

EVERGREEN MUIZENBERG LIFESTYLE VILLAGE ("THE VILLAGE")

MINUTES OF AN ANNUAL GENERAL MEETING OF THE EVERGREEN MUIZENBERG
MANAGEMENT ASSOCIATION OF THE VILLAGE HELD ON 30 AUGUST 2016

PRESENT: D C Drew (Chairman)
J L Morgan (Residents Committee Chairman)
F P de Vries (Deputy Residents Committee Chairman)
N Matupire
A D Case
M Carstens
C Human (Company Secretary)
Residents (As per signed attendance register)

APOLOGIES: V Branscombe
J Cairncross
S Christie
D & L D'Alton
K & J Freeman
L Gainsford
J Glew
D Harnden
T Irving
E le Roex
J Midgley
C Muir
B Pretorius
D & P Quill
B Reynecke
D Rosenberg
V t'Hart
J Turner
L Wilson

1. WELCOME

The chairman welcomed all present and confirmed that a quorum was present and that the meeting was duly constituted. It is noted that the quorum requirement, being one resident and one representative from the Developer, as per the provisions of the Housing Development Schemes for Retired Persons Act no. 65 of 1988, has been satisfied.

The meeting noted the proxy form received from Ms B Pretorius in favour of Mr C Bennett.

The attendance register was circulated and signed by approximately 170 (one hundred and seventy) residents in attendance in person or by proxy. The apologies received from life right holders were noted.

2. NOTICE OF MEETING

The notice convening the meeting as well as the annual report by the chairman of the residents' committee, annual financial report and the village management report, as circulated to the life right holders, were taken as read. The acceptance of a notice was proposed by Ms G Pearson and seconded by Mr G de Villiers.

3. ACCEPTANCE OF PREVIOUS MINUTES

The minutes of the annual general meeting of the village held on 26 August 2015 were accepted and signed as a correct record as proposed by Mr J Raubenheimer and seconded by Mr R Scott for acceptance.

4. ELECTION OF RESIDENTS' COMMITTEE MEMBERS

The meeting noted that the Managing Agent waived the 2 (two) year period restriction for a 1 (one) year period whereby Residents' Committee members are not permitted to serve for more than 2 (two) years during a 3 (three) year period. Life right holders are therefore permitted to nominate any resident committee member already serving a second consecutive year for re-election as Residents' Committee member.

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

Mr C Bennett;
Ms S de Haas;
Mr F P de Vries;
Mr J L Morgan;
Ms G Pearson; and
Mr D Rosenberg.

The Residents' Committee will consist of 6 (six) members, therefore all the nominees were appointed as Residents' Committee members without being subjected to a further formal voting process.

RESOLVED:

THAT the appointment of the 6 (six) nominees, as mentioned above, as a residents' committee member with effect from date hereof, hereby be approved.

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

The appointment of the above nominees was proposed by Mr G de Villiers and seconded by Ms K Maver.

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

The annual report by the chairman of the Residents' Committee was noted and taken as read.

Mr J Morgan requested the residents to think and pray for those residents who are sick and pay tribute, by standing in silence for a few moments, to the fellow residents who have passed on since the previous Annual General Meeting namely: Ron Gorman, Jean Olsen, Marie Gadd, Derek McMillan, Zieg Wegner, Ken Tee and Derrick Metcalfe.

Mr J Morgan also wished Vivien Bezuidenhout and Joy Duddy a very happy birthday.

Mr J Morgan welcomed all the new residents and informed them that the main objectives of the Residents' Committee are to act as liaison between the residents, Village Manager and Managing Agent regarding suggestions for improvement, unresolved complaints as well as being involved in organising activities and events which can encourage a sense of camaraderie amongst residents. Mr J Morgan also reminded residents that maintenance problems and complaints should be reported to the front office.



Mr J Morgan proceeded to read out his report, as circulated with the notice, and mentioned that the Managing Agent waived the restriction on the time period that Residents' Committee members were allowed to serve as such, subsequent to his completion of his report.

