



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 **Evergreen Muizenberg, Lifestyle Centre, Sunrise Boulevard, Muizenberg, Thursday, 24 August at 12h00**

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 Thursday, 10 August 2023 (“**the Record Date**”), being the date determining which Life Right Holders are entitled to receive notice of the Annual General 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) (7-13)
5. **ANNUAL REPORT BY THE CHAIRPERSON OF THE RESIDENTS’ COMMITTEE (“RESCOM”)**
(Attached) (14-21)
6. **EVERGREEN VILLAGE MANAGER’S REPORT** (Attached) (22-27)
7. **ANNUAL FINANCIAL REPORT FOR THE 2020 - 2022 FINANCIAL YEARS** (Attached) (28-29)
8. **ELECTION OF THE RESCOM MEMBERS** (See Note 1)
9. **GENERAL** (See Note 2)
10. **CLOSURE OF MEETING**

B. NOTES

1. ELECTION OF THE RESCOM

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 liesli@evergreenlifestyle.co.za, by no later than **16h00 on Thursday 17 August 2023**

**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. QUESTIONS

Managing of questions during the AGM

Life Right Holder(s) are requested to submit their questions regarding any of the AGM matters which warrants discussion in writing to the Village Managers' offices, alternatively emailed to liesli@evergreenlifestyle.co.za, so as to be received by no later than **16h00 on Thursday, 17 August 2023**.

Matters that are not submitted in writing, as indicated above, will not be debated at the AGM. Life Right Holder(s) are requested to focus on matters that warrant discussion at an AGM and to take up smaller and / or personal matters with the Village Manager,

3. 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 needs to be a Life Right Holder of the Village. Proxy forms must be hand-delivered to the Village Managers' offices, alternatively emailed to liesli@evergreenlifestyle.co.za, by no later than **16h00 on Wednesday 23 August 2023**

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.

4. 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.

5. 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.

6. 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 Wednesday 23 August 2023**

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 **Lifestyle Centre, Evergreen Muizenberg, on Thursday 24 August 2023 at 12h00**

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 Thursday 24 August 2022 at 12h00, 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. A proxy must be another life right holder in the village.
5. 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 liesli@evergreenlifestyle.co.za, by no later than **16h00** on **Wednesday 23 August 2023** (See note 1)

6. 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.
7. 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.
8. 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.
9. 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 24 August 2023**

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.

Furthermore, I consent to act in accordance with the duties and functions mandated to a ResCom member under the House Rules of the Village, specifically clause 3.3 of such Rules.

I agree to be available, upon the reasonable request of the Operator, to attend any induction and/or training required with respect to this position as a ResCom member, at the discretion of the Operator.

SIGNATURE OF NOMINEE _____

DATE: _____

KINDLY NOTE: The completed Nomination Form together with the brief CV of the nominee must be hand-delivered to the Village Managers’ offices, alternatively emailed to liesli@evergreenlifestyle.co.za, by no later than **16h00** on **Thursday 17 August 2023**



EVERGREEN MUIZENBERG LIFESTYLE VILLAGE (“THE VILLAGE”)

MINUTES OF AN ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 30 MAY 2022

PRESENT:	Neville Woudberg	(ResCom Chairman)
	Derek Drew (DD)	(Chairman & Village Manager)
	Garry Reed (GR)	(ELV Managing Director)
	Dylan Pienaar (DP)	(ERH Financial Director)
	Cobus Bedeker (CB)	(EPI Managing Director)
	Elize Porter (EP)	(Evergreen Health Director)
	Alet du Plessis (AdP)	(Financial Manager)
	Liesl Isaacs	(Office Manager)
	Residents	(As per signed attendance register)

1. WELCOME AND INTRODUCTION

The Chairperson welcomed all present and confirmed that the required quorum was present and that the meeting was, therefore, duly constituted. He also requested all present to adhere to the COVID-19 safety protocols.

The chairperson, mentioned that if there were people who have not voted yet to please do so, with this said he also requested for TWO life right holders to volunteer to do the counting of the votes, Lydia Hirschmann and Jin Howard offered their assistance.

2. CONFIRMATION OF NOTICE

The notice convening the meeting as well as the annual reports by the Chairperson of the Residents’ Committee (“Rescom”) and Village Management, as circulated to residents, were taken as read, and proposed by Barry Howard and seconded by Edric van der Vyver

3. ATTENDANCE AND PROXIES RECEIVED

The attendance register was circulated and signed. Apologies received from residents were read and noted (refer to Annexure A for details).

The Chairperson noted the following proxies received:

- John & Gillian Morgan
- Sozon Christie
- Mike & Marisa Horn
- Neville & Joan Woudberg
- Mosa Dudla
- Raymond & Pat Van Eyssen
- Keith & Denise Elkin



4. ACCEPTANCE OF PREVIOUS ANNUAL GENERAL MEETING MINUTES

The minutes of the annual general meeting held on 11 May 2021 were read and accepted as a correct record as proposed by June Orsmond and seconded by Ron Scott.

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 Peter Attenborough and seconded by John Morgan.

