



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 11 May 2021, at 14h00.**

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 Monday, 26 April 2021 (**“the Record Date”**), being the date determining which Life Right Holders are entitled to receive notice of the Annual General Meeting.

IMPACT OF COVID-19 ON THE AGM

As a consequence of the impact of the Covid-19 pandemic, limitations are placed on public gatherings under the Disaster Management Act, 57 of 2002. As a result of the aforementioned limitations placed on public gatherings since 26 March 2020, the Village was unable to convene its annual general meeting for the 2020 calendar year. The Village hereby wishes to convene a joint annual general meeting dealing with the annual general meeting matters of the 2020 as well as the 2021 calendar years. As a socially responsible corporate citizen, the Village will conduct the AGM with the following rules in place:

- no more than 120 (one hundred and twenty people) (staff and Life Right Holders) will be allowed to gather at the AGM venue mentioned above;
- the attendance of only one representative per unit is recommended;
- Life Right Holder(s) are requested to RSVP and register their attendance in order to ensure that the capacity of the venue is not exceeded in terms of the current limitations placed on gatherings;
- Life Right Holder(s) who fail to register and RSVP will not be permitted to enter the venue and attend and participate at the AGM;
- social distancing of 2 metres will be enforced at all times during the AGM;
- the wearing of face masks is compulsory;
- hand sanitization during entrance and exit are compulsory; and
- no snacks and beverages will be served after the meeting.

PURPOSE

The purpose of the AGM is to consider and, if deemed fit, approve, with or without modification, the ordinary resolutions set out below.

A. AGENDA

1. **WELCOME AND INTRODUCTION**
2. **ATTENDANCE AND PROXIES**
3. **CONFIRMATION OF NOTICE**
4. **ACCEPTANCE OF THE PREVIOUS ANNUAL GENERAL MEETING MINUTES**
(Attached) (Pages 7 - 12)
5. **ANNUAL REPORT BY THE CHAIRPERSON OF THE RESIDENTS’ COMMITTEE (“RESCOM”)**
(Attached) (Pages 13 - 14)

6. **EVERGREEN VILLAGE MANAGER'S REPORT** (Attached) (Pages 15 - 20)
7. **ANNUAL FINANCIAL REPORT FOR THE 2020 - 2022 FINANCIAL YEARS** (Attached) (Page 21)
8. **ELECTION OF THE RESCOM MEMBERS** (See Note 1)
9. **GENERAL**
10. **CLOSURE OF MEETING**

B. NOTES

1. ELECTION OF THE RESCOM

(Ordinary Resolution Number 1)

Composition and nomination

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

Instructions

Please hand-deliver the duly completed Nomination Form to the Village Managers' offices, alternatively email same to neom@evergreenlifestyle.co.za, by no later than **16h00 on Tuesday 04 May 2021**.

**In terms of the House Rules of the Village, no Life Right Holder may, while in arrears with his or her Levies or has any outstanding amounts owing to Operator and/or Owner (as the case may be), hold office as a member of either Rescom, or be co-opted onto or act as a representative or appoint an alternate on Rescom.*

2. ATTENDANCE AND VOTING BY LIFE RIGHT HOLDERS OR PROXIES

Life Right Holder(s) (who are recorded as such in the register of the Village as at the Record Date) are entitled to attend and vote at the AGM or to appoint a proxy to attend, speak and vote in their stead. 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 neom@evergreenlifestyle.co.za, by no later than **16h00 on Monday, 10 May 2021**.

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 AGM must be able to present reasonably satisfactory identification at the meeting for such proxy to attend, participate and vote at the meeting. A green bar-coded identity document or a smart identification card issued by the South African Department of Home Affairs, or a valid passport for foreign nationals will be acceptable forms of identification.

4. IMPORTANT NOTE

Life Right Holder(s) will receive a complete AGM document pack via the email address listed for their unit in the Register of the Village. Life Right Holder(s) are encouraged to bring the AGM document pack along to the AGM for discussion.

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

attachments and forms will only be printed for and on request from a Life Right Holder(s):

- Proxy form; and
- Nomination Form.

