



EVERGREEN
Lifestyle Villages
EVERGREEN MUIZENBERG
(“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 Muizenberg Lifestyle Centre, Sunrise Boulevard, Muizenberg, on Tuesday 3 September 2019, at 15h00.**

This notice has been sent to all the Life Right Holders, who are recorded as such in the Life Right register of the Village on Friday 16 August 2019 (“**the Record Date**”), being the date determining which Life Right Holders are entitled to receive notice of the Annual General Meeting.

A. AGENDA

1. **WELCOME AND INTRODUCTION**
2. **CONFIRMATION OF NOTICE**
3. **ATTENDANCE AND APOLOGIES**
4. **ACCEPTANCE OF THE PREVIOUS ANNUAL GENERAL MEETING MINUTES**
(Attached)(Pages 6 -11)
5. **ANNUAL REPORT BY THE CHAIRPERSON OF THE RESIDENTS’ COMMITTEE (“RESCOM”)**
(Attached)(Page 12 - 13)
6. **EVERGREEN VILLAGE MANAGER’S REPORT** (Attached)(Pages 14 - 18)
7. **ANNUAL FINANCIAL REPORT FOR THE 2019/2020 FINANCIAL YEAR** (Attached)(Page 19)
8. **ELECTION OF THE RESCOM MEMBERS** (See Note 1)
9. **GENERAL**
10. **CLOSURE OF MEETING**
11. **SNACKS AND REFRESHMENTS**

B. NOTES

1. ELECTION OF THE RESCOM

(Ordinary Resolution Number 1)

Composition and nomination

In terms of the House Rules of the Village, the Rescom will consist of a maximum of 6 (six) members. Life Right Holders are hereby requested to nominate at least 6 (six) fellow Life Right Holders, by completing the enclosed Nomination Form. Should more than 6 (six) nominations be received, an election will be held at the Annual General Meeting by way of ballot. The 6 (six) nominees with the most votes will be appointed as Rescom members, and will hold office until the next Annual General Meeting.

Instructions

Please hand-deliver the duly completed Nomination Form to the Village Managers' offices, alternatively email same to andreaw@evergreenlifestyle.co.za, by no later than **16h00** on **Tuesday 27 August 2019**.

2. ATTENDANCE AND VOTING BY LIFE RIGHT HOLDERS OR PROXIES

Life Right Holder(s) (who are recorded as such in the register of the Village as at the Record Date) are entitled to attend and vote at the Annual General Meeting or to appoint a proxy to attend, speak and vote in their stead. The person so appointed as proxy need not be a Life Right Holder of the Village. Proxy forms must be hand-delivered to the Village Managers' offices, alternatively emailed to andreaw@evergreenlifestyle.co.za, by no later than **16h00** on **Monday, 2 September 2019**.

Each Life Right shall carry a single vote. Where a Life Right is jointly held by more than 1 (one) Life Right Holder, such vote shall be exercised jointly by them.

3. IDENTIFICATION OF PROXIES

Any proxy appointed to attend, participate and vote on behalf of a Life Right Holder at the Annual General Meeting must be able to present reasonably satisfactory identification at the meeting for such proxy to attend, participate and vote at the meeting. A green bar-coded identity document or a Smart ID card issued by the South African Department of Home Affairs, or a valid passport will be acceptable forms of identification.

4. IMPORTANT NOTE

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

In an attempt to reduce our carbon footprint and save on paper wastage and cost, village management will only have printed copies of the first 2 (two) pages of the AGM notice on hand for Life Right Holders who are unable to or do not have access to printing facilities. The following attachments and forms will only be printed for and on request from a Life Right Holder:

- Proxy form; and
- Nomination Form.

5. RSVP

For catering purposes, kindly RSVP to the Village Manager **by no later than 16h00 on Friday, 30 August 2019**.

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

GARRY REED

EVERGREEN MUIZENBERG
(“the Village”)

PROXY FORM

For use by registered Life Right Holders of the Village, recorded in the Life Right register as at the Record Date, to be used at the Annual General Meeting to be held at **Evergreen Muizenberg Lifestyle Centre, Sunrise Boulevard, Muizenberg, on Tuesday 3 September 2019, at 15h00.**

I/We [please print name(s)] _____

being the holder(s) of a Life Right in Unit _____ in the Village, hereby appoint (see instruction below):

1. NAME: _____

RSA ID NUMBER/DATE OF BIRTH: _____ or failing him/her,

2. NAME: _____

RSA ID NUMBER/DATE OF BIRTH: _____ or failing him/her,

3. the chairperson of the Annual General Meeting,

as my/our proxy to attend, speak and vote for me/us and on my/our behalf at the Annual General Meeting of the Village to be held on Tuesday, 3 September 2019, or at any adjournment thereof.