Garry Reed, extended a special heartfelt thank you to the outgoing Rescom Chairperson, Neville Woudberg for his outstanding work and the support he offered to all the residents as well as to Derek and his team.

6. EVERGREEN MUIZENBERG 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 John Morgan and seconded by Ruth Reichlin.

Mr Morgan extended his thank you to Derek and the entire Muizenberg Team for their efficiency and friendliness.

7. ANNUAL FINANCIAL REPORT FOR THE 2022/2023 FINANCIAL YEAR

The meeting noted the annual financial report for the 2022/2023 financial year as circulated together with the notice of the annual general meeting as read and noted.

DP gave a brief summary on 2022 results, noting that we can see the repercussions of COVID-19 and with the lowering of restrictions of the health pandemic there is a definite rise in costs and inflation as well as interest rates. We as the Evergreen management teams took all this into consideration when proposing the new budget, trying to get a solution that ensures the business is run well into the future, bearing in mind that all of our residents are on a fixed income. With this said, we have a huge challenge as it takes costs to run a village and these costs need to be covered. Our quest is to deliver balanced and sustainable budgets.

DP handed over to Alet to give more detail on the proposed 2023 budget.

Budget approach / objective:

- Balance budget (break –even)
- Market related levies vs reasonable service
- Sustainable budget, practical achievable budgets)

Highlights:

- No increases on the basic facilities and services levies, providing that the proposed levy cycle change is accepted.



- It is proposed to change the levy cycle, currently the levy cycle is 01 September to 31 August.
- It is proposed to be 01 March 2023 to 28 February 2024
- The purpose is to align the village levy cycle to the financial year of Evergreen Lifestyle Villages (Pty) Ltd ("ELV").
- A change to the levy cycle will require all life-right holders to sign a 1 pager addendum to their LRA agreement.
- Zero based budget, scrutinise costs and understand cost drivers

Challenges:

- Head Office costs and Insurance costs were not charged to the village in the past.
- The LRA clearly states that these costs should form part of the basic facilities and services, which the basic levy covers.
- Catering and Healthcare are not included under basic facilities and services, thus the proposal to introduce the catering levy and healthcare levy
- Once these levies are agreed upon, a LRA addendum should be signed.

AdP gave a quick rundown on the numbers indicating that the costs are stable, revenue reflects a fixed proposed income for 2023 of R12,1million compared to 2022 which results in a 11% increase on the revenue line caused by the changes of the levies.

Proposed expenses are R12,1million, showing a reduction of R1,6million from 2022 mainly caused by a saving in the following areas, security, recovery of utilities and repairs and maintenance, resulting in a break-even result.

8. ELECTION OF RESCOM MEMBERS

The Chairperson confirmed as per the Evergreen Lifestyle House rules, the Residents Committee (Rescom) will consist of 6 committee members.

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

Anne Blignaut
Edward Fletcher
Owen Kinahan
Michael Odd
Hugh Till
Sue Wood

The chairman requested for a life right holder to accept the voting results, accepted by Lydia Hirschmann and seconded by Barrie Howard.

It is noted that the chairperson and vice-chairperson will be elected at the next Rescom Committee meeting.

9. GENERAL

The chairman noted, we have come to the last point on the agenda and will now proceed with questions and answers pertaining to the village. The chairperson introduced the ELV panel to all the residents.



Question 1 - John Morgan

Why should I be required to pay for hinges when they are replaced, in the past there were no charges as they were treated as part of the outside of the house. To my knowledge residents in the apartments are not charged for window hinges, will this rule of which we were unaware of apply to replacements of hinges in both apartments and houses in the future?

Answer Question 1

GR responded, that the hinges in the apartments were replaced as this was severely damaged by the elements, residents are responsible for all moving parts i.e., window hinges, and the owners are responsible for the structure.

Question 2 - John Morgan

With regards to the levy cycle change, can we get confirmation that there will be no levy charges or increases until March 2023?

Answer Question 2

AdP responded by assuring this is correct however it will only be confirmed once an addendum is signed by all the life right holders.

GR also responded saying there are fears from residents that a new LRA has to be signed, he assured that this is not correct, however this will be a basic one pager addendum to the current LRA. This will be the first priority of the newly elected Rescom to speak to all the residents regarding the signing of the addendum and that this can only be beneficial to residents.

Question 3 – John Morgan

Please can the developer's subsidy be clarified?

Answer Question 3

AdP responded that because there are different LRA's the developer underwrites the shortfall of the village and therefore it is included.

Question 4 - Mosa Dlodla

I do not make use of the canteen services, please provide me with a simple explanation regarding the canteen levies.

Answer Question 4

GR responded that it costs to run the canteen services, eg, staffing, the purchasing of the meals, there is also a risk involved with buying in prepared meals as we run the risk of not being able to sell the meals. GR made examples of other options available and reiterated that nothing has been charged to the residents, however we cannot ignore the expense that's there.

1. Charge availability fee which will cover the costs for staffing and the purchase of meals.
2. If 260 units pays R 100.00 per unit this covers the staffing costs, you will need to purchase the meals.
3. Reduce the service week at the canteen from 7 days to 3 days.

GR also mentioned that it's not easy to find a catering provider that will take on the entire process at risk.



