



REMOTE ANNUAL GENERAL MEETING – SEPTEMBER 2020

AGENDA

1. Apologies
2. Confirmation of Minutes of the Annual General Meeting held on 26 September 2019
3. Adoption of the Board of Management Report (Combined President, CEO and Financial Manager) and Audited Financial Statements.
4. Election of Member to the Board of Directors.

We have only received one nomination for re-election – Dr P Vogts . This nomination is unopposed so no voting is necessary.

5. Appointment of Auditors

The current auditors Colenbrander and Associates have been our auditors for many years and are familiar with our Organisation – it is proposed that we retain this company as our auditors for a further year.

6. Appointment of Legal Advisors

Our current Legal Advisors are J Leslie Smith. It is proposed that we retain them for a further year as they are familiar with our organisation and are experts in legal matters pertaining to the retirement field.

7. General – See Annexure A

Points raised by Members:

- a) Hayfields Gardens Development – Mr and Mrs Gaven.
- b) Management of Waiting List – Mr and Mrs Moore –Boyle.

What started off as a fairly normal year for HADCA, is now anything but normal. Like every person and every organization across the planet, the Covid 19 pandemic has had a significant impact on HADCA as an organization, on its residents and staff, and on the many service providers that we rely on. And right up front, I would like to record my sincere and heartfelt gratitude to all of these people for the way in which they have dealt with the effects of this awful disease in their attempts to ensure that HADCA continued to operate efficiently and effectively and that our residents remained as safe as possible.

In particular, I would like to pay a special tribute to our nursing staff, our cleaners and our caterers who have been at the very coal-face of our attempts to keep our residents protected from the virus. Through their efforts, HADCA has been relatively free of cases. Their efforts and their sacrifices have not however been without personal cost, with many staff suffering from anxiety, fear, stress and depression. To help combat this situation, we brought in outside professional counsellors to work with all of our staff to help them through this period. Although the cost was fairly high, we are more than satisfied that this was money well spent.

However, to add to the stress on our staff, our CEO, John Hughes (and his wife Kathy) contracted the virus (and were both severely ill) which resulted in the closure of our head office, with all staff having to self-isolate at home. Thankfully, both John and his wife are well on the road to full recovery.

Whilst paying tribute to our staff, I would like to thank our Head Office secretary, Tana Manser, who has been John's "right-hand man" (I'm not sure if there is a female equivalent term for this) and Board secretary since 2007. As I am sure most of you know, Tana has been battling against cancer for the past eighteen months and has been off work for quite some considerable time. Eventually Tana was medically boarded at the end of July.

Given the strain placed on HADCA's finances by the virus (see below), Head Office staff decided to try to get by without a replacement for Tana (at least until the end of the year), and again I thank them all for stepping up to the plate and getting the job done under difficult circumstances.

Of course the other major impact of the virus has been financial. The cost of PPEs; the expense of providing an extra taxi for our staff (to provide for social distancing whilst travelling to and from work); the inability to re-endow units or to admit new patients into the Cloisters and Care Centre; the cost of counselling for our staff during the lock-down, etc, have all taken their toll. Indeed we have calculated that by the end of this

year, these factors combined, will have cost HADCA in excess of R2million – quite obviously something we had not budgeted for and which will have to come out of our reserves. We have twice re-done our budget for this year eliminating all but the most essential services and maintenance. We have also put on hold – indefinitely – the planned building of the seven new cottages at Hayfields Gardens.

One of the other difficult decisions that the Board had to make was how to hold our AGM. Even at the (just announced) move to Lock-down level 2, one may still not have more than 50 people at any social gathering. Our AGMs are usually attended by more than 100 members which would have given us the impossible task of trying to decide which 50 persons should be allowed to attend. Of even more importance was our concern for the safety of our members - almost all of whom are in the highly vulnerable category of over 65 years of age. As unsatisfactory as it is, we were left in no doubt that the best option was to hold a remote AGM, and I thank you for your understanding and support in this regard.

Finally, no one knows where this pandemic is going, and how long it will last, or even when we will get a vaccine for it – all of which means we need to continue to be very careful of how we behave – particularly in public places and in homes and villages for aged people.

In conclusion, I would like to thank my fellow board members for their input and support over the past year.

Stay safe!

A handwritten signature in blue ink, appearing to read 'Malcolm Powell', with a long horizontal flourish underneath.

Malcolm Powell – President

This report covers the financial year April 2019 to March 2020.

The Corona Virus epidemic hit South Africa in early March 2020. It has since kept us fully occupied with the Lockdown Regulations and our own protocols to follow within our organisation.

This year's AGM will have to be held electronically and this report will be kept as brief as possible.

VILLAGES (Elizabeth, Midmar and Hayfields Gardens)

The Villages held their AGM's, at which the Chairman and Committees were elected, as follows:

Village	Date	Elected
Elizabeth Gardens	18th October 2019	Mr R Hedenskog (Chairman) and Committee members.
Midmar Gardens	4th October 2019	Prof G Bate (Chairman) and Committee members.
Hayfields Gardens	1st November 2019	Mr V Rohrs (Chairman) and Committee members.

