

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, Tuesday 20 August 2024 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 Tuesday, 06 August 2024. ("**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) (14-20)
- 6. EVERGREEN VILLAGE MANAGER'S REPORT (Attached(21-26)
- 7. FINANCIAL RESULTS FOR 2023/2024 & THE BUDGET FOR 2024/2025 (Attached) (27)
- 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 Tuesday 13 August 2024.

*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

- 1. 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 Tuesday 13 August 2024.
- 2. Life Right Holder(s) are requested to focus on General Matters that warrant discussion at an AGM and to take up personal matters with the Village Manager.
- 3. Instructions on signing and lodging the questionnaire form
 - The blank spaces on the form must be clearly completed, should the spaces provided be insufficient, the life right holder is requested to continue their submission on a separate document and to include such document when submitting by not later than 16h00 Tuesday 13 August 2024.
 - Any additional document must be initialled. 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.
 - The chairman of the Annual General Meeting may choose to reject any questionnaire form which is completed other than in accordance with these instructions.
- 4. Important Note: Individual guestions will NOT be read out at the AGM.
 - We will endeavour to group together questions around the same subject and answer them in the general report back session.
 - Should you feel that your pre submitted question was not answered during the meeting, please raise the question on the day.
 - Time will be made available at the end of the meeting for general questions to the maximum of 10.

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 Tuesday, 13 August 2024.

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 Monday 19 August 2024.

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 Monday 19 August 2024.

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 Villa Record Date, to be used at the AGM to be held at Li t Tuesday 20 August 2024 at 14h00.	
I/We [please print name(s)]	
being the holder(s) of a Life Right in Unit below):	in the Village, hereby appoint (see instruction
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 to be held on Tuesday 20 August 2024 at 14h00pm,	
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 Monday 19 August 2024 (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 20 August 2024.			
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 **Tuesday 13 August 2024**.



EVERGREEN MUIZENBERG LIFESTYLE VILLAGE ("THE VILLAGE")

MINUTES OF AN ANNUAL GENERAL MEETING HELD 24 AUGUST 2023

PRESENT: Derek Drew (DD) (Chairman & Village Manager)

Garry Reed (GR) (ELV Managing Director)

Dylan Pienaar (DP) (ERH Financial Director)

Elize Porter (EP) (Evergreen Health Director)

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. The Chairperson called upon Garry Reed to address the Annual General Meeting (AGM)

GR thanked all for joining the AGM and to Elize Porter and the Evergreen Health team for organising the preceding Wellness Day. GR thanked the Rescom and Sue Wood (Chairperson) for their support and commitment to the Village during the year and proceeded with an operational summary of the past year.

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 Sue Wood and seconded by Vernon Sutherland.

3. <u>ATTENDANCE AND PROXIES RECEIVED</u>

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

The Chairperson noted the following proxies received:

- 1. E. Fletcher House 110
- 2. S. O'Linn Apartment 247

4. ACCEPTANCE OF PREVIOUS ANNUAL GENERAL MEETING MINUTES

The minutes of the previous annual general meeting was taken as read and accepted, proposed by Neville Woudberg and seconded by Ruth Reichlin

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, was proposed by Crystal Turner and seconded by Lydia Hirschmann.



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. Proposed by Sozon Christie and seconded by Marleen Burt

7. ANNUAL FINANCIAL REPORT FOR THE 2023 FINANCIAL YEAR

The annual financial report for the 2023 financial year was circulated together with the notice of the annual general meeting, was taken as read and proposed by Meg Wilkinson and seconded by Amy Sutherland.

DP gave a summary of the FY2023 results and highlighted the following items that were contained in the financial results.

Muizenberg

FY23

Loss for the year R202, 232

Budget FY24

• Profit for the year R162, 318

Levy Increase

Monthly target levy per house increased with 8, 3% from R4, 200 to R4, 550 Monthly target levy per apartment increased with 9, 1% from R3, 300 to R3, 600 Monthly additional person levy increased with 10% from R500 to R550 per unit

8. ELECTION OF RESCOM MEMBERS

The Chairperson confirmed as per the Evergreen Lifestyle House rules, the Residents Committee (Rescom) will consist of 6 members. Only six nominations received therefore no vote will take place

The Following 6 (six) nominees will therefore form the next Rescom

- 1. Sozon Christie
- 2. Toni Joubert
- 3. Erik Kiderlen
- 4. Jenna Monk
- 5. Paul Selby
- 6. Susan Wood

The chairman requested for a life right holder to accept the voting results, accepted by Ruth Reichlin and seconded by Meg Wilkinson.

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

9. GENERAL



Question 1 - Mr. John Lesley Morgan & Mr. Richard Bailey

Please advise on the current rate increases and assistance regarding excessive increase of rates.

Answer - Question 1

GR – As the owner of the property, Evergreen Property Investments sent their objections to the City of Cape Town, whilst these objections are being considered by the city, the resident will be liable to pay the new rates. However if their query is successful credits will be passed.