Question 5 - Judy De La Port

Was Evergreen prepared to pick up the costs for the levies, how was this done in the past?

Answer Question 5

GR responded that the healthcare & catering levy has always been a part of the village operational budget which runs at a nett loss. It's been decided that this would be separate costs as it cannot be recovered under the Basic Services & Facilities Levy. The Evergreen Management team is happy to meet with the newly elected Rescom team to discuss the matter, it has to be noted the services are offered and this needs to be paid for, and this cost has always been subsidized by EPI.

Question 6 - Sue Wood

Who picks up the costs for the electricity and water bill in the bistro and is this metered separately?

Answer Question 6

GR responded that the costs are kept as low as possible and yes, it is charged separately and these costs are included and forms part of the Common Property Municipal Utilities on the financial budget.

Question 7 - Antonia Joubert

Evergreen has introduced a charge for the insurance levies what will this charge be?

Answer Question 7

GR responded, the costs will not be charged separately, the insurance expense has always formed part of the basic facilities and service levy in the respective LRA's.

Question 8 - Chris Smith

How will maintenance be handled and charged for as per the discussion regarding the LRA, "you break you fix and normal wear and tear "

Answer Question 8

GR responded that he is aware of the various stipulations in the older LRA's regarding wear & tear however this will be applied to as per the respective LRA.

Question 9 - Michelle Phillipson-Jones

What will the new cost of my levy be?

Answer Question 9

GR responded, if the proposed addendum in the LRA is signed by all residents, there will be no increase in September and the increase for March has not been established yet, however there is a deficit of R2.6 million which is a combination of various things and the ELV management team together with Rescom will need to work together to come up with a solution that is in the best interest of both the residents and the company.

Question 10 - Louis De Haas

Please explain the hot water bill we received.

Answer Question 10

DD responded that communication around the hot water charge was distributed and that this information is available to peruse.

GR responded in saying that the additional hot water charge is the cost for electricity used to having the hot water available and this cost was included in the Common Property Municipal Utilities levy on the budget which was not correct.



Question 11 - Sue Wood

What is happening with the sales of the empty units, surely the sale of the life right units can cover expenses and turnover would be favourable and what would this impact be on our levies.

Answer Question 11

GR responded, reiterating that the expenses and operational losses of the unsold units are funded by EPI and that the sales of these units is a priority not only financially but also for the ELV community, having the peace of mind knowing you have a “next door neighbour.” The issue is many people are interested in buying, but getting their primary homes sold in the open property market is a challenge. If a unit is sold the deficit at the bottom line becomes less, which is not just for EPI to sell, because it minimises their contribution.

Question 12 - Meg Wilkinson

Has to be noted that moving to Evergreen Muizenberg was the best decision I made, but please can I get clarity around healthcare and the frail care facility, would I be able to call the frail care if I have a fall.

Answer Question 12

GR responded, that there has always been a misconception regarding the frail care facility, Frail Care is a completely stand-alone business funded by the internal residents & families, which cover’s their operational costs. Residents have to engage the telecare service in the case of an emergency.

In closing, the Chairperson thanked all residents for their attendance, support and patience. He is looking forward to working and engaging with the newly elected Rescom on a regular basis. With no further matters raised, the chairman declared the meeting closed at 16:10.

In Annexure A attached hereto, you will find questions and answers that were received, in writing, prior to the meeting.

CHAIRPERSON



ANNEXURE A

**EVERGREEN MUIZENBERG LIFESTYLE VILLAGE (“THE VILLAGE”)
APOLOGIES NOTED AT THE ANNUAL GENERAL MEETING OF THE VILLAGE
HELD ON 30 MAY 2022**

1. H1 – Tony Law
2. H13 – Neville & Patricia Bailing
3. H22 – Chris & Chrystal Turner
4. H38 – Leslie & Magdalene de Wet
5. H65 – Fred De Vries
6. H67 – Wendy Stroberg
7. H84 - Grizéll and Peter Luxton
8. H106 – Mike Odd
9. H135 – Shiela Hunt
10. A318 – Rosemary Swaisland

2023 EVERGREEN MUIZENBERG RESCOM CHAIRLADY'S ANNUAL REPORT

The legacy and severe effect of the Covid Pandemic restrictions left a negative impact on Village life in many ways.

The residents were divided, depressed, and consequently there was an unpleasant undercurrent of destructive politics and interference in the election process of RESCOM.

The elected RESCOM mission statement was to adopt an ethos of integrity, courtesy, confidentiality, cooperation, transparency, and clear communication amongst all people living and working in the village.

We trust that this ethos, as introduced by Owen Kinahan and myself, will continue to be the mainstay of the way Evergreen management, staff and all residents will communicate with each other, in the future.

A RESCOM Post Box was installed to encourage and improve interaction and communication from the residents to RESCOM and management.

The Post Box has been well used.

Most of the letters we received have empowered us to act positively on your behalf.

RESCOM will act on any written anonymous communication unless it is abusive or insulting.

An important note:

All residents are requested to **contact village management first** when there are problems or concerns as per the House Rules

If no resolution can be found with Village Management, then we encourage you to interact with RESCOM who will engage with management and if resolution cannot be found, escalate to the MANCOM

Little did we know how turbulent a year it would turn out to be for RESCOM.