SIGNATURE/S _____ DATE: _____

ASSISTED BY ME (WHERE APPLICABLE) _____

Instructions on signing and lodging the proxy form:

1. A Life Right Holder may insert the name and RSA identity number or date of birth of a proxy or the names of two alternative proxies of the Life Right Holder's choice in the space/s provided above, with or without deleting "the chairperson of the Annual General Meeting", but any such deletion must be initialled by the Life Right Holder(s). Should this space be left blank, the chairperson of the Annual General Meeting will exercise the proxy. The person whose name appears first on the proxy form and who is present at the Annual General Meeting will be entitled to act as proxy to the exclusion of those whose names follow.
2. The completion of any blank spaces above need not be initialled. Any alterations or corrections to this proxy form must be initialled by the signatory/ies.
3. A proxy shall not be a minor.
4. To be valid the completed proxy forms **together with all listed proxies' green bar-coded identity documents or Smart ID cards issued by the South African Department of Home Affairs, or valid passports**, must be hand-delivered to the Village Managers' offices, alternatively emailed to andreaw@evergreenlifestyle.co.za, by no later than **16h00 on Monday, 2 September 2019.** (See note 3)

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

EVERGREEN MUIZENBERG
(*“the Village”*)

NOMINATION FORM FOR ELECTION TO THE RESCOM

I/We, the undersigned, being the holder(s) of a Life Right in Unit _____ in the Village, hereby nominate:

NAME: _____,

a Life Right Holder of the Village, to be appointed as a Rescom member, which appointment may (if necessary) be voted on by Life Right Holders at the Annual General Meeting on **Tuesday, 3 September 2019**.

NAME OF PROPOSER _____

SIGNATURE OF PROPOSER _____ DATE: _____

CONSENT BY NOMINEE

I, the undersigned, (print name) _____
(**“the Nominee”**)

hereby accept the nomination to be appointed as Rescom member of the Village.

SIGNATURE OF NOMINEE _____ DATE: _____

KINDLY NOTE: To be valid the completed Nomination Form together with the brief CV of the nominee must be hand-delivered to the Village Managers’ offices, alternatively emailed to andreaw@evergreenlifestyle.co.za, by no later than **16h00** on **Tuesday, 27 August 2019**.



EVERGREEN MUIZENBERG LIFESTYLE VILLAGE (“THE VILLAGE”)

MINUTES OF AN ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 20 AUGUST 2018

PRESENT:	D C Drew	(Chairman)
	D D’Alton	(Residents Committee Chairman)
	A D Case	(CEO)
	M Carstens	(Village Manager)
	A Kajee	(Finance Director)
	A Witte	(PA to Evergreen Directors)
	Residents	(As per signed attached attendance register)

1. WELCOME AND INTRODUCTION

The Chairman welcomed all present and was pleased to see such a large turnout. A quorum was present and the meeting was duly constituted.

2. CONFIRMATION OF NOTICE

The notice convening the meeting as well as the annual report by the Chairman of the Residents’ Committee, previous minutes, annual financial report and the village management report, as circulated to the life right holders, were taken as read. A Case added an item to the agenda being a presentation of the Evergreen Lifestyle Villages vision and business plan.

The acceptance of the notice was proposed by M Elliott and seconded by A Till.

3. ATTENDANCE AND APOLOGIES

The attendance register was circulated and signed. The apologies received from life right holders were noted and is annexed hereto as Annexure A.

4. ACCEPTANCE OF PREVIOUS ANNUAL GENERAL MEETING MINUTES

The minutes of the annual general meeting of the village held on 4 September 2017 were accepted and signed as a correct record as proposed by V Sutherland and seconded by D Smith.

5. ELECTION OF RESIDENTS’ COMMITTEE MEMBERS

The Residents’ Committee shall consist of six village representative members.

