

CEO's Corner

We have come to the end of yet another year; it is amazing how time flies, as they say in the classics, when you are having fun. I am sure I speak for every Staff and Board member when I say that the past two and a half years have been some of the most challenging yet exciting in the history of Flower Foundation.

Every business in South Africa, Flower Foundation included, is affected currently by the economic challenges being experienced. Management and the Board are continuously investigating ways for us to operate as effectively as possible to reduce our exposure to influences we have no control over.

As much as Flower Foundation does not trade in flowers. We in the same vein are exposed to the changes of the seasons. The first six months of our financial year are mainly Winter months where the uptake of new residents is generally poor and most of our deaths are recorded during this period of the year. As soon as the Summer months start Flower Foundation starts to blossom.

When we look at our financial numbers, we were able to grow our operating revenue by 5% which means that our occupancies have remained intact over the first six months.

Tenancy right sales are slightly behind, but we are confident that we will be able to recover this in the months that lie ahead.

We have been able to save on our operating expenditure to the value of R5.8 million. This is largely due to delayed maintenance work that will need to be dealt with in the second half of the year as well as savings on staff related costs. We have however spent R500k on diesel to run our generators due to increased load-shedding. Along with load-shedding, service delivery from our municipalities remains a big concern to us on all fronts.

We were able to close the half year on a small shortfall of R58k which compared to our budget is R1.7 million better than what was expected. Compared to the prior year we are R2.9 million better off compared to the same time, last year.



'000	Half Year	Budget	Variance	% Variance	PY YTD	Variance	% Variance
Operating Income	45 446	49 151	(3 705)	-7.5%	43 233	2 213	5.1%
Operating Cost	(54 508)	(60 292)	5 784	9.6%	(52 752)	(1 756)	3.3%
Operating Surplus/(Deficit)	(9 061)	(11 141)	2 079	-18.7%	(9 519)	457	4.8%
Other Income	9 003	9 395	(392)	-4.2%	6 558	2 445	37.3%
Surplus/(Deficit)	(58)	(1 745)	1 687	96.6%	(2 961)	2 903	98.0%

CEO's Corner continued...

We have not been able to fully recover our lost occupancies pre-COVID-19 but we are most definitely moving in the right direction.

The next six months will be focussed on improving the look of some of our facilities along with major maintenance that will take place at others. Some of the projects to name a few, will include the upgrading of the dining and patio areas at Silver Stream which will make it more conducive to hosting functions and activities. The plan is to also revamp the look and feel of Willowbrook to bring it back to its heyday.

We are currently in the process of doing water proofing and other preparation work prior to embarking on the mammoth task of painting the roofs. A decision was made, in line with our strategy to use in-house resources to deal with many of the routine and preventative maintenance that needs to be conducted.

A conscious decision was made to start using technology more, to make us as operationally efficient, cost effective and less dependent on service providers as we can be. This includes looking into solar energy solutions, waste management, freshwater provision as well as off-site security camera monitoring.

We will during the course of the next month, start with the implementation of an upgraded accounting and billing system that has the ability to assist in the analysis of data that will make our planning and budgeting processes even more accurate and effective.

Fortunately, as important as they might be, Flower Foundation Retirement Homes is not just about the numbers. We are well aware that our residents want to have peace of mind with regards to their investment, they also want quality of life, albeit in Independent Living or Care. It is to this end that we have made a very deliberate decision to expand our activities and the quality thereof. We envision our Villages to become hubs that are known for being the backbone of the elderly communities in their areas.

In conclusion, I would like to take this opportunity to thank each and every resident and member of staff for making our organisation the gem that it is. Unfortunately, every year at this time, we are acutely aware of and remember friends and family that are no longer with us. 2022 was no different and Flower Foundation have lost members that have left an indelible mark; let us cherish their memories.

The Board and I, wish you a happy Festive Season and a Blessed and Prosperous New Year.

