

RESCOM QUESTIONS AND ANSWERS

FOR INFORMATION:

THIS IS A WORKING DOCUMENT. CERTAIN QUESTIONS RELATE TO THE PERIOD IN WHICH THEY WERE RECORDED ON THE DOCUMENT. UPDATES WITHIN THE DOCUMENT ARE PROVIDED WHERE NECESSARY.

EMAIL COMMUNICATION

APRIL 2025

Q1: WHY WOULD IT BE NECESSARY TO OPEN THE NEW LIFESTYLE CENTRE TO THE GREATER ESTATE WHEN UPON COMPLETION OF THE VILLAGE EVERGREEN SHOULD HAVE CLOSE TO 1000 RESIDENTS?

A1: This is something that Management whole heartedly supports. Val de Vie Evergreen forms part of the greater Estate community. Val de Vie is a multi-generational Estate designed for family and community living. Evergreen Residents are permitted to enjoy all the available facilities on the Estate, reciprocity on the greater Estate along with Pearl Valley is a good thing and to the benefit of all. Management of the facilities will always be aware of non-residents using certain facilities and thereby can and will be managed accordingly. Nobody's quality of life or retirement will be negatively impacted by such a decision, in fact engaging regularly with non-retirees is beneficial.

Q2: WHEN WILL ENTRANCE 2 TO EVERGREEN BE OPENED TO LESSEN TRAFFIC LOAD TO THE NEW LIFESTYLE CENTRE ONCE OPENED?

A2: It is estimated that Entrance 2 will be opened once Phase 5 (Silver Leaf) is fully completed.

Q3: WHAT IS THE ESTIMATED DATE OF COMPLETION OF THE NEW HEATED SWIMMING POOL AND BOWLING GREEN?

A3: No completion date has as yet been given by the Developer. This information will be communicated by Management once received.

Q4: CERTAIN HOMES HAVE ENCLOSED FRONT PATIOS TO WHICH ACCESS IS NEEDED TO OPEN FRONT DOORS. IN CASE OF AN EMERGENCY DOES MANAGEMENT KEEP A SPARE KEY FOR THESE PATIOS?

A4: It is the responsibility of the Life Right Holder who installs such a patio enclosure to provide Management with a spare key for the patio door.

Q5: CAN BOLLARDS BE PLACED AT THE END OF VESELAY STREET TO PREVENT GOLF CARTS AND ELECTRIC SCOOTERS FROM USING THE BRIDGE AS A THOROUGHFARE AND SHORT CUT TO LA VUE AND PEARL VALLEY?

A5: The bridge was specifically built for the use of golf carts by Val de Vie Estate.

Q6: WHAT SHOULD THE PERSON, LIVING WITH SOMEONE DO, SHOULD ONE OF THEM FALL ON THE FLOOR AND CANNOT GET UP ON HIS/HER OWN?

A6: The following procedure should be followed;

1. Press the Namola device or mobile App first.
2. Contact Evergreen Health.
3. Contact Management.
4. Contact a neighbour.

EMAIL COMMUNICATION

JANUARY 2025

Q1: CAN RESIDENTS MAKE USE OF THE LIFESTYLE CENTRE FOR PRIVATE EVENTS AND WHAT IS THE RULE REGARDING CATERING?

A1: Private Resident functions are welcomed at the Lifestyle Centre by pre-arrangement with Management. The Val de Vie Lifestyle Centre being a licensed premises, determines that there are the necessary Food and Liquor licenses in place to serve and sell liquor on these premises. Anyone wanting to bring in food and drink goes against these licenses in place as well as against what was formally decided on at a Rescom meeting, being that all Food and Beverages consumed on site must be produced and or purchased on site. There is also a corkage fee should Residents wish to bring their own wine.

Q2: WHAT ARE THE HOUSE RULES WITH REGARDS TO ANIMALS/PETS?

A2: Refer; **HOUSE RULES: EVERGREEN RETIREMENT LIFESTYLE VILLAGES**

Point 4.6 Animals/Pets

- 4.6.1. *With the exception of free-standing houses, semi-detached houses, cottages and specific ground floor apartments, Life Right Holders are not permitted to keep pets of any nature whatsoever in the Village.*
- 4.6.2. *Life Right Holders may only keep pets where written permission was granted by the Operator prior to the relevant pet having been brought to the Village.*
- 4.6.3. *The general principal is that one dog and one cat, or two small dogs, or two cats are allowed per house, semi-detached house or cottage and only one cat per ground-floor apartment where such ground floor apartment is situated adjacent to a lawn area (unquote; not applicable to Val de Vie Evergreen Luxury Suites). The size of the dogs allowed shall be in the Operator's sole discretion and shall depend on the size of and location of the house, semi-detached house or cottage.*

