the Village in January 2016 and will implement a 2nd fire drill at the end of the year. Our Fire Marshalls in the village are Mr Dave & Mrs Liz D'Alton, Mr Derrick Banwell, Mr Fred de Vries, Mr Aubrey Heuer, Mr Wouter van Warmelo, Mrs Lennox Grobler, Mr Jim Raubenheimer, Mr Ron Scott, Mrs Kate Maver, Mr Donald Anderson, Mr Lesley & Mrs Magdalene de Wet & Mrs Sheila Hunt.

The Phase 2 fire drill was held on the 23 May 2016. Floor Marshalls have been chosen for each floor. They are Mr Roger and Mrs Gill Blackburn, Mrs Sophia McKellar, Mrs Vivian Bezuidenhout, Mrs Liz Deenik, Mr Victor Pillay, Mr Guy & Mrs June Orsmond, Mr Louie Gadd, Ms Margaret Ferguson, Mr Martin Harrison, Mr John Smuts, Mrs Joan Jackson, Mr Maurice Moore, Mr Chris Bennett, Mrs Gill Pearson, Mrs Nola Patullo, Mr Ken Freeman, Mr Gerald Seaward. Copies of the evacuation routes for Phase 2 have been placed on all fire escape doors. Residents are reminded to place their "out signs" on their doors when leaving their apartment, even if they are visiting the bistro or in another area of the village.

Regular Health and Safety meetings are held to discuss health and safety matters in the village. David Philander has been elected by staff as the village's health and safety representative and any matters relating to health and safety can be reported to Mr Philander. Eco-safety Solutions have been appointed to guide and advise us on matters of health and safety and conduct an annual health and safety inspection in the village.

A Fire Prevention and safety talk was held on the 7 June, presented by Wayne Eastland from Lake Side Fire Department.

5. FOOD AND BEVERAGES

Western Province Caterers heads up the catering division. Ruan Huysamer is our catering manager and he is ably assisted by Samantha Fritz. The catering team who are always friendly and helpful consists of Jennifer Solomons, Sheila Abrahams, Bandile Mvundlela, Karen Frans, Rosilia Fortuin. We have been privileged to enjoy wonderful meals and wish to thank Mrs Marion Fulton, Mrs Kate Maver and Stephanie De Haas who have been part of our catering sub-committee, for overseeing catering over the past year. We have seen a marked increase in monthly meals with the increase in the number of residents.

Many thanks for Western Province Caterers for the added enjoyment they provide through the lunch time musicals which residents look forward to and enjoy very much.

6. SOCIAL

Evergreen Muizenberg remains a vibrant community characterised by the various activity groups. These groups include bridge, art, camera club, wine club, snooker group, exercise classes that consist of callinetics, pilates and tai chi, choir and church services, knitting group, walking club, poetry club, bible study group, book club, bingo, canasta, scrabble, music appreciation and interesting talks by Wouter van Warmelo as well as movie nights. Numbers have increased at the Tuesday night bar evenings with up to 40 residents attending. Like they say, make that circle bigger and invite others to attend. It's a wonderful place to introduce new residents and get to know others. Thank you to all who participate and help in organising and running the various activities. This is what makes Evergreen Muizenberg the special place it is.



Lifestyle Villages

We have also seen interaction with EG Diepriver and EG Bergvliet this year. Our residents have enjoyed the invites to special shows arranged by Christine Dempers at EG Bergvliet and some have joined the Line dancing class introduced at EG Diepriver where Kim Whitworth managers.

We are excited to introduce the availability of wifi within the leisure centre and look forward to introducing it to resident's homes.

7. BUILDING MAINTENANCE

Nadeem Fredericks manages general maintenance in the village. Internal maintenance in your homes can be done by our maintenance staff at a nominal fee and this decision has been welcomed by our residents. Should you have any tasks that require specialist contractors, we are able to provide you with a list of preferred suppliers. All variation requests are submitted to Amdec HO for approval first before any work commences.