5. RSVP

It is important that only Life Right Holder(s) who are certain that they will attend the AGM, kindly RSVP to the Village Manager **by no later than 16h00 on Tuesday 04 May 2021.**

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

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

GARRY REED

EVERGREEN MUIZENBERG

(“the Village”)

PROXY FORM

For use by registered Life Right Holder(s) of the Village, recorded in the Life Right register as at the Record Date, to be used at the AGM to be held at **Evergreen Muizenberg Lifestyle Centre, Sunrise Boulevard, Muizenberg, on Tuesday 11 May 2021 at 14h00.**

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

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

1. NAME: _____

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

2. NAME: _____

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

3. the chairperson of the Annual General Meeting,

as my/our proxy to attend, speak and vote for me/us and on my/our behalf at the AGM of the Village to be held on Tuesday, 11 May 2021 at 14h00, or at any adjournment thereof.

SIGNATURE/S _____ DATE: _____

ASSISTED BY ME (WHERE APPLICABLE) _____

Instructions on signing and lodging the proxy form:

1. A Life Right Holder(s) may insert the name and RSA identity number or date of birth of a proxy or the names of two alternative proxies of the Life Right Holder's choice in the space/s provided above, with or without deleting "the chairperson of the AGM", but any such deletion must be initialled by the Life Right Holder(s). Should this space be left blank, the chairperson of the AGM will exercise the proxy. The person whose name appears first on the proxy form and who is present at the AGM will be entitled to act as proxy to the exclusion of those whose names follow.
2. The completion of any blank spaces above need not be initialled. Any alterations or corrections to this proxy form must be initialled by the signatory/ies.
3. A proxy shall not be a minor.
4. To be valid the completed proxy forms **together with all listed proxies' green bar-coded identity documents or smart identification cards issued by the South African Department of Home Affairs, or valid passports for foreign nationals**, must be hand-delivered to the Village Managers' offices, alternatively emailed to neom@evergreenlifestyle.co.za , by no later than **16h00 on Monday, 10 May 2021.** (See note 1)

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 appointed to attend, participate and vote on behalf of a Life Right Holder at the AGM must be able to present reasonably satisfactory identification at the meeting for such proxy to attend, participate and vote at the meeting. A green bar-coded identity document or a smart identification card issued by the South African Department of Home Affairs, or a valid passport for foreign nationals will be acceptable forms of identification.
7. The completion and lodging of this proxy form shall not preclude the relevant Life Right Holder(s) from attending the AGM and speaking in person thereat to the exclusion of any proxy appointed in terms hereof, should such Life Right Holder(s) wish to do so.
8. The chairperson of the AGM may, in its sole discretion, reject or accept any proxy form which is completed other than in accordance with these instructions.

EVERGREEN 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 ("Proposer"), hereby nominate:

NAME: _____,

a Life Right Holder of the Village, to be appointed as a Rescom member, which appointment may (if necessary) be voted on by Life Right Holders at the AGM on **Tuesday, 11 May 2021 at 14h00.**

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 neom@evergreenlifestyle.co.za, by no later than **16h00** on **Tuesday 04 May 2021**.



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

PRESENT:	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.

CHAIRPERSON



EVERGREEN
Lifestyle Villages
EVERGREEN MUIZENBERG
("the Village")

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

2021 RESCOM CHAIRMANS ANNUAL REPORT

Much has happened since our last annual general meeting held on September 3, 2019. Last year's, of course, could not be held because of Covid-19 restrictions.

For the first months of lockdown we were mostly restricted to our units and cabin fever was experienced by the bulk of our residents, who were greatly relieved when regulations were relaxed to allow us greater freedom of movement. We were blessed to be able to walk inside our village and in doing so feeling safe.

It was good, too, even though from a two-metre distance, to be able to communicate with fellow residents on our rambles around our plus-minus one kilometre circuit in the village.

Gradually we have returned to relative normality, with most activities being resumed, adhering, of course, to basic protocols like the wearing of masks and social distancing.

We welcome the many new residents who have come in since our last AGM. Those I have spoken to tell me it didn't take them long to feel at home.

Sadly, we have lost several residents over these last two years.

On your behalf I would like to thank our Village Manager, Derek Drew, and his assistant manager, Kim Whitworth, and all of their staff for taking care of us so well during these challenging days.

RESCOM

Of the six Rescom members elected at the 2019 AGM, only two, Denise Elkin and I, remain.