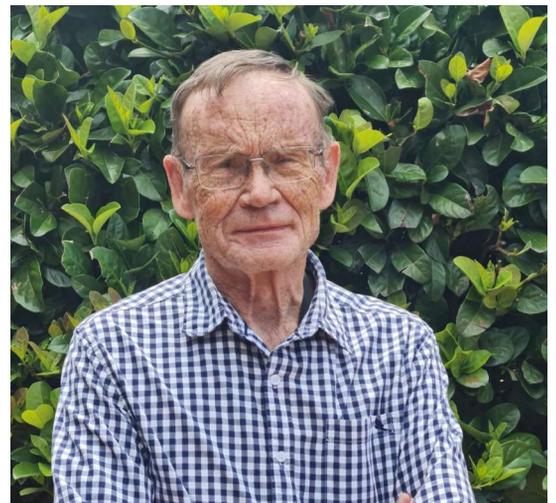
MEET OUR NEWEST MANAGEMENT BOARD MEMBER

Mike Wood was appointed as a Board Member at Flower Foundation's AGM on the 18th of August 2022. Most of his working career was in the Motor Industry in Sales and Marketing. He was the Export Manager for Africa before he retired. Mike is married and blessed with two children and four beautiful granddaughters.

He took early retirement and became a Ward Councillor in the City of Johannesburg. After dedicating ten years to this position, Mike continued to be involved in community projects in the area. His motto is *"we can all make a difference by doing something, no matter how big or small"*.

Mike is very involved in the Air Force Museum at the Swartkops Air Force Base. He is a family man and prioritises spending time with his family.

Welcome to Flower Foundation Mike. We believe your valuable expertise and insights will be welcomed by both staff and residents.



We would like extend our gratitude to **Mr Peter Mason**, the exiting Management Board member who served on the Board since 2019. Mr Mason was co-opted in 2019 and was officially nominated and voted onto the Board in 2020. **Thank you for your valuable input during your tenure.**

THE MORAY FRANZ AWARD

This is the third year that The Moray Franz Award has been handed to a resident for their outstanding service to fellow residents and the organisation. The award was initiated by Mr Gert Coetzee, Flower Foundation CEO, in 2020.

The Award was named after Moray Franz, the founder of Flower Foundation, in 1963. She dedicated her life and time to the elderly after realising that many elderly and frail people needed assistance as they aged. The recipient of the Award in 2022 is Mr Graham Ehrich from Silver Stream Village. The Award was presented at the AGM on the 18th of August 2022.

About Graham Ehrich

Graham is 83 years of age and is blessed with two children, a daughter and a son.

Graham collects stamps and enjoys walking, playing chess, gardening, bird watching and reading.

When Graham left school at the age of 18, he joined the City Council of Johannesburg. His tenure with the Council lasted until he retired. Throughout his 47 years of employment, he worked in various departments.

Graham moved into the Silver Stream Village with his lifelong partner Pearl Turner in October 2009. In 2010 he was elected Assistant Chairman of the Residents Association (RESCO). In 2011 he assumed the role of Chairman of the Residents Association (RESCO); he continued in this role until 2013.

In 2015 Graham was elected again as Chairman of the Residents Association (RESCO) and retired after one year. Graham ran the recycling project for five years before handing it over to another resident in Silver Stream.

Graham initiated the large print Library and had a meeting room built on the property now known as "The Silver Room". He assisted the Village Manager of Silver Stream for two years by overseeing all the gardeners.

Once a month, Graham would go to the Kensington Gardens Village to assist with any problems and maintenance issues the village had.

Graham was also the first resident in Silver Stream to become a Flower Foundation Board Member. He is a valuable asset to Flower Foundation. **Thank you** for all you do for Flower Foundation and its residents.



Flower Foundation celebrates its 60th anniversary next year. We want to hear from you, there are so many stories to tell. Send us a short story of your life and experiences in a Flower Foundation village. Let us share with other senior citizens about The Good Life in Flower Foundation. Send all your stories to Luisa@flower.org.za. We will publish them on social media.

MEET THE FACES BEHIND THE VOICES.

Receptionists are often taken for granted, but they play an important role in any organisation. They are generally the face and the voice of the company. Client experiences start with a phone call or if they come to your place of business, it starts with a greeting and the interaction with the receptionist will determine whether it is a positive or negative experience.