These Committee members are volunteers and I thank them for all the time they have given to running the villages so very well.

The levy increases for the year under review, were determined at Special General Meetings held in February 2019 and were set as follows: Elizabeth Gardens 15%, Midmar Gardens 5%, and Hayfields Gardens 13%.

This year, one Cottage (Number 19) at Elizabeth Gardens was upgraded under our CAPEX budget. Midmar Gardens has installed a Solar Backup system to run the PABX, electric fence and entrance gate, during power outages.

During the year a total of 11 residents took occupation of cottages in our villages. The following is a break down per village:

Elizabeth Gardens 5

Midmar Gardens 3

Hayfields Gardens 3

Once again, I make an appeal to all our members who are on our waiting list to please keep us informed of any changes with regard to your contact details. Our preferred means of communication is either by email or SMS. Please assist us in this regard by providing us with an updated email address or cell phone number.

If we are not able to contact you to offer you a cottage this could result in your losing out on one of our cottages.

RESIDENTIAL CARE

Sheltered Care (The Cloisters) continues to be in demand. The monthly rental was increased by 8% at the beginning of the financial year. Many of our Village residents are taking up occupation in our Cloisters after vacating their cottages.

Solar heating was installed at the Cloister's Kitchen to reduce the electrical consumption. This has resulted in an approximate reduction of 25% in electricity consumption at the kitchen.

FRAIL CARE (Greendale House, The Mews and Hayfields House)

The demand for accommodation at Greendale House has been high during this past year. The Mews has also been well occupied over the past year.

The fees increased in April 2019 by 8% for these two facilities, with the following improvements made:

- Installation of Solar Heating ex Mews for the A Wing/Kitchen Block.
- Repainted all Bathrooms in A Wing at Greendale.
- Upgrade extraction fan in Kitchen.
- Installed 3, 3-Phase electrical meters - 2 in The Mews and 1 in the Greendale kitchen
- Installed ceiling ex Hayfields House in the Greendale Workshop.
- This was the last year of LED light replacement in the Mews and Greendale to conserve energy.

I would like to thank Sr. Karen Selby and all her staff for all their dedicated care given to the residents at these Frail Care facilities.

COMMUNITY SERVICE

Sister Lesley Bisschoff and carer, Gladys Malinga make up the team who provide a community nursing service to our three Villages. We no longer service the community members in Howick and all our team's efforts are now concentrated in our own Villages. Our Meals on Wheels numbers have dropped, but we continue to provide a service during the week to our HADCA members within the town, who are sick or frail.

The Howick West Service Centre provides meals to both members at the Service Centre and members within the low cost housing areas around the Centre. The latter numbers have dropped slightly over the past year, but the hot meals provided three times per week are always much appreciated by these people.

Members of the Howick West Service Centre went on an excursion to Durban during April 2019. In December just before the Service Centre closed for the Christmas break, a very successful "Carols by Candlelight" service was held in which all the members took part. This

was arranged by volunteers, lead by Sandra Naidoo. We thank her and her group for arranging activities during the year.

The Centre continues to be hired out for church services; to other Community based organisations such as AA, as well as for a few select functions. This has helped generate a small income.

General elections were held at the AGM this year, as the elections for the Centre are held every second year. A new Chairperson was elected and committee members. I would like to welcome Mrs L Soobramoney as the new chairperson of the Centre. The Committee, as well as the Manager, Mrs Dolly Reddy need to be commended on their efforts in running the Centre, as well as the distribution of food in and around the Centre. Well done!

Mrs Penny Toussaint, our Social Worker has been kept busy interviewing new residents for our Frail Care facility, as well as visiting the Village residents from time to time. This post continues to be subsidised by the Department of Social Welfare. She is therefore our representative at the department.

Mrs Penny Toussaint also holds a monthly Alzheimer's and Parkinson's Support Group at Greendale House. She is also part of the Pietermaritzburg Welfare Executive Committee and the HADCA Employment Equity Committee.

During the year, Penny has helped with the Management of Greendale House, when the Manager of Nursing Services has been away.

ADMINISTRATION

I would like to thank the following contractor services:

Contractor	Service
Capitol Caterers	Catering
Bidvest	Cleaning and Laundry
Custom Gardens and Sybro Gardens	Garden Maintenance
Knight Security Solutions	Security
SPG Maintenance	Refurbishment and Maintenance of Buildings

Mr Mike Stewart and Mr Ambrose Nene continue to fill the posts of Manager: Projects and Maintenance and Maintenance Supervisor respectively. As always, the number of cottages to be refurbished exceeded our expectations, but was professionally dealt with by contractors under the supervision of the two maintenance staff members.