Question 2 – Mr. Mike Horn

The recent price increases announced by Evergreen Health is one of concern.

Answer - Question 2

GR responded; Evergreen Health is a business that needs to ultimately be profitable. All Evergreen Health costs are aligned to with the market and we feel comfortable that the increase is nothing to be concerned about.

Question 3 - Mr. Mike Horn

Why the separate 10 and 15 % increase amounts in the Fedics meal price, when food price inflation is at a 12% increase.

Answer - Question 3

GR – Stated that the average food prices have increased tremendously and they are working with the Fedics team to keep the costs as low as possible. GR also mentioned that some residents questioned whether there are enough staff in the Bistro, but with additional staff comes additional costs.

Question 4 – Ms. Sue Wood

What is the breakdown of costs of the item "Head Office Expense?"

Answer - Question 4

DP, responded that the head offices costs are allocated per unit, the total costs are divided equally by the number of units per village, but that head office are currently only recovering 50% of the costs. The costs are employee costs and made up of the ELV finance team as well as support staff, no village related costs are included in this.

Question 5 - Mr. Oliver Trevor

Is there a reduced rate in solar electricity if bought in bulk and advance?



Answer - Question 5

GR - I am unsure if Eskom offers this, however electricity prices are regulated by NERSA and cannot be sold at any other price.

Question 6 - Mr. Vincent Higgo

I would like to know why there is no income reflected on the income statement for the Frailcare, the Bistro and even the Hair Salon?

Answer - Question 6

DP –we debated on whether to charge rent or not. We opted to not charge rent on condition the service providers do not charge exorbitant prices to the residents.

Question 7 - Mrs. Jocelyn Jefferies

Is there any plan to deal with the scruffy appearances of many of the houses in Phase 3 and do we have a realistic time frame?

Answer - Question 7

GR – we will approach Evergreen Property Investments, and refurb teams are looking into this, ensuring that the products are kept fresh and in a good state of repair. We need to emphasize that not everything can be done at the same time and that we need to follow a phased approach.

Question 8 – Mrs. Jenni Underwood

Is there a possibility of having the blue blanket replaced in the swimming pool?

Answer Question 8

GR - Yes most definitely, we will replace the blanket within the next 2 weeks.

Question 9 – Mrs. Lydia Hirschman

Please clarify – the conversion of Evergreen Muizenberg from a Lifestyle Living (as per sales pitch when purchase) to an Old Age home for dementia and disabled people?

Answer - Question 9

GR - Some residents have raised concerns with older residents moving into the village, questioning why we do not have younger residents in the village. With costs rising residents are not retiring at a young-age as before, as people are more concerned about outliving their money. Newer residents moving into the villages undergo a stringent health interview so their needs are accessed before moving in. People's health conditions



deteriorate faster than others and part of our Evergreen moral obligation is to ensure people are taken care of.

Question 9 – Ms. Sally Rorvik

I would like to know how would you know or check up on me if I do not get out much, or did not have a support group?

Answer - Question 9

GR – Management try to engage with residents as often as possible, we also ensure residents complete a DQ98 form annually, and this ensures that the healthcare team have an idea of resident's physical and mental conditions. We encourage residents to make regular use of the telecare system as the feedback we receive enables us to have a better understanding of any health challenges.

Question 10 - Mrs. Ingrid Heyneke

Please clarify the levy increase in March, are we paying any extra as our levies have increased in March already?

Answer - Question 10

DP – The increase in levies effective 1 March 2023, as mentioned are the target levies. The newer residents have a levy increase effective 1 March but the majority of the residents levies increases 1 September. There is no backdating to March 2023. Irrespective what happens the difference between the target levy and the resident levy is covered by EPI.

Question 11 - Mr. Vincent Higgo

The municipal charges mentioned on the financials shows a gross figure, are we charged a mark -up rate?

Answer Question - 11

DP - These municipal charges are only for the common areas in the village like the lifestyle centre. We receive a bulk charge from the service provider and this is a straight charge to the resident with no markup charged, all other municipal charges are recoverable from the resident as they use it.

Question 12 - Mrs. Marlene Burt

We lived here for the past 15 years and have moved from a house to an apartment which now has lots of cracks in the walls. We could look over the garden but it seems the garden is getting smaller due to the bushes and trees; can these be cut down?

Answer Question 12



GR - We will get the property team in to have a look if there are major defects in certain homes. The cut back of the bushes and trees will be considered with the landscapers

Question 13 – Mrs. Patsy Curtis

I would like the assurance that if anything happens to me and my property is up for sale will the percentage amount I receive back, be used to move from independent living in the village to the care centre if need be.

Answer Question 13

GR – Yes, when you are ready to terminate, your life right will be sold and the money you receive back can be used to get you into the care centre when needed. However, it is important to note that all costs related to healthcare will be your responsibility.

