

MINUTES OF AGM



**MINUTES OF THE ANNUAL GENERAL MEETING OF
THE GLEN ERASMIA BOULEVARD HOME OWNERS ASSOCIATION
HELD ON 23 MAY 2018 AT 19:00 AT THE DUTCH REFORMED CHURCH,
KEMPTON KRUIJN, FISKAAL STREET, GLEN MARAIS.**

1 OPENING AND WELCOME

1.1 The Chairperson opened the meeting and welcomed everybody present.

1.2 He informed all the Members present that, because of the number of proxies received; the attendance is well over the quorum of twenty percent (25%) required to proceed. **77** Homeowners signed the register and **73** Proxies were received.

1.3 The Chairperson explained the 'House Rules" and the Agenda of the AGM to members present, comprising the following:

- Irrespective of the nomination, a Director can ONLY stand if in full compliance with the Company Act's regulatory requirements AND where same Members' account with the Estate is up to date on the day of the AGM;
- Kindly allow the presentation/feedback prior to the questions,
- Only agenda topics will be discussed;
- The minimum Quorum as per the Memorandum of Incorporation (MOI):
 - **Twenty Five Percent (25%) Members** present (proxies applicable in need)
 - The **Voting** will consist of a single vote per Member and/or Proxy
 - The **Voting** will occur at logical junctures and orderly throughout the meeting;
- The **Voting** process will take the form of a show of the Members' present hands; should the outcome not be clear; a formal count will be undertaken to determine outcome;
- Members' votes cast will only be valid assuming the Members' **levy accounts/outstanding debt is paid up to date on the 23rd May 2018**, either in person or else through a signed Proxy.

The Aim is to close off by 21h00 the meeting.

1.4 Lastly the Chairperson reflected upon the proposed agenda; the following topics, which were included:

1.4.1 Approvals

1.4.2 Security

1.4.3 Finance and Governance

1.4.4 The 2018/9 Board Member Nomination and Election

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- 1.4.5 Estate Rules
- 1.4.6 Aesthetics and Gardens
- 1.4.7 Ekurhuleni Metropolitan Council (EMC) Engagement
- 1.4.8 General
- 1.4.9 Other business (as submitted prior to the AGM)
- 1.4.10 The 2018/19 Board Announcement
- 1.4.11 Meeting Closure.

2 ATTENDANCE

- 2.1 The Managing Agent present confirmed 77 Owners signed the attendance register;
- 2.2 It is confirmed that 73 Proxies were received;
- 2.3 Representative of Fidelity Security Services (Security Manager);
- 2.4 Representatives of MC Administration;
- 2.5 Estate Manager and Administrative Secretary.

3 APPROVALS

- 3.1 Approval of minutes of the previous Glen Erasmia Boulevard HOA NPC Annual General Meeting (AGM) minutes held 24th May 2017 (minutes included as part of AGM Board pack circulated to all Members)
 - 3.1.1 The minutes of the previous meeting **unanimously approved** by all by show of hands by the Members present.
- 3.2 The approval of Glen Erasmia Boulevard HOA NPC AGM, Chairperson Annual Report for the period May 2017 to April 2018 (Chairperson report included as part of AGM Board pack circulated to all Members).

The Chairman's report **unanimously approved** by all the Members present by a show of hands.

- 3.3 Receipt, consideration and acceptance of the signed Glen Erasmia Boulevard HOA NPC Annual Financial Statements for the period ending the 28th February 2018 (Financial Statements included as part of AGM Board pack circulated to all Members).

The Financial Statements **unanimously approved** by all the Members present by a show of hands.