During the year, one cottage in the “1820 Settlers” area of Elizabeth Gardens was upgraded by Contractors. The exterior of Head Office was painted and the interior touched-up where necessary. Any new projects, as well as the completion of those started last year, are detailed in different sections of this report.

Mr Mike Stewart has managed these projects extremely well and Mr Ambrose Nene has also looked after the Greendale/Elizabeth Gardens complex extremely well during this past year.

CONCLUSION

In conclusion, I must record my sincere thanks to Mr Malcolm Powell for his support and leadership. Thanks also to the HADCA Board of Management who have been very supportive during the past year.

Finally, thank you to all the HADCA staff who have worked so hard during the year to provide an excellent service to our members.



John Hughes
Chief Executive Officer

OVERVIEW

With the financial markets being in disarray, all efforts have been made to contain expenditure at HADCA and to put all non-essential improvements on hold.

The stock market continued its decline, with a net decrease in HADCA’s portfolio of R2 580 245 for the year - a direct result of the R2 669 979 decline in February / March 2020.

The decrease the portfolio value over the last two financial years now totals almost R3 505 068, with realised losses on share sales for the two years totalling R475 559. (2020: R48 630; 2019: R426 929). The unrealised balance remains in the reduced book value of the remaining shares held.

The HADCA properties have been re-valued by management to reflect the prevailing municipal values.

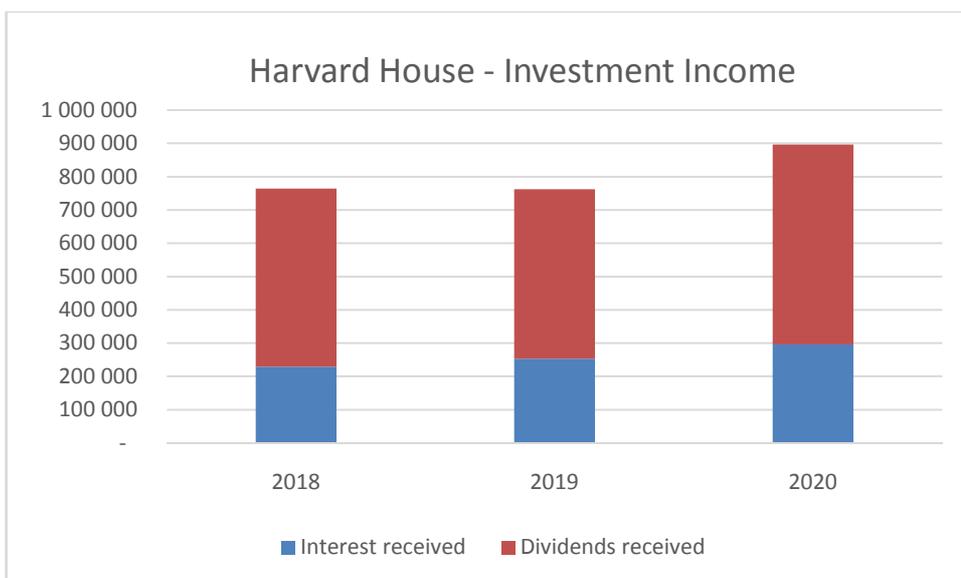
INCOME STATEMENT

The deficit for the year - after taking into account endowments, changes in investments and transfers to funds and reserves - is R3 290 253.

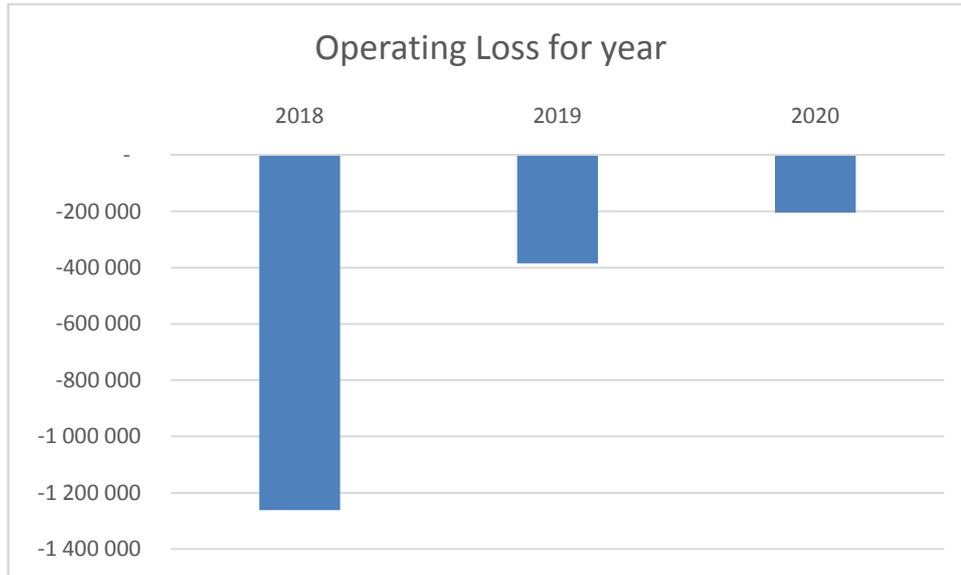
Despite the uncertainty in the stock markets, the investments - intended to boost HADCA’s income— have not performed as expected due to the unforeseen market decline that has now continued with the Covid outbreak, and this has had a material impact on the current year’s deficit and retained income.