The meeting noted the following seven nominations received for life right holders to be appointed as Residents’ Committee Members. Accordingly life right holders were required to vote for six of the nominated members:

Chris Bennett (existing member);
 Dave D’Alton (existing member);
 Denise Elkin (existing member);
 Christian Fick;
 Lydia Hirschmann;
 John Morgan; and
 David Rosenberg (existing member);



The Chairman thanked the vote counters, M Mulders, L Bantam, G Smith, V Pillay and D Gordon for their assistance and announced the six nominees with the most votes:

Chris Bennett;
 Dave D'Alton;
 Denise Elkin;
 Christian Fick;
 John Morgan; and
 David Rosenberg.

RESOLVED:

THAT the appointment of the six nominees, as mentioned above, as Residents' Committee members with effect from date hereof, hereby be approved as proposed by Prof De Vries and seconded by H Till.

The Chairman and Vice-Chairman will be elected at the next Residents' Committee meeting.

6. EVERGREEN LIFESTYLE VILLAGES VISION

Arthur Case delivered a PowerPoint presentation to residents on Evergreen's development plans for the future. He explained that Evergreens vision was to become thought leaders in the retirement industry, deliver the partnership for life philosophy to our residents, become recognised as the trusted national brand and deliver 10,000 (ten thousand) units to the market over the next 7 – 10 (seven to ten) years. This would create a business of more than R25 (twenty five) billion in total assets, offering peace of mind to our residents. He explained that Evergreen was now an independent company with equal shareholding held by the Amdec Group and the listed PSG Group. This should provide residents with additional confidence in terms of the strength of the brand. He took residents through Evergreen's future development plans which included additions to most of our existing villages as well as expansion into KZN and the Eastern Cape.

7. 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.

D D'Alton welcomed residents to this year's annual general meeting and extended a special welcome to new residents attending their first annual general meeting. A minute of silence was held to pay tribute to those residents who have passed away since last year's annual general meeting.

D D'Alton expressed his appreciation for the level of standard at which the village is operated.

8. EVERGREEN MUIZENBERG VILLAGE MANAGEMENT REPORT

The annual report by the village manager was noted and taken as read.

M Carstens thanked all her staff members and service providers to the village for their support and assistance during the last year. M Carstens also thanked the residents for their involvement and assistance and added that without their support there would not be any social activities at the village.

Ms Carstens proceeded to read a poem, "Golden Years" by Margaret Clough

"Now I am old I am allowed to mutter to myself,
 tell the same stories over and over again,
 leave my glasses in the theatre and my teeth on the bus.

It is no more than what is expected of me when I lock myself out of my house,
 shut my keys in the car and my phone in the washing machine.



No one blames me when I forget a dentist appointment,
a grandchild's birthday or my phone number.

They say, "It's just her age" when I lose my credit card,
my camera or my way home.
all my life I have done things like this, but now I am allowed".

9. ANNUAL FINANCIAL SUMMARY REPORT FOR THE 2018/2019 FINANCIAL YEAR

The budget and annual financial report for the 2018 / 2019 financial year were noted and taken as read, as circulated together with the notice of the annual general meeting, and elucidated by A Kajee with specific reference to the following:

- When the budget for the levies were prepared, the new levy structure was not yet envisaged, hence the summary does not refer to the new levy structure;
- CPI for the 12 (twelve) month period ending June 2018 was 4.38% (four point three eight percent). CPI is estimated to be 4.5% (four point five percent) but this will only be confirmed on 23 August 2018 when inflation figures are released. By adding 1.5% (one point five percent) we are expecting a 6% (six percent) levy increase for the CPI + 1.5% residents;
- Residents to apply the levy structure of their existing Life Right Agreement to determine their levy increases;
- A profit of R936 880 (nine hundred and thirty six thousand eight hundred and eighty rand) for the 2019 budget is expected compared to a R1,739 826 (one million seven hundred and thirty nine thousand eight hundred and twenty six rand) profit for the 2018 audited figure; and
- On 1 September 2018 the new levy structure will be effective for residents not requiring an addendum and residents that have accepted the new levy model.

10. GENERAL

The Chairman informed the meeting that Evergreen management 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. The Chairman presented the questions received from life right holders pertaining to the village as follows:

Question 1: C Bennett enquired what the responsibility for an apartment life right holder is towards the repairing of structural cracks.

Answer 1: A Case responded by saying that no life right holder or their estate would be held liable for the repair of structural cracks and confirmed Evergreen Property Investments ("EPI") would be responsible for the repair to all structural cracks.

Question 2: C Bennett & J Orsmond raised the question as to how the Rescom fits into the management association as prescribed by the Retired Persons Act.