David Rosenberg, my predecessor as chairman, retired due to ill health and, sadly, passed away in February this year. Many residents were blessed by his assistance with their financial issues.

Three others, Chris Bennett, David D'Dalton and Tony Law, resigned. All three served well past the anniversary of their election in 2019, not wanting to disrupt the functioning of Rescom.

Chris eventually resigned for personal reasons and David and Tony, both former Rescom chairmen, decided to stand down as they had already announced they would not be available for re-election.

I would like to pay tribute to all three for their outstanding service to our community.

COOPTED MEMBERS

At that stage there was no indication when we would be able to have our AGM, so it was decided to coopt three residents to ensure that oversight of the various portfolios would continue.

Hugh Till, Ray van Eyssen and Mike Odd took on the responsibilities of the vacant portfolios. They have adapted well in the months they have been on Rescom, Hugh overseeing the Bistro and social activities, Ray security and maintenance and Mike gardens and maintenance. Our thanks also to residents who have helped on subcommittees, particularly gardening and the Bistro.

CARE CENTRE

A major development was the taking over by Evergreen of the Care Centre from September last year. There has been positive feedback about increased efficiency and service. We wish Matron Yolanda Wilson well as she leads her dedicated team in this vital sphere of operation.

BISTRO

Our thanks to the Bistro team for the excellent quality of food they produce and friendly, efficient service. Branwine Mohan replaced Melanie Coetzee as manager. We wish her well as she streamlines and enhances this important service.

LANDSCAPING

Our gardens took a knock during the lengthy Covid months when the regular gardening team was not able to enter the village. However, things are getting back to normal and we look forward to better things to come. The team was reduced in manpower after Covid and under the circumstances they are doing an excellent job.

The installation of boxes containing vegetables and herbs have been successful and residents have been able to enjoy the regular rich harvests we have already had. Thanks to our gardening committee for the time and effort they have put in.

MAINTENANCE

Maintenance of windows has been a problem in some of the apartments. There is a schedule to check every window in the building.

Rescom members appreciate the support they have had from residents during these troublesome times.

Neville Woudberg
Rescom Chairman

April 19, 2021



EVERGREEN MUIZENBERG
("the Village")

VILLAGE MANAGER'S REPORT FOR 2019/2020

1. INTRODUCTION

It is very difficult to put the last thirteen months into perspective. We as a village, as a country, and as a world have not seen this type of disease breakout and resulting deaths since the Spanish flu, 1918 to 1920. We, as a community, have been through every possible level of 'lock-down' and have gone through every method of cleaning hands or lessons on how to put on a mask repeated at least a dozen times.

At Evergreen we were once again 'ahead of the curve', introducing our own 'lock-down' a full eleven days before President Cyril Ramaphosa, declared the Coronavirus pandemic a national disaster and announced a nation-wide lockdown from 26 March 2020. We have now been in 'lock-down' for over 400 days, almost as long as it took to build the Carlton Centre, the tallest building in South Africa.

Each and every one of you need to congratulate yourselves for this incredible show of resilience. It does not stop to amaze me, the human spirit and to what lengths it can persevere to overcome hardships. It must be remembered that each and every protocol put into place was in our opinion for the safety and welfare of our residents, our number one priority.

I would like at this stage just to pause for a moment to remember our loved ones, friends and fellow residents who might have passed in the last eighteen months, not only from the Covid – 19 virus, but also, other diseases and ailments..... Thank you.

The time now is to look ahead. The government has embarked on an ambitious vaccine roll-out programme, which many of you have already registered for, and for those that have not managed to do so, we will assist with the registration process. We expect actual physical administration of the vaccine to start by the end of May 2021. We are also lobbying local government to have an Evergreen village, preferably Evergreen Muizenberg, as a vaccination site for Evergreen residents.

2. VILLAGE DEVELOPMENT

Our village, now in its thirteenth year, is still the largest of the Evergreen villages and is often used as the 'bench mark' of what other villages strive for. In 2019 we built an additional 43 homes to the village, making it a total of 260 units, of which 113 are houses and 147 are apartments. We currently have 310 residents, comprising 68 couples and 174 single residents with an average age of 79. Many having celebrated special birthdays and anniversaries over the past 18 months, again

congratulations for reaching these special milestones. I am proud to report that we are now home to 43 new residents in 31 units since the last AGM in 2019.