- 4.6.4. *Should pets cause a nuisance, disturbance and/or danger to other Life Right Holders or in the event that a Life Right Holder is unable to care for and /or control their pet(s), the permission to keep pets may be withdrawn in the sole discretion of the Operator.*
- 4.6.5. *The Life Right Holders are required to ensure their pets' annual vaccinations are kept up to date.*
- 4.6.6. *When a pet passes away, a new pet may not be obtained, without the prior written permission of the Operator.*
- 4.6.7. *Life Right Holders are reminded that all dogs must be leashed when on Common Property, and that it is the responsibility of the Life Right Holder to clean up after their pets and remove the litter/feces from the Common Property.*
- 4.6.8. *Life Right Holders are discouraged from feeding birds and other wild animals, as this tends to encourage pigeon/starling infestations and attracts rodents.*
- 4.6.9. *Visitors are encouraged to not bring pets into the Village. Should a guest/visitor wish to bring a pet into the Village, the provisions of this paragraph 4.6 shall apply equally to pets of guests/visitors*

Q3: IS THERE WIFI AND A TELEVISION IN THE FAMILY STAY RENTALS?

A3: The Family Stay 1-bedroom rental apartments are equipped with uncapped Wi-Fi and a television with access to Netflix only.

Q4: IN THE EVENT OF A WINDOW IN UNITS SHATTERING OR BREAKING, IS THE LIFE RIGHT HOLDER OR VDV EVERGREEN HOLDINGS RESPONSIBLE?

A4: As per the Maintenance Protocol, the Life Right Holder is responsible for windows.

Refer; **MAINTENANCE PROTOCOL**

Point 1. MAINTENANCE CATEGORIES

Point 1.2. Interior Unit Maintenance

Sub-para 1.2.1. *In terms of the LRA the responsibility and cost of maintaining the interior of the Unit as well as the wear and tear items and moving parts, is that of the Life Right Holder. The interior of the Units are to be maintained in an aesthetically pleasing condition and in good working order. This includes ceilings, all wall and floor coverings, all doors, garage doors (including motors), gates and windows, all cooking, heating and solar heating, geyser (after expiration of the warranty period), cooling, lighting, plumbing, air-conditioning installations (and any moving part of any such doors, garage doors, motors, gates, windows and installations, including but not limited to handles, hinges, doorbells, outside lights, sliding door wheels and where applicable irrigation systems) and any other fixtures, fittings and furnishings in and around the Unit.*

Q5: IS HOUSE SWOPPING PERMITTED IN EVERGREEN, AND IF SO FOR WHAT LENGTH OF PERIOD?

A5: No, this is not permitted. Long stay visitors are permitted however, the office would need to have the required paperwork and it must be approved.

Q6: WHY IS LITTLE BEING DONE ABOUT SPEEDING IN THE VILLAGE?

A6: Rescom have discussed speeding at length. The matter has also been raised at Mancom level. The challenge is that Evergreen cannot control Resident/visitor behavior, they can only reiterate and remind. Speedbumps are not permitted, and Evergreens own implemented 25kph speed limit cannot be legally enforced as the overall Estate speed limit is 40kph. This then makes it impossible to have the traffic officer trap in Evergreen unless the driver exceeds 40kph. Management will however take the necessary action should the vehicle be identified or license plate recorded.

UPDATE: Trapping of 25kpm by the traffic offer is now permitted in Evergreen.

Q7: CAN RESIDENTS RECEIVE A FULL BREAKDOWN OF ASSOCIATED COSTS ON THE MONTHLY LEVY STATEMENT?

A7: The basic levy is made up of the Basic Facilities and Services as per Point 13 of the Life Right Agreement, detail of which is on the monthly accounts.

EMAIL COMMUNICATION

SEPTEMBER 2024

Q1: WHEN WILL EXTERNAL MAINTENANCE ON THE HOUSES IN PHASE 1 COMMENCE?

A1: An exact date has not been finalized, however as per the commitment received and communicated in the AGM, this will commence either later this year or early next year.

Q2: ACCORDING TO THE LIFE RIGHT AGREEMENTS, LONG-TERM RENTALS ARE LIMITED TO A PERIOD OF 5 YEARS. DOES THIS STILL APPLY?

A2: All rental agreements are dealt with on a case-to-case basis. Extension of this period can be mutually discussed and agreed on.