Answer 2: A Case responded by saying that Evergreen has received legal opinion from senior council regarding the present management structure employed by Evergreen and that it complies with the Housing Development Schemes for the Retired Persons Act 65 of 1988 ("RPA").

A Case stated that our organisation and shareholders are investing billions of rands in building and operating retirement villages and required full control over their investment.

Question 3: K & D Elkin raised their concern that there was not adequate parking at the Lifestyle Centre especially when attending functions.

Answer 3: The Chairman acknowledged the problem and suggested that, where possible, residents should share transport when wanting to park at the lifestyle centre.

Question 4: K & D Elkin wanted to know how the new water system in the basement was going to operate.

Answer 4: The Chairman confirmed that the installation of the water purifying plant is now complete and that it is using the ground water available in the village. We are continuously testing the purified ground water to ensure that residents will have water running through their taps, should day zero occur. Authorisation is required from City of Cape Town and Department of Water Affairs before we can fully utilize this resource.

Question 5: D Elkin asked what the purified water is being used for and which water meter is connected to the fire hydrant.

Answer 5: The Chairman said that the purified borehole water is currently being used for irrigation only and the fire hydrants are connected to a separate water meter.

Question 6: A Vercuiel asked what the charges to residents would be for the use of purified potable water.

Answer 6: The Chairman confirmed that no decision has been made and that we are awaiting feedback from Department of Water Affairs.

Question 7: Mrs Clough asked how often the potable water gets tested.

Answer 7: The Chairman confirmed that the water is taken off-site and tested at a laboratory every 3 (three) weeks.

Question 8: D Rosenberg, wanted to know what the delay was in the selling of apartments.

Answer 8: The Chairman responded that there were only two apartments that had not sold quickly and that vacant units were usually resold within 8 – 10 weeks. In this instance resale units were up against new units which may explain why the two in question had not sold quickly.

Question 9: David Rosenberg enquired as to why it took a long time to sell the apartments whereas the cottages sold faster. This held up the winding of the resident's estate.

Answer 9: The Chairman responded that the demand for houses (cottages) has been greater than for apartments in the current market.

Question 10: D Rosenberg raised his concern as to why the generic house rules had taken a year to amend.

Answer 10: A Case apologised and agreed that the house rules should have been amended earlier and took it upon himself to have them distributed to Rescom as soon as the AGM minutes were complete. A Case mentioned that a set of generic house rules for all our villages would cater for the expansion of the Evergreen brand and where specific rules apply to an individual village, these would be added as an additional clause.

Question 11: D Rosenberg was concerned by the length of time it has taken to get feedback from the Ombudsman regarding the R40.00 (forty rand) CSOS levy charged to each resident.

Answer 11: A Case responded that after many enquiries with Ombudsman it was established that residents are compelled to pay the monthly R40.00 (forty rand) CSOS levy. He mentioned that many other retirement village operators had similar difficulties when dealing with CSOS. He confirmed that

Evergreen is registered with the Ombudsman and was required by law to collect and pay over the CSOS levy.

Question 12: A Vercuiel, pointed out that there was no visitors' parking or parking for a second car on the phase 3 site development plans.

Answer 12: The Chairman responded by saying each home in phase 3 will have a bricked area next to the garage as additional parking.

Question 13: H de Villiers asked why only one vote per unit was permitted.

Answer 13: A Case pointed out that as per the RPA, life right holders have one vote per unit.

Question 14: G & J Orsmond, requested that the minutes of the AGM be made available to Rescom as soon as possible after the AGM. The first Rescom will be held on 4 September 2018.

Answer 14: The Chairman responded that the minutes would be made available as quickly as possible.

Question 15: E Norton, enquired about the fibre optics to the village.

Answer 15: Arthur Case confirmed that Fibre to the Home would be retrofitted for phases 1 & 2 at the same time that the new phase 3 development is wired for fibre. The cost of laying the fibre will be carried by EPI with no impact on levies. The cost of a service provider such as VOX will be for the resident's account.

Question 16: N Pattullo, enquired why her question was not raised regarding the airflow in passages.

Answer 16: A Case responded by saying that the matter was dealt with at the last Mancom meeting held on 5 July 2018. He reiterated that after meeting professional engineers it was confirmed that the airflow circulation conformed to the building design and regulations, as signed off by the City Engineers Department.

With no further matters being raised, the Chairman thanked all present for their attendance and declared the meeting closed at 16h46.