Despite not meeting expectations, it should be noted that investment income has increased year on year (see table below).

INVESTMENT INCOME



The operating loss has been contained and - as can be seen from the table below - has shown a marked improvement over the last 3 years.



Revenue

Revenue for the year has increased by 11% to R15 626 083 (2019: R14 068 185) due to consistent high occupancy in Cloisters, Mews and Greendale.

Frail and sheltered care residential fees increased by R1 264 193 to R12 789 344 (2019: R11 525 151)

Village levies increased by an average of 15% to R2 556 356 (2019: R2 237781) in accordance with their financial meeting held early on in the financial year.

Other Income

Other income has decreased by R97 859 to R1 566 555 (2019: R1 664 414), primarily due to last year's transfer of the accumulated waiting list fees to the income statement, and a decrease in fundraising and donation income.

The waiting list fee of R391 168 in the prior year is an accumulative number of years' fees which were transferred from the balance sheet. The decrease in other income is offset somewhat by the increase in investment income to R935 047 (2019: R853 128), and the proceeds received from the scrapping of the Howick West vehicle, which was involved in an accident in May 2019.

The transfer of funds from the balance sheet is the transfer from the Cloister meter fund to finance the widening of the pathways outside the Cloisters, mentioned earlier in my report.

Finance costs

Finance costs of R75 390 (2019: R67 466) consists of interest paid to the HADCA benevolent fund and creditors.

Loss on Endowments

Loss on endowments comprises:

Endowment income from 15% contracts	12 533
Net loss on 80 : 20 contracts	(57 880)
Refurbishing paid	(387 611)
Less - Recoverable refurbishing 80 : 20 contracts	141 813
Penalty levies paid to villages	(26 465)
Nett - Endowments received from new residents/offset by pay-outs to departing residents	3 209 976
Transferred to balance sheet and reflected as long-term liabilities	(3 209 976)
NET LOSS ON ENDOWMENTS	(317 610)

Changes in investments

Decrease in the value of the investments is the net unrealised fair value adjustments, which bring the value on the balance sheet into line with the market value of the investments. 10 000 Hyprop Investment shares were sold at a loss of R48 630.

Transfers to funds and reserves

R14 420 was received from the sale of furniture donated over the year to Greendale House. The proceeds have been transferred to the income statement, and are reflected under donations received.

R49 639 has been transferred from levy funds:

Village	Transfer
Elizabeth Gardens-deficit transfer	(4 168)
Midmar Gardens-surplus transfer	57 271
Hayfields Gardens-deficit transfer	(3 464)
Total	49 639

Operating expenses

Operating expenses increased 8% to R17 396 958 (2019: R16 116 687). This increase is 1% higher than was budgeted. Increases to contractors (food, laundry, cleaning service, garden service) are as negotiated between the parties concerned and HADCA. Other variances are:-

Accounting fees - R36 524 (2019: R21 493) – the non-audit fees consist of consulting fees held between HADCA management and the auditors; submission of HADCA's income tax returns, and also an under-provision from the previous year brought into account. The actual audit fees have increased by 3%

Endowment C Fund - R103 732 (2019: R11 286) – a resident enjoyed the endowment C subsidy for the period May to December, as per her cottage contract. There remain 5 residents in Elizabeth Gardens eligible for this fund when they move to Greendale House.

Pandemic costs - R17 329 (2019: R NIL) – this is an unbudgeted item. All items purchased in order to prevent/control a COVID outbreak at HADCA will be allocated here.

Refurbishing frail care - R346 006 (2019: R292 614) – Although the refurbishing costs dropped off considerably for Greendale and Mews, the Cloisters had the highest unit turnover to date –14 units, at an average cost of R24 000 – R25 000 per unit. These units consist of 4 rooms each – living room, bedroom, bathroom and kitchen, as opposed to a single room at Greendale, or two rooms at Mews.

Rental equipment - R628 902 (2019: R504 573) – Security cameras have been installed in all the frail care rooms, and this accounts for the additional cost

Repairs and maintenance - R716 625 (2019: R474 680) – The additional costs are made up of – pathways outside the Cloisters, (funded by the Cloister meter fund), considerable work undertaken to ascertain the cause and location of the water leak between the Cloisters and Elizabeth Gardens, and the repairs thereto; at Greendale the walkways were pressure cleaned, and re-surfaced, and a tree was felled in the garden; at Head Office, a tree was felled and some of the potholes outside the property were filled in; at Hayfields Gardens fencing was repaired and replaced and at Midmar Gardens, fencing was repaired and replaced, the fencing was enhanced to improve security, and repairs were carried out to the drainage system.