6. EVERGREEN MUIZENBERG VILLAGE MANAGEMENT REPORT

The annual report by the village manager was noted and taken as read. Ms M Carstens thanked the Residents' Committee for their support and assistance and congratulated and welcomed the newly elected Residents' Committee. Ms Carstens presented the following poem to all the residents present:

Oh! Give me your pity
I'm on a committee
Which means that from morning to night
We attend and amend
And contend and defend without a conclusion in sight

We confer and concur
We defer and demur
And reiterate all our thoughts
We revise the agenda
With frequent addenda
And consider a load of reports.

We compose and propose
We suppose and oppose
And points of procedure are fun
But though various notions
Are brought up as motions
There's terribly little gets done.

We resolve and absolve
But we never dissolve
Since it's out of the question for us.
What a shattering pity
To endure a committee
Where else could we make such a fuss? - Anonymous

Ms Carstens also expressed her gratitude to her staff members and the residents in the village for all their help and support.

7. ADDRESS BY THE MANAGEMENT COMMITTEE CHAIRMAN

The chairman thanked the retiring Residents' Committee members, especially Messrs J Morgan and F de Vries for their support, time and dedication throughout the year and welcomed the new Residents' Committee members. The chairman highlighted events and developments in the village that took place in the last year with specific reference to the following:

- Healthcare
The transition from the C.P.O.A. to Unique Health went well. The village has a new frail care facility that has been a success to date.
- Security
There were upgrades to the hardware and software to the security system including the addition of cameras on the perimeter and the introduction of off-site camera monitoring. The physical guarding also improved including the dress code of the guards.

- Building
The builders will be off-site by the end of November 2016. The chairman thanked the residents for their patience in this regard.
- Evergreen
Evergreen is going from strength to strength and can now boast of 562 (five hundred and sixty two) residents, 499 (four hundred and ninety nine) housing units, and will be launching Evergreen Noordhoek before the end of the year.
- Financial
The village is approaching a break-even point.

The chairman thanked the village management team for their efforts and dedication and for making the village a great place to live for the residents.

8. ANNUAL FINANCIAL REPORT FOR THE 2016 / 2017 FINANCIAL YEAR

The annual financial report for the 2016 / 2017 financial year was noted and taken as read with specific reference to the following as elucidated by Mr N Matupire:

- The first column of the table represented the actual revenue and expenses for the 2016 financial year, whereas the second column of the table represented the budgeted forecast for the 2017 financial year;
- The Total Revenue line item is reflecting a R5,896,850 (five million eight hundred and ninety six thousand eight hundred and fifty rand) income for the 2016 financial year. This amount is primarily made up of levies for the 157 (one hundred and fifty seven) units in the village, the developer continues to contribute towards the levy accounts of the unsold units.
- The Contractual Expenses line item is reflecting a R5,455,545 (five million four hundred and fifty five thousand five hundred and forty five rand) expense for the 2016 financial year exclusive of the Catering and Healthcare expenses, resulting in a surplus of R441,305 (four hundred and forty one thousand three hundred and five rand).
- Catering and Healthcare costs amounted to R1,406,616 (one million four hundred and six thousand six hundred and sixteen rand).
- The Total loss for the 2016 financial year amounts to R965,311 (nine hundred and sixty five thousand three hundred and eleven rand).
- The budgeted forecast for the 2017 financial year projects a lower deficit of R160,464 (one hundred and sixty thousand four hundred and sixty four rand).

Mr N Matupire thanked the Residents' Committee sub-finance committee for all their assistance throughout the year and emphasised that residents should feel free to contact him through Ms M Carstens with any questions regarding the finances of the village at any stage.

9. GENERAL

The chairman informed the meeting that the management committee will now proceed to answer the questions that were received pertaining to the village. Questions pertaining to individual units will be dealt with by village management and / or the relevant management committee member, if not already done so. Life right holders were reminded that questions could be presented to the committee at any time, not only prior or during an Annual General meeting. Ms M Carstens presented the questions received from life right holders pertaining to the village as follows:

Question 1: Ms V Bezuidenhout raised a concern regarding the cracks on the East side of the building that needs addressing.

Answer 1: Mr D Drew assured Ms Bezuidenhout that the Managing Agent is aware of these cracks and that it is in the best interest of the Managing Agent to address this and other minor structural maintenance issues. As soon as construction to the north block is complete, the minor structural

issues will be seen to. These items will be seen to as projects where sections of the buildings are addressed as a whole according to the maintenance programme before moving onto a different section.

