

## QUARTERLY RESCOM CHAIRPERSON'S REPORT

### INTRODUCTION

The Village is experiencing some exciting times. Many new Residents have or are in the process of moving into their new homes or Luxury Suites. The final stage of the Village, Silver Leaf, is well under construction and the state-of-the-art new Lifestyle Centre nearing completion. Not only will this bring a new level of dimension to the Village but also a vibrant sense of community.

The opening of the new Lifestyle Centre is eagerly awaited. Delays on such an immense project are inevitable, often unforeseen and mostly out of the control of the Developer. There are also the positive delays where innovation and new ideas are timeously identified and executed in order to deliver an even more superior facility. Well worth waiting for.

Val de Vie Evergreen sets the bar high in terms of luxury retirement and remains true to its promise in delivering world-class facilities. We have much to look forward to.

#### • FINANCE

Basic Levy increases were introduced as from March 2025, depending on when the levy increase is due according to the Life Right Agreement. Levy increases have been avoided for three years, however due to the opening of the new multi-functional Lifestyle Centre along with some expense increases, an increase in the levy was unavoidable.

Mike Betts provided detailed summary of the 2024 Christmas Market financials of which a total of R66 857 was raised after expenditure. Application of funds for the benefit of Rusthof Old Age Home in Paarl, registered beneficiary of the Val de Vie Foundation, included; procurement of kitchen equipment, mattresses, beds, linen, blood pressure and haemoglobin meters.

#### • HEALTH

In a very short space of time the Health Care facility occupancy has nearly reached full capacity, proving the facility to be much in demand. Positive changes have been made to ensure the highest level of service, care and patient comfort. The first floor of the Mont Rochelle Suites will soon also form an integral part of the Health Care Facility including Sub-acute services. Patients have expressed their satisfaction and general happiness with the services and care received from Evergreen Health.

Sister Ingrid Benn has been promoted to Nursing Services Manager. Sister Benn will now be the main contact person for Evergreen Health at Val de Vie Evergreen Lifestyle village. She has the required leadership skills and technical knowledge to provide the world-class care required for this facility.

Appreciation goes to Annmarie Siebrits, with her nursing expertise and knowledge, for regular communication with Sister Ingrid Benn and visits to the Health Care facility.

#### **Ambulance Service / Emergency Care 24/7;**

Since its introduction last year, the Titanium Securitas Ambulance Service has been an invaluable asset to the Village. It is important to note that the ambulance stationed on the Estate is an Intermediate

Life Support (ILS) ambulance inspected and approved by the Department of Health. It is not a mobile clinic and is equipped according to Department of Health standards. Advanced Life Support paramedics are available in the Brackenfell area for more severe medical emergencies and will be dispatched to the Estate when required, thus the importance of the use of the Namola device in the event of severe medical emergencies.

With only one ambulance to serve both Estates, each call for assistance needs to be made with careful consideration. Misuse of emergency services can delay critical medical care for those in genuine distress. The Estate's ambulance service is a privilege, offering peace of mind and life-saving support when needed most.

General information pertaining to Evergreen Healthcare can be found on the WhatsApp Information Hub under *Evergreen VdV Healthcare*.

- **SOCIAL AND RECREATION**

**Evergreen Christmas Market;**

Plans for the upcoming Christmas Market end November are once again in motion. Under the guidance of Derek Brown, a formal Evergreen Christmas Market Committee has been formed and Event Plan devised to ensure an even bigger and better Market, focussing on quality offerings.

The respective role players;

Angela Parr, Event Manager  
Linda Slabber, Deputy Event Manager  
Derek Brown, Project Governance  
Mike Betts, Event Finance  
Debra Savage, Event Marketing and Communication  
Deborah Hill, Evergreen Home Industries

Sub-committees will be formed with those Residents interested in becoming involved in home industry projects. Residents are encouraged to join in by offering ideas, sharing of talents and assisting at the Market, by contacting Deborah Hill.

Evergreen Management have generously offered a section of the new Lifestyle Centre and facilities for use of the Market. This, together a plethora of new ideas, will improve and elevate the event to become and even more attractive and enjoyable Market for all on the greater Estate to visit and enjoy.

The main objective of the Market is to raise funds for charity and at the same time make it a fun project for the greater community to become involved in. The Committee will for the second year collaborate with the Val de Vie Foundation in support of one of its selected registered beneficiaries. The annual Christmas Market makes a meaningful contribution towards Val de Vie Evergreens Social Responsibility and helps towards those in need in nearby communities. This year the aim is to significantly grow the contribution by increasing vendors, sponsors and donors.