STATEMENT OF FINANCIAL POSITION

Property, plant and equipment

Management adjusted the book value of the land and buildings at Elizabeth Gardens and Midmar Gardens, to the municipal values. The municipal value of Hayfields Gardens is as per HADCA's book value.

Although the 5 year plan came to an end two years ago, HADCA has remained committed to upgrading all the older cottages at Elizabeth Gardens, and there are still a number to be done. As these become available, they are being upgraded. One cottage was upgraded during the year and this accounts for R75 000 of the increase; the 27th residential unit was built at Hayfields Gardens – R510 000. R23 000

has been spent on the application for re-zoning the property at Hayfields Road (with a view to building an additional seven single bedroom units), and the balance is for upgrading electric supply, and solar heating in the Cloisters kitchen, and the installation of a ceiling the workshop.

Investments

Investment	Stanlib MM R ABIL	Harvard House Investments	TOTAL
Balance 01.04.2019	92,534	13,124,633	13,217,167
Additions		1,000,573	1,000,573
Income		872,626	872,626
Costs	(2,522)	(26,236)	(28,758)
Loss-disposal of shares		(48,630)	(48,630)
Change in market value		(2,580,244)	(2,580,244)
Balance 31.03.2020	90,012	12,342,723	12,432,735

Trade and other receivables

Trade and other receivables includes residential fees and levies due, deposits held, VAT refundable, a small insurance claim due, and the March subsidy due from the Department of Social Welfare.

Cash and cash equivalents

Cash and cash equivalent comprises the balances in the current and call accounts, and in the 7 day notice accounts.

Description	2020	2019
Current account	313 400	247 799
Call account	804 794	723 096
7 Day call – EG	200 328	288 841
7 Day call – MG	544 381	376 804
7 Day call – HG	346 920	361 938
7 Day call - residents	139 038	106 491
Petty cash-Greendale	5 878	-
TOTAL	2 354 739	2 104 969

Reserves

The large increase in reserves is due to the revaluation of properties mentioned earlier and comprises:

Description	2020	2019
HADCA Benevolent Fund	1 749 080	1 680 104
Levy Fund – Elizabeth Gardens	195 099	184 863
Levy Fund – Midmar Gardens	603 258	515 279
Levy Fund – Hayfields Gardens	341 019	324 581
Elaine Marriott Will Trust	139 143	73 422
Asset replacement reserve	2 022 226	2 078 388
Revaluation of properties	39 200 931	-
TOTAL	44 250 758	4 856 637

Endowment Life Rights

The value of life rights in the three villages has increased to R69 968 369 (2019: R66 928 851).

A breakdown of the life rights per village are:-

ENDOWMENT LIFE RIGHTS	2020	2019
Elizabeth Gardens	22 720 325	21 601 835
Midmar Gardens	22 955 326	22 167 022
Hayfields Gardens	24 292 717	23 159 994
TOTAL	69 968 368	66 928 851

Interest-free deposits

The decrease in interest-free loans held is due to the number of residents eligible for this contract reducing from 13 to 7 during the year.

Trade and other payables

Trade and other payables consists of trade creditors, residential deposits held in respect of frail care residents, fundraising projects, respite provisions at Hayfields and Midmar Gardens, and levies raised in advance.

Provisions

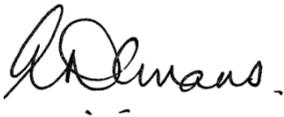
Provisions consist of accounting and audit fee provisions for the current year, provisions for staff leave pay, and a provision for linen replacement at Greendale House.

Conclusion

This has been a challenging year for HADCA with further erosion of the retained income. However, with the operating costs for the year being the lowest in recent years, it positions us well for any further uncertainty in the forthcoming months due to the Covid pandemic.

