



EVERGREEN MUIZENBERG LIFESTYLE VILLAGE ("THE VILLAGE")

MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 20 AUGUST 2025

PRESENT:	Garry Reed (GR)	(ELV Managing Director)
	Riaan Gouws (RG)	(Chairperson / General Manager Muizenberg)
	Elize Porter (EP)	(EH Managing Director)
	Yvette Olivier (YO)	(ELV Financial Manager)
	Ian Lombard (IL)	(EPI Facilities Manager)
	Rob du Plooy (RdP)	(ELV Head of Security)
	Kim Whitworth (KW)	(ELV Assistant Village Manager Muizenberg)
	Residents	(As per signed attendance register)

1. WELCOME AND INTRODUCTION

GR welcomed everyone to the meeting and introduced the Evergreen team namely;

- Elize Porter (EH), Yvette Olivier (ELV), Ian Lombard (EPI), Rob du Plooy (ELV), Kim Whitworth (ELV), Riaan Gouws (ELV)

GR explained the company organogram and how the Evergreen business is structured: Evergreen Retirement Holdings which is solely owned by the Amdec Group, as at 30 June 2026, with four subsidiary businesses, namely Evergreen Lifestyle Villages, Evergreen Health, Evergreen Property Investments and Evergreen Property Development.

GR thanked the residents for being great, loyal supporters of the Evergreen Brand.

GR welcomed the new residents who have recently joined Evergreen

RG addressed the meeting and called upon the current RESCOM members, thanking them for their support and contribution over the past year.

- Hugh Till, Toni Joubert, Dee Moon, Rod Stewart, Robert Johnston, Laubi Walters

RG Highlighted Key Points from the Management Report:

- **Lifestyle Centre**

RG highlighted that the Lifestyle Centre has changed considerably, bringing a renewed energy to the atmosphere. Management is pleased to see that the facilities are being utilised much more by residents. Catering numbers have increased as a result.

- **Team Changes**

A number of team changes have been implemented, and Management is positive about the future. The team is also receiving valuable support from the Duty Managers.

- **Maintenance & Major Projects**

Nadeem recently joined the Maintenance team, with positive changes already evident within the department. IL continues to oversee the larger projects and has been instrumental in ensuring that the apartment refurbishment programme progresses without the need for invasive scaffolding.



- **Financials**

The financials reflected some small deficits, which were covered by the property owner. Until all residents have reached the target levy level, a shortfall is expected to continue. RG confirmed that there had been no significant overspending

2. ATTENDANCE AND APOLOGIES

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

3. CONFIRMATION OF NOTICE

The notice convening the meeting was circulated to residents and was taken as read.

- Proposed by Helen Paterson and seconded by Stephanie de Haas.

4. ACCEPTANCE OF PREVIOUS ANNUAL GENERAL MEETING MINUTES

The minutes of the previous Annual General Meeting were circulated together with the notice and taken as read and accepted as correctly recorded.

- Proposed by Hugh Till and seconded by Barrie Howard.

5. ANNUAL REPORT BY THE CHAIRPERSON OF THE RESCOM

The annual report by the Chairperson of Rescom, which had been circulated together with the notice of the Annual General Meeting, was taken as read.

- Proposed by Neville Woudberg and seconded by Barry Howard.

6. EVERGREEN MUIZENBERG VILLAGE MANAGEMENT REPORT

The annual report by the Muizenberg Village Manager, which had been circulated together with the notice of the Annual General Meeting, was taken as read.

- Proposed by Hugh Till and seconded by Louis de Haas.

7. ANNUAL FINANCIAL REPORT FOR THE 2025/2026 FINANCIAL YEAR

The annual financial report for the 2025/2026 financial year, which had been circulated together with the notice of the Annual General Meeting, was taken as read.

- Proposed by Helen Paterson and seconded by John Morgan.



8. ELECTION OF RESCOM MEMBERS

RG confirmed that five nominations had been received to fill the six available seats on the committee. The nominated Life Right Holders are:

- Hugh Till
- Toni Joubert
- Dee Moon
- Rod Stewart
- Laubi Walters

The nominated members were congratulated, and Management looked forward to working with them for another year.

9. GENERAL

Questions

1. Question: *When will the leak in the gym be repaired? (John Morgan)*

Answer: *RG responded. Work has been completed in areas that required it the most. Extensive leak repairs for specific leaks cannot be done during the winter months. Other leak repairs will continue in the warmer months.*

2. Question: *What happened to the request from last year to have our fire extinguishers replaced with a fire blanket? They are not easy to open. (Suzie Kietzmann)*

Answer: *RG responded. When fire extinguishers get to the point of replacement, we are happy to replace with fire blankets. The extinguishers are for first responders to use if necessary.*

GR responded. We are happy to buy fire blankets for those residents who are unable to open fire extinguishers.