Question 2: Ms V Bezuidenhout raised a concern regarding the lack of having somebody inspecting completed maintenance projects to ensure that it was done according to the expected standard.

Answer 2: Ms M Carstens assured Ms V Bezuidenhout that the matter will be investigated to ensure that the maintenance projects are inspected in future to ascertain that it was done according to the expected standard.

Question 3: Ms V Bezuidenhout raised a further concern regarding the levy amounts and queried whether the amounts should not be determined by the square meterage of each unit instead.

Answer 3: Mr N Matupire explained that the square meterage of each unit is a relevant factor when determining the purchase price of the unit, but that it is not taken into consideration when the levy amounts are determined, because the units have access to and share the same services, irrespective of their size. The services such as security, landscaping and staff costs are examples of the services that all the units have access to, irrespective of their size and that it is more appropriate to charge the same levy amount to all the apartments instead.

Question 4: Mr R Blackburn enquired as to when the occupants of the houses will be contributing more towards the levies for the village. Mr R Blackburn also raised a concern that there will always remain a deficit on the budget if the houses fail to contribute more towards the levies.

Answer 4: Mr N Matupire confirmed that there has been a significant decrease in the deficit and that the deficit will continue to decrease and hopefully result in a surplus as the completed apartments are released for occupancy. There is a considerable difference in the levy amounts charged to the houses and apartments. The models on which the levy amounts are determined vary according to the life right agreements, but the levy amounts of the older agreements increase by 10% (ten percent) annually, which is more than more recent agreements. When an accumulated surplus is reached, consideration will be given to possibly calculate the levy amounts of all the units in a more equitable manner.

Question 5: Mr R Blackburn wanted to know if alternative accommodation will be provided to occupants of units where remedial work still has to be conducted.

Answer 5: Mr D Drew confirmed the occupants will be provided with alternative accommodation in the village while the remedial work is performed.

Question 6: Mr C & Ms M Samuels enquired what the frail care charges will be for residents.

Answer 6: Mr D Drew confirmed that the fee for the Evergreen residents is currently R16,500 (sixteen thousand five hundred rand) inclusive of VAT, three meals, two teas and other benefits. Non-residents are being charged R22,800 (twenty two thousand eight hundred rand) inclusive of VAT.

Question 7: Mr V Sutherland requested clarification on the responsibilities of life right holders with regards to the maintenance of garage doors.

Answer 7: Mr D Drew indicated that the moving parts should be maintained by the resident and that structural repairs will be for the developers' account.

Question 8: Mr V Sutherland further requested clarification on the responsibilities of life right holders with regards to the doors of the units.

Answer 8: Mr D Drew indicated that the same principle will apply. Mr J Morgan added that the Residents' Committee is of the opinion that the exterior of the buildings, including the doors, hinges,

garage doors, is the responsibility of the developer. Wear and tear should not play a role since the exterior surfaces and the moving parts thereof should be for the account of the developer. Mr D Drew requested that Mr J Morgan and the other Residents' Committee members discuss the matter with the management committee to clarify and find a solution.

Question 9: Mr V Sutherland further requested clarification on the responsibilities of life right holders with regards to enclosed entrances. Mr V Sutherland indicated that he enclosed an entrance and wanted to know if he has to repaint enclosed original doors and walls if the developer does the repainting of the exterior of his unit.

Answer 9: Mr D Drew indicated that the developer will repaint the original exterior structure, including the enclosed entrance.

Question 10: Ms C McKinnon wanted to know what the actual results of the tests are that were conducted on the water in the village.

Answer 10: Mr D Drew informed Ms McKinnon that the test results were received and that there is not a big difference between the water qualities of the houses compared to the apartments. Mr D Drew indicated that the test results reflect that the water quality is well within the parameters if compared to the acceptable water quality parameters provided by the City of Cape Town. Mr D Drew invited Ms C McKinnon, and other residents to inspect the results of the tests after the meeting.

Question 11: Ms C McKinnon wanted to know what provision will be made for visiting family members in future, following the sale of the two units that were available for rental by family members in the past. Ms C McKinnon added that the availability of such units was promised to residents during the time of purchase. Ms C McKinnon further added that it will be unacceptable if the developer does not provide an alternative solution, even if it is a studio apartment that family members can utilise and rent for this purpose.