GR congratulated the newly elected Rescom team and said that he was looking forward to working with them.

With no further matters being raised, the chairperson declared the meeting closed at 13:45.

CHAIRPERSON	



ANNEXURE A

EVERGREEN MUIZENBERG LIFESTYLE VILLAGE ("THE VILLAGE")

APOLOGIES NOTED AT THE ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 24 AUGUST 2023

- 1. H2 John Morgan
- 2. H4 Sheila & Eddie Norton
- 3. H7B Phyllis Classe
- 4. H18 Joan Woudberg
- 5. H65 Fred de Vries
- 6. H67 Wendy Stroberg
- 7. H102 Billie Wood
- 8. H110 Elizabeth & Ed Fletcher
- 9. A219 Lynda & Hugh Till
- 10. A234 June Orsmond
- 11. A235 Patricia Davidson
- 12. A236 Hydle de Villiers
- 13. A307 Anne McLaren

ANNUAL REPORT BY THE CHAIR OF THE RESIDENTS' COMMITTEE FOR 2023/2024

What a pleasure it is to report, on this very chilly July winter's day, that from early in January 2024, the sun came out from behind the dark clouds over Evergreen Muizenberg Village, to signify the "new dawn" and a positive way forward for all of us, in this special community, of residents, staff and management alike.

It is my pleasure to present this report on the activities of the Residents' Committee (Rescom). The bonus from early April being the respite from the challenging rolling electricity blackouts, day after day.

So, it is pertinent to say that we now have "Light".

We, as RESCOM, along with all the residents and staff, had the pleasure of welcoming Christine Dempers as the new Village Manager. Christine formally took up her position from the 1st of March 2024.

We are grateful to Kim Whitworth for all her hard work and steadiness during the challenging times and filling the 'gap' so competently.

My grateful thanks are extended to Garry Reed for his continued support.

The RESCOM Post Box has been well utilised over the past year, and thanks are extended to all our residents for actively participating by writing to RESCOM. This contribution from all of you has enabled us to interact positively with management. Please continue to use the Post Box when necessary.

An important reminder:

All residents are actively encouraged to **contact Christine Dempers or Kim Whitworth in the first instance**, with any problems or concerns. **Christine has an open-door policy**, and she is your first port of call if you have any issues. If it is not satisfactorily resolved with the Village Management, then we encourage you to write and interact with RESCOM.

I wish to extend my sincere gratitude to Pat van Eyssen, who resigned as secretary, late last year, and we thank Pat for all her assistance.

I wish to thank Sozon Christie for stepping into the breach, after Pat's resignation. More recently, Christine and I have done the job together.

The RESCOM secretary's post is vacant, and we are looking for a suitably experienced volunteer for the new RESCOM.

I would like to pay a sincere tribute to my current RESCOM members, the Vice Chairman, Paul Selby, Soz Christie, Toni Joubert, Erik Kiderlin, and co-opted members Lydia Hirschmann, John Higgs and Ray van Eyssen. Sub-committee

secretary for Catering Maureen Seegers, and Ruth Reichlin. Thank you for your hard work, loyalty and support during the challenging times.

I also extend our gratitude to Owen Kinahan, who had to retire earlier this year. Owen's long experience, wit and wisdom continues to give me encouragement.

This RESCOM has continued to address and negotiate the issues, as listed below, on behalf of concerned residents with management and Evergreen Head Office:

The Catering Contract.

The change over from Western Province Caterers to Fedics/ in May last year, started off on a positive note, but quickly declined into a frustrating and disappointing battle, both in terms of quality of food and service.

Fedics, in the face of volatile objections from the village residents, RESCOM, and Garry Reed, finally gave in and Fedics terminated their contract.

In June this year, Servest were appointed as the official caterers at the village, and they started off well, but that did not last and the levels of both food and service were dire.

With active participation from residents themselves, by RESCOM, Paul Selby and his sub-committee; Servest have worked hard at improving their service, quality of food, attitude to the residents, and kitchen management. Christine has worked tirelessly with all concerned to uplift the situation.

We trust that Servest, having made significant changes, will rise to the occasion and deliver against expectations in the very near future.

· Admissions of new residents.

On behalf of residents, RESCOM has continued vigorously to challenge the admission of those who are unable to live independently. Rescom and residents remain committed to preserving the Independent Lifestyle status of this village, and not allowing the village to reduce its status to a Dementia/Care Home.

We acknowledge with gratitude the important changes Christine has implemented in identifying and assisting those who require increased levels of care and who are unable to cope in the independent living environment.

General maintenance.

Regular supportive maintenance on kitchen equipment, and in many other areas in the building and the village has recently been undertaken, requiring some expensive emergency repairs.

The sewerage pipes in the basement were cleaned, removing the unpleasant odour that had been present. Other urgent repairs were done so the Maintenance Budget has been overspent as it will show in the finances.