Q3: ARE JOJO TANKS PERMITTED IN VAL DE VIE EVERGREEN?

A3: JoJo Tanks are not permitted in the greater Val de Vie which applies to Evergreen. These tanks will only be permitted by special arrangement and pre-approval of Management in the event of it being required for a life support device. For example, in cases of severe drought where water is restricted and uninterrupted water supply is required.

Q4: ARE RESIDENTS PERMITTED TO PLANT THEIR OWN PLANTS/TREES ON THE COMMON AREAS IN FRONT OF THE FREE-STANDING UNITS?

A4: Yes, with the approved variation for the desired landscaping, as not all requests might be permissible.

Q5: WILL SECURITY AT THE PAARL ROCK SUITES NOT BE COMPROMISED DUE TO THE SHORT-TERM RENTALS OF THE THREE OF 1-BEDROOM SUITES, AND HOW WILL THE RENTERS ACCESS TO THE BUILDING?

A5: Short-term rentals will apply only to family members of Val de Vie Evergreen Residents. Access to the Paarl Rock Suites will be via hand scanning, which will be limited to the rental period only of the visitor/s.

Q6: WHEN WILL IMPLEMENTATION OF THE UNIT NUMERS BE INDICATED TOGETHER WITH THE STREET NAMES?

A6: This will be completed by end October.

UPDATE: Implemented.

Q7: CAN RESIDENTS PLEASE BE REMINDED OF THE TIMES THAT RESIDENT AND EXTERNAL GARDEN MAINTENANCE AND GARAGE WORKSHOP NOISE IS PERMITTED?

A7: Monday to Friday: 09h00 to 17h00

Saturday: 09h00 to 14h00

Not permitted on Sundays and Public Holidays

Q8: HOW WILL THE NEW CARE CENTRE IN BLOCK C BE ACCESSED BY VEHICLE AS THERE APPEARS TO BE NO ACCESS ROAD AVAILABLE AS YET?

A8: External Visitors: Parking will be at the dedicated Evergreen Lifestyle parking bays at The Yard. Visitors will then walk to the facility via the central pedestrian pathway.

Emergency Vehicle Access: Access via the pathway past Paarl Rock Suites. This will be permitted only for admitting patients, Medical Personnel and the Ambulance services.

Residents Visits to the Evergreen Clinic: Parking will be at the Simonsberg Suites and access to the Healthcare Centre via the walkways linking all the present buildings.

Q9: ARE RESIDENT VEHICLES PERMITTED TO BE PARKED PERMANENTLY OUTSIDE IN THE DRIVEWAY?

A9: It is preferred that vehicles be parked inside the garages, however this is not always possible, should a resident use the garage facilities for other reasons.

Q10: ARE VARIATIONS REQUIRED FOR GARDEN LANDSCAPING AND HARDSCAPING AND IS THERE A STANDARD WHICH NEEDS TO BE ADHERED TO?

A10: Yes, all variations require an approved variation and will all be dealt on a case-by-case basis.

Q11: WHAT IS THE RULE REGARDING RESIDENTS PUTTING UP THEIR OWN HOUSE NUMBERS?

A11: An approved variation is required. The house number must be painted the same color as the Aluminium pergola and gates to comply with the estate aesthetics.

Q12: WHAT IS THE FUNCTION OF THE EVERGREEN DUTY MANAGERS?

A12: To assist in the daily running of all operational requirements of the Village.

EMAIL COMMUNICATION

JUNE 2024

Q1: WHAT EXACTLY ARE THE SERVICES OFFERED BY EVERGREEN HEALTH DURING THE WEEK AND AFTER HOURS?

A1: The Evergreen Healthcare Centre is available Monday to Friday 08h00 to 17h00 for Residents to visit for clinical procedures and assistance at the applicable rates provided by Evergreen Healthcare. After-hours visits (17:00 to 08:00 and Weekends) to the Healthcare Centre does not guarantee an on-duty Registered Nurse or ENA (Enrolled Nursing Assistant).

An on-duty Registered Nurse or ENA is not contractually obligated to offer assistance at a Residents home. The Namola device or Namola Mobile App, serves as the point of alerting the ambulance service and paramedics to attend to the Resident in need of assistance. The Paramedics offer Intermediate life support and will assess the situation and take the necessary decision/action with regards to transporting the Resident to the nearest or preferred hospital.

Q2: WHAT HAPPENS WHEN THERE IS A POWER OUTAGE AND THE NAMOLA DEVICE AND INTERNAL TELEPHONE LINE CANNOT BE ACCESSED?