All houses and apartments have had fibre installed, and after some initial teething problems the move to a fibre internet provider is now seamless. To improve mobile phone and data reception we have had a number of masts installed on the roof, on the northern side of the apartment block.

In our quest to obtain a 'sub-acute' license for the Care Centre, the last three months have seen a number of building renovations taking place in the Care Centre itself, the laundry and refuse room alike. Leading up to the renovations, we have had a number of building and health inspections taking place and are now waiting for the Department of Health to issue this license.

We are continually looking at ways to enhance the village and the resident's well-being and have a number of small and large projects currently either in the planning stage or underway.

3. SECURITY

We have had no intrusions, perimeter breaches or house break-ins in the last eighteen months. This is mainly due to the multi-layered security approach we adopt using different layers working together.

It starts with our physical security; Grinnell Security continue to manage the the team, which is currently led by the very competent Domonique Speelman and his team. Their efficiency is tracked by the 'on-guard' system with points in strategic areas of the village. This is augmented by a 12-strand electric fence with 'in-line hoops', a 25 perimeter and entrance cameras with video analytic capabilities; and 15 internal Analog cameras. These are monitored off-site by Verifier. In addition, any alarms emanating from the electric fence or the five panic buttons issued to staff, are received by the armed response company ADT. This is checked on a weekly basis.

We continue to invest in security upgrades to improve standards and efficiency. Boundary and internal cameras are being upgraded continually as superior hardware comes on the market.

4. EVERGREEN HEALTH

To the department that I feel we need to be eternally grateful, not only after fourteen months of lock-down but also as we grow older and we are in need of healthcare services more frequently. I wish to express my sincere gratitude and appreciation to all our Evergreen Healthcare staff for the sometimes unrecognized work that they do looking after our welfare, health and safety.

With our continued philosophy to keep our residents as independent as possible we have seen a big change in our healthcare offering in the last year. Unique Health who had been our healthcare providers for last three years were given notice in July 2020. With this, we welcomed our In- house Health care specialists; Evergreen Health (Pty) Ltd. Evergreen Health is headed nationally by Elize Porter as Managing Director, and who is also a Health Care practitioner by profession. She is

assisted by Dr. Guin Lourens and our resident social worker Melanie Carstens, who has been appointed as the Care Manager for all 6 Evergreen Lifestyle Villages.

Evergreen Health has also taken over the day-to-day operations of the Village Clinic and the Care Centre (previously known as the frail care). The Care Centre and primary healthcare in the Village is currently managed by Matron Yolanda Wilson and her team of Healthcare workers. The village also has a multi-disciplinary team available that includes a counsellor for the elderly, physiotherapists and dieticians. The village clinic is run by Sr. Lorraine Powell and her team of enrolled nursing assistants. She also manages a team of carers and offer various care packages in the village, from 24-hour in-home care, daily hygiene needs to medicine administration.

Included in our healthcare package in the Telecare care station. The blue button is a morning call service, which allows us to check in on resident's every day, the yellow is to contact the village nurse and the red button is for Emergencies. The care station also comes with a mobile panic button that connects to the care station should you press it. I encourage all residents to regularly test their Telecare care stations and panic buttons and to report any faults if any.

I would like to thank all those residents who take a personal interest in the well-being of our Care Centre residents, and am pleased to note that the "Friends of the Care Centre" group organised by resident Denise Elkin are once again doing various activities in the centre.

5. CATERING

Western Province Caterers (WPC) continue to manage the catering in the village. We are thankful that they were able to continue their service, with their friendly and professional manner, during the COVID - 19 lockdown.

The Unit Manager Melanie Coetzee left us in February this year. Branwine Mohan took over from Melanie as the Unit Manager, and we have already seen an improvement with a few additions.

A big thank you to the Catering committee, currently headed up by co-opted ResCom member, Hugh Till who took over from Dave D'Alton.

6. SOCIAL EVENTS

Our village has a social calendar that you can be proud of; there is not a day without at least two activities taking place. This is slowly returning to 'normal' as the lockdown levels ease. To name but a few activities that residents are able to attend and enjoy is the camera club, art & drawing groups, interdenominational church services, knitting club, walking, table tennis, music appreciation evenings, book club, bingo, "oefen Afrikaans", line dancing, pilates and many more.