3. Question: *COCT has extended the Rates rebate applications to Life Right Holders. Please advise if this has been extended Evergreen residents. (Blanche_Pitt)*

Answer: *KW explained that residents may apply for the rates rebate, provided they are within the income bracket. Application forms are available from reception. The office will facilitate the application. Closing date for submissions is 31 August 2026.*

4. Question: *There is no longer support from the Care Centre after hours for no injury falls, why must we call TeleCare? (Mike Horn)*

Answer: *GR responded. EH is an independent company and the staff are employed to look after their Care Centre residents. All calls; including no fall emergencies must go through to Telecare and they will determine the next step of action. They are also able to track regular Telecare calls and enable us to assist residents for future care. Telecare will make contact with the village and we will assist for real emergencies.*



5. Question: *Past night managers have worked really well; first-hand experience. It is unfair to rely on the Telecare emergency call only. We moved to Evergreen for health reasons and we should have a night manager for emergencies. How would the paramedics gain access to a unit if there is no night manager. (Meg Wilkinson)*

Answer: GR responded. Good point, and it is our duty to find a suitable solution for everyone. Accessibility to spare keys to all homes and apartments are locked away but accessible in the case of an emergency. Our trained security teams have a protocol to follow in order to access the emergency keys.

6. Question: *If there is a fall emergency, Telecare confirmed there will be a charge from the ambulance / paramedic services to lift the person up from the ground. (Mike Horn)*

Answer: RG responded. We will re-clarify the protocol to all residents, Telecare and Evergreen Health to follow.

7. Question: *Many houses in phase 3 do not have a back door. If a fire breaks out in the front of the house, how do we get out? (Ashton Janari)*

Answer: RG responded. We can investigate this. However, in order to receive the occupancy certificates, all units were inspected and signed off by the Fire Chief.

GR responded. Good question. We will obtain the correct information.

8. Question: *We have been reduced to two trolleys in the basement; this is not good enough. (Lesley Carter)*

Answer: RG responded. We will purchase more trolleys.

9. Question: *Can we get rubbish bins for the lifts and there are no bins in the basement area. (June Orsmond)*

Answer: RG responded. We will look at placing more bins within the village.

10. Question: *Sunrise Boulevard is becoming a race track. Can council be approached? (Barrie Howard)*

Answer: RG responded. There have been negotiations and talks to have roundabouts erected outside the village and subsequently approved. We will follow up with Mandy Marr, Ward Cllr. HT responded. The last communication from Mandy Marr was that they have completed a raised section outside a complex and are now pushing for Evergreen and Soralia Village.



11. Question: *When will the sprinklers be working properly? (Joycelyn Jefferies)*

Answer: *RG responded. We ran out of water, but have subsequently tapped into the water supply coming from the basement. We installed more water tanks and pumps and now have a steady supply of water. All sprinklers do work; however, the solenoid that controls the automation of the sprinklers is faulty and will be replaced. Once every two weeks the irrigation cycle will be changed to day time in order for our teams to check all the sprinklers to ensure they are working.*

Comments

1. Comment: *Have a look at the brackets on the adverse variances, they don't seem to be correct. (John Morgan)*

Reply: *YO will look into this.*

2. Comment: *I would like to ask residents to be considerate when hanging up their washing, and not skip lines so we do not have to. (Colleen Ricketts)*

3. Comment: *Residents need to know that they cannot abuse staff; i.e. kissing, whistling at them. It's not acceptable. (Stephanie de Haas)*

4. Comment: *Residents can help each when in need. (Des Leatt)*

With no further questions the meeting was adjourned at 15h15.

CHAIRPERSON



ANNEXURE A

EVERGREEN MUIZENBERG LIFESTYLE VILLAGE ("THE VILLAGE")

APOLOGIES RECEIVED FOR THE ANNUAL GENERAL MEETING OF THE VILLAGE HELD ON 20 AUGUST 2025

1. A12 Josie Cairncross
2. A17 Lydia Hirschmann
3. A121 Keith Mason
4. A121 Valerie Mason
5. A123 Diane Green
6. A244 Terry Dancer
7. A304 Bill Gild
8. A310 Andrew Rees-Bevan
9. A310 Beryl Rees-Bevan
10. H4 Sheila Norton
11. H6A Denis Thorne
12. H6A Barbara Thorne
13. H15 Mark Hardy
14. H15 Violet Hardy
15. H19 Peter Underwood
16. H19 Jennie Underwood
17. H22 Chris Turner
18. H22 Crystal Turner
19. H31 Maarten Heering
20. H44 Anne Sutherland
21. H58 Lynne Gainsford
22. H60 William Gibson
23. H60 Dawn Gibson
24. H90 Janice Behr
25. H91 Barbara Fairhead
26. H96 Marisa Horne
27. H104 Sally Gooderham
28. H105 Janet Aird