A2: Residents should ensure that they have the Namola Mobile App on their mobile devices and to rather make use of the App during load shedding. Should a Resident not be familiar with the App, assistance is offered at the Evergreen Lifestyle Centre. Residents can also use the following methods to contact the on-site paramedics;

- Press the SOS button on your Val de Vie Estate App (the same app used to generate access codes).
- Contact the Val de vie Evergreen Healthcare Centre on internal extensions 5721 or 5704.
- Call one of the following Val de Vie Estate numbers: 021 867 1201 or 082 323 3387

Q3: WHAT HAPPENS SHOULD THE AMBULANCE TRANSPORT A RESIDENT TO HOSPITAL AND ACCORDING TO THEIR MEDICAL AID/HOSPITAL PLAN THE HOSPITAL REQUIRES PRE-PAYMENT?

A3: Residents and their nearest of kin are encouraged to be fully informed as to what their respective medical aid/hospital plans cover upon hospital submission. Should the Resident be non-responsive the next of kin will be contacted with regards to pre-payment. Evergreen cannot be requested to assist with payment of hospital bills.

Q4: CAN CLARITY BE PROVIDED ON 24/7 HEALTHCARE THAT IS ADVERTISED?

A4: 24-Hour on-site medical care is available in various forms. Residents of Val de Vie Evergreen continue to have access to registered nurse services Monday to Friday from 08:00 to 17:00, frail care and recuperative care 24/7, home care services 24/7, and a 24/7 emergency ambulance service, all without impacting on the current basic services and facilities levy. If a Resident requires 24/7 care, it can be provided at home or in the Care Centre at the Resident's cost.

Q5: MUCH AFTER-HOURS DISTURBANCE HAS BEEN EXPERIENCED WITH THE CONSTRUCTION TAKING PLACE AT THE GENTLEMANS RESIDENCES ADJACENT TO THE VILLAGE ON THE WESTERN PERIMETER. WHY IS THIS ALLOWED?

A5: Special permission is granted by Val de Vie Estate Management to contractors to work after-hours, normally until 19h00 should work such as throwing of concrete be scheduled. Unauthorized work carried out after 19h00 is dealt with accordingly by Estate Security.

Q6: SHOULD A RESIDENT WISH TO ATTEND AN EVENING EVENT OUTSIDE THE ESTATE WILL EVERGREEN PROVIDE TRANSPORT?

A6: Such requests can be directed to the Village Management office who will try to assist and arrange for transport for the Resident's personal account. Evergreen does not carry the cost of pre-arranged transport.

Q7: DO EVERGREEN MANAGEMENT AND EVERGREEN SOCIAL COMMITTEE WORK HAND IN HAND ON EVENTS?

A7: Social events forms part of the Rescom Mandate and therefore the majority of social events/activities are in turn organized by the Social Committee. Any resident wishing to be part of the Social Sub-committee can inform Rescom accordingly. Evergreen arranges independent events in collaboration with the Social Committee to ensure no date clashes occur.

Q8: WHAT RECREATIONAL ACTIVITIES TAKE PLACE IN THE VILLAGE IN ORDER FOR RESIDENTS TO BECOME MORE INVOLVED AND WHO ARE THE CONTACTS?

A8: There are numerous Village recreational activities, namely;

- Bowls and Pétanque (contact person: Deborah Hill)

- Morning Walking Group (contact person: Deborah Hill)
- Duplicate Bridge (contact person: Paddy Goodwin)
- Social Bridge (contact person: Deborah Hill)
- Bible Studie (contact person: Jo-Anne Swart)
- Rumiko (contact person: Angela Parr)
- Canasta (contact person: Angela Parr)
- Scrabble (contact person: Marion Elliot)
- Newsletter (contact person: Deborah Hill)
- Singing Group (contact person: Peter Lay)
- Crafts & Coffee (contact person: Linda Slabber & Maureen Clarke)
- Wine Tastings & Lunch (contact person: Angela Parr)
- U3A Meetings (contact person: Alan Richards)
- Classical Monday Evenings (contact person: Angela Parr)
- Musical Soirees (contact person: Angela Parr)
- Pool (contact person: Mike Hill - or put your name down at Reception)

Q9: WILL THE NEW CLUBHOUSE FACILITIES BE OPEN TO THE GREATER ESTATE?

A9: No decision in this regard has as yet been taken by the Owner/Developer.

UPDATE: Yes, the new Lifestyle Centre will be open to the greater Estate.

Q10: WHY WOULD VAL DE VIE EVERGREEN RESIDENTS NOT ENTITLED TO VOTE ON VAL DE VIE HOA MATTERS?