With the recent storms experienced in July, the re-appearance of serious leaks over the main entrance to the LSC, and in the roof inside the LSC, Library and the Gym has presented itself. We are pleased to note that EPI is in the process of attending to all these areas in the village.

Security.

Christine has implemented various positive changes. The turnover of staff has been high, but necessary as **security remains a top priority** for our residents.

One of Christine's first actions was to have the electric security fence around the perimeter of the property, fully serviced and sections replaced – a long overdue maintenance exercise.

Finance

Since the previous AGM the Finance department elected to report to all the **villages on a quarterly basis.** The most recent financials received by us are as of the 30th of June 2024.

We are advised by Head Office that we will only receive the next quarterly Management Report after the end of July just before the AGM – so I and RESCOM are unable to comment on any of the figures at the time of this report being sent to Head Office.

POSITIVE IMPROVEMENTS TO THE VILLAGE

- The refurbishment and painting of the apartment building corridors has almost been completed, and the result is a pleasant transformation, lightening and brightening the corridors.
- The colour chosen is popular and many compliments are being received.
- The next phase is the re-hanging of all the pictures, to complete the job.
- The ceiling squares in a few isolated spots near the service lift on all floors need to be replaced where damage has been caused by overzealous staff moving furniture.
- The New Big TV arrived in time for the Rugby internationals thank you Garry, this addition has made such a positive difference.
- The irrigation equipment has been repaired apart from the section along the south-facing wall, this is still to be attended to.
- Refurbishment of the Lifestyle Centre is a "work in progress". Most residents
 and RESCOM keenly encourage H/O to embark on this project as soon as
 possible. It is hoped that the carpets in the corridors and LSC will be replaced
 soon to improve appearance as they are outdated, worn and faded. All agree

that the area needs improvement, as this is the first impression one gets of the Village, and it does not fit the standard of what many of us bought into. Apart from anything else, this entire entertainment/dining area is a major sales attraction for future LRA sales

- A Last-Minute Entry a request by many so many residents.
 It has been a freezing and wet Winter so far, with strong North winds blowing into the LSC. We would all be most grateful if Evergreen Management and HQ would consider including a couple of excellent double-sided fireplaces in the refurbishment budget and plan. This warming feature would attract so many residents to enjoy and partake in many events and the library.
- Village Gardens the standard of our common gardens has deteriorated somewhat as the pioneer plants have not been replaced or renewed since the original gardens were planted when the Village was launched. The common gardens and their restoration, remain on our agenda as this is a work in progress.
 - Our gratitude to Toni Joubert for her determination, consistent care and attention to detail. The professionalism Toni brings along with her wealth of knowledge of gardening, and her negotiation skills should show a great improvement in the gardens. Along with Christine, we are reassured that our gardens will be restored to their former glory.
 - Toni we thank you and trust that you will stand again for RESCOM and carry the Gardening portfolio.
 - Janice Behr, we acknowledge and thank you for your support, wide knowledge of water wise plants and assistance.

POSITIVE AND SUCCESSFUL EVENTS

On behalf of RESCOM, all the residents and management, our praise and thanks are extended to all those volunteers whose enthusiasm, hard work and dedication run the clubs and events that make our Muizenberg Village so special and sought after.

A most notable event was the **Spring Day Craft Market**, held on Saturday the 6th of September 2023.

The nominated recipient charity was the Ithemba Primary School in Capricorn Park. Lydia Hirschmann, Soz Christie and I took the initiative and conceived this event that was a huge success and raised over R21 000 for the school. These funds provided a donation of two overhead projectors with frames as well as a Cannon colour printer with a box of photocopy paper.

Soz Christie engineered the entire layout of the Market, most successfully. There were 22 tables displaying the crafts for sale, all made by residents.

The Bistro, Fedics' Nikki, at the time, produced excellent street food, with vetkoek, and boerie rolls for sale, with tea and coffee that added to a wonderful atmosphere.

Lydia and her hardworking team sourced a vast amount of goods, donated by our residents, for the White Elephant Stall.

The Craft Committee including Patsy Curtis, Violet Butler, Gay Goodwin, Maureen Seegers, Glenda Williams and many other willing hands created the most fabulous Spring Hats that added an extraordinary spring atmosphere.

The team that decorated the entire LSC with streamers, flowers, bees and birds all hand made by our talented crews, did an outstanding job. Thanks to Michelle Jones-Phillipson who risked life and limb on the step ladder affixing the high décor near the ceiling.

The baking ladies Elaine and Margaret Simons and many others, and the Baking Table orchestrated by Glenda Williams and Gaye Goodwin with Lydia Hirschmann produced a stunning array of baked deliciousness that sold out.

We must mention Margaret Clough and her magic marmalade – there was a whole production team collecting and cleaning bottles – thanks to Glenda Williams, Mike Odd and Janice Behr for the cleaning and sterilising of bottles – and all those who donated them. To Judy de la Port, Soz Christie, and others who assisted Margie in the slicing of all the oranges, lemons, limes and grapefruits for the jam grateful thanks. Margarets' marmalade sold out in under an hour.