- **THE BISTRO AND THE COFFEE CORNER**

Service will continue as normal until the opening of the new Lifestyle Centre. Food and beverage offerings will be shared in due course. Residents are asked to please be patient during the transition from the current Lifestyle Centre to the new facility.

The weekly Bistro menu can be found on the WhatsApp Evergreen Information Hub under *Restaurants in Val de Vie*.

- **COMMUNITY**

Two new WhatsApp groups have been formed to assist the community;

- *Suite Talk*: For Luxury Suite Residents to interact with each other and share information.
- *Need Assistance*: A buddy system whereby Residents can request assistance with, i.e. a lift to go shopping or to a medical practitioner, or assistance in their homes and Luxury Suites.

We live in an extremely caring community where Residents are more than willing and eager to assist fellow Residents, as and when they are able to.

In order to remain well-informed and to have convenient access to information, Residents are encouraged to join the respective WhatsApp groups that take their interest on the INFO HUB (green and white icon on your mobile phone).

Gratitude is extended to Derek Brown for the weekly updates of the Information Hub.

- **GENERAL**

**Security Measures;**

The new security provider Bidvest Protea Coin took over Val de Vie Estate security as from March 2025. A comprehensive security overview and live demonstration was presented at the Town Hall Meeting held on 6 March, where Residents came together to learn more about the ongoing improvement to the Estate's security measures.

Some interesting information shared at the Meeting;

- There are currently 7133 permanent residents on the greater Estate, with 2331 residences.
- There are 620 internal cameras and 131 thermal cameras with approximately 18km perimeter fencing.
- In 2024;
  - 6,276,122 movements were recorded at the respective gates.
  - 28,492 criminal checks took place of which 1218 were rejected, 5.8% of which were declined due to counterfeit documents.
  - 8 criminal incidents occurred on the greater Estate, 5 being petty theft.

From the stringent security measures and demonstrations presented with helicopter and drone flyovers, narcotics detection and suspect apprehension, advanced surveillance technology and highly trained Dutch Shephard dogs, we can safely say that Val de Vie Estate remains one of the country's leading secure luxury lifestyle estates.

### **Cutting of Street Corners/Failure to stop at Stop Signs;**

Cutting of street corners and failure to stop at the designated Stop signs is becoming an ever-increasing problem and concern in the Village. Residents are urged to be more vigilant and cautious of oncoming traffic and to adhere to Stop signs. Possible speeding solutions within Estate rules are being considered. Residents are advised that the 25kph speed limit within Evergreen can and will be enforced by the traffic officer of Val de Vie Estate.

### **Disposing of Dog Waste;**

Residents are once again urged to take responsibility when walking their dogs and are reminded to pick-up the waste and place it in the Dog Waste bins provided. Especially in the walkways between the houses. It is unpleasant to have to deal with the disposal of uncollected dog waste when detected on the pavements and walkways. Cooperation in this regard is highly appreciated. Residents are also reminded that dogs should remain on leash at all times during the walking of dogs.

## **CONCLUSION**

Village Management have a mammoth task on their hands. Val de Vie Evergreen is currently populated by more than 550 residents and growing daily. As a community let us strive to offer support rather than criticism. The Village is still in the growth phase and with Management's attention having to be in many places at once, it is not always possible to keep everyone happy. Patience, understanding and friendly co-operation goes a long way in ensuring harmony. We thank Village Manager Attie Schultz and his efficient Team for their hard work and dedication during this transitional period.

Village Manager, Attie Schultz remains the first point of contact for queries and concerns. Speculation as to procedures, protocols and rules often become misconstrued and can cause unnecessary concern when placed on social media. Spreading of false information without clarity should also not be placed on the respective social media groups. Management is more than willing to discuss Resident concerns and to provide factual information.

Resident communication received by Rescom is actively addressed, or redirected to Management to should it not fall within the Rescom mandate. The quarterly *Rescom Questions and Answers* document addresses general Resident queries and concerns and covers most aspects of the Village with respect to protocol and procedures. Residents are encouraged to read this document which is distributed on a quarterly basis.

Suggestions, queries and concerns may be communicated to Rescom on the following email address: [debra@dsavage.co](mailto:debra@dsavage.co)

Alternatively, communicate directly with the respective Rescom role players;

Debra Savage, Chairperson

Mike Betts, Vice Chairperson and Finance

Annmarie Siebrits, Health

Derek Brown, Community

Deborah Hill and Angela Parr, Social

Debra Savage  
Rescom Chair