Answer 11: Mr D Drew confirmed that the two apartments are for sale. Low occupancy resulted in these apartments being a financial burden for the developer (these apartments were only leased for thirty four days during the last six months). Mr D Drew confirmed that we will attempt to assist those families that have already booked, to find alternative accommodation.

Question 12: Ms C McKinnon wanted to know what formula is used for the calculation of rates for the apartments as well as for the calculation on the levies of the common areas.

Answer 12: Mr N Matupire informed Ms C McKinnon that the rates accounts are determined by the City of Cape Town and that each unit has its own rates account. This amount is determined by a formula applied to the property value of each unit. The rates for the common areas comprise of the water, refuse, rates, electricity and sewerage accounts of the common areas such as the clubhouse. These budgeted costs for the rates accounts are then divided and distributed equally amongst the levy accounts for every unit in the village, including the unoccupied units. Ms McKinnon indicated that she is not satisfied with the answer and will set up an appointment with Mr N Matupire to discuss the matter further.

Question 13: Mr D Wilson wanted to know why the purchase price of the units are not recorded in the financial summary. Mr D Wilson further requested an indication as to how the purchase sums of the properties are insured and / or secured by the property owning company and if the funds are held in a trust account. Mr Wilson further enquired if the property owning company is a listed company.

Answer 13: Mr N Matupire explained that the properties are owned by a different company and not the operational company and which is why it will not reflect in the financial summary of the operational company. Mr J Morgan explained that the purchase sums, re-sale amounts, etc are kept in the account of the property owning company and is not relevant to the operational company operating the village. Mr A Case added that a trust account is only involved when a new purchaser purchases a life

right and pays a deposit towards the purchase. Such deposit will then be held in the trust account of the transferring attorneys until the full purchase price is received and transfer takes place. The purchase price is only repaid to the purchaser upon re-sale of the life right. The re-sale proceeds will then settle the purchase price due to the seller of the life right and does not have to be secured. There should be no financial concern by life right holders regarding the refund of their purchase price since the re-sale should provide the necessary funds to refund the life right holder. Mr Case confirmed that the company is not a listed company. Mr V Sutherland added that Mr Wilsons' concern about his purchase price should be covered in his life right agreement.

Question 14: Ms B Hillier enquired if assistance can be provided to residents who need help with small maintenance work in their units. Ms B Hillier also raised a concern regarding the laundry facilities and feel that it is not adequate.

Answer 14: Ms M Carstens assured Ms Hillier that the village has a process whereby residents can be assisted with asking contractors to assist and quote on these maintenance items. The complaint or request has to be reported to the office to ensure that it is logged on the maintenance system. Ms M Carstens assured Ms Hillier that additional washing lines were added as the village expanded to provide for the additional amount of residents. A new laundromat service provider is also being investigated. The faulty dryer was also reported to the current service provider.

Question 15: Mr R Blackburn raised a concern about the competence of the maintenance team. The repairs were insufficient and the repairs they perform do not last.

Answer 15: Mr D Drew requested Mr R Blackburn to report the problems since it cannot be addressed if he does not report it.

Question 16: Mr D Banwell enquired as to when a vehicle will be provided to residents to transport them to venues such as shopping centres, since it was promised to residents at the time they purchased the units seven years ago. Another resident added that the demand for the transport service will not increase until the price of this service decreases and enquired if this cost cannot be shared amongst the Evergreen villages. Ms L de Haas added that this service should not be advertised to residents if it will not be offered to the residents.

Answer 16: Mr D Drew assured Mr D Banwell that a vehicle was investigated, but that the cost was too high. Mr J Morgan confirmed that even if the village is able to buy a bus or vehicle, there will still be a cost to the residents making use of the service. Currently Ms M Carstens is arranging transport for residents and they share the cost amongst them and that the cost for this service will reduce if the demand and interest for this service in the village increases. Mr A Case added that a realistic approach should be taken and that the services of an external service provider should be utilised until the interest and use of this service is such that it will make financial sense to buy a vehicle for the village. Mr A Case added that he will ensure that the sales team refrain from promising services that are not available.

Question 17: Ms C McKinnon wanted assurance that the structures of the village are adequately insured for the full replacement value. Mr V Sutherland requested an explanation of the geyser coverage as per the insurance policy. Ms C McKinnon requested verification on what insurance the property owning company has and pays for regarding the structures in the village.