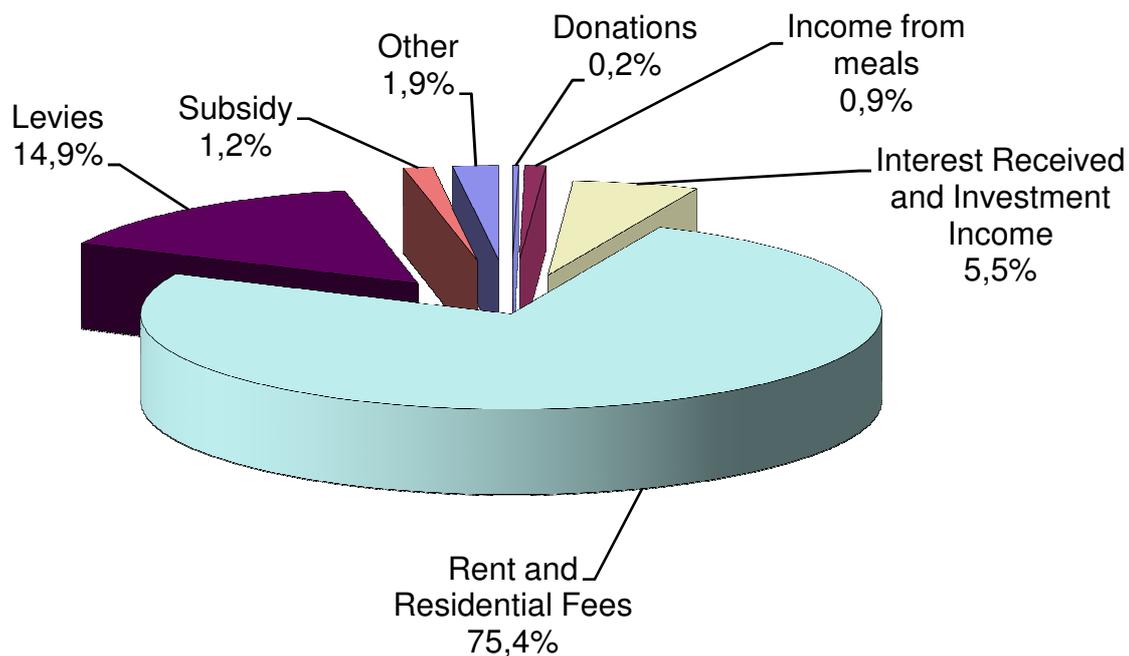
We are monitoring the Covid impact on revenue and will be managing expenditure accordingly, whilst looking to preserve the value of our investments.

There are a number of empty cottages awaiting new occupants, however the demand for HADCA accommodation remains high and we are confident that these will be endowed with no undue delay.