Thank you to all the residents that give up their time to make these activities a huge success and a special Thank you to Gill Blackburn & Carol Smuts for always ensuring our library is well supplied and organised.

Our social functions, although very few in the last 12 months are always well supported and enjoyed by our residents. We were fortunate enough to host a few functions during level 1 lockdown with the very popular Boere Dag and our Year End lunch with live entertainment.

I would like to thank our hairdressers and beauty treatment ladies who contribute a very important function and service to residents. This service is available six days a week.

7. GARDENS/LANDSCAPING

The garden maintenance service, provided by Whitecliffs Landscaping, supplies three dedicated gardeners who take care of our common village gardens and residents gardens on request. Wonderful and his team provide a very important service to the village as it is often many peoples first impression of the village. They also mow every single grass area in the village. This service available six days a week. We have endeavoured to maintain a high standard in our gardens whilst keeping to our mandate of using water sparingly, growing and nurturing indigenous plant life.

A large part of the village is under irrigation which is continually been maintained and upgraded. We are fortunate that the village gardens can be watered from our two boreholes in the boardwalk area, and even in the height of the water restrictions the gardens maintained an acceptable standard. Many residents have put in their own well-points, the water quality is good.

8. HEALTH & SAFETY

Eco-Safety continue to be our health and safety consultants who guide and advise us on matters of health and safety. Quarterly health and safety audits are conducted by Anton Ferreira to ensure we provide a safe environment for residents, staff and visitors.

We held two 'walk-through' evacuation drills in the apartment block in 2020. A fire drill for the village is planned for the first week of May 2021.

A special Thank you to all our residents who volunteer as emergency evacuation marshals, this is much appreciated.

All fire extinguishers, water hoses, fire alarm systems and apartment evacuation systems are serviced annually, some bi-annually to ensure they work optimally.

9. MAINTENANCE

We are very fortunate to have a 'hands-on' and now experienced maintenance team lead by Aashiq Poole who continue to deal with the day-to-day maintenance issues as and when they arise. The team are on site six days a week and are always available for emergencies. Should there be an area where our team are unable to assist, we are fortunate to have a pool of specialised contractors that are able to assist at a minimal cost.

The current system of a resident completing a maintenance form works well and also helps the maintenance to flag any areas that are persistently an issue.

10. COMMUNICATION

The management office continues to provide regular and prompt e-mail communication to residents. For those with no access to E – mail receive printed communication. Daily (text messages) SMS's are sent out for urgent notifications and reminders. We have three notice boards around the Lifestyle Centre that are constantly updated with news, activities and happenings. Our monthly activity calendar gets sent electronically to all residents as well as a A1 printed version displayed at reception. We also have the popular 'Who's who' board where a photo of every resident is displayed for ease of reference. A special mention to Bronwyn Davis, our Evergreen Hospitality Manager who continues to organise monthly activities and keeps us informed of 'what is happening' in the other Evergreen villages.

The bi-monthly "*Muiz News*" is a highlight, and one cannot thank Grizéll Luxton enough for an excellent and informative read. A reminder to all residents to please contribute to this newsletter.

Kim and I have an open-door policy and welcome all residents who wish to discuss anything with us.

HUMAN RESOURCES

In the last eighteen months we have had some changes in personnel. It has always been Evergreens policy to first look within the business to find suitable candidates to promote and grow. Nasley Begg joined the front desk team as a receptionist after successfully completing her grade 12 matric certificate and office administration course. Prior to her move, she was based at the Evergreen Diep River employed as a General worker. Josh Meyer was moved from utility General Worker and is now acting Night Manager. He will be moved into this position permanently upon completion of his studies. Nigel Chisvo who was a Gardener with Whitecliffs Landscaping has also recently joined the Evergreen Muizenberg team as a utility General worker.

In addition to these promotions, Kim Whitworth was appointed assistant Village Manager, Aashiq Poole replaced Romeo Human as the Maintenance Manager, Christo Snel as facilities co-ordinator and Sadlin Africa, our most recent employ, joins us from the Evergreen Diep River team as a domestic.

We have been competently assisted by Tammy Whitaker, (HR officer) who brings a wealth of HR knowledge to the team.