Answer 17: Mr N Matupire confirmed that the village structures are insured for the full replacement value. The insurance for the interior of the common property is included in the insurance cost reflected in the operating company's Financial Summary. The insurance cover provides for the insurance of the geysers in the houses. Mr D Drew confirmed that a geyser "burst" will be covered by the insurance policy as well as any resultant damages.

Question 18: Mr B Howard raised a concern that there are three village signage boards, relatively close to each other, in Prince George Drive, whereas the one on Baden Powell Drive was damaged and

removed. Mr B Howard added that it was a waste of money to have three village signage boards so close to each other.

Answer 18: Mr D Drew assured Mr Howard he will follow-up with the marketing team regarding a new sign board that should be placed at Baden Powell Drive.

Question 19: Ms N Pattullo felt that the problems experienced with the repair work to her windows are not restricted to her unit and expressed her concern and frustration with the lack of it being resolved.

Answer 19: Mr D Drew requested that residents who are experiencing the same problems with their windows report it to the village management offices to ensure that it is looked at by Mr C Bedeker, who will be requested to investigate the matter.

Question 20: Ms N Pattullo raised a concern regarding the lack of weep holes on the 3rd floor of the south apartment block. Ms N Pattullo also raised a concern regarding the amount of water that is wasted before warm water reaches her shower and kitchen sink and added that the same problem is experienced by the residents sharing the same floor of the apartment block. Ms Pattullo requested that the mixers of her shower and kitchen sink be investigated.

Answer 20: Mr D Drew indicated that the matter regarding the lack of weep holes was reported and that it will be addressed as part of the maintenance programme that will commence as soon as construction to the north block is complete. Mr M Carstens indicated that she will request plumbers to investigate the matter pertaining to the water wastage and mixers.

Question 21: Mr D Wilson suggested that the house, that will be demolished, be utilised as rental accommodation for the visiting families of residents. Mr D Wilson also enquired as to what development was planned for the area where the house is currently located.

Answer 21: Mr D Drew confirmed that the house does not have access to a water supply and that it will be costly to rectify this. The house will be demolished in future for future development of the village. At this stage there is still uncertainty as to the development of the section adjacent to Prince George Drive and the village residents will be able to provide input with regards to such development.

Question 22: Mr B Howard wished to express his thanks to the village management staff for making the lives of the residents easier.

With no further matters being raised, the Chairman thanked all present for their attendance and declared the meeting closed at 16:35.

Chairman



EVERGREEN MUIZENBERG
("THE VILLAGE")

ANNUAL REPORT BY THE CHAIRMAN OF THE RESCOM FOR 2016/2017

Mr Chairman, Ladies and Gentlemen

Evergreen Retirement Village, Muizenberg has now been in existence for 9 years so the older residents have witnessed the finalisation of the Phase 2 Apartment Block, staff changes and an ever-increasing number of residents, now standing at 230.

Well done to **Cobus Bedeker and his team** as it was indeed good to see the end of the prolonged **construction** work as it had been a burden for the Apartment inhabitants who we thank for their patience.

The **Care Centre** is comparable with the best in the country and is proving of great benefit to residents of all local Evergreen Villages. **Sister Aimee and Staff Nurse Thobeka and their Unique Health staff** have fitted in extremely well at Evergreen whilst providing a very professional service. **Anton's Telecare** medical emergency system has also proven to be extremely beneficial to our villagers on numerous occasions.

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. The **Security Cameras** and **Electrified Fences** are maintained in tip-top order to enable the guards to keep an eagle eye on the Village and its perimeters. **Fire Drills**, both planned and unplanned, are continually used to improve procedures for our safety. Many thanks go to those residents who have offered their services as **Fire & Floor Marshalls**. **Ruan** and his **Western Province Catering staff** provide an array of tasty breakfast offerings, cakes, Pub suppers, lunches and excellent event dinners whilst the Sunday lunches continue to be popular with residents and their guests. **Meal and Snack prices** have recently needed to be increased slightly but they still remain at an affordable level. Many thanks must go to **Steph de Haas, Kate Maver and Marion Fulton** for their sterling work on the **Catering sub-committee** over the years whilst **Lennox Grobler and Ruth Reichlin** kindly volunteered to continue with the good work. Our residents will certainly miss the smiling face of ever-helpful **Bandile** who decided to move elsewhere to improve his career prospects.