8. LANDSCAPING

White Cliffs Landscaping headed by Markus Elmau manages the village gardens. They provide 4 dedicated gardeners, Nigel Chisvo, Whatsmore Marufu, Newton Mudzingwa & Wellington Muringo for our Village who work Monday to Friday to keep the village landscaping clean and pristine. Water rationing was implemented at the beginning of the year with watering allowed on Tuesdays, Thursdays and Saturdays before 9 and after 16h00 for a maximum of 1 hour. The village has received an exemption from the City of Cape Town and has received an extension from 1 to 2 hours watering on these days as well as the use of the pressure hose for cleaning the electric fence. We urge our residents to use water sparingly in the interest of all.

9. HUMAN RESOURCES

Our staff remain one of our greatest assets and I rely on a wonderful team in Glynis Smith, Amanda George and Christo Snel, as well as our general workers to make all things work at Evergreen Muizenberg. A big thanks to the various heads of departments, Alexia Joachim (Unique Health), Ruan Huysamer (Western Province Caterers), Sean Petersen (Grinnell Security) for their support and ably managing their various divisions.

We would like to extend our thanks to all staff who are committed to working hard, enabling our village to run smoothly and making it a special place for our residents to live.

10. FINANCIAL REPORT

Nigel Matupire: Refer to attached financial report.

Melanie Carstens
Evergreen Muizenberg Village Manager



EVERGREEN MUIZENBERG
("THE VILLAGE")

ANNUAL REPORT BY THE CHAIRMAN OF THE RESIDENT'S COMMITTEE 2016

Mr Chairman, Ladies and Gentlemen

Evergreen Retirement Village, Muizenberg has now been in existence for 8 years and the older residents have seen much development, staff changes and an ever-increasing number of residents, now nearing the 200 mark.

The prolonged **construction** work has been a burden for the Apartment Residents, in particular, so it is really good to see some light at the end of the tunnel as building operations are dwindling and should be completed later this year. We thank the affected residents for their patience.

We now have a **Frail Care Unit** which is truly magnificent and certainly is comparable with the best in the country; well done **Cobus Bedeker and team**. It was indeed sad to say farewell to **Debbie and her CPOA staff**, who provided excellent and friendly service to those in need but we welcome **Sister Alexia and her Unique Health staff** who have fitted in extremely well at Evergreen whilst providing a very professional service. Congratulations to **Astra and John Wilson** on providing the décor befitting a quality medical unit. **Anton's Telecare** medical emergency system has also proven to be extremely beneficial to our villagers on several occasions.

In order to tighten up on **Security** of the Village, consultants were called in, resulting in additional electrical fence strands and cameras being installed. **Grinnell Security's** security guards, headed by **Sean**, have provided an efficient service with such a friendly demeanour which makes our residents feel really welcome when returning home. **Fire Drills**, both planned and unplanned, have been educational and resulted in several improvements having to be made to procedures etc. Many thanks go to those residents who have offered their services as **Fire & Floor Marshalls**.

Ruan has now settled in nicely and his **Western Province Catering staff** provides an array of tasty breakfast offerings, cakes, weekly Pub suppers, lunches and excellent month-end dinners whilst the Sunday lunches are proving to be very popular with residents and their guests. Unfortunately, **meal prices** needed to be increased during the year to provide some recovery of staff costs as well as covering escalating food prices. Many thanks to **Steph de Haas, Kate Maver and Marion Fulton** for their sterling work on the **Catering sub-committee**.

Markus of White Cliffs Landscaping and his dedicated, friendly gardeners do their best under water-rationing conditions in maintaining and beautifying the village gardens to give a uniform but attractive appearance.

The number of **Social Activities** at our Village seems to be ever- expanding as can be seen from our monthly Calendar. Not only are **Arts, Bridge, Canasta, Chess, Exercise Classes, Knitting, Pool, Walking etc** catered for but **Religious Services, Choir Singing, Movies, Wouter's Travel Talks, Book, Camera and Wine Clubs** are available to provide residents with many options to keep themselves occupied. For those who prefer individual exercise, the **Gym Equipment and Swimming Pool** are the way to go. To the



leaders of the Groups, a big thank you; keep it up!!! A sincere thanks to **Hydle and Gawie de Villiers, plus other caring residents**, for welcoming new residents into the Village as well as visiting those residents in need.

Many thanks to my fellow **Residents Committee Members** – **Prof de Vries, Ian Sinclair, Gill Pearson, Steph de Haas and Ken Freeman** for their regular attendance at Meetings and for covering their portfolios with zeal. Unfortunately, **Gill Pearson** will be required to step down at the AGM; a special thanks to her for her heartfelt services and availability for any medical crisis. **June Orsmond** was co-opted as **Secretary** and has been a star in providing you all with prompt and accurate Minutes of our ResCom Meetings plus the Monthly Calendar.