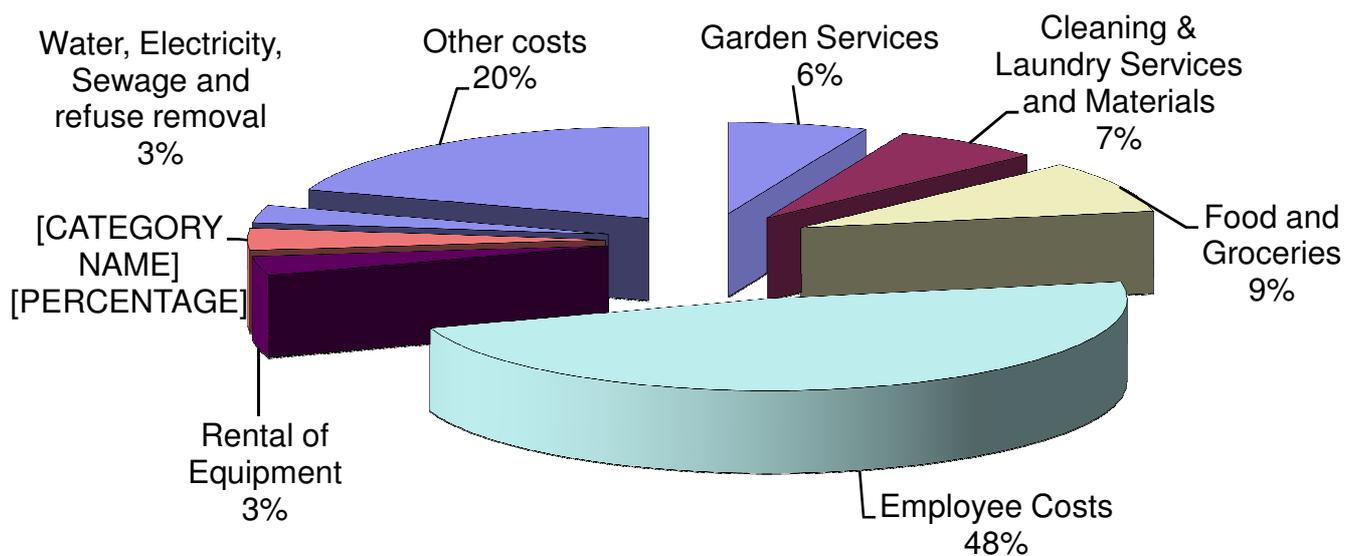


DENISE EVANS
FINANCIAL MANAGER

INCOME



EXPENSES



INCOME STATEMENT FOR THE YEAR ENDED 31 MARCH 2020

	2020 R	2019 R	% Variance
Revenue	15 626 083	14 068 185	11
Administration and residential fees	12 789 344	11 525 151	11
Clinic and home help	1 293	2 530	(49)
Income from meals	148 885	128 429	16
Levies	2 556 356	2 237 781	14
Respite	87 846	119 353	(26)
Subscriptions	42 359	54 941	(23)
Other Income	1 566 555	1 664 414	(6)
Donations and bequests	38 500	58 365	(34)
Excursions/Fundraising	14 675	21 286	(31)
Insurance - refund	26 239	44 546	(41)
Interest - debtors	6 050	11 422	(47)
Interest - levy funds	1 891	3 158	(40)
Investment income	935 047	853 128	10
Medical expenses over recovered	26 392	10 201	159
Rental income	81 999	60 099	36
Subsidy - Department of Welfare	211 882	211 041	0
Transfer of funds	100 497	0	100
Waiting list fees	51 510	391 168	(87)
Profit on sale of property, plant and equipment	71 873	0	100
Total income	17 192 638	15 732 599	9
Expenses	<u>(17 396 958)</u>	<u>(16 116 687)</u>	8
Operating loss	<u>(204 320)</u>	<u>(384 088)</u>	(47)
Finance costs	<u>(75 390)</u>	<u>(67 466)</u>	12
Net deficit before transfer to funds and reserves	<u>(279 710)</u>	<u>(451 554)</u>	(38)
Loss on Endowments	<u>(317 610)</u>	<u>(621 906)</u>	(49)
Endowment income and refurbishing recoveries	3 365 255	3 765 344	(11)
Less - Endowment costs	(3 209 976)	(3 526 371)	(9)
Less - Refurbishing costs	(472 889)	(860 879)	(45)
Changes on investments	<u>(2 628 874)</u>	<u>(1 351 753)</u>	94
Fair value adjustments	(2 580 244)	(924 824)	179
Loss on sale of investment	(48 630)	(426 929)	(89)
Specified funds received			
Donation received	0	577 249	(100)
Transfer to benevolent fund	0	(577 249)	(100)
Net deficit before transfer to funds and reserves	<u>(3 226 194)</u>	<u>(2 425 213)</u>	33
Transfer to / (from) funds	(14 420)	(42 642)	(66)

Annual Report 2020

Transfer from (to) / levy stabilization funds	(49 639)	3 114	(1 694)
Net deficit for the year	(3 290 253)	(2 464 741)	33

	2020 R	2019 R	% Variance
Operating expenses	(17 396 958)	(16 116 687)	8
Accounting fees - current	26 838	17 550	53
Accounting fees - other services	9 686	3 943	146
Administration fees	26 274	25 553	3
Advertising	2 827	3 541	(20)
Affiliation fees	3 915	4 415	(11)
Ambulance costs	30 000	29 145	3
Auditor's remuneration	0	55 476	(100)
Auditor's remuneration - current year	42 000	40 950	3
Bank charges	50 434	48 320	4
Cleaning	174 393	146 430	19
Cleaning service	677 736	606 325	12
Computer expenses	41 731	44 330	(6)
Depreciation	75 933	66 022	15
Donations and free meals	0	3 475	(100)
Employee costs	8 893 966	8 636 734	3
Endowment 'C' Fund	103 732	11 286	819
Food and groceries	1 710 562	1 659 289	3
Garden services	1 160 282	1 098 202	6
Gas	46 209	42 381	9
Insurance	265 870	261 717	2
Kitchenware	24 320	20 563	18
Laundry services	392 584	409 179	(4)
Licences and legal costs	5 650	28 482	(80)
Loose tools and consumables	6 694	4367	53
Loss on sale of property, plant and equipment	0	1 125	(100)
Management fee	179 736	169 558	6
Pandemic costs	17 329	0	100
Printing and stationery	39 655	33 693	18
Professional fees	0	7 273	(100)
Rates	239 571	226 447	6
Refurbishing - frail care	346 006	292 614	18
Rental - equipment	628 902	504 573	25
Repairs and maintenance	716 625	474 680	51
Respite costs	40 560	43 690	(7)
Security	695 008	607 894	14
Small assets	1 738	7 306	(76)
Telephone and calls	76 326	66 072	16
Time share levies	6 999	513	1 264
Transport and freight	64 082	63 535	1
Water, electricity, sewage and refuse removal	572 785	350 039	64

BALANCE SHEET AT 31 MARCH 2020

	2020 R	2019 R
ASSETS		
Non-current assets	111 889 195	72 766 561
Property, plant and equipment	99 456 460	59 549 394
Other financial assets	12 432 735	13 217 167
Current assets	3 725 044	3 790 078
Trade & other receivables	1 370 305	1 685 109
Cash and cash equivalents	2 354 739	2 104 969
Total assets	<u>115 614 239</u>	<u>76 556 639</u>
EQUITY AND LIABILITIES		
Equity	41 396 680	5 260 327
Reserves	44 250 758	4 856 638
Retained earnings	(2 854 078)	403 689
Non-current liabilities	70 560 369	67 731 719
Endowment Life Rights	69 968 369	66 928 851
Interest-free deposits	592 000	802 868
Current liabilities	3 657 190	3 564 593
Trade & other payables	3 334 127	3 206 817
Provisions	323 063	357 776
Total Liabilities	<u>74 217 559</u>	<u>71 296 312</u>
Total equity and liabilities	<u>115 614 239</u>	<u>76 556 639</u>

HELP THE AGED TO GROW OLD WITH DIGNITY

A Legacy or donation, however small, will help those in need.
Help HADCA to help those in need

SINCERE THANKS TO THE FOLLOWING DONORS

Estate Late: Mrs R Collett
Estate Late: Mrs S Sharman

To all those not listed and who have made donations, no matter how large or small, a sincere thank you. Your contribution is greatly appreciated.