This has been a **difficult year** with more and more **severe water restrictions** being imposed on Cape Town residents. However, **Evergreen** has been busy **improving the non-Municipal water supply by installing Well Points and Water Tanks** to mix the Groundwater from the basement parking with Well Point water. **Further enhancements** to the watering systems are currently being investigated. **Markus** of **White Cliffs Landscaping** and his dedicated, friendly gardeners continue with their excellent work in maintaining and beautifying the village gardens to give a uniform but attractive appearance.

Our monthly Calendar is brimful of **Social Activities** at our Village so as to cater for most residents needs. Not only are **Arts, Bridge, Canasta, Chess, Exercise Classes, Knitting, Pool, Table Tennis, Walking etc** catered for but **Religious Services, Choir Singing, Movies,**



Keith at the Keyboard, 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**, the **Librarians** and book contributors, 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. **Melanie, Steph and Western Province Caterers** have also arranged for various Talks and Entertainment to ensure that there is never a dull moment in our Village. Keep it up folks!!!

Many thanks to my fellow **Residents Committee Members – Chris Bennett, Gill Pearson, Steph de Haas, David Rosenberg and Chris Turner** for their regular attendance at Meetings and for covering their portfolios with zeal. A special thanks to **Gill Pearson** for her heartfelt services and availability for any medical crisis over the past 3 years. **June Orsmond** was once again co-opted as **Secretary** and has provided you all with prompt and accurate **Minutes** of our ResCom Meetings plus the **Monthly Calendar**; I hope she will be available to continue in this position.

We have had good communication with **Arthur Case, Derek Drew, Ronell Bowditch and Nigel Matupire/Ben Vorster at Evergreen/Amdec Head Office**. We are also now kept informed of Evergreen events through the interesting monthly **Evergreen News** and **The Tendril** whilst the monthly **Financial Variance Analyses** are sent to our Committee for perusal, query and comment. It has also been of great assistance to our residents to have the availability of **the Group's Maintenance Staff** at a reasonable cost for internal maintenance in our residences.

It is difficult to put into words how lucky I feel that we have such an outstanding **Village Management Team** of **Melanie Carstens, Glynis Smith, Amanda George, Christo Snel, Nadeem Fredericks** plus recent addition **Mfundo Norawana**, who is fitting in so well. The Office Staff have a very difficult task in dealing with the many queries or problems raised by our residents but they are handled with a caring, friendly attitude whilst still somehow managing to complete their daily routines. Whenever you have a mechanical, electrical or computer problem, **Christo** will be on hand to solve or assist with a solution. 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 MUIZENBER ("THE VILLAGE")

ANNUAL VILLAGE MANAGER'S REPORT 2016/2017

1. GENERAL

Our growing village currently has 236 residents with 95 in Phase 1 and 141 in Phase 2.

Our Leisure Centre with its superb facilities continue to provide a warm and welcoming place for residents where many daily activities take place. It is an absolute privilege to have everything you need under one roof.

A big thank you to all members of Rescom, John Morgan (Chairman), Chris Bennett (Vice Chairman), Gill Pearson, Stephanie De Haas, Chris Turner, David Rosenberg and June Orsmond our co-opted secretary. These men and woman are dedicated to their assigned tasks and care for the wellbeing of our village. Their support of my role has been invaluable.

We have seen a number of moves from the village homes to the apartments and this arrangement speaks to the quality and authenticity of the Evergreen brand in that your care is our concern. As one resident remarked, she has never felt more welcomed and at home than here at Evergreen. Visitors and residents both attest to the welcoming and friendly atmosphere which starts at the front gate.

2. SECURITY

Grinnell Security remains committed to seeing that all our security needs are being met. Sean Petersen heads the team of officers who are always helpful and friendly. The staff compliment is covered by 3 day and 3 night shift officers on duty from Monday to Sunday.