The atmosphere on the day was festive, made most memorable by the talented trio of musicians, Jayden and his friends, on piano, and two saxophones ramped up the fun. Thanks to Janice Behr for the contact.

With the work and support of all the residents, staff, friends and families a record amount was raised for the Ithemba School.

Muizenberg Village residents you can be truly proud of your contributions.

Garry Reed was so touched by the efforts that he wrote a letter of thanks to us. For those who are involved in the next fund-raising event – the bar has been set rather high.

Robbie Burns Night

Held in February, it was a great success – with a Highland Piper in full regalia provided by RESCOM funds, who piped in the Haggis and added the authentic touch.

This was the first function that Christine was producing, and it was most enjoyable, with erudite readings from the Poetry of Mr Burns, by a couple of our talented residents.

Friday PUB NIGHT

Was introduced after Christine arrived and is proving to be a great success. We encourage all residents to join us and enjoy a happy social Friday night once a month. **A special note**: Servest are providing the snacks and if any resident has a dietary preference, please ensure that you tell the chef or the Bistro manager. We would like to be able to hold the event twice a month and encourage more residents to attend this social gathering.

THE NEW RE-VAMPED LIBRARY created by Lydia Hirschmann

Has undergone an impressive transformation thanks to Lydia and her team of volunteers over the past year. There is a high standard of good books on the shelves, and we like to believe that our Library is the best of all the villages under the Evergreen umbrella.

The Library Raffle raised about R7000 – thanks to our generous residents.

As a result, there are several excellent new books on the shelves. As always, thanks to generous donors and Christine for providing much needed new shelves. Due to all the books we continue to purchase and receive, more shelves would be most appreciated.

We have some residents that would really benefit from a supply of Audio Books so any donations of Audio Books are welcome.

The Muize News by Grizell Loxton.

This interesting, creative, delightful and well written news by Grizéll Loxton continues to delight and entertain many followers.

Thank you Grizéll for the professional production of the Muize News and the time you have given to writing it, despite being a busy editor and translator. Please keep up the work that produces such an enjoyable read.

Voting day 22[™] May 2024.

Due to the successful interaction between RESCOM, Christine, and the DA ward Councillor, Mandy Marr, special vote status was awarded to this village. All those who filled in the forms – assisted by Amanda and her team behind reception - were able to cast their very important votes here in the Lifestyle Centre, without having to endure long queues and dodgy weather; thus, making the difference. The IEC staff were most helpful and coped with the odd glitches that arose.

Apart from the above-mentioned special events, many of our residents actively contribute and volunteer their time and expertise to make Evergreen Muizenberg Village the special place it is. There are many enjoyable and stimulating activities organised by our generous resident volunteers.

The list of names and activities (Twenty-Seven and increasing) is too long for this report, so I have sent out a circular to all the residents prior to the AGM, so that the village residents are aware of what their neighbours are contributing.

I would encourage all residents, both old and new, to join up with the various clubs and activities as they are great fun and a healthy source of interaction and mental stimulus.

There is an element of negativity and unhealthy gossip and attitude in some areas. Whilst we are aware of many underlying reasons for this in personal lives, we encourage all residents to distance themselves from negative hurtful gossip and focus on uplifting the community spirit.

IN CLOSING

Without the special committee members of RESCOM, the support of the residents, Christine Dempers and Kim Whitworth, my job would have been untenable. My gratitude to every one of you for your loyalty and support.

We trust that this RESCOM's ethos of courteous, polite, constructive, integral and positive interaction will continue to be upheld going forward, by all concerned, RESCOM Management, Staff and residents alike.

A quote from Oprah Winfrey

"Be thankful for what you have; you'll end up having more.

If you concentrate on what you don't have, you will never, ever have enough"

Sue Wood Chairlady, Evergreen Muizenberg RESCOM July 2024



EVERGREEN MUIZENBERG

("the Village")

VILLAGE MANAGER'S REPORT FOR 2023/2024

1. INTRODUCTION

I would like to say thank you to all the Muizenberg Residents for making me feel so welcome at this Village when I arrived to replace the previous Manager. When I joined the Evergreen Lifestyle Village Group, ten years ago, I had already gained valuable experience in different areas of marketing and hospitality and I believe that all of these skills have helped to make me a better manager.

I am passionate about caring and providing services to our residents, which I firmly believe is my métier.

This year witnessed an iconic event in South Africa: the seventh General Elections were held on 29 May to elect a new National Assembly as well as the provincial legislature in each of the nine provinces. Special votes were cast on 22 May in the Muizenberg Lifestyle Centre courtesy of the IEC. DA ward Councillor, Mandy Marr, was instrumental in facilitating this process to make it easier for our residents. Although support for the ruling African National Congress (ANC) significantly declined in this election, they remained the largest party, but lost their parliamentary majority. As a result, a GNU (Government of National Unity) was formed, which includes the ANC, the DA, the Inkatha Freedom Party (IFP) and the Patriotic Alliance (PA), with Cyril Ramaphosa being re-elected President of South Africa on 14 June 2024.