A10: Only home owners and land owners are permitted to vote on HOA related matters. VDV Evergreen Holdings, as the Owner of Val de Vie Evergreen vote as the Owner.

Q11: WHY CAN WE NOT CONTRIBUTE OUR THOUGHTS TO THE VOTE BY VDV EVERGREEN HOLDINGS?

A11: Residents can share their thoughts via Rescom and Village Management who in turn share it with VDV Evergreen Holdings.

EMAIL COMMUNICATION

FEBRUARY 2024

Q1: THERE IS A PRESENCE OF TAXIS IN THE VILLAGE, ARE TAXIS PERMITTED ONTO THE ESTATE?

A1: Certain businesses on Val de Vie have hired a taxi driver and registered the driver for access. The taxi then acts as a staff transport. The staff are dropped at Berg River gate, allowed access through the turnstiles, the driver then enters with his biometrics and picks up the staff again. Evergreen Healthcare staff also make use of this service.

Q2: CAN GENERAL EMAIL ADDRESSES BE CONSIDERED FOR STAFF MEMBERS INSTEAD OF INDIVIDUAL EMAIL ADDRESSES WHICH ARE OFTEN DIFFICULT FOR RESIDENTS TO REMEMBER?

A2: The matter has been addressed with Village Management and is being considered.

UPDATE: Implemented.

Q3: IS ADVERTISING PERMITTED ON THE VILLAGE WHATSAPP GROUPS?

A3: Village WhatsApp groups are formed by Residents for Residents, therefore largely beyond the control of Management and Rescom. Discretion is however expected. Should a message or advert displaying an organized event or information session proving to be morally damaging, religiously or politically orientated, Rescom may in the best interest of the Village, intervene and request that it be removed and/or cancelled.

Q4: WHEN A LIFE RIGHT TERMINATES AFTER THE LAST LIFE RIGHT HOLDER PASSES AWAY CAN THE UNIT BE RENTED TO BENEFICIARIES UNTIL THE UNIT IS SOLD?

A4: No, a unit may not be rented out. Once the Life Right terminates the unit must be refurbished. Immediate family members may occupy the unit for a limited period whilst finalizing any matters of the deceased Estate if from out of town.

Q5: WITH THE NEW HID MOBILE CREDENTIAL SYSTEM TO ACCESS THE ENTRY AND EXIT GATES, WHAT HAPPENS SHOULD A RESIDENT NOT HAVE THEIR MOBILE PHONE WITH THEM?

A5: The scenario would have the same impact should a resident not have their grey tag with them. The HOA will be compiling a Q&A document of all queries received. Should a resident forget their phone they will need to do a sign-in and resident verification. Safe to say these scenarios will not frequently happen as most people travel with their mobile phones.

Q6: WHY IS EVERGREEN STILL WITH VOLTANO WHILE THE REST OF VAL DE VIE SWITCHED OVER TO VAL DE VIE UTILITIES AS FROM DECEMBER 2023?

A6: Evergreen Lifestyle Villages as a group use Voltano, hence the decision was taken for Val de Vie Evergreen to remain with Voltano.

UPDATE: Val de Vie Evergreen made the decision to use Val de Vie Utilities to confirm with the greater Val de Vie Estate as from 1 November 2024.

Q7: THE DOG WASTE BINS IN THE VILLAGE, SOME OF WHICH ARE CLOSE TO HOUSES, ARE UNHYGIENIC, SMELLY AND ATTRACT FLIES. CAN THESE BE CLEANED AND SANITIZED MORE OFTEN THAN ONCE A WEEK?

A7: The matter has been addressed by Rescom. Village Management have arranged for the bins to be cleaned and sanitized three times per week. Should additional dog waste bins be required Residents should bring this to the attention of Management and identify where in the Village an

additional bin is required. Residents that make use of these bins, are urged to ensure all dog waste is sealed in a plastic bag before depositing it into the bins.

Q8: SHOULD RESIDENTS BE GIVING STAFF GIFTS AND ORGANIZING FAREWELLS FOR STAFF MEMBERS?

A8: It is not the responsibility of Life Right Holders to be organizing staff farewells. It sets a precedent and could lead to an expectancy. Any such planned farewells should be brought to Management's attention and be cleared in advance by the Village Manager.

The Bistro/Coffee Corner is considered a restaurant, tipping to the Waiter on duty is therefore permitted.