Our communication with **Amdec**, the **Managing Agent**, has improved over the last couple of years, initially through **Steve Williams, then Arthur Case, Derek Drew, Ronell Bowditch and Nigel Matupire**. We are also now kept informed of Evergreen events through the monthly **Evergreen News** whilst the monthly **Financial Variance Analyses** are sent to our Committee for perusal and comment. We also welcome the availability of **the Group's Maintenance Staff** at a reasonable cost for internal maintenance in our residences.

I cannot say enough about our own **Village Management Team** of **Melanie Carstens, Glynis Smith, Amanda George and Christo Snel**. The Office Staff do a wonderful job of handling residents' problems with a caring, friendly attitude whilst still somehow managing to complete their daily routines. **Christo** is a complete "*Jack of all Trades*" and is prepared to tackle any task with gusto. Our **Utility and Cleaning Staff** also quietly go about their business of keeping our Village in pristine condition.

In conclusion, I wish to thank all Management and Residents for their input and support and wish the Incoming Committee every success for the next year.

JOHN MORGAN (Chairman)

EVERGREEN MUIZENBERG FINANCIAL SUMMARY

FINANCIAL YEARS 1 MARCH TO 29 FEBRUARY 2016 (ACTUAL) AND 1 MARCH TO 28 FEBRUARY 2017 (BUDGET)

	Audited Actual 2016 (157 Units)	Budgeted 2017 (179 Units)	Note
Levies	5,108,815	6,316,598	1
Other income	788,035	956,144	
- Interest received	10	-	
- Insurance recovery	27,430	-	
- Rental income	98,932	35,640	
- Rates recovery	268,147	430,911	2
- Common area recovery	329,710	471,744	2
- Sundry Income (Hair Salon)	16,557	17,848	
- Maintenance Fund	47,250	-	
Total Revenue	5,896,850	7,272,742	
Contractual Expenses	(5,455,545)	(6,380,926)	
- Clubhouse Expenses	(256,731)	(276,702)	3
- Medical Response	(116,412)	(203,629)	4
- Village Staff & Administration Expenses	(1,535,357)	(1,823,063)	5
- Common Property: Municipal Rates & Utilities	(989,464)	(1,044,388)	6
- Property Insurance	(120,486)	(157,972)	7
- Property Rates	(515,150)	(739,007)	8
- Security	(1,245,437)	(1,341,659)	9
- Village Maintenance	(676,508)	(794,506)	10
Profit/(Loss) before other expenses	441,305	891,816	
Other Expenses	(1,406,616)	(1,052,280)	
- Catering	(587,453)	(505,056)	11
- Healthcare	(819,164)	(547,224)	11
Total profit/(loss) for the year	(965,311)	(160,464)	

NOTES TO THE FINANCIAL SUMMARY

- 1 Levies for Actual 2016 are based on 157 units (70 houses & cottages, 87 apartments - 1st & 2nd floor South Block). Levies for Budget 2017 are based on 179 units (additional 22 apartments, 3rd floor South Block). The levies incorporate the full village - the developer pays the levies for all completed units which are unsold.
- 2 New Life Right Agreements include rates and common area recovery in addition to the basic levy.
- 3 Includes catering equipment and general clubhouse expenses.
- 4 Telecare, based on monthly occupation.
- 5 Includes Village staff employment costs and operational costs such as internet, stationery, telephone, printers and fax. All staff are directly employed at the village (4 management, 4 cleaners, 3 utility).
- 6 Includes electricity, water, sewerage and refuse for the communal areas and communal gardens.
- 7 Asset all risk insurance for the buildings, geysers, clubhouse, boundary, gatehouse, electronic equipment and public liability.
- 8 Municipal rates as per the City of Cape town.
- 9 Includes physical guarding (2 shifts of 3 guards, 24 hours per day, and 7 days a week) plus monitoring and maintenance of the perimeter fence and cameras.
- 10 Includes garden maintenance, pool servicing, pest control plus general repairs and maintenance.
- 11 Western Province Caterers and Unique Health Medical Solutions