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**MINUTES OF AN ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 3 SEPTEMBER 2019**

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<b>PRESENT:</b>	G Reed	(Chairperson)
	D Rosenberg	(Residents Committee Chairperson)
	A Kajee	(Financial Director)
	D Drew	(Village Manager)
	A Witte	(Office Manager)
	Residents	(As per the signed attendance register)

**1. WELCOME AND INTRODUCTION**

The chairperson confirmed that a quorum was present and that the meeting was, therefore duly constituted. A special welcome was extended to A Kajee, A Witte, M Carstens, D Drew and his management team as well as D Rosenberg and the current Residents' Committee members (Rescom).

**2. CONFIRMATION OF NOTICE**

The notice convening the meeting as well as the previous minutes, annual report by the chairperson of the Rescom, village management report and annual financial report, were taken as read as proposed by L Hirshman and seconded by C Bennett.

**3. ATTENDANCE AND APOLOGIES**

The attendance register was circulated and signed. The apologies received from life right holders were noted. (See separate page for details).

The chairperson noted the following proxies received:

- J & G Morgan in favour of Neville Woudberg;
- A & N Myles in favour of Oliver Trevor

**4. ACCEPTANCE OF PREVIOUS MINUTES**

The minutes of the annual general meeting of the village held on 14 August 2018 were accepted and signed as a correct record as proposed by V Sutherland and seconded by J Raubenheimer.

**5. ANNUAL REPORT BY THE CHAIRPERSON OF THE RESCOM**

The annual report by the chairperson of the Rescom was circulated together with the notice of the annual general meeting and taken as read. The acceptance of the report was proposed by C Bennett and seconded by W van Warmelo.

**6. VILLAGE MANAGEMENT REPORT**

The annual report by the Evergreen Muizenberg Village Manager was circulated together with the notice of the annual general meeting and taken as read. The acceptance of the report was proposed by I Hales and seconded by R Bailey.

## **7. ANNUAL FINANCIAL REPORT FOR THE 2019 / 2020 FINANCIAL YEAR**

The annual financial report for the 2019 / 2020 financial year was circulated together with the notice of the annual general meeting and presented by A Kajee with specific reference to the following:

- over the last 12 (twelve) months 43 (forty three) additional units have been made available, the entire village has been re-painted, the completion of the water treatment plant and installation of FTTH costing a total of approximately R5,000,000.00 (five million rand), had this been a sectional title village a significant special levy would have been required to cover these costs;
- new staff have been appointed at the village;
- the City of Cape Town performs property valuations every 4 (four) years, and we received the new valuations in March 2019. We objected to the new valuations for the apartments and new 43 houses by appointing a professional valuers to re-value the village properties using the statistics of the properties in the surrounding area. The new property valuations at Muizenberg for phase 1 were favourable with a decrease of 11% (eleven percent), apartments were 50% (fifty percent) higher and the newly built 43 (forty three) houses were also extremely high. We are awaiting feedback from the City of Cape Town and any credits achieved from our objections will be passed onto residents;
- the audited actual figure shows a loss of R230,000.00 (two hundred and thirty thousand rand) with a budgeted loss of R455,000.00 (four hundred and fifty-five thousand rand). The major contributor towards the loss is the salary provision for the additional staff.

The following question was addressed by A Kajee:

### **Question 1:**

M Preston requested an explanation of "clubhouse expenses".

### **Answer 1:**

A Kajee responded that the clubhouse expenses were made up of all the expenses which relate to the operation of the lifestyle centre on a day to day basis for example the DSTV subscription, cleaning, etc.

## **8. ELECTION OF THE RESCOM**

The meeting noted that the Rescom shall consist of 6 (six) members. The following 9 (nine) nominations were received from life right holders and each nominee was asked to stand so that residents could identify the nominees:

Chris Bennett  
David D'Alton  
David Rosenberg  
Denise Elkin  
Edward Fletcher  
Elaine Turner  
Lydia Hirschmann  
Neville Woudberg  
Tony Law

The following 6 (six) nominees received the most votes and were elected by the life right holders as the Rescom members:

Chris Bennett  
David D'Alton  
David Rosenberg  
Denise Elkin  
Neville Woudberg  
Tony Law

**RESOLVED:**

**THAT** the appointment of the aforementioned 6 (six) residents to the Rescom, hereby be approved with effect from date hereof, as proposed by D Rosenberg and seconded by L Hirshmann.

The Chairman and Vice-Chairman will be elected at the next Rescom meeting.

**9. GENERAL**

The chairperson allowed life right holders the opportunity to present questions to the management committee and responded as follows:

**Question 1:**

H De Villiers requested that following the increase of activities and private functions, a private room in the lifestyle centre be made available.

J Jackson further commented that the enclosure of the balcony should be considered.

**Answer 1:**

The chairperson responded that suggestions have been considered and rejected by others but with the growth of activities and residents in the lifestyle centre, a solution is required. The enclosure of the balcony would be considered should there be provision in the budget.