Refer; **Point 4. GENERAL HOUSE RULES - Para 4.4. Staff**

"Sub-Para 4.4.2. Life Right Holders are requested to refrain from giving gifts, making loans to and/or tipping Evergreen staff, including contractors on site, as in line with the Owner and the Operator's gifting policy Village staff are not allowed to accept such gifts/tips/loans as it will result in a breach of their employment agreements with the Owner/Operator. Christmas gifts (where applicable) must be coordinated by the Village Manager."

Q9: ARE UNOCCUPIED UNITS AVAILABLE SHORT-TERM STAYS FOR FAMILY/FRIENDS?

A9: Houses are for *Try-before-you-buy* prospective purchasers only, or for family members requiring short-term accommodation should a Life Right Holder have passed away (however subject to prior approval by Management and availability). This is charged at R2000 (two thousand rand) per night. No other short stays or family stays accommodation is permitted, that is not the purpose of these units.

UPDATE: Evergreen family members are allowed for a maximum of 5 days at a rate of R2000 per night (breakfast included Monday to Saturday), depending on availability.

Q10: WHAT IS THE PROCEDURE FOR APPLICATION AND APPROVAL OF VARIATIONS WITH REGARDS TO PERMANENT FIXTURES AND/OR STRUCTURAL CHANGES?

A10: All proposed minor and major unit variations should be submitted to the Village Manager in writing, who will in turn advise whether a variation form, quotation and floor plan is required for consideration and approval.

Refer; **MAINTENANCE PROTOCOL - Point 1. MAINTENANCE CATEGORIES**

"Para 1.4. Minor Variations

1.4.1 *This is not maintenance and involves minor changes (eg. fitting a towel rail or a grab handle).*

1.4.2 *Minor variations to Units are for the Life Right Holder's account.*

1.4.3 *To assist the Life Right Holder with minor variations, the Operator will arrange, at the Life Right Holder's cost, for an Evergreen staff member to attend to minor variations and the Life Right Holder*

will be charged for labour only. The Life Right Holder must supply materials. Should the Operator, in its discretion, agree to supply materials, the cost thereof shall be charged to the Life Right Holder.

Para 1.5. Major Variations

1.5.1. This is not maintenance and may involve structural, plumbing and electrical changes (eg. enclosing a patio).

1.5.2. Major variations to Units are requested and paid for by the Life Right Holder and requires the Owner's prior written approval.

1.5.3. All major variations requested by residents must be submitted to the Village Manager in writing. The Village Manager will log the request with the Owner for approval."

EMAIL COMMUNICATION

DECEMBER 2023

Q1: AS PER THE QUESTION THAT AROSE AT THE AGM, CAN MORE CLARITY BE GIVEN ON THE TREATMENT OF THE OPERATING SURPLUSES?

A1: The aim is to avoid large surplus and for management to deliver to budget. Should surpluses occur it will be ringfenced for the use of the Village, only after the developer contributions and levy subsidies have been deducted. Should there still be funds remaining, they will be reviewed after 24 months in conjunction with Village expenses. Residents must be reminded that NO levy increase has been implemented in the last 2 years.

Q2: WHAT FINANCIAL RECORDS ARE KEPT WITH RESPECT TO THE MUSICAL SOIREES AND THE CHRISTMAS MARKET AND DO RESIDENTS HAVE ACCESS THERETO?

A2: Rescom keeps an accumulative record of contributions received from attendees/participants and costs incurred in staging these events. These records are available for viewing with the Fincom Committee members by anyone wishing to acquaint themselves with the details thereof.

Q3: HOW IS THE BENEFICIARY IN RESPECT OF THE CHRISTMAS MARKET FUNCTION SELECTED?

A3: With the objective of assisting the community surrounding the Val de Vie Estate in mind, consideration is given to those in need and/or those providing essential services to the community who are dependent on external financial support for their sustainability.

Q4: CAN HOMES BE SWITCHED FOR LUXURY SUITES?

A4: Yes, residents in homes considering switching to Luxury Suites should contact Village Manager Attie Schultz. Such requests will be handled on a case-by-case basis.

Q5: WHAT IS THE STRATEGY FOR EVERGREEN RESIDENTS REQUIRING THE USE OF THE HEALTH CARE CENTRE IF AT FULL CAPACITY?

A5: Preference will always be given to Evergreen residents and commitment to accommodating those in need of temporary or permanent frail care is assured.

Q6: WHAT IS THE PROGRESS ON THE NEW CLUBHOUSE, WHAT IS THE ESTIMATED DATE OF COMPLETION AND WHAT WILL HAPPEN TO THE CURRENT CLUBHOUSE?

A6: The new Lifestyle Centre foundations are underway. Date of completion is estimated for December 2024, subject to weather conditions and any unforeseen delays beyond the control of the developer. The current clubhouse will be converted into homes and sold.