2. VILLAGE DEVELOPMENT

The Muizenberg Village comprises 113 houses and 147 apartments, totalling 260 units. We currently have 315 residents. There are 206 women and 109 men. The average age is 80 for men and 82 for women.

We fondly remember all those residents who have passed away in the last year and those who have moved into frail care or moved out to live with their families.

We wish to extend a warm welcome to our new residents who moved in after August 2023: Launa Barham, (A338); Tess Cartmill (A215), Gretchen Hofmeyr (A319); Joyce Hooey (A204); Tess Fairbairn (H49); Raymond and Noreen Langmann (A339); Chris and Dierdre Moon (H65); Meryl-Sue Oppenheimer (A227); Barbara Scott (A20) Stephen Shean (A19); Michael Spence (H39); John Wigham and Magdalena Bernado (A124); Keith and Valerie Mason; A121, Sheelagh Groenewald (A24) and Paul & Pat Palmer (A337.

We trust they will make Evergreen Muizenberg their home, make new friends and create fond memories.

Many residents have celebrated special birthdays and anniversaries this year, including 40 nonagenarians (between 90-99 years young) and 34 couples who will celebrate their 50th plus or 60th plus wedding anniversaries this year.

On the development side, various projects have been undertaken in the past year, including the painting of passage ways on three floors in the apartment building; attending to garage leaks in the houses; fixing of entrance and exit booms, repairing electric fences and cameras on the perimeter and continuing with the changeover programme to LED lights in the common areas.

We are constantly looking at ways to enhance the village and our residents' well-being. Current projects involving capital expenditure such as the décor and furniture will be discussed at Evergreen Board level and we await their approval.

3. SECURITY

Our service provider remains Grinnell Security. The newly appointed onsite supervisor, Frank Williams, manages two nightshift guards, seven days per week. We take the security of the village very seriously and wish to remind our residents that, although we live in a secure environment, it is still their responsibility to ensure their personal safety and that of their personal belongings by following the simple safety and security guidelines such as locking their valuables away and closing their windows and locking doors when they are not at home.

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

We have a 12-strand electric fence around the entire perimeter of the village with 'in-line hoops'. This is further fortified by 26 perimeter and entrance cameras with video analytic capabilities and 12 internal Analogue 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.

There are a total of six guards and in addition to them physically monitoring the entrance gate and 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 which the guards need to 'trigger'.

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

There have been no intrusions, perimeter breaches or house break-ins to date. We continue to invest in security upgrades to improve standards and efficiency. Boundary and internal cameras are regularly upgraded as superior hardware comes on the market.

I wish to thank the Grinnell Security team who provide security in the Village. I am very grateful for their commitment and loyalty. These security guards are special people who have our best interests at heart. The safety and welfare of our residents is our number one priority.

4. EVERGREEN HEALTH

Evergreen Health continues to be our healthcare service provider, headed nationally by Elize Porter, Managing Director, assisted by Dr. Guin Lourens, Evergreen Care Centre Manager and Melanie Carstens, Social Worker as well as Vuyo KaMajola, the Hospital Liaison Officer.

Evergreen Health is responsible for the day-to-day operations of the Care Centre. As part of the service offering, they manage a team of healthcare workers that offer various care packages to residents, from 24-hour in-home care and daily hygiene needs to medicine administration.

The Care Centre also offers the services of a multi-disciplinary team, which includes two doctors, medical specialists, physiotherapists and dieticians.

Evergreen Health's licensed Sub-Acute division has an eight-bed facility that continues to be well used, both by residents and the general public for post-operative care. This facility enables the Care Centre to get authorisation for admission to hospitals and payment from residents' medical aid.

Every resident has a Telecare station for medical emergencies. The blue button is a morning call service, which allows us to check in on residents every day. The yellow button is to contact the village mobile phone held by the duty manager and the red button is for emergencies. The Telecare station also comes with a mobile panic button that connects to the care station when pressed. I encourage all residents to test their Telecare care stations and panic buttons regularly and to report any faults.

Denise Elkin, the organiser of the "Friends of the Care Centre" group, continues with various activities in the care centre and also organises the Dementia Support Group that meets twice a month.

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

5. CATERING

The contract with Tsebo/Fedics was terminated on 30 May 2024 and a new contract was entered into with Servest to provide residents with Daily Meals, Sunday Roasts and a Coffee Shop Menu. Servest took a little while to settle in but now provide an excellent selection of meals and services. This change has been well received by residents and we have also seen a steady increase in the number of meals served in the Bistro. Servest also provide meals in the Care Centre and there has been a huge improvement in their service offering.