11. CONCLUSION

I would firstly like to express my sincere thanks, to YOU, the resident, for those who every day make a positive contribution to the village, no matter how small. It might just be a little smile, a thank

you, an observation, a 'go out of your way' greeting, an email or organising an activity. These gestures make the staff and my work worthwhile and something to look forward to every day. Thank you for your support and co-operation over the past and very difficult year. Together we will built a better village and continue our "partnership for life" philosophy.

Then to the Residents Committee (ResCom), where a special thanks must go to Neville Woudberg and Denise Elkin for their time and support to the staff and I. The ResCom has not only served an inordinate long time, but have also gone through many membership changes, elected members generally resigning for health reasons. We have for the last few months had co-opted members join and are already adding great value. To all these ResCom members, present and past, thank you for your commitment and time to the Village and its residents.

I would like to acknowledge our Head Office support staff; Patrick Maile (Evergreen facilities), Natalie van den Berg and Celeste van Graan (Director of Legal), Donovan Randelhoff, Jeanene Cupido and Sharon van der Horst in the finance team. Tammy Whittaker (HR officer), Neo Mazibuko (Personal assistant to our MD) and Cindy Johnson our fantastic Sales Manager. Their work in the background is valuable and often unrecognised, and for this I would like to say big Hearty Thank you. Some big and unpopular decisions needed to be made during these last 12 months, and for this a huge thank you to our Managing Director, Garry Reed, for 'sticking to his guns', for his continued support, sage advice and positivity.

Finally, an enormous and heartfelt thank you to all our village staff, seldom does a day go past without someone complimenting this team and this is somewhat rare when you think of the last eighteen months and what every one of them have had to go through. We sometimes forget the immense sacrifices that the staff go through just to get to work each day. I salute each and every one of them, from Kim, our assistant manager to Nunu at security and who washes dishes, they all make the Village.

I look to the future with optimism and know the human sprit will prevail, we will soon be back to 'normal' life again.

Derek Drew

A handwritten signature in black ink, appearing to be 'Derek Drew', with a stylized, cursive script.

Village Manager
Evergreen Muizenberg Lifestyle Village

EVERGREEN LIFESTYLE VILLAGES (PTY) LTD

EVERGREEN MUIZENBERG

BUDGET FOR THE 12-MONTH PERIOD 1 MARCH 2021 TO 28 FEBRUARY 2022

	FY20 ACTUAL FEB-20	FY21 ACTUAL FEB-21	FY22 BUDGET FEB-22	FY22(B) vs FY21(A)	NOTES
Levies	9 669 794	10 134 123	10 769 027	6%	1
Other income	102 494	62 869	119 809	91%	2
Total Revenue	9 772 288	10 196 992	10 888 836	7%	
Total Operational Expenses	11 232 709	12 024 410	12 361 458	3%	
Clubhouse Expenses	475 420	415 497	272 147	(35%)	
Medical Response	331 481	299 690	334 703	12%	
Common Property: Municipal Utilities	1 319 263	1 530 648	1 537 660	0%	
Property Rates	322 370	177 014	213 782	21%	3
Catering	558 558	564 224	515 324	(9%)	
Security	1 439 102	1 331 537	1 377 694	3%	
Village Staff & Administration Expenses	5 131 149	6 203 043	6 000 041	(3%)	
Village Maintenance	1 655 365	1 502 757	2 110 106	40%	4
Village loss before Extra-Ordinary Items and Capital expenses	-1 460 422	-1 827 419	-1 472 622	(19%)	
Extra-Ordinary Items	-	4 048	600 000		
Healthcare	-	4 048	600 000		5
Capex Expenses	-	-	213 941		
Gym equipment	-	-	213 941		6
Point of sale equipment	-	-	-		
Total Village loss for the year	(1 460 422)	(1 831 467)	(2 286 562)	25%	

Notes:

1. Annual levy increase.
2. Increased income from the Hair Salon due to the easing of COVID restrictions.
3. Unrecoverable common area rates for new phases brought aboard FY 2021/22
4. Maintenance low due to COVID restrictions
5. Adjustment of Healthcare management fees to match salaries.
6. New Equipment for the Gym and an increase in Clubhouse operating expenses due easing of COVID restrictions.