I am grateful to Owen Kinahan, our inaugural Chairman, for his leadership, guidance, and experience as an Alderman in the Cape Town City Council.

His untimely resignation for health reasons, forced me to take over the Chairmanship in October 2022.

Mike Odd resigned and Soz Christie and Alice Grant were co-opted.

I pay tribute to my current RESCOM members, the Vice Chairman Hugh Till, and the secretaries for their loyalty and support during a challenging year.

The incoming RESCOM, faced many challenges including the unenviable task of continuing intense negotiations on behalf of concerned residents with Evergreen Head Office on the following:

- Charges for the supply and heating of water in the apartment block. (Declined)
- Proposed service charges per person and or per unit for the use of The Bistro. (Successful – this was turned down and Western Province Caterers terminated their contract with all the Evergreen facilities)
- The Catering Contract changed from Western Province Caterers to Fedics. There has been a general improvement in the quality of the meals available, however, we continue to address both food and service problems as they occur. (Successful and ongoing)
- Proposed service charges per unit for the use of the existing Clinic Services were dropped. (Successful)
- The Clinic was disposed of and the employment of a Paramedic/Duty Manager with changes in the agreement with Evergreen Health improved matters. (Ongoing)
- Proposed drive to persuade Life Right Holders to sign addenda to their LRA contracts, to allow Evergreen Head Office to change financial year ends and affect levy increases.
- The implementation of the additional person fee per unit where applicable. (Declined)
- Implementation of Head Office expenses being divided among the villages as an expense to each village. This is inclusive of Head Office Cost and Insurance (Declined)
- The increasing admissions of new residents into Muizenberg Lifestyle Village, who clearly are unable to live independently, and continue to cause consternation among existing residents.
- This changes the format of **the Village from Independent Lifestyle to a Dementia/Care Home status**, vigorously objected to by the majority of residents.
The standard of medical assessment and the criteria for entry remains in question.

The current RESCOM robustly opposes these admissions.
(Unresolved; Discussions and objections are ongoing).

There has been an increase in fire risks and incidents in units where residents should not be living unsupervised, particularly in the apartment block.

- Most recent objection for RESCOM to lodge with Head Office is the 14.9% increase to services provided by Evergreen Health Care Services. This increase is too high and way above the current inflation rate. (Ongoing)
- General Maintenance snags and concerns remain on the agenda.

POSITIVE IMPROVEMENTS TO THE VILLAGE

Undertakings from the Evergreen Lifestyle Managing Director Garry Reed in the tri monthly MANCOM meetings are the following:

- Refurbishment and painting of the apartment corridors undertaken but not yet implemented, will commence shortly.
- Replacement of TV screen in the big TV area with a larger screen to improve the quality of the audio-visual display for the speakers, and for the residents and improve the sound quality. An HD adaptor is also required. This will be implemented shortly.
- Improvements and repair to the irrigation equipment for the entire village – on hold until summer, but assurances have been given that this will be complete in time for the hot weather.
- Implementation of a Friday night “PUB” on hold for the new RESCOM to initiate.
- Refurbishment of the Lifestyle Centre as per the report given by RESCOM to Garry Reed. To be considered in the new financial year. (Work in progress).

POSITIVE AND SUCCESSFUL EVENTS

On behalf of all the residents we thank those volunteers whose enthusiasm and hard work have made a significant difference in reigniting the lively spirit that existed prior to the Covid lock-down.

- The Spring Garden Event organised Jenna Monk.
- The Sports Day organised by John and Gill Morgan.
- The Christmas Craft Market organised by RESCOM and opened by the Cape Town Mayor, Geordan Hill –Lewis, was a huge success thanks to the support of all residents, staff, friends and families. Michelle Jones-

Phillipson and her hard-working team raised a record amount for the recipient Charity.

- The music for the Festive Dinner in December 2022 was half funded by RESCOM funds raised from raffles.
- The revamp of the library by Lydia Hirschmann and her team has transformed reading opportunities in the village.
- The Spring Craft Fair is on the calendar for the 30th September and promises to be a great success.
- The nominated recipient charity for this year's Spring Craft Market is the Ithemba Primary School opposite the Capricorn Park shopping Centre.
- The Muize News from Grizéll is a treasure of delight.

Apart from the above special events, there are many of our residents who make Muizenberg Village a special place to be.

We are privileged to enjoy the many stimulating activities that are arranged by these generous volunteers.

To list the activities in this report would make it far too long, so we intend acknowledging all of them in a circular after the AGM.

It has come to our attention that Evergreen Head Office Management and Sales team quote our village activities as a major selling point to prospective LRA buyers.

We would like to express our gratitude and thanks to Kim Whitworth for her dedication, willingness, and efficiency on behalf of all the residents.

It has been a pleasure working with Kim on RESCOM in my position as Chairlady. Kim is the author of all the artistic posters that appear on the notice boards.

I would like to pay tribute to the Duty Managers, and all the staff who look after our safety and wellbeing.

This has been a tough year for them, filling in where there have been shortages of staff. Muizenberg are still short of one receptionist.

PORTFOLIOS

GARDEN OVERVIEW – ED FLETCHER

Gardens have had highs and lows due to manpower and their utilization. The lack of irrigation in Phase 3 was an issue in the early period of this committee's tenure as management did not accept there was a problem. Irrigation contractors then came on site and noted items requiring attention:

- Wiring faults (corrosion), presumably timer/solenoid valve related, and low water pressure.
- Quotes have been received and it is a work in progress.

Janice Behr (Unit 90) suggested Evergreen develops its own nursery by propagating plants from all those growing in the village and residents' gardens thus building up a reserve and replacing dead plants.

The quality of the compost used is a matter of concern due to its high branch and palm leaf content. This does not feed the soil adequately.

SECURITY OVERVIEW - SOZ CHRISTIE

The standard of Security Guards, except for one or two is not up to scratch, particularly when compared to that of Evergreen Noordhoek.

Security is outsourced and the cost is clear in the management accounts.

Despite regular appearances on the RESCOM agenda, and in the Minutes, the Security Guards forget to wear their identity badges, are careless and the Licence Bar code reader is not used.

Individuals or teams supplying outsourced maintenance, staff from moving companies, or any other person not employed or living in the village, are no longer required to wear day glo vests identifying them, when they are in the village boundaries, or buildings.

This allows for any arbitrary person to enter the apartment building and wander around undetected without arousing suspicion.

RESCOM has been advised of strangers in the residents' lift and walking the corridors of the apartment building who claim to be delivering medication to residents.

The level of standard of security guard is, we are informed, salary related. If we want better service, we must pay more.

I state that RESCOM does not choose to have to play "policeman"; co-operation from management and teamwork is RESCOM's preference.

MAINTENANCE OVERVIEW

Erik Kiderlen is keeping a well-informed eye on maintenance issues in the village. Outstanding maintenance items:

- Some houses have plaster and cracks grinning through to paintwork on either the north or the south side, or both.
- Cleaning, repainting, and upgrading the garbage bin area in the basement, is still outstanding and we view this as a possible health hazard.
- The village is now fully occupied so the recycling and waste production is at its maximum. There are insufficient wheelie bins to accommodate the amount of waste produced by the village and the bistro.
- The traffic signs on the floor and stop signs on the walls in the basement garage require repainting.
- Refurbishing of the Life Style Centre has been proposed and the reports including special requests are a work in progress.
- Due to the heavy rains this winter the houses and apartment building have had some serious leaks.

Residents are requested to report any maintenance concerns to the Village Management.

FINANCIAL OVERVIEW – HUGH TILL

The First Quarter report for this year showed that Income was over budget by R 37213.00, expenses under budget by R 15862.00 (when adjusted for property rates).

There was a nett surplus of R5146.00, as compared to a budgeted deficit of R36,857.00.

The Interim June figures show an income over budget by R1213.00, and the expenses were under budget by R26,588.00, giving a nett surplus of R69,572.00. The average monthly figures from March to June 2023 show an average monthly surplus of R18,680.00.

These figures show a marked improvement in Evergreen Muizenberg Village's financial health, compared to the end of the financial year 2022.

CATERING OVERVIEW - HUGH TILL

The lunch time meals continue to be mostly well cooked and very tasty.

There is still much work to be done on the consistency of service and presentation.

A common complaint is that the food is not hot enough.

Sandwiches and a la carte items vary in standard, quality and service.

Meetings with Fedics senior management and Evergreen are in progress to address this.

Training is a work in progress.

Constant reinforcement is needed to break the old habits.

The frozen meals are on hold temporarily due to health and safety concerns within the food chain.

The cakes and pastries are growing in popularity and there is a good increase in those having breakfasts, tea, and cake.

Residents are encouraged to fill in the complimentary/complaint forms and if there are complaints or concerns to state them.

THE LIBRARY – SUB COMMITTEE CHAIRLADY LYDIA HIRSCHMANN

Fundraising from raffles facilitated the purchase of several new books.

The Evergreen Muizenberg Book Club donated a generous sum to enable further purchases improving the reading stock.

2 bridge tables and 4 chairs are back in the library creating a quiet space for residents to read.

Most of the DVDs were placed onto the free-standing bookcase in the centre of the library. The balance has been placed in the top right cupboard of the unit in the passage. Janice Behr has kindly undertaken to look after the DVDs so any queries may be discussed with her.

A note to our readers – please don't forget to return borrowed books promptly.

A FINAL WORD

In closing, grateful thanks to the dedication and commitment by this RESCOM, to working courteously and constructively with Village Management and Garry Reed to overcome problems; some that are more than challenging. Some problems continue to remain unresolved, but we continue to interact and seek constructive solutions.

I am pleased to report that conditions generally have improved in the village, but there is still room for further improvement.

A quote from Robert Braathe

“Gratitude and attitude are not challenges; they are choices”

Sue Wood

Muizenberg RESCOM Chairlady

July 2023



EVERGREEN MUIZENBERG *("the Village")*

VILLAGE MANAGER'S REPORT FOR 2022 / 2023

1. INTRODUCTION

As I reflect on the last 15 months, it reminds of a quote by Steve Maraboli, bestselling inspirational author, *"Life doesn't get easier or more forgiving, we get stronger and more resilient"*. Inherently we as humans are positive and we have certainly been tested in the last year. From the rising 'cost of living', record cold and heat temperatures, load-shedding, the Ukrainian war and rampant corruption, I am still amazed at the human spirit. The willingness to change in order to adapt to different conditions, the sympathy and kindness shown to fellow residents, the positive and meaningful contribution by fellow residents comes in 'bucket loads'.

2. VILLAGE DEVELOPMENT

Our village, now in its fifteenth year, is made up of 113 houses and 147 apartments, making a total of 260 units. We currently have 308 residents, comprising 61 couples, 186 single, 201 woman and 107 men residents with an average age of 81. Many residents have celebrated special birthdays and anniversaries this year, we have 33 nonagenarians celebrating birthdays this year, again congratulations for reaching these special milestones. I am proud to say that we are now home to 43 new residents in 32 units since the last AGM in May 2022.

On maintenance, substantial amounts of money have been spent on the apartment hot water system, many more lights have been added to the generator during lead-shedding and the majority of lights bulbs have been changed to LED, a big saving.

We continue to monitor the start of any development on the empty Chevron land adjacent to the village and St. Georges Street.

We are continually looking at ways to enhance the village and the resident's well-being. Current projects involving capital expenditure are at Evergreen board level form approving.

3. SECURITY

We adopt a multi-layered security approach using different security layers working together.

Grinnell Security continue as our physical security service provider, which is currently led by Emanuel Tshabang who recently joined us. Around the entire perimeter of the village we have a 12-strand electric fence with 'in-line hoops', this is further fortified by 26 perimeter and entrance

cameras with video analytic capabilities; and 12 internal Analog cameras. The fence and cameras 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 both Verifier and ADT, our armed response company. This is routinely checked twice a week for efficiency and effectiveness.

We have a total of six guards, in addition to them physically monitoring the entrance gate, scanning all visitors they do eight patrols per night, this is tracked by the 'on-guard' clocking system with points in strategic parts of the village that the guard needs to 'trigger'.

Our total security system is thoroughly tested once a year by an independent intrusion company, Personal Safety, an organisation that we pay to actually break in. This further indicates to us where and how we can improve.

We have had no intrusions, perimeter breaches or house break-ins in the last 16 months. 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.

The safety and welfare of our residents is our number one priority.

4. EVERGREEN HEALTH

We have been very ably serviced by Evergreen Health who continue to be our healthcare service providers, headed nationally by Elize Porter as Managing Director, assisted by Dr. Guin Lourens and Melanie Carstens, the Evergreen Care Manager. From a village side we employed an additional Duty manager, Dustin Delpont, who is a qualified Intermediate Life Support paramedic, many of the residents have already benefitted from his knowledge.

Evergreen Health oversee the day-to-day operations of the Village Clinic and the Care Centre. The Care Centre and primary healthcare in the Village is currently being managed by Dr. Guin Lourens, and four registered nurses. As part of the service they manage a team of healthcare workers that offer various care packages in the village, from 24-hour in-home care, daily hygiene needs to medicine administration.

In addition to this the village also has a multi-disciplinary team available that includes a doctor, physiotherapists and dieticians. The Evergreen Muizenberg's 8-bed licensed Sub-Acute facilities continues to be well used, both by residents and non for post-operative care. This facility enables the Care Centre to get authorisation for admission from your medical aid resulting in payment by the medical aid.

For medical emergencies, every resident has a 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 mobile phone held by the duty manager 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.

Denise Elkin, the organiser of the 'Friends of the Care Centre' group continue with various activities in the care centre and organising monthly birthday celebrations. I would like to thank all those resident bakers who produce sweet 'goodies' every month and who take a personal interest in the well-being of our Care Centre residents.

Denise Elkin also organises the Dementia Support Group that meet twice a month, to help those who have a spouse that is affected by Dementia.

I would like to pass on my sincere thanks and appreciation to our Evergreen Healthcare staff for their dedication, looking after our welfare, health and safety.

5. CATERING

After almost 15 years, Western Province Caterers services came to an end in February this year. Fedics (Tsebo Solutions) commenced 1 March 2023, with Nikki Kellerman as the unit manager. A number of staff were transferred over from WPC to Fedics.

We have seen an improvement in the quality of food served and continue to push for an even higher standard with progressive 'on-the-job' training sessions, in restaurant service, preparing for our special functions and staff awareness / demeanour. I am confident we will build on his newly established relationship.

A big thank you to the Catering committee, Hugh Till, Ruth Reichlin, Audrey Selby and Sue Wood for their time and input.

6. SOCIAL EVENTS

Another year with diverse monthly activities. These range from line dancing, to 8-ball pool, table tennis, aqua-aerobics, bingo, quiz nights, art groups and so much more. A very big thank you to all the residents that give up their time to make these activities a huge success.

Our social functions, are always well supported and enjoyed by our residents. Have had some fantastic entertainment for our dinners, Shades of Shadows, DJ Ernie, Gordon Epstein (Elvis) and Brian B.

Our (bi-monthly) Men's Breakfast with various guest speakers, like cricketer Vince van der Byl and Prof John Earle, have been a great success. Our ladies have now introduced (bi-monthly) Ladies Breakfasts too. In the last 12 months we have hosted the Welsh Choir, Hawksmoore Estate wine tasting, a number of informative talks on medals, wellness, various health topics concerns to name a few. We have a regular speaker, Desiree from MAC Coaching; on the importance of healthy living.

As always, a big thank you to our hairdressers and beauty treatment ladies (probably one of the most important services here) who contribute a very important function and service to residents. This service is available five days a week.

7. GARDENS & LANDSCAPING

Our garden maintenance is provided Markus Elmau, owner of White cliffs Landscaping, who provide three dedicated gardeners, Wonderful, Yasin and Davy. They take care of our village common property, mow all grass areas, and attend to resident's gardens on request and the outside of the village. This service is available six days a week. We have endeavoured to maintain a high standard in our gardens, 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 well-points in the boardwalk area and even during the hottest summer days we are able to maintain the gardens to an acceptable standard.

8. HEALTH & SAFETY

Eco-Safety, represented by Anton Ferreira, is our health and safety consultant who guides and advises us on matters of health and safety. As per regulations an annual health & safety audit is conducted, in addition to this, quarterly health & safety inspections are also done to ensure we provide a safe environment for residents, staff and visitors. An occupation health & safety committee has been formed consisting of village staff who meet quarterly to assess all work-related health and safety issues.

We are required to hold two emergency evacuation drills a year, evacuation drills for both the apartment block and houses are planned for the second half 2023.

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

As an added safety measure all apartments have had a safety blanket installed. Fire extinguishers, water hoses, smoke and heat detectors, the fire alarm and apartment evacuation systems are serviced annually, some bi-annually to ensure they work optimally.

9. MAINTENANCE

We are very fortunate to have a dedicated maintenance team lead by Aashiq Poole and Christo Snel. Together with the team, they deal with the day-to-day maintenance issues as and when they arise. We have been bolstered with the addition of Roshan Solomons and very recently MacDonald Assam.

The team are on site six days a week and are always available in emergencies. Should there be an area where our team are unable to assist, we are fortunate to have a panel of specialised contractors that are able to assist.

Residents are reminded to complete the maintenance form at reception for any maintenance requests. Jobs are logged on 'Share-point', our maintenance reporting system, this assists us in keeping track of jobs and to flag any areas that are persistently an issue. We will soon be upgrading this system to RedRabbit, a more efficient property management system.

10. COMMUNICATION

The management office continues to provide regular e-mail communication to residents. Those residents who have no access to e-mails receive printed communication; although we would like to limit this in the future and focus more on making use of text messages, either by SMS's or WhatsApp. 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 an 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.

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.

A new addition; we have recently had our Honours Boards installed; reflecting Life Right Holders for 10 and 15 years and our Rescom Chairperson since inception.

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

11. HUMAN RESOURCES

Over the past year we have had some staff movement and changes. We said goodbye to one of our Duty Managers, Mfundo Norawana who was transferred to Evergreen Bergvliet. Dustin Delport joined the team as our Duty Manager, our previous security site supervisor Dominique Speelman joined us as a night receptionist.

Our one maintenance members Gabriel Hendricks was transferred over to Evergreen's Refurbishment team and long serving, MacDonad Assam was moved up to the maintenance team. Lastly, our Utility team changed, welcoming Johnson Taki, Philip Poni and Mzukisi Koni. We have a wonderful team at Muizenberg and we thank them all for their hard work and dedication in making this village your home.

We are assisted by Tammy Whittaker, from our Evergreen head office

12. CONCLUSION

In conclusion I would firstly like to express my sincere thanks to the residents, for those who every day make a positive contribution to the village. Your gestures, no matter how small, motivate staff and go some way in making our time worthwhile and something to look forward to. Thank you for

your support and co-operation, together we will build a better village and continue our “partnership for life” philosophy.

Then to the Residents Committee, thank you to all the portfolio members for your commitment and time. They sometimes do a thankless job and spend many hours helping around the village.

I would like to acknowledge our Head Office support staff who contribute immensely to the running of the village; Patrick Maile (Evergreen Property manager), Natalie van den Berg and Justine Ford (Legal), Chrisna Towsen, Tougied Hendricks, Patecia Walker, Sharon van der Horst (all in finance) and Margeaux Jooste our Sales executive. Their work in the background is valuable and often unrecognised. Again, some big and unpopular decisions needed to be made during the last 15 months, thank you to our Managing Director, Garry Reed, for his continued support of the staff and the village.

A heartfelt thank you to all our village staff, without them the village would just not function. We sometimes forget the huge sacrifices that the staff go through just to get to work each day. I admire each and every one of them, from Laeeqah, our reception manager, to Philip keeping the outside area clean and Angie serving coffee and carrying plates, they make the Village.

This would also be a fitting moment to remember our fellow residents who have passed in the last year, they were so much part of our village and a reminder of our mortality and to ‘live each day’ as if it was our last.

Derek Drew

EVERGREEN MUIZENBERG

Budget FY24

		FY2023 TOTAL Actual	FY2024 TOTAL Budget	% Variance
NUMBER OF UNITS				
- Houses		113	113	
- Apartments		147	147	
		260	260	
TARGET LEVIES				
- Houses		4 200	4 550	
% Increase			8,3%	
- Apartments		3 300	3 600	
% Increase			9,1%	
SUBSIDISED LEVIES				
% Increase			9,5%	
ADDITION PERSON LEVY				
- All Units		500	550	
% Increase		-	10,0%	
REVENUE				
		12 084 152	13 002 000	7,6%
Basic Levy	Note 1	11 516 400	12 520 200	8,7%
Additional Person Levy	Note 2	429 000	481 800	12,3%
Other Income		138 752	-	-
TOTAL EXPENSES				
		(12 286 384)	(12 839 682)	4,5%
Head Office Expense Recovery		(936 000)	(982 800)	5,0%
Insurance	Note 3	(320 917)	(365 428)	13,9%
Clubhouse Expense	Note 4	(210 930)	(233 035)	10,5%
Medical Response	Note 5	(343 603)	(780 000)	127,0%
Employee Cost Salaries	Note 6	(5 091 297)	(5 754 753)	13,0%
Employee Cost Other		(109 068)	(91 723)	(15,9%)
Levies Expenses		(119 606)	(124 800)	4,3%
Administration Expenses		(225 446)	(245 058)	8,7%
Consulting Expenses		(5 000)	-	-
Information Technology Expenses		(202 938)	(176 118)	(13,2%)
Travel Expenses		(30 605)	(34 274)	12,0%
Printing & Stationery Expenses		(69 564)	(77 552)	11,5%
Depreciation Expenses		(50 903)	(59 420)	16,7%
Common Property: Municipal Utilities	Note 7	(1 256 598)	(1 521 091)	21,0%
Property Rates		(118 943)	(2 625)	(97,8%)
Security		(1 120 571)	(1 163 171)	3,8%
Village Maintenance		(681 468)	(672 600)	(1,3%)
Insurance Expense		(54 787)	-	-
Generator Costs	Note 8	(235 720)	(139 879)	(40,7%)
Garden Maintenance		(371 732)	(371 110)	(0,2%)
EXPENSES NOT INCLUDED IN THE LRA				
Catering		(289 089)	(44 245)	(84,7%)
Healthcare		(441 600)	-	-
SURPLUS / (DEFICIT)				
		(202 232)	162 318	(180,3%)
Evergreen Property Investment Funding Op Loss		202 232		
Surplus/ (Deficit) after EPI contribution		-	162 318	

NOTES:

Note 1. The Target levy for houses has been increase by 8.3% from R4 200 p.m. to R4 550 p.m. per house. The Target levy has been increase by 9.1% from R3 300 p.m. to R3 600 p.m. per apartment.

Note 2. The Additional Person levy has been increased by 10% from R500 p.m. to R550 p.m.

Note 3. Insurance - The budget was increased based on the expected new service level agreement.

Note 4. Clubhouse expenses - The budget was based on a 8% annual cost increase as well as an 12% increase in the cleaning cost as per the new service level agreement.

Note 5. Medical response - Upgrade both from a service and a hardware perspective with our preferred supplier being Namola. Increased the FY2024 monthly medical response fee to R250 per unit per month.

Note 6. Salaries - The reason for the decrease is the 5% annual inflation increase and that the Laundry recoveries were removed as these recoveries need to go to Evergreen Health who are running the laundry.

Note 7. Common Property: Municipal Utilities - The budget was increased based on an expected increase of utilities.

Note 8. Generator cost - The budget was reduced based on expected usage of the generator.



EVERGREEN MUIZENBERG

("the village")

QUESTIONNAIRE 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, Thursday 24 August at 12h00**

I/We (please print)

_____ (name) of

_____ (unit number)

Being the holder(s) of a life right in the village, hereby wish to raise the following matters (see instructions below):

1.

_____ (provide a brief description of the matter)

2.

_____ (provide a brief description of the matter)

SIGNATURE/S _____ DATE _____

Instructions on signing and lodging the questionnaire form:

1. To be valid the completed questionnaire form must be hand-delivered to the village management offices by no later than 16:00 on **Thursday 17 August 2023**

2. The completion of any blank spaces above need not be initialled. Any alterations or corrections to this questionnaire form must be initialled by the signatory/ies.
3. The chairman of the Annual General Meeting may reject or accept any questionnaire form which is completed other than in accordance with these instructions.
4. If the spaces provided are insufficient, the life right holder is requested to continue his/her submission on a separate document and to include such document when hand-delivering to the village management offices by not later than 16:00 on **Thursday 17 August 2023**
Any additional document must be initialled by the signatory/ies. Failure to initial such additional document and/or any alterations or corrections on such document will result in the rejection of such document. There will therefore not be any discussion at the Annual General Meeting of such matters arising from the rejected document.
5. **Please Note: Written questions received around the same subject will be grouped together and answered generically at the AGM. Should you wish to have a specific question answered at the AGM, please raise the question on the day**