We have acquired new crockery, cutlery and glasses as well as pots, pans and equipment for the kitchen. In addition, we have also purchased a new industrial oven.

6. SOCIAL EVENTS

Social functions in the village have always been well-supported and thoroughly enjoyed by our residents. I would like to extend a very big thank you to all those residents who give up their time to make these events a success.

A diverse range of clubs and activities has been offered in the past year, from line dancing classes, 8-ball pool, table tennis, aqua-aerobics, stretch classes and a walking group to scrabble, bingo, quiz nights, canasta, art groups, a garden club, a singing group, a book club, friends of the library, movie nights, an amateur dramatic society and a knitting group.

The Men's Breakfast, with various guest speakers, has been a great success. The wine tastings, social dinner theme evenings and different presentations on wellness, health topics, finance, investments and retirement have been well attended.

The excitement built around the Rugby World Cup promotion in each village was palpable, the T20 Cricket World Cup, IPL (Indian Premier League) as well as Wimbledon and the Olympics were very well attended.

The recent introduction of the Monthly Pub Night has engendered a spirit of camaraderie that we hope to build on going forward.

As always, a big thank you must go to the hairdressers and beauty treatment services who perform a very important function and deliver special services to residents.

7. GARDENS & LANDSCAPING

Our garden maintenance is contracted to Whitecliffs Gardens who provide three dedicated gardeners, Wonderful, Yasin and Davy. They take care of the village common property and the outside of the village, mow all the grass areas and attend to residents' gardens on request. I believe that the gardens have fared well despite the salty and windy weather conditions in Muizenberg. However, they do need a little tender loving care. The pioneer plants around the common gardens and boardwalk need to be removed, some cut back and trimmed and new plants should be added.

A large part of the village is under irrigation, which is continually being maintained. 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 these 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 and safety audit is conducted, and in addition to this, quarterly health and safety inspections are undertaken to ensure we provide a safe environment for residents, staff and visitors.

An occupational health and safety committee has been formed, consisting of village staff who meet on a quarterly basis to assess all work-related health and safety issues.

We are required to hold two emergency evacuation drills a year for both the apartment block and the houses. The first one of these was held in July this year and the second one is planned for the second half 2024.

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

Fire extinguishers, water hoses, smoke and heat detectors, the fire alarm and apartment evacuation systems are serviced annually, some bi-annually, to ensure they function optimally.

9. VILLAGE MAINTENANCE

We are very fortunate to have a dedicated maintenance team lead by Aashiq Poole and Garth Daniels. The team comprises Roshaan Solomons and Astrid Johannes, supported by MacDonald Assam and Nizaam Lakay, who deals with the day-to-day maintenance issues as and when they arise in the village. They work six days a week and are always available in emergencies. Should there be an area where our team is unable to assist, we are fortunate to have a panel of specialised contractors that can be called on.

The new maintenance programme named Red Rabbit, allocates jobs and keeps track of where they are in the queue. All Evergreen residents and employees are encouraged to identify and report all aspects requiring maintenance or which affect health and safety conditions in the Village. EPI (the Owner) and ELV (the Operator) decide what action is required and schedule the timing of the maintenance work. We have also identified areas that require preventative maintenance and are preparing schedules to have these seen to in the near future.

Residents are reminded to log the job at reception and complete the maintenance form for any maintenance requests. Jobs are logged on 'Red Rabbit', a more efficient property management system, which helps us in keep track of jobs and flag any areas that are persistently an issue.

10. COMMUNICATION

We strive to provide regular and prompt communications with residents. A regular "What's Happening" email is sent to residents as well as WhatsApp messages on planned activities. In addition, event posters are placed on the notice boards to advertise upcoming happenings and activities. We send out notices and circulars when required to offer more detailed information.

We have recently updated our Honours Boards that lists Life Right Holders who have been in the village for ten and fifteen years, as well as the Rescom Chairperson, since the village's inception. In addition, we have a popular "Who's Who" board where photographs of every resident is displayed, for ease of reference.

The "Muize News" is distributed on a quarterly basis and is a highlight for residents. One cannot thank Grizéll Luxton enough for an excellent and informative read. A reminder to all residents to please contribute to this newsletter to keep it topical and interesting.

I have an open-door policy and welcome all residents to come through to my office to discuss any issues they may have on their minds.

11. HUMAN RESOURCES

We have had a reshuffle in the village and I wish to congratulate Laeeqah Bantam on her appointment as Administration Assistant whilst also overseeing the receptionists and domestic workers; I also welcome Mandisa Mazothana on being appointed permanently as a receptionist and who will work alongside Amanda Norawana and Dominique Speelman.

We said a sad goodbye to Siviwe de Beer, Duty Manager who left us to join his family in the Eastern Cape. Sue Everett, Tyrell Hendricks and Dustin Delport remain active as the Village Duty Managers and will work alongside two new late shift receptionists to be appointed, in the near future. These positions will offer support to the Duty Managers and will increase our staff presence in the evenings and on weekends.