Chairman

ANNEXURE A

EVERGREEN MUIZENBERG LIFESTYLE VILLAGE (“THE VILLAGE”)

**APOLOGIES NOTED AT THE ANNUAL GENERAL MEETING OF THE VILLAGE
HELD ON 20 AUGUST 2018**

A Law
E & S Norton
N & P Baling
N & A Myles
C Muir
R Scott
J King
M & C Dean
R Reichlin
M Olivier
C & M Burt
C Roberts
M Strugo
D & C Ricketts
M Strachan
C Barnard
D & P Quill
M Hadley
M Akhurst



EVERGREEN MUIZENBERG (*"the Village"*)

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

Evergreen Muizenberg continues to provide a safe and affordable life right retirement option with an on-site Health Care facility and the opportunity to interact and socialise with likeminded people in a collegial environment.

Under the stewardship of Melanie Carstens, the Village Manager, the high operating standards of prior years were maintained characterised by a dedicated and enthusiastic staff including members of service providers who form an integral part of the Village.

Phase 3 was completed in January 2019 and new residents soon began moving in and the numbers continue to grow albeit slower than anticipated in the budget.

HEALTH CARE CENTRE

Health Care experienced an eventful year with the enthusiastic support of Denise Elkin. The major events can be summarised as follows:

- The Centre has been certified by the department of Social Development as a Frail Care Centre. Frail Care License has been awarded to Evergreen Lifestyle Centre by Dept. Social Development in combination with Dept of Health.
- Analgesics and selected over the counter medicines and are now available on a 24-hour basis. Schedule 0 over the counter medication is available for purchasing at the Frail Care e.g. Panado, Gaviscon
- Carers were replaced by staff nurses a major positive development. Shift leaders Enrolled Nurses (Staff Nurses) has been replaced by Registered Nurses in the Care Centre
- Various activities, Occupational and Psycho-Social programs were arranged for the health care residents which were well received and beneficial to their well-being.

SECURITY

There were a number of positive initiatives in safety and security during the year in which Chris Bennett paid a major role as follows:

- The vehicle exit gate was reprogrammed requiring Residents to use their remote devices to exit the village thereby preventing the unsupervised exit from the village by non-residents and service providers.
- A service provider staff member was mugged outside the village gate which was captured on CCTV. Regrettably security personnel failed to react and appropriate steps were taken to prevent a reoccurrence. The clarity of the CCTV images allowed the vehicle involved to be identified and the perpetrators apprehended
- There were two security breaches during the year when an unthorised vehicle was permitted to enter the village resulting in a burglary in one of the houses. As a result, a hand held scanner was introduced to record the identity of vehicles and drivers which has significantly enhanced security in the village.

BISTRO

Melanie and her staff continue to provide quality service and meals with Dave Dalton overseeing the bistro on behalf of the residents. Of significance during the year was the completion of the walk-in fridge/freezer which improved supply chain management. Also, a number of special events such as 'Christmas in July' and musical evenings were enjoyable. Finally, qualified chefs were engaged and the training of Bistro staff took place on a continuous basis.

LANDSCAPING AND WATER MANAGEMENT

The gardens continue to be maintained in pristine condition with the enthusiastic support of John Morgan and a number of other residents. Parking shortages especially with the completion of Phase 3 was initially expected to be a major problem but with the release of space previously used for storage and other innovative initiatives this is no longer the case. A golf cart has been delivered which will be used to transport Phase 3 residents to the Lifestyle Centre especially in times of inclement weather. The long delayed installation of fibre to the houses and apartments is nearing completion and will be available to those who choose to use fibre.

FINANCIAL AND LEGAL

There was a significant adverse variance against budget with a loss of R1 167 441 against a budgeted loss of R230 560. The major reason for the variance being lower levy income (due to restructuring of levies with major benefits to most residents), large over spending in maintenance costs and a large overrun in staff expenses due to the incorporation of maintenance personnel into the village payroll moderated by savings in property rates (as a result of some residents opting for the new levy structure) and savings in property insurance which is now the responsibility of Evergreen Properties.

Although the financial results were disappointing, 2018/2019 was a transition year with major restructuring the impact of which was not fully anticipated in the budget. Nonetheless there is a concern that the budgeting process needs to be improved and staff trained on budgetary control and held accountable for over expenditure.