**Question 2:**

R Graham requested a breakdown of the levies. She further asked whether tax was included.

**Answer 2:**

A Kajee referred R Graham to page 19 of the notice and confirmed that all the expenses listed were included in the levy to cover the operating costs. No tax was included.

**Question 3:**

N Pattullo asked whether Evergreen Care would be registered with medical aid schemes for sub-acute facilities.

**Answer 3:**

M Carstens responded that physical changes to frail care are being dealt with in order to finalise the registration of the care licence for 6 (six) sub-acute rooms. Once the licence has been issued then residents can make use of the facility and claim via medical aids. It was re-iterated that medical aids will not cover frail care costs.

**Question 4:**

C Bekker raised concerns about the frail care food and beverages and that it is not up to standard, especially evening meals that are served cold. She added that complaints are not addressed and suggested improvements be made before the sub-acute facility is operational.

**Answer 4:**

The chairperson confirmed that food is prepared in accordance with the strict dietary requirements and that the serving of food and beverages and all other complaints will be addressed.

**Question 5:**

J Lee raised his concern that with the village growing rapidly there was no outside area to enjoy.

**Answer 5:**

The chairperson noted the request and welcomed suggestions.

**Question 6:**

B Howard expressed his concern that the security staff work under extreme weather conditions and enquired whether a covered area could be made available for them.

**Answer 6:**

The chairperson responded that uniforms and apparels have been issued to security staff. He mentioned that none of the other villages have covered entrances but the point was noted and would be addressed with Rescom.

**Question 7:**

S Beatty raised her concern that frail care staff required adequate training.

**Answer 7:**

The chairperson noted the concerns and re-iterated the need to offer health care in house.

**Question 8:**

J Levey was concerned that hot water was taking too long to heat and mixers were faulty in the apartment. Large volumes of water being wasted.

**Answer 8:**

The chairperson indicated that he will have the heat pumps and mixers investigated.

**Question 9:**

D Platt indicated that the current PA system is not operating fully and that a replacement would be welcome.

**Answer 9:**

The chairperson responded that the equipment needs to be replaced if necessary.

**10. CONCLUSION**

The chairman concluded with a few closing words: -

- security is one of the main pillars of our partnership for life building blocks in which we recently invested with the installation of the access control system. Ongoing solutions to improve operations are being investigated;
- catering is another building block with improved services and quality meals to the residents;
- cyber fraud is on the rise and residents were requested to be more aware of banking details when transferring large sums of money;
- the South African economy is under huge pressure which has had a knock-on effect with the selling of Life Rights. The property market has taken a huge knock and we need to be extremely diligent with our cash flow. Our top priority is to sell;
- a huge thank you to M Carstens, for her hard work and dedication in running Muizenberg and congratulations to her for her new position in Evergreen Care;
- D Drew has taken the challenge to step in as village manager, we wish him well and look forward to sharing his experience in his new position;
- Elize Porter, Director of Evergreen Care will be taking over the healthcare from Unique Health for the Western Cape villages, namely Diep River, Bergvliet and Noordhoek with effect from 1 October 2019. The future strategy is to take full control of healthcare and frail care for Muizenberg and Broadacres by 2020; and
- the municipal infrastructure of Muizenberg is failing and the City of Cape Town is not responding to any correspondence and/or telephone calls. With the booster pump installed during the period of water restrictions we will be using council water to fill up the 25 000 (twenty five thousand) litre tanks to pump back the village enabling a constant pressure.

D Rosenberg ended off the meeting by saying that it was a momentous year for Evergreen Muizenberg. He thanked M Carstens and the staff for their hard work, welcomed D Drew to the village and extended a huge thank you to the Rescom and expressed his condolences to C Fick who passed away.

With no further matters being raised, the chairperson thanked all present for their attendance and declared the meeting closed at 16h00.

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**CHAIRPERSON**



**EVERGREEN**  
Lifestyle Villages  
**EVERGREEN MUIZENBERG**  
*("the Village")*

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**APOLOGIES:**

M Akhurst  
E Crowhurst  
L Van Laun  
M Alexander  
D Banwell  
R Bailing  
S Coetzee  
J Woudberg  
L Heuer  
G Andrews  
M Koorevaar  
C & C Turner  
S Van Eeden  
L Wilson  
M Snijders  
M Heering  
I Habib  
J Turner  
C Muir  
N Anderson  
D & P Quill  
C Laurence  
J King  
J Reynolds  
H Cronje  
R & J Froese  
L Gainsford  
R Green  
W & P Prevost  
R Reichlin  
L Stanford  
G Brooks  
B Hemus  
E Kretschmer  
C Van Zyl  
M Arenhold  
C Verth  
P & I Heyneke  
E & M Simons  
B Wood  
G & S Gooderham  
M Odd  
J & A Blignaut  
AA Malan  
W Richardson