Access control remains a high priority, and officers performing patrols every fifty minutes at night with additional general patrols during the day. The electric fence is checked daily to make sure everything is in working order with weekly fence testing done to ensure all alarms are received by ADT. The offsite monitoring by Verifier has proven to be invaluable in making sure that all our bases are covered and that our residents are optimally protected. Residents and visitors are encouraged to adhere to the prescribed speed limit of 15km per hour and obey all street signs. All essential items like the electric fence, entrance gates, lifts and telephone system have been connected to the generator to operate optimally during times of electricity outages and unforeseen emergency's. 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

Unique Health have operated the Health Care Centre since February 2016. Mercia Jay oversees operations as Unique Health's Regional Manager. Sister Lou Devine is the Care Centre Services Manager and Trish van Rensburg is the clinic sister in charge of primary health care. Trish also oversees primary health care in the other Evergreen Villages viz Bergvliet, Diepriver and Lake Michelle. The ratio of staff to resident in the Health Care Centre is 1-4 during the day and 1-5 at night. An EN (Enrolled Nurse) and ENA (Enrolled Nursing Assistant) are always on duty on every shift.

Physiotherapy at Home who provides services in the Care Centre held an interesting talk on the effects of ageing on the body on 13 July.

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 100 meter radius from the Telecare station in your home. It is imperative that your mobile panic button is visible and at hand to use in case of emergency.

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.

Unique Health staff do regular checks on Telecare units and residents must do their own 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 13 June 2017. Anton has made an arrangement with the new Melomed Tokai Hospital to use their ambulance service if there is a delay in the ER 24 ambulance service. Melomed Hospital held a presentation of the services the hospital offers on 25 April 2017.

4. HEALTH AND SAFETY

We have had our first fire drill for the Village in June 2017 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 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 29 March 2017. Our Floor Marshalls are Mr Roger and Mrs Gill Blackburn, Mrs Sophia McKellar, Mrs Vivian Bezuidenhout, Mrs Liz Deenik, Mr Victor Pillay, Mr Guy & Mrs June Orsmond, Ms Margaret Ferguson, Mr Martin Harrison, Mr John Smuts, Mrs Joan Jackson, Mr Maurice Moore, Mr Chris Bennett, Mrs Gill Pearson, Mrs Nola Pattullo and Mr Gerald Seaward. Copies of the evacuation routes for Phase 2 have been placed on all fire escape doors. All apartments' doors have in/out sliders for residents to use. It is vital that these are correctly used to facilitate proper evacuation of the building in the event of an emergency. The reception lift is a designated Fireman's Lift and can be used by the Fire Department to evacuate residents to areas of safety. The service lift in the South East corner will also be configured to operate as a Fireman's lift in the near future.

I would like to thank all the residents who volunteer as Floor Marshalls, your help is invaluable.

Health and Safety meetings are held bi-monthly 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 quarterly health and safety inspections in the village on a monthly basis.

5. FOOD AND BEVERAGES

Western Province Caterers heads up the catering division and is ably managed by Ruan Huysamer and our unit manager, Christine Smit. The catering team who are always friendly and helpful consists of Jennifer Solomons, Sheila Abrahams, Ricardo Temmers, Tanya Harris, Ruth Classen, Brenda Fredericks, Rozilia Fortune and Sharon Scholtz. We have been privileged to enjoy lovely 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. In recent month's Lennox Grobler and Ruth Reichlin have stepped into their shoes. Thank you all for being part of striving to always provide an excellent service to our residents.

The lunch time musicals sponsored by Western Province Caterers is always well received by residents and we extend our thanks to Western Province Caterers for arranging these events.

6. SOCIAL

Evergreen Muizenberg remains a vibrant and active community with residents actively involved in the activities they enjoy doing most, be it playing bridge, the art, camera club, wine club, snooker group, exercise classes that consist of Callanetics, Pilates and aqua aerobics, choir and church services, knitting group, walking club, poetry club, book club, bingo, canasta, scrabble, rummikub and interesting talks by Wouter van Warmelo as well as regular movie nights. Bar evenings are now held on Tuesday and Friday evenings and the once a month piano recitals by Keith Jewell are very popular. A big thank you to all who participate and help in organising and running the various activities! It is without a doubt what makes our village buzz with excitement and life.

The availability of Wi-Fi within the leisure centre has been a real benefit to our residents and the many make use of this value added service. The salon is well supported with Debbie Stuurman operating the salon on Monday's and Wednesdays, Belinda Perry on Tuesdays and Teresa Kotze who specialises in manicures and pedicures on Thursdays. It's wonderful to see the number of male residents who also make use of this service.