Various legal issues arose none of major consequence which were dealt with efficiently and expeditiously by the late Chris Fick. Two matters need to be finalised – new house rules for Muizenberg were promised 18 months ago and have still not been received. Also, we require a clear statement from Evergreen Properties as to how long after residents vacate their units will they or their beneficiaries be responsible for the payment of rates and levies.

Negotiations with the ombudsman for the waiver of the R40.00 levy for all units has been on going for most of the year with a final application couriered to them in early August.

EVERGREEN BUS

The subsidised Evergreen bus which was introduced a few months ago is wonderful initiative and has been very well received by residents giving them more independence and the opportunity to do their shopping at Blue Route Mall in a leisurely fashion.

In conclusion I wish to pay tribute to Chris Fick in particular who passed away recently. Chris was a very collegial member of Rescom and performed his duties with distinction. I also wish to thank the other Rescom members and secretary for their co-operation and assistance during the year.

David Rosenberg

Chairman



EVERGREEN MUIZENBERG
("the Village")

VILLAGE MANAGER'S REPORT FOR 2018/2019

1. VILLAGE DEVELOPMENT

Our village has grown substantially over the past year with the addition of 43 new homes in phase 3. There are 300 residents living in the village and our demographic is made up of 72 couples and 158 single residents with an average age of 76. Many have celebrated special birthdays and anniversaries over the past year.

Evergreen Muizenberg remains a vibrant, active, caring community of people.

2. SECURITY

Grinnell Security continue to oversee our security needs. The on-site supervisor, Johnny Welcome, manages three dayshift guards and three nightshift guards, seven days per week.

We continue to invest in security upgrades to improve standards and efficiency. The instacom access control scanner allows for smoother access control into the village while still making sure access control is properly monitored. Boundary and internal camera's have been upgraded to superior quality camera's over the past year. Twice weekly electric fence checks are done to ensure alarms are received by ADT and Verifier, our off-site monitoring service providers. The upgrade of the entrance booms and adjustments to the entrance and exit gates have also been done. Thank you to Mr Thomas for his input and expertise on providing valuable recommendations in this regard.

Twice yearly intrusion tests are conducted to check for any weaknesses in our security system. We continually monitor our security services as the safety and well-being of our residents is of paramount importance to us.

Residents and visitors are encouraged to adhere to the prescribed speed limit of 15km per hour and obey all street signs.

3. HEALTHCARE

The Evergreen philosophy is to keep our residents as independent as possible. Unique Health, our healthcare provider, manages our care needs. Sister Varity Martheze oversees the Health Care Centre and is assisted by four registered nurses who cover day and night shifts. They are Thumeka Ndinisa and Theyana Mollar on day shift and Mandisa Vellam and Lindelwa Mandamane cover night shift.

Healthcare is one of the pillars of the Evergreen Lifestyle Villages. We constantly review the healthcare services in the village to ensure they remain relevant, of high quality and are cost effective in relation to the needs of and utilisation by residents.

The ratio of staff to resident in the Health Care Centre is 1-4 during the day and 1-5 at night.

Evergreen Lifestyle has set up Evergreen Care, our own healthcare division, which is managed by Elize Porter. Melanie Carstens joined Elize in July this year as the Care manager and which we envisage that this department will grow from strength to strength in caring for the well-being of our residents.

Physiotherapy at home are based in the Care Centre and Loren Hendricks does sterling work with both care centre and village residents on an individual basis.

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 who live alone. The mobile panic button functions within a 100 metre 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 well-being without disturbing your privacy. The “yellow button” allows you to speak directly to a nurse on duty. Residents are encouraged to check the system by pressing the “red button” and confirming the suitable response from the Telecare call centre. Anton De Beer held a presentation on the use of the Telecare Station to residents on 28 May 2019.

Denise Elkin, one of our residents heads “Friends of the Care Centre”. The group of volunteers are involved in various activities for residents living in the Care Centre. Activities range from exercise classes by retired physiotherapist Pat Swilling to monthly birthday celebrations with cakes specially baked by our village residents. We encourage residents who are not involved to join the group and assist in making a daily difference in the lives of our special residents in the Care Centre. Many thanks to Denise and all the resident volunteers, Collyeen Sinclair, Margaret Simon, Shirley van Eeden, Joyce Glew, Ann Myles, Pat & Neville Baling, Cynthia Waldergrave, Liz D ‘Alton, Suzie Kietzman, Daphne Smith, Keith Jewell, Terry Dancer, Pat Swilling, Rosemary Swaisland, Margaret Clough, Joan Woudberg, Stephanie De Haas, Isobel Hales, Gill Blackburn, Valda Clatworthy, Hazel Fick, Meryl Preston, Erica Shearer and members of the knitting group for the contribution they are making to the lives of our Care Centre residents.