So often we phone an organisation and start imagining what the person behind that voice looks like and in most cases they are completely different to what we imagined. Flower Foundation's receptionist are a force to be reckoned with. Not only are they professional but always greet you with a smile and willingness to assist.

Silver Stream

Meet **Isabel Ernst**; she is the Admin Assistant but also manages the reception at Silver Stream Village and has been with Flower Foundation for seven years. She is blessed with three adult children and an adorable five-year-old grandson. Isabel enjoys reading, knitting and spending time with her family. She is very active in the Retirement space, assisting with Music Quizzes and other events at Silver Stream Village.



Isabel's willingness to assist the residents, cater to their needs, and go the extra mile is why Silver Stream residents love her.

Elm Park

When you walk into Elm Park reception you are welcomed with a smile from **Vanessa Oliphant**.



She was born and raised in Johannesburg and currently lives with her mother and daughter, who is eight years old. Vanessa loves spending time with her family, and in her spare time, she enjoys cooking, baking, shopping, going out and travelling.

She has been working at Elm Park Village for six years. She joined in March 2016, starting as a General Assistant and Receptionist reliever. In October 2016, she was promoted to full-time receptionist. She loves dealing with people, residents and colleagues adore her!

Pioneer House

Simangele Jali, fondly known as "Innocentia" or "Inno", has been with Flower Foundation for thirteen months as receptionist at Pioneer House Care facility. She is a people's person who loves working with people and enjoys the residents' company.

She is family-orientated and shares three beautiful girls with her husband. She enjoys spending time outdoors and likes travelling. Both residents and her colleagues are very fond of Innocentia.



Willowbrook

Stephina Langa first joined Willowbrook in 2001. Prior to that, she was a Police Reservist and was introduced to the then Manager of Willowbrook, Mrs Freemantle, who brought her on board to be the first female Security Officer at Willowbrook.

To enhance her skills, she was sent for training focusing on security. Mrs Tamsin Freemantle provided the support and guidance Stephina needed to succeed in her new role. She remained a Security Officer for four years until 2005 when she was promoted to Receptionist. Her role at Willowbrook is quite diverse as she manages the switchboard, deals with enquiries or queries and assists the residents when required. She has met many new people whilst working at Willowbrook.



Flower Foundation Head Office

When you call Flower Foundation Head Office, you are greeted with a warm and welcoming voice. The person behind this voice is Thando Ngema. She has been with Flower Foundation since January 2022. Before this, she worked as a Life Sales Advisor at an insurance company. She completed her B-Com in Industrial Psychology and will continue her studies in a few years. Right now, she is dedicating her free time to her adorable two-year-old son. She also enjoys reading, playing tennis and doing yoga.



Waverley Gardens Memory Care

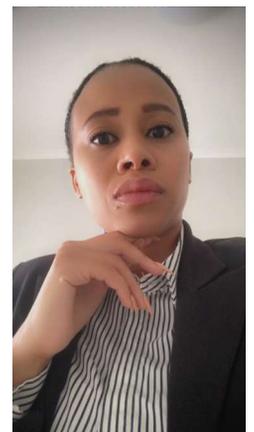
Dorah Molefe is fondly known as “Tshidi” to her colleagues. She has been with Flower Foundation for the past ten years. She is currently a receptionist at Waverley Gardens Memory Care. Tshidi is married and blessed with three sons and a beautiful granddaughter. During her spare time, she enjoys being outdoors with friends and family.



Witpoortjie / Zonneveld

The cheerful greeting you receive when calling Witpoortjie or Zonneveld is from Nokwazi Dzingwa, an ambivert born and raised in Durban, KwaZulu Natal, she moved up to Johannesburg twelve years ago. Nokwazi spent nine years in the Hospitality and Event industry and joined Flower Foundation in July 2022.

She too has been blessed with two gorgeous boys, aged 14 and 5. She has a passion for travelling and trying out new restaurants. When she has free time, she enjoys reading a good book; unfortunately, this does not happen very often, as she is currently studying Industrial Psychology through Unisa.