UPDATE: The latest anticipated opening date of the new Lifestyle Centre is towards the end of the third quarter of 2025.

Q7: WHEN CAN WE EXPECT TO SEE THE INTERNAL LAYOUT AND DESIGN OF THE NEW CLUBHOUSE?

A7: Village management will make the request for these to be presented at the next Townhall meeting.

Q8: WHEN WILL THE NEXT TOWN HALL MEETING TAKE PLACE, WHICH AS PER THE AGM MINUTES, WAS INTENDED TO BE SCHEDULED BY YEAR-END?

A8: The Town Hall Meeting has been postponed to end of February 2024.

UPDATE: The next Town Hall meeting will take place as and when required. All future Town Hall meetings will deal only with operational matters.

Q9: HOW IS MANAGEMENT GOING TO COPE WITH THE EXPECTED INCREASE OF FRAIL CARE REQUIREMENTS?

A9: Evergreen Health and Evergreen Lifestyle are well prepared for any increase of frail residents. Future frail facilities are already under construction and will be completed in the first quarter of 2024.

Q10: THERE ARE NO AIR CONDITIONERS INSTALLED IN THE LOUNGE AREA OF THE PAARL ROCK SUITES, IS THIS IN THE PLANNING PROCESS?

A10: The Airflow in this area has been discussed and proposals will follow shortly.

UPDATE: Windows have been installed for airflow.

Q11: WHEN ARE THE SOLAR PANELS AT THE PAARL ROCK LUXURY SUITES GOING TO BE INSTALLED?

A11: Solar panels will start being installed before builder's shutdown mid-December, however the entire solar generation system for the luxury suites will only be operational early in 2024.

Q12: IS THERE A LAUNDRETTE FACILITY PLANNED FOR THE LUXURY SUITES?

A12: No, a designated launderette facility will not be made available. Luxury Suite residents who are not comfortable sending their laundry to the outsourced laundry facility (Le Main Laundry) are encouraged to acquire a washing machine/tumble dryer unit which offers a suitable solution.

Q13: CAN THE CURRENT BOWLING GREEN BE DOUBLED UP AS A GOLF PRACTICE GREEN?

A13: Management are looking into the options available in order to accommodate both options.

Q14: WHAT IS THE PROCESS FOR HAVING LIGHT BULBS REPLACED IN THE HOMES/LUXURY SUITES?

A14: Residents contact reception, and reception will arrange replacement of fused light bulbs with Voltano, at no cost to the resident.

UPDATE: Residents should contact reception who will arrange for the replacement of fused light bulbs. The cost of light bulbs replaced will be for Resident accounts.

Q15: IS THE SOLAR FARM STILL ON THE CARDS, WHAT IS THE ANTICIPATED COMPLETION DATE AND WHEN CAN WE EXPECT DETAILS THEREOF?

A15: The solar farm project is driven by Val de Vie Estate, the Village Manager, Attie Schultz, will liaise with the Estate to find out if there are any further details and information that can be shared with Val de Vie Evergreen residents.

Q16: WILL MANAGEMENT CONSIDER DOING AWAY WITH STREET CURBS IN FUTURE PHASES IN ORDER FOR WHEELCHAIRS TO HAVE EASIER ACCESS TO THE HOMES?

A16: No, the design of the Village will be carried through until completion. Curb changes are implemented individually when requested by those Life Right Holders in wheelchairs.

Q17: SOME OF THE EVERGREEN STREETS ARE VERY DARK AT NIGHT, WILL MANAGEMENT CONSIDER MORE STREET LIGHTING IN THOSE SPECIFIC AREAS?

A17: The Val de Vie Estate does not permit more lighting. This has been discussed and raised with the Estate and has been communicated to Rescom. Val de Vie guidelines remain and the rural aspect with reduced lighting forms part of the general Estate guidelines.

Q18: THE GARDENS AROUND THE LUXURY APARTMENTS INDICATE A MINIMALISTIC APPROACH AND NOT UP TO STANDARD TO THE REST OF EVERGREEN, WILL THIS CHANGE IN THE FUTURE AND, IF SO, WHEN?

A18: Landscaping takes time to settle. Just like landscaping was highlighted in certain areas in the Village as minimalistic, these have now flourished and are beautiful natural spaces. With time, the landscaping at the Luxury apartments will settle and flourish.

Q19: WILL THE NEW CLUBHOUSE HAVE A RAISED STAGE AND WILL IT BE POSSIBLE FOR AN AMPLIFIER, 2 CORDLESS MICROPHONES AND A KEYBOARD TO BE PROVIDED?