Hydle and Gawie De Villiers move from a house to an apartment have not slowed them down in any way in showing hospitality to our new residents. They now enjoy an extended lounge area in the current Bistro to invite new residents. Thank you for always reaching out to others!

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. 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. All general maintenance requests must be accompanied by completing a maintenance request form. Christo Snel reports and logs all requests and follows up with the maintenance team on any outstanding issues. Patrick Maile heads our Evergreen Maintenance Department and strives to provide our residents with the best possible service. He has been appointed as our 16.2 with regard to Health and Safety and reports directly to Arthur Case on matters relating to health and safety. Patrick has been holding regular tool box talks with the maintenance staff to ensure that safety practices are adhered to in the workplace.



8. LANDSCAPING

White Cliffs Landscaping headed by Markus Elmau manages the village gardens. They provide four dedicated gardeners, Nigel, Osuman, George & Wonderful for our Village who work Monday to Friday to keep the village landscaping clean and pristine. Water restrictions remain in force with level 4b water restrictions in place. Four Jo-Jo tanks were installed to provide water to our gardens. We thank our residents for adhering to these restrictions and preserving water. Please continue to keep your combined home, work, and other water use to less than 87 litres per person, per day.

9. HUMAN RESOURCES

I maintain that without a wonderful staff compliment in Glynis Smith, Amanda George and Christo Snel and our latest addition, Mfundo Norawana the village would not be able to operate as it should. These pillars of strength are my support as well as our general workers who tirelessly and quietly go about their business making sure Evergreen maintains a high standard of service delivery. A big thanks to the various heads of departments, Lou Devine (Unique Health), Ruan Huysamer and Christine Smit (Western Province Caterers), Sean Petersen (Grinnell Security) and Shirley Thorpe (Murray Laundry) for their support and ably managing their various divisions.

Derek Drew our MD, is always seeking ways to improve offerings to our residents and has regular meetings with service providers to make sure services are provided as promised. Many thanks for your input and support.

We would like to extend our heartfelt thanks to all staff who are committed to working hard, maintaining high standards and ensuring that the Evergreen flag of honour and pride keeps flying high

Melanie Carstens

Evergreen Muizenberg Village Manager

EVERGREEN MUIZENBERG FINANCIAL SUMMARY

FINANCIAL YEARS 1 MARCH TO 28 FEBRUARY: 2017 (ACTUAL), 2018 (BUDGET)

	Actual 2017 (179 Units)	Budget 2018 (217 Units)	Notes
Levies	6,340,454	8,295,736	1
Other income	932,998	1,454,641	
- Insurance Recovery	49,607	-	
- Rental Income	118,083	29,700	
- Rates Recovery	253,384	691,621	
- Common Area Recovery	470,858	673,920	
- Sundry Income	15,815	59,400	
- Maintenance Fund	25,250	-	
Total Revenue	7,273,451	9,750,377	
Contractual Expenses	(6,167,736)	(9,256,615)	
- Clubhouse Expenses	-296,695	-315,780	
- Medical Response	-179,442	-268,050	2
- Village Staff & Administration Expenses	-1,856,219	-2,282,153	3
- Head Office Overheads	-	-1,302,000	4
- Common Property: Municipal Rates & Utilities	-917,594	-1,242,934	
- Property Insurance	-154,750	-189,667	2
- Property Rates	-567,563	-1,025,812	2
- Security	-1,326,792	-1,489,435	
- Village Maintenance	-868,681	-883,945	
- Provision	-	-256,840	5
Profit/(Loss) before non-contractual expenses	1,105,716	493,763	
Non-contractual Expenses	(858,900)	(493,763)	
- Catering	-473,785	-493,763	6
- Healthcare	-385,115	-	7
Total profit/(loss) for the year	246,816	0	

Notes:

- The increase relating to the 179 units included in the prior year budget is 9.4%. The remaining 21.4% is due to the introduction of the 38 new apartments in the North Block
- These large increases are as a result of the 38 new apartments in the North Block
- New Receptionist and Duty Manager
- Recovery of Head Office Overheads at R 500 per unit per month
- The Provision for future expenses has been raised for both 2018 current & 2017 arrears.
- No increase in the catering management fee, and there is an increase in the expected recoveries due to the increasing village size
- Unique Health has taken over the healthcare costs and recoveries