4 SECURITY

4.1 Security Service Provider Update

- Several Members/Residents infringed on the GEB HOA NPC security rules (largely access card misuse) – these transgressions were addressed as required;
- Additional security cameras (Closed-Circuit Surveillance TV) installed to minimize the current blind spots in certain locations within the Estate;
- No notable security incidents for the reporting period (major security incidents) - noted as a great achievement;
- The Estate Security Manager, Mr. Hannes Pretorius was presented with a new opportunity. The Board thanks Mr. Pretorius for his service over the past two and a half years and wishes him all the best in his developing career;
- The Board welcomes to Mr. Wickes Pretorius as the Estate's new Security Manager;
- The Security team is on high alert following **land grab** activity in the Kempton Park area. A plan is in place with EMPD and local Security providers to address this (more to follow later in the presentation);
- The Board and Members acknowledge that the security has been managed in an exemplary manner throughout the reporting period – an expression of appreciation given to the Members of the Security Portfolio for their commitment and service.
- Security as a function is paramount within GEB HOA NPC Estate, and as such, remains a focal area of the Board, and the Board Security subcommittee;
- The service provider Fidelity Security Services (FSS) Contract will come to its end of term during November 2018; Request permission to renew for an additional two (2) years from the 1st of December 2018;
- The service provider Fidelity Security Services (FSS) Guarding Team attended additional Self-defense training;
- The Weekly Security Portfolio meetings undertaken (without fail) are invaluable – out gratitude to all involved;
- M Campbell added that a previous resident mentioned that the best Security is available at Glen Erasmia Boulevard. He thanked Mr M Jacobs and his team for their work and services.

- 4.2 Click On access control service provider update; the HOA has negotiated an ongoing contract with a 0% increase in tariffs.

The AGM forum **unanimously approved** that the contract with FSS can be renewed by the Board of Directors for a further two (2) years.

All Members are reminded that all Members/Residents are jointly and severally responsible to keep eyes open and report unacceptable or concerning situations to the Estate Office and ensure the security and safety of ALL within the Estate.

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The audience appreciated the feedback provided.

5 FINANCE & GOVERNANCE

- 5.1 The financial position of the GEB HOA NPC is healthy at year end (prudent fiscal management by Finance Portfolio and Estate Manager) and it is the opinion of the current Board that the GEB HOA NPC Financials are managed appropriately with appropriate controls that are in place to manage it in accordance with good governance principles and practice;
- 5.2 A detailed budgeting exercise was undertaken by the standing Financial Portfolio committee, and ratified unanimously by all Board Members at a recent sitting;
- 5.3 The positive influence on the budget for 2018/19 of the HOA's partially arose through the positive investment interest contribution from the three short-term investments (investment approximately R4m) invested through the following institutions:
- The Standard Bank of South Africa
 - First National Bank
 - ABSA Bank
- 5.4 Through said investments and associated interest received, as well as the ongoing sale of access cards and other sundry income projected, the 2018/19 budget is subsidised to a degree (**source:** Glen Erasmia Boulevard HOA NPC BUDGET 2018/2019 - other income: R 708,400.00);
- 5.5 Debt collection process – despite focus on debt collection through the year, the current 'levies in arrear' and 'levies handed over for collection' value, as per the Annual Financial Statements equate to R682,101-00 (end February 2018). The figure at the end of April 2018 is R626,000-00 indicating a minor positive adjustment however the position remains challenging;
- 5.6 An increase in monthly levy of R75.00/month is tabled for consideration (increase to R1,375.00/month excluding R17.50/month contribution per Member to the Sectional Titles Schemes Management Act (Act no 28 of 2011) and the Sectional Title Schemes Management Regulations, 2016.)
- 5.7 The proposed increase will be applicable and applied retrospectively to the beginning of the new financial year (1st March 2018). The proposed levy increment is below the Consumer Price Index (CPI) against which much of our input costs closely track; in terms of the required capital investments, **no 'special levy'** is envisaged.

The AGM forum **unanimously approved the proposed Levy Increase of R75.00/month.**

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5.8 Increase in Value Added Tax (VAT) rate from 14% to 15% -the Board proposed to utilise existing interest from investments to subsidise the additional VAT burden as this was not factored into the 2018/19 budget. This equates to approximately R80,000.00 for the forthcoming fiscal year.

The AGM forum **unanimously approved the proposed approach to deal the budget shortfall because of the 1% increase in VAT.**

5.9 The auditing firm Venter De Jager (Pretoria), Incorporated Chartered Accountants (S.A.) engaged as the Registered Auditors for the company, advised the Board some of the capital projects that were capitalized, be re-allocated to the operating cost budget. This approach is in line with best practice (an example is the trampolines and artificial grass, the post box area upgrade);

5.10 It should be noted that the GEB HOA NPC should not show a profit and the approach noted in Pt 5.8 brings the Company into a more compliant position.

The re-allocation of the capital project capitalization to the operational budget was **approved unanimously** by the AGM forum.

5.11 Proposed **capital/notable projects expenses** envisaged for the fiscal year:

- Additional security cameras (Closed-Circuit Surveillance TV) to minimize the current blind spots in certain areas - R120,000.00;
- The incorporation of CCTV camera infrastructure into the Fibre-To-The-Home reticulation topology, increasing video and audio quality - this is not anticipated to result in a capital outlay and will be dealt as part of the Security operational budget;
- Re-surfacing of road surfaces as required - R373,000.00 (will be funded from the operational budget). Note - Mr. Mnqibisa from 6 Delheim Place requested that Delheim place cul de sac be incorporated into the resurfacing of the tar roads;
- The installation of a paved sidewalk between the Top- and Bottom Gates for pedestrians – R75,000.00; this will ensure uniformity with the current paved sidewalk between the Bottom Gate and the Estate Agent building (the Ekurhuleni Metropolitan Council (EMC) will attempt to incorporate it into the Integrated Development Programme (IDP) of the EMC however budget is provisioned therefore);
- Shelter for Security Guards at top gate – R60,000.00;
- Stainless-Steel Balustrades at bottom gate entrance (ratification of unbudgeted spend in prior year);

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- The purchase of a replacement GEB HOA NPC vehicle (including disposal of the old asset) – R180,000.00.

The AGM forum **unanimously approved** the capital/notable project expenses as presented to the AGM.

6 2018/9 BOARD NOMINATION & ELECTION

The nomination of Board Members for the forthcoming term takes the form of written nominations submitted and voluntary nomination by individual Members. The requirements set forth within the Glen Erasmia Boulevard HOA NPC Memorandum of Incorporation, underpinned by the Companies Act, provide the guiderails to the election of Members to the Board.

To this end, the following Members are nominated:

Nominated Members	Nominated Members
Mr. Jacques Du Preez	Mr Wayne Teich
Mrs. Rechell Wills	Mr. Marius Van Wyk
Mr. Leon De Wet	Mr. Matthew Campbell
Mr. Dawid Roodt	Mr. Johan Smit
Mr. Johan Stoffberg	Mr. Callie van Eck
Mrs. Mona Williams	Mr. Morne Jacobs
Mr. Nick Verhoef	Mr. Brian Venkatas
Mr. Willie van Heerden	Mrs. Lucy Human
Mr. Patrick Brown	Mrs. Jacqui Sandow
Mr. George Labuschagne	Mr. Jean De Villiers

Board of Director nominees **unanimously approved** by the AGM to act in the capacity of Directors.



7 ESTATE RULES

Several Estate rules are proposed for minor amendment for the purpose of removing ambiguity. Further, two new rules are proposed; these are as follows:

7.1 Existing Rule (Environmental Management)

- Ref 2.3.15 Environmental Management
- Ref 2.3.15 Functions and parties in the Boulevard shall be booked at the office and a form completed, signed and a deposit paid prior to approval.

7.2 Revised Rule (Environmental Management)

- Ref 2.3.15 Environmental Management
- Ref 2.3.15 **The Boulevard common area**

The function shall be booked by the resident at the Estate Office three (3) working days in advance by completing/signing the form and payment of the deposit.

7.3 New Rule (Environmental Management)

- Ref 2.3.15.1 **Private Functions/Gatherings**

When any resident plans to hold a private function, the following must be considered:

- Ref 2.3.15.2 **At the place of residence:**

Sound level and duration of high levels of sound especially after 22:00 which could result in neighbour complaints. In this case, the affected neighbours and/or Estate Office should be notified in advance.

When the function requires special logistical arrangements as result of the number of visitors that will enter the estate and type of function, assistance by the Estate Office should be requested. The Estate Manager may reserve the right to limit the number of visitors due to parking/security reasons. No request will be unreasonably denied.

In addition to above, for any religious/cultural functions or gatherings, it is the responsibility of the resident to ensure that there is compliance with all prescribed Ekurhuleni municipal by-laws.

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7.4 Existing Rule (Good Neighbourliness)

- Ref 2.15 **Good Neighbourliness**
- Ref 2.15.2 The mechanical maintenance, and the use of power saws, lawnmowers, weed-eaters and the like (electric mowers are preferred), shall only be utilised between the following hours:

Monday – Saturday between 07:00 – 16:00
Sundays between 09:00 – 13:00

7.5 Revised Rule (Good Neighbourliness)

- Ref 2.15 **Good Neighbourliness**
- Ref 2.15.2 The mechanical maintenance, and the use of power tools, lawnmowers, weed-eaters and the like (electric mowers are preferred), shall only be utilised between the following hours:
 - Monday – Friday between 07:00 – 19:00
 - Saturday 07:00 – 18:00
 - Sundays between 09:00 – 13:00

7.6 New Rule (Good Neighbourliness)

- **Ref 2.XX Contractors Delivering a Regular Service as per a Contract**

Any service provider that has entered into a contract with an owner/resident to deliver a regular service (garden services, pool maintenance etc.) shall deliver the service between the following hours:

- Monday to Friday 07:00 – 18:00
- Saturday, Sunday and Public Holidays Owner/resident to obtain special permission from the Estate office to perform ad-hoc work.

7.7 Existing Rule (Pets)

- **Ref 2.10 Pets**
- Ref 2.10.3 Poultry, wild animals or livestock shall not be allowed within the boundaries of the Estate property. No slaughtering of poultry, wild animals or livestock shall be permitted within the boundaries of the Estate property, regardless of religious customs or traditions.

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7.8 Revised Rule (Pets)

- **Ref 2.10 Pets**
- Ref 2.10.3 Poultry, wild animals or livestock shall not be allowed to be kept as pets within the boundaries of the Estate property.
- Slaughtering of animals need to be within the By-laws of the Ekurhuleni Metropolitan Council (EMC).

The AGM forum **unanimously approved** the amendments noted to the Estate Rules.

Note - Rules are formulated and promulgated with the intention of an **approach of reasonableness being applied** with the application of ALL rules. **Penalties are not summarily issued** - Security breaches and offensive language of Staff are the exception.

*Members, on the purchase of property within the Estate, **enter into a contractual arrangement with the Estate/Company, through which Members agree to abide by the Rules as drafted, and by extension are liable for the conduct of tenants and visitors within the Estate***

8 LEGAL

8.1 Legal Counsel

During the reporting period, the Board has engaged Legal Counsel on three (3) matters, namely:

- Erwen Ownerships (Erven 870/871/809/774/867)
- Debt Collection
- Legal challenges against GEB HOA NPC

Note - Attorney on record Mr. AJ van Rensburg

8.2 Legal Matter between Member and GEB HOA NPC

8.2.1 Context per communique was circulated and the Glen Erasmia Boulevard HOA NPC AGM, Chairperson's Annual Report for the Period May 2017 to April 2018 refers;

8.2.2 'Perpetual Silence' Application High Court of South Africa was applied for by the HOA against the Member concerned;

8.2.3 An arbitration mechanism was also instituted, where The Arbitration Foundation of South Africa appointed Mr. Don Allaway as arbitrator to hear

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the Members' dispute against the HOA. This process followed its course up to and inclusive of to the service of a Statement of Claim by the Member concerned;

8.2.4 Simultaneously with these two processes pending, the Member approached the Community Schemes Ombud Service (CSOS) and filed a dispute resolution request to CSOS relating to the same matter.

8.2.5 Resultant from the intervention of the Members fourth set of legal representation, a settlement was reached whereby the Member contributed (R150,000.00) towards the legal expenses of GEB HOA NPC, and

- withdrew the arbitration case
- withdrew the CSOS dispute resolution case,
- the GEB HOA NPC withdrew the High Court Notice of Motion against said Member.

The result of the above actions brought a long standing and expensive legal matter to a close, concluded successfully in favour of the Home Owners Association.

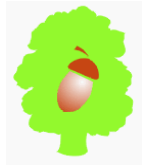
9 AESTHETICS AND GARDENS

The Following points relate to the Aesthetics and Gardens Portfolio efforts to maintain the high standard set within Glen Erasmia Boulevard (Chairpersons' Report reflects the detail).

9.1 An annual **aesthetics** survey of all properties is undertaken (detail in Chairperson's Report); the following are a reminder of the purpose, criteria and results of said assessment:

- Establish a fair/unbiased aesthetics review mechanism in place to track the aesthetics of the Estate;
- To maintain a database for reference purposes;
- To monitor trends and introduce corrective action as required;
- To promote aesthetic awareness amongst Members/Residents;
- To review and re-establish an aesthetic standard for GEB HOA NPC as required;
- Review criteria annually;
- The aesthetics of each property is reviewed as visible from the street side (for certain pan-handle stands, a default rating was given);

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- The assessment includes the house walls/roof, boundary walls, driveways and pavement/garden. A combined rating of these criteria results in the following 'grading' of each property within the Estate:

- **AAA+ grading:** aesthetics is of a high standard;
- **AAA grading:** Good standard with minor visible defects which are considered as acceptable;
- **AA grading:** Significant deterioration is observed; which should be addressed within a reasonable time. Letters to alert Members of the condition(s) may be issued.

The table below reflects the aesthetics 'trend' within our Estate, same which is reflected in the many positive comments received from visitors to the Estate. Members are thanked for the positive contribution to the overall positive aesthetic appeal of Glen Erasmia Boulevard!

Combined Grading	Apr-14	Apr-15	Apr-16	Apr-17	Apr-18
AAA+	183	188	286	279	248
AAA	189	167	56	98	131
AA	41	58	72	37	40
% Grading	Apr-14	Apr-15	Apr-16	Apr-17	Apr-18
Total: AAA+ & AAA	372	355	342	377	379
Total AA	41	58	72	37	40
% AA /Total Qty.	90%	86%	82%	91%	90%

10 GARDENS

The Estate lawns and garden areas are maintained by the Estate Maintenance staff and an outsourced service provider, Garden Creations. As is noted from positive commentary alluded to above, both are doing a sterling job in maintaining the high standards we have become used to.

The Garden Creations contract reached term prior to the AGM and requires renewal. An analysis of service providers, inclusive of the incumbent has been undertaken, with a recommendation to extend the contract with Garden Creations.

The AGM forum **unanimously approved** the extension of the contract with Garden Creations.

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11 MUNICIPAL ENGAGEMENT

11.1 Erwen 870, 871 and 809:

- Meetings are ongoing with Ekurhuleni Metropolitan Council (EMC) with regards the transfer of ownership of these stands. The Council has advised that it must comply to the Municipal Financial Management Act, and in doing so, a legal and commercial process must be followed;
- The GEB HOA NPC needs to apply for a closed tender process to initiate the transfer/sale of the stands noted. The new Board will be tasked to conclude this process.

11.2 Council Relationship:

- Estate Management has good working relationship with key Council Stakeholders;
- The Board is acutely aware of and in continuous contact with the council regarding the loss of water provision/pressure. The AGM forum is reminded that the responsibility to maintain the infrastructure providing water services remains that of the Council;
- Mr. Mngqibisa raised the point that the water pressure of the Estate is too high and requested the Board act with the Council to investigate same;
- Members raised concerns relating to the extended electricity outages; the responsibility remains that of the Council however, as per the water provision situation, Estate Management regularly engages Council officials to expedite service restoration;
- The power boxes within the Estate have been replaced/renewed in certain parts of the Estate;
- Estate Management has periodically called on the EMPD to visit Estate in an effort to enforce compliance to the public road's rules. This has proven to be both positive for the Members/Residents within the Estate, but negative for those found contravening basic rules of the road (fines have been issued).



12 GENERAL

12.1 Fiber To The Home (FTTH) - Context:

- High speed internet access within GEB HOA NPC was approved by previous AGM forum, however same remains incomplete;
- Physical fibre infrastructure installation began during April 2017;
- Marketing day on 5th March 2017 was a great success,
- SisweConnect/Fibred have initiated 'last mile' fibre connection to the Members' homes for those who contracted with same;
- Every Member will receive a payment receipt statement from SisweConnect for payments made for the last mile fibre connection;

12.2 As a result of the lengthy delays in completing the FttH project within the Estate, the Board invited Mr Kirby, a representative of the contractor, to answer Members' questions:

Mr Kirby answered the questions as follows:

- The Investment for GEB will amount to R6 Million;
- The 15th June 2018 will see live tests conducted;
- +- 140 'last mile' installations are complete. A further 100 require completion;
- Kirby apologised on behalf of his firm for the extended delays;
- One member said that the FttH installation at his home was carried out professionally.

It was concluded that the new Board of Directors will take the FttH process forward.

13 OTHER BUSINESS

13.1 Website GLOvent

- GLOvent Portal is to be used for all official Estate communications;
- Taxonomy on the Portal will be corrected.



13.2 Presentation by Dr E Erasmus – Developer of Glen Erasmia Boulevard

Dr. Erasmus was invited by the outgoing Board to present the plans afoot for the areas surrounding Glen Erasmia Boulevard.



- Dr Erasmus advised that the original Transacht Company was rebranded to the Riverfields Group;
- A road 'masterplan' was shown to Members in terms of future development around Glen Erasmia Boulevard. The dotted line represents a Provincial (PWC) Road. The road will be at the bottom of the quarry, about 100m from the Estate;
- All development will be residential orientated for example shopping centres, retirement village and the new Maranatha School;
- None of the land adjacent to Glen Erasmia Boulevard is earmarked for low cost housing, however Dr Erasmus highlighted the Governments' policy of ensuring housing densification when new developments are proposed. He explained that this does not equate to low cost housing, rather high density living areas such as town house complexes and the like;
- In terms of development timelines, we will see some of the adjacent area being developed in 2018, as approvals for same have been granted;

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- Development of the new Maranatha School is anticipated to begin during 2019;
- The proposed shopping centre, outside Glen Eagles Estate on Monument road, is approximately two years from development;
- Mrs J Neto raised the issue of 'land grabs' on Dann Road and the possibility thereof that same may take place on the undeveloped land surrounding Glen Erasmia Boulevard. Dr Erasmus advised that Riverfields was in constant contact with the Ekurhuleni Metropolitan Council (EMC) to ensure development is undertaken in an orderly fashion, and that a strategic security plan is in place to deal with the possibility of any 'land grab' action;
- Mr Mngqibisa raised a point of observation that Ekurhuleni has no control over the 'land grab' situation, specifically referring to the extensive undeveloped land surrounding the Estate. He noted that same is a threat to GEB and the value of properties of owners;
- Dr Erasmus advised that the Riverfields security service, the council and EMPD are aware of this 'threat' and committed that signs detected in regard to land grabbing would be responded to immediately;

13.3 KLEENBIN

- A presentation was provided by Kleenbin, same providing a cleaning service for the new refuse dustbins distributed by the Council;
- The company has been active since 1997, starting in Cape Town, with its main focus being the provision of a cleaning service as indicated;
- Special rates are offered to GEB Members, however the presentation extended an offer to engage the HOA holistically, where the Estate would be contracted directly and collect payments from Members for the bin cleaning services – this was rejected outright by Mr's Campbell and Stoffberg, with general agreement from the AGM forum;
- The AGM forum concluded that Members/Residents could be engaged directly by the company in terms of providing services – the HOA would not contract for the service.

14 2018/19 BOARD MEMBERS ANNOUNCEMENT & ACCEPTANCE

The proposed Board Members' nominations were accepted unanimously by the AGM forum; same were thus elected to serve on the HOA Board. The new Board Members were congratulated by the outgoing Chairperson.

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15 CONCLUSION

The outgoing Chairperson thanked all Board Members for their time and effort in managing the affairs of GEB HOA NPC– all thanked for their year of dedication to Glen Erasmia Boulevard.

Further, a note of compliment to both Messrs'. Owen Muthobeni and Sello Mahowa; their efforts in maintaining the Estate aesthetics and safety of the infrastructure within do not go unnoticed and they are thanked for their commitment.

Similarly, Mrs. Louise Venter is thanked for her service to the Members of the Estate; Louise has settled in well, as evidenced by numerous compliments received from Members' since she took up employment with Glen Erasmia Boulevard HOA NPC. Louise' friendliness and assistance to Member/s requirements do not go unnoticed.

Finally, to our esteemed Estate Manager, Mrs. Greta Bezuidenhout her dedication, perseverance in dealing with difficult situations and the long hours spent at the Estate Office cannot go unmentioned.

The outgoing Chairperson advised he has personally received many a compliment from Members toward the Estate Manager and Estate staff, testament to Greta's leadership and commitment to the Estate. The Board and Members expressed their sincerest appreciation.

Thank You' s

Members
Greta Bezuidenhout
Board Members
MC Admin and Auditors
Fidelity
Kempton Kruijn

The meeting officially closed at 20:45

CHAIRPERSON _____

DATE: _____