TRUST FUND

HADCA acknowledges with grateful thanks the Late Miss E Marriott in the establishment of a Trust Fund, administered by Harvard House Group. This Fund is to assist impoverished Elizabeth Gardens and Greendale House residents who qualify for financial support.

ALL VOLUNTEERS

HADCA would like to thank each and every volunteer who assisted our organization in any way during the past year.

ANNEXURE A

Dear Sir

Thank you for the opportunity of raising questions for the AGM.

My wife and I have had our names on your waiting list since 2013. On a visit to your offices early last year we were told about, and put our names down for, one of the new one bedroomed units which were to be built in Hayfields Gardens, with a possibility of taking occupation in about June of this year

We understand that there were delays in getting permission to build and that building had been delayed till January of this year. Then came Covid!!

Our question relates to whether these units are still on the planning table, and if so, when do you intend starting building them? and will they still be at the same price or what will the price be.

We are anxious to make a decision as we have an investment falling due and have to decide on whether to wait or to purchase elsewhere.

Thanking You

John & Pam Garven

Reply from HADCA

As you correctly pointed out in your question above all our planning was disrupted by the inability of a Government Department to approve our application to re-zone the property due to the increase in the number of units and the Corona Virus epidemic.

With respect to your questions:

1. The building of the cottages is still on the table
2. When we intend to start building depends on two factors when we can obtain approval from the Government to build another 7 cottages on the site and secondly HADCA's financial position with respect to funds available.
3. Due to the long delay in building a price increase will be inevitable unfortunately at this stage I have no idea what it will be.

There is unfortunately no definite date for the commencement this

Questions/Proposals

If you look at our application, copy attached you will see we have been on the waiting list for both Elizabeth and Midmar Gardens since 2015. At that time we were told the waiting period was about 10 years.

From time to time we have emailed and asked where we stand in the queue so to speak and have never got an answer to this difficult question. We appreciate you can't predict how many people will vacate their units from one year to the next but an average would be an acceptable guide. Further to that if we could know how many applicants are ahead of us we can work it out for ourselves. If memory serves me correct you closed applications a while ago and I think I can understand why. Applicants may well be dead and gone by the time their names come up and that's not ethical to take fees from etc. Maybe a suggestion would be for you to put out periodic mails to applicants asking if they are still wanting to be on the waiting list, might turn up some names that can fall away.

If for example you tell us the waiting period for us is going to be 25 years from now for example then there would be no point in us continuing this exercise but with no answers forthcoming we don't know where we stand and I am sure there are many out there who have the same questions.

Kevin and Roche Moore-Boyle

Reply from HADCA

Our waiting list primarily works on the date that you originally applied. We currently have 3250 members on our data base of which probably 3000 are on our waiting list the others are current residents. These are individuals and if one assumed that most of these members were a couple, that leaves us with approximately 1500 "applications" for cottages.

Many of these "applications" are people planning for the future and do not want a cottage within the next few years. On the other side of the coin, we have members who put their names on our waiting list and expect to be accommodated in the next year.

In order to make the system more streamlined, over 10 years ago we introduce an "express list" which runs concurrently with the normal waiting list. An applicant can place their name on this list after being on the waiting list for one year. This list is sorted firstly on the date of original application and then on the date of application to the express list. To illustrate if I originally applied in Dec 2017 and had my name placed on the express list in Sep 2020 and another person applied to be placed on the express list on the same day but originally applied in 2010 the second person would be placed

above the first person due to their seniority on the original waiting list not the express list.

In order to prevent a rush on the express list, HADCA introduced a three year penalty if we offer you a cottage while you are on the express list and you decline an offer for a cottage.

It is dangerous to tell a person “where they are on the list” because for the reason explained above, this express list can change daily. We then decided to tell people the year successful applicants were being offered cottages. This gives some indication of how long you would have to wait.

With respect to giving an average of how many cottages will change hands each year has been proved to be totally unpredictable. It can vary from 1 to 12 from one year to another.

The R60 “waiting list fee” was introduced for two reasons. One to cover some of our administrative cost involved in managing the waiting list and secondly ensures that our waiting list is current as we remove those members who do not pay their annual waiting list fee. The member is always free to request to be removed from the list if they are not prepared to pay this fee. We do however require this in writing.

We have also introduced a cut-off of 80 years for applications to the waiting list. I am considering dropping this to 75 years, due to the long period before we can provide a cottage to someone on our waiting list.

Your suggestion about emailing everyone on the list enquiring if they wish to remain on the list is a good one and we could combined that with the invoice for the waiting list fee we email each year.