4. CATERING

Western Province Caterers continue to manage catering in the village. The unit is managed by Melanie Coetzee. The catering team are helpful and friendly and strive to produce meals of a high quality. We wish to thank Dave D’Alton, Ruth Reichlin and Audrey Selby for their contributions and monitoring of the catering service to ensure high standards are maintained.

Thank you to Hydle De Villiers for starting Wednesday night snack suppers where residents can enjoy a light meal together and stay for a movie thereafter. May this grow from strength to strength.

5. SOCIAL EVENTS

Our monthly calendar is a good indication of the number of activities and events that take place in the village daily. Residents enjoy bridge, art and drawing groups, camera club, wine club, snooker group, callanetics, pilates, line dancing, aqua aerobics, table tennis, choir and church services, knitting group, walking and hiking club, poetry club, book club, bingo, chess, canasta, scrabble, chess, rummikub, movies nights, chit chat and “Oefen Afrikaans” groups. Many thanks to Leslie and Magdalene De Wet who arrange quiz events with the help of fellow residents. We also thank Wouter van Warmelo and Hugh Till for their beautiful photographic presentations. Carol Smuts, Gill Blackburn and Vivienne t’ Hart oversee the library and ensure that books are regularly packed away and that fresh reading material are distributed when donated to the library. Many thanks to Keith Jewell who entertains both village and Care Centre residents with his beautiful piano tunes once a month.

Evergreen Social Evenings started in December 2018 with entertainment by Jenny and the James’s, an interesting talk by Christo Brand, Nelson Mandela’s warder on Robben Island and most recently, Lainey & Len doing a tribute to Vera Lyn. These events were well attended and thoroughly enjoyed by our residents.

We would like to thank our hairdressers, Debbie Stuurman, Belinda Perry and Mandy Letellier as well as Jacky Faro who offers beauty treatments on Thursdays for the great services they offer our residents.

Bronwyn Davis, who works for Evergreen has been tasked with arranging events for Evergreen Villages and making sure excellent hospitality standards are maintained. We have enjoyed some of these events in the recently held food market and outings to places like the Norval Foundation.

The advent of the Evergreen transport in June this year has been welcomed by residents who are making optimal use of this service. Transport days are Monday’s and Wednesdays with additional trips arranged to other destinations. Residents may pay cash or have the cost added to their levy account.

Electricity, airtime and data continue to be available from reception for residents to buy.

6. GARDENS/LANDSCAPING

The garden maintenance service, provided by Whitecliffs Landscaping, supplies us with five dedicated gardeners, Nigel, George, Wonderful, Innocent and Shadrach who take care of our common village gardens. We have endeavoured to maintain a high standard in our gardens whilst keeping to our mandate of growing and nurturing indigenous plant life. The water restrictions have proved challenging and we believe that we have been lucky to preserve our attractive gardens.

The water restriction were lifted to level 3 in March and although we have experienced good rains, predictions are that it is going to be a very dry hot summer.

We are grateful that the village gardens can be watered from our borehole water. A second borehole has been approved and will be installed shortly to ensure our growing village water needs are met.

7. HEALTH & SAFETY

EcoSafety are our health and safety consultants who guide and advise us on matters of health and safety. Monthly health and safety inspections are conducted by Anton Ferreira to ensure we provide a safe environment for residents, staff and visitors.

We thank all our residents who volunteer as Emergency Marshalls. Fire Drills are planned for Phase 1 & 2 & 3 as well as the Care Centre during August this year with a night time fire drill to be held during summer.

All fire extinguishers are serviced annually to ensure compliance.

8. MAINTENANCE & RENOVATIONS

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

We have appointed an assistant maintenance manager, Romeo Human, who is responsible for scheduling all maintenance in the village as well as dealing with contractors. He will manage services and the maintenance of plant and equipment. We are fortunate to have on the staff, Christo Snel, our Facilities Manager, Nadeem Fredericks and Mornay De Koker.

We request that all residents please complete a maintenance form so that the particular job can be logged with our maintenance department. It will then be allocated to Nadeem or Mornay or to an outside contractor for attention, whichever is required.