Kim Whitworth, the Assistant Village Manager, needs a special mention as a colleague who has welcomed me with open arms and has ensured that, with all her historical knowledge of the working of the Village, I had all the information and support at my disposal to hit the ground running. Thank you for your kindness and open heart.

I am truly grateful for the wonderful village team at Evergreen Muizenberg and wish thank them all for their hard work and dedication in making this village your home. A heartfelt word of thanks, as without them the village would not function optimally.

12. CONCLUSION

In conclusion, I wish to express my sincere thanks to all those residents who make a positive contribution to the village. Your gestures, no matter how small, motivate the staff and go a long way in making our jobs 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.

I would also like to take a moment to thank the members of Rescom, Susan Wood (Chairperson, Finance & Health); Paul Selby (Vice-Chairperson and Catering); Soz Christie (Security); Toni Joubert (Gardens) and Erik Kiderlen (Repairs and Maintenance). Thanks also to the sub-committee of Ray van Essen and John Higgs (Maintenance) and Owen Kinahan (Events & Entertainments). I look forward to working with the new Rescom to build a happy community at Evergreen Muizenberg.

I must thank all the unsung heroes of Evergreen Lifestyle Village who work tirelessly behind the scenes at head office to make sure that everything runs smoothly in each village, from sales and legal to administration, maintenance, human resources, and finance. Their support and commitment is vital to making the village run smoothly. Last but by no means least. I wish to say thank you to the Managing Director, Garry Reed, for his ongoing support to the residents, staff and the village.

This "lifestyle" village gives my life meaning and a certain style. I love being the Manager here and I look forward to continue being of service to you in the future.

Christine Dempers 25 July 2024

EVERGREEN MUIZENBERG

BUDGET FY2025 TOTAL TOTAL NUMBER OF UNITS - Houses 113 113 - Apartments 147 147 260 260 BASIC LEVY 4.550 4.900 - Houses % Increase - Apartments 3.600 3 900 % Increase 8.39 ADDITION PERSON LEVY 575 - All Units 550 % Increase 4.5% **REVENUE** 14,157,000 Levies Received - Residents 11,146,440 12,383,926 Levies Received - Developer 269,500 1 104 260 1 140 074 8.0% Levies Received Note 1 12 520 200 13 524 000 Additional Person Levy Note 2 462,000 483,000 4.5% 414,380 150,000 Other Income **TOTAL EXPENSES** (14,270,912) Head Office Expense Recovery (982,800) (1,029,600) 4.8% (368,868) (404,632) Insurance 9.7% Clubhouse Expense (229,279) (151,748) -33.8% Medical Response (375,926) (374,400)-0.4% Employee Cost Salaries Note 3 (5,563,247) (6,143,830) 10.4% Employee Cost Other (200.753) (96,000) -52.2% (121,775) (124,800) 2.5% Levies Expenses Administration Expenses (270,092) (244,021) -9.7% (238,267) (285,460) 19.8% Information Technology Expenses Note 4 Note 5 (33,208) 32.4% Travel Expenses (25,088)Printing & Stationery Expenses Note 6 (62,688) (73,200) 16.8% Depreciation Expenses (32,808)(36, 142)10.2% Common Property: Municipal Utilities (1,690,326) (1,689,987) 0.0% Property Rates (118,035) -97.8% (2.640)(1,220,222) (1,251,454) 2.6% Security Village Maintenance (931,191) (988,111) -5.8% Generator Costs Note 7 (586,572) (505,200) -13.9% Garden Maintenance (464,215) (480,000) 3.4%

Note 8

(248.781)

(391,273)

391,273

(413,400)

(113,912)

113,912

66.2%

NOTES:

Catering Expense

SURPLUS / (DEFICIT)

EXPENSES NOT INCLUDED IN THE LRA

Evergreen Property Investment Funding Op Loss

Surplus/ (Deficit) after EPI contribution

- **Note 1.** The Target levy for houses has been increase by 7.69% from R4 550 p.m. to R4 900 p.m. per house. The Target levy for apartments has been increase by 8.33% from R3 600 p.m. to R3 900 p.m. per apartment.
- Note 2. The Additional Person levy has been increased by 4.55% from R550 p.m. to R575 p.m.
- Note 3. Employee Cost Salaries The budget include a 5.5% annual cost increase.
- Note 4. Information Technology Expenses Additional provision being made in annual increases for technology services.
- Note 5. Travel Expenses Increase due to the budgeted transport for residents.
- Note 6. Printing & Stationary Expenses Budget based on year end actuals for printing and stationary expenses.
- **Note 7.** Generator Costs The budget was based on a new service provider for fuel supply which resulted in a decrease in the expected cost.
- **Note 8. Catering Expenses** The budget was increased based on a full year's management fee that was included in the FY2025 budget period.