A19: Requirements for sound and specific requests will be shared with the developer for due consideration in the final product.

Q20: PHYSICAL AND MENTAL FRAIL CARE FACILITIES WERE ASSURED, ARE BOTH STILL IN THE PLANNING OF THE FUTURE DEVELOPMENT, AND IF SO WHEN CAN THEY BE EXPECTED?

A20: Yes, both are still in planning for the development. An update on these will be provided at the next Townhall meeting.

Q21: WHY IS NO COMMUNICATION RECEIVED FROM VAL DE VIE EVERGREEN HOLDINGS CONCERNING FUTURE PLANS?

A21: VDV Evergreen Holdings is a separate private business and the Owner of Val de Vie Evergreen. VDV Evergreen Holdings have appointed Evergreen Lifestyle Villages to run the day-to-day operations of the Village. Future plans will be shared by Village management once available.

EMAIL COMMUNICATION

OCTOBER 2023

Q1: HOW DO I CONTACT THE RESPECTIVE RESCOM ROLE PLAYERS?

A1: Email communication may be sent to Debra Savage debra@dsavage.co (only .co)

Suggestions and concerns will be addressed by Rescom with the necessary response forwarded to the enquirer.

Q2: CAN WE NOT RECEIVE COMMUNICATION IN BOTH ENGLISH AND AFRIKAANS?

A2: The Evergreen Lifestyle Corporate Language is English. Should a resident experience difficulty in understanding English, Evergreen Management is willing to assist with translation.

Q3: CAN ITEMS OF COMMUNICATION TO RESCOM BY RESIDENTS BE INCLUDED IN THE RESCOM QUARTERLY MINUTES?

A3: Yes, if communication is relevant for discussion at Rescom meetings and not of a contentious nature.

Informal interim Rescom meetings will take place on an ad-hoc basis during which incoming resident suggestions and concerns will be addressed. General questions and answers will in turn be shared with residents by means of a regular communication. The quarterly Rescom Minutes will comprise only the agenda points.

Q4: IN THE EVENT OF DEATH OF A LIFE RIGHT HOLDER CAN THE EXIT PERIOD FROM THE HOME BE EXTENDED?

A4: Yes, the allocated refurbishment period is merely a guideline. The family is assisted in all they require with vacating the home. The refurbishment and sale is done as soon as possible thereafter in order to refund the family's estate.

Q5: ARE THE HOMES FULLY DESIGNED FOR WHEELCHAIRS AND EQUIPPED WITH SHOWER GRABRAILS?

A5: The development is sold as an independent living development therefore, homes are designed for independent living. Grabrails can be installed at any stage. The homes are wheelchair friendly, there are numerous residents in wheelchairs.

Q6: ARE RESIDENTS ALLOWED TO DRY WASHING ON THEIR PATIOS AND IN THEIR GARDENS IN THE SIGHT OF NEIGHBOURS?

A6: Concerns of this nature should be referred to Evergreen Management who will in turn address with the resident concerned.

Refer; **HOUSE RULES – Point 4. GENERAL HOUSE RULES, Para 4.2. Ground & Buildings**

“Sub-Para 4.2.3. Life Right Holders shall not place or hang in public view any articles including washing clothing household linen, carpets, rugs, towels and the like. Only Life Right Holders of apartments are permitted to make use of the designated communal washing lines provided by the Operator and as such, these Life Right Holders are requested to make use of the communal washing lines with due consideration to other Life Right Holders.”

Q7: ARE ANIMALS PERMITTED AT THE EVERGREEN LIFESTYLE CENTRE?

A7: Due to the fact that Evergreen Lifestyle Holdings has a fully operational kitchen serving meals dogs are not permitted in the Lifestyle Centre. Residents who take dogs for walks and wish to collect post from their Clubhouse are welcome to do so as long as the dogs are on leash, however dogs are not permitted in The Bistro and The Coffee Corner.

Q8: HOW IS DISTURBANCE FROM BARKING DOGS HANDLED WITHOUT OFFENDING NEIGHBOURS?

A8: Concerns of this nature should be referred to Evergreen Management who will in turn address with the resident concerned.

Refer; **HOUSE RULES – Point 4. GENERAL HOUSE RULES, Para 4.6. Animals/Pets**

“Sub-Para 4.6.4. *Should pets cause a nuisance, disturbance and/or danger to other Life Right Holders or in the event that a Life Right Holder is unable to care for and/or control their pet(s), the permission to keep pets may be withdrawn in the sole discretion of the Operator.”*