The external painting of the houses and apartment has been completed, leaving our village looking fresh and beautiful.

9. COMMUNICATION

We continue to provide regular and prompt communication with residents.

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

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

10. HUMAN RESOURCES

The start of 2019 introduced new Duty Manager's in Ricardo Temmer, Susan Everett and Tyrell Hendricks who cover the village 24/7. I would like to especially thank Mfundo Norawana who assisted me with administration tasks after Glynis Smith resigned in 2018. His support and assistance has been invaluable. Chantelle Johansson stepped into the role of Assistant Village Manager on 1 April. Her previous experience in hospitality has been valuable along with her caring nature and enthusiasm.

We wish to extend a warm welcome to Amanda Norawana, our new receptionist.

In addition, I would also like to thank the Evergreen team of general and utility workers – Letitia Cupido, Elizabeth Ruiters, Carmelita Mentor, Kathleen Julies, Nadia Zeeman, Constance Sompali, David Philander, Andre Wessels, Macdonald Assam, Nizaam Lakay, and Andrew Lewis. We wish David Philander all the best as he retires at the end of July. We are proud of all our staff and the sterling work they do in our village. Our exceptional reception staff, Laeeqah Bantam, Amanda Norawana and Mandy Mulders are always courteous and helpful. Thank you for all you do on a daily basis.

I would also like to thank Markus Elmau and the Whitecliffs garden team who look after our village gardens; Johnny Welcome and the Grinnell Security team, who provide our security in the village; and RN Varsity Martheze and the Unique Health team for providing healthcare services to our residents.

Finally, we wish to thank all our service providers for their commitment in making this village a success in the past year.

11. CONCLUSION

In conclusion, I wish to extend a thank you to the recently appointed Managing Director to Evergreen Lifestyle Village (Pty) Ltd, Garry Reed, for his unflagging motivation to ensure that we continue to strive to provide our residents with five star service; security, healthcare and financial peace of mind.

And I must thank all the unsung heroes of the Evergreen Group who work tirelessly in the background at head office to make sure that everything runs smoothly in each village, from sales and legal to administration, maintenance, human resources and finance. Their support and commitment is vital to making Evergreen Muizenberg the flagship village that it is.

Derek Drew has been a valuable member of Evergreen for the past four years and has certainly supported me in managing Evergreen Muizenberg. His experience in hospitality will be extremely valuable at Evergreen Muizenberg, as the new Village Manager. We wish Derek all the best in the years to come.

Finally, we wish to thank the RESCOM members, David Rosenberg, our Chairman and John Morgan, our Vice Chairman, Dave D'Alton, Chris Bennett, Denise Elkin and Jim Raubenheimer our co-opted secretary for their support and commitment to the Village and its residents. Our heartfelt special thanks to the late Chris Fick for the contributions his made to the wellbeing of the village.

Last, but not least, we wish to thank all the Residents for their support and co-operation over the past year.

EVERGREEN MUIZENBERG FINANCIAL SUMMARY

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

	Audited Actual 12 Months Feb-19 (217 Units)	Budget 12 Months Feb-20 (260 Units)	% Change	Notes
Levies	8 062 783	9 708 069	20%	1
Other income	99 793	140 800		
Sundry Income	99 793	140 800	41%	
Total Revenue	8 162 577	9 848 869		
Total Expenses	8 393 137	10 304 677	23%	2
Clubhouse Expenses	363 655	353 294	(3%)	
Medical Response	263 992	310 633	18%	
Common Property: Municipal Utilities	1 083 603	1 337 826	23%	
Property Rates	255 642	195 068	(24%)	3
Property Insurance	112 890	-	(100%)	4
Catering	428 636	422 910	(1%)	
Security	1 486 852	1 533 185	3%	
Village Staff & Administration Expenses	3 399 479	4 954 971	46%	5
Village Maintenance	998 387	1 196 790	20%	
Total profit/(loss) for the year	(230 560)	(455 808)		

Notes:

1. Increase in levies due to 43 new houses from March 2019.
2. Village operational cost increase of 23% is due to the expansion of the village by an additional 43 houses.
3. Rates decrease of 24% is due to some residents opting for the new levy structure.
4. Property insurance now covered by Evergreen Property Investments (Pty) Ltd.
5. Salaries increased by 46%, as a result of additional staff members joining the team in order to improve service delivery and ensure 24/7 Evergreen presence.