VILLAGE LIFE

Life is all about having fun, spending time with your loved ones, socialising with friends and enjoying “me time”. We were all deprived of that for two years, so it's no wonder people are making up for the time they lost and our residents in all our villages have been doing just that. During the year, they have enjoyed outings, socialising with other residents, celebrating themed days, and much more. Socialising with friends and family is a natural stress reliever so go ahead and socialise to your hearts content!

PIONEER HOUSE



Sun is shining, weather is sweet, makes you wanna wet your feet.

We made them, now we eat them.

WAVERLEY GARDENS MEMORY CARE



Giving back to the Community

A trip to the wild

ELM PARK



Cancer Walk

Heritage Day

“Life isn't about waiting for the storm to pass ... it's about learning to dance in the rain” - Vivian Greene

VILLAGE LIFE

WITPOORTJIE



Marshmallows and chocolate - tasty combination



Pampering - just what we needed



A trip to the Zoo.

ZONNEVELD



Loadshedding will not stop us from having fun



Spring has sprung, it's nice in the sun



SILVER STREAM



Baking is my therapy



Made with love



WILLOWBROOK



Love Pizza!



A game of cards is always fun



Knit one, pearl one, all for a worthy cause

VILLAGE LIFE

KENSINGTON



What to do during loadshedding? Tell jokes and laugh a little



No better way to celebrate Heritage day, than with friends.



A trip to the Zoo.

MAXHAVEN



Eat and be Merry



DID YOU KNOW?

The financial, physical, and emotional well-being of our Residents will always remain Flower Foundation's highest priority. In line with this, we have put measures in place which will provide some financial relief to our Residents.

- **Discounts on Advanced Levy Payments:** Whether you are in an Independent cottage or in one of our Care Centres, Flower Foundation can provide you with a discount for levies paid in advance.
- **Tenancy Right Retention Discounts:** No Life Right fees are payable when moving from Independent living to any of the Care facilities. When the time comes for you to move from your Independent cottage into one of our Care facilities, the repayment of your Tenancy Right can be transferred directly into your Care Levy account and you will receive a **10% discount** on your monthly levy.
- **Temporary stay in a Care Centre for recovery:** All Flower Foundation residents receive a special rate when it comes to requiring some extra care for a temporary period, the first seven days in recovery are **FREE**.

Village	Contact No.	Care Type	Day 1 - 7	Day 8 - 30	Thereafter
Elm Park	011 476 1014	Frail Care	Free	R790	R880
Silver Stream	011 792 6854	Frail Care	Free	R740	R830
Witpoortjie	011 762 8284	Frail Care	Free	R450	R500
Waverley Gardens Memory Care	011 887 9881	Dementia Care	Free	R850	R950
Pioneer House	011 728 7277	Frail Care	Free	R670	R750

FLOWER FOUNDATION AVAILABLE ACCOMMODATION

Independent Living

MAXHAVEN

1 bedroom cottages from R590 000 levy from R3 856

2 bedroom cottages from R865 000 levy from R5 171

KENSINGTON GARDENS

2 bedroom cottages from R565 000 levy R4 189

1 bedroom cottages R450 000 levy R3 518

Bachelor unit - upstairs from R150 000 levy from R2 995

Bachelor unit - downstairs from R200 000 levy R2 995

WILLOWBROOK VILLAGE

1 bedroom unit from R450 000 levy R27 120

Studio units from R150 000 levy R20 000

Levy includes all meals, laundry, cleaning and shuttle services

Rentals available from R18 000 per month

SILVER STREAM VILLAGE

1 bedroom cottages from R650 000 levy R4 133

2 bedroom cottages from R1 025 000 levy R4 890

2 bedroom chalet from R1 060 000 levy R4 167

WITPOORTJIE VILLAGE

2 bedroom cottages from R590 000 levy R3 708

1 bedroom cottage from R470 000 levy R3 108

1 bedroom (ground floor) apartments
from R280 000 levy R2 935

ZONNEVELD VILLAGE

2 bedroom cottages from R480 000 levy R3 224

1 bedroom cottage from R450 000 levy R3 010

ELM PARK VILLAGE

1 bedroom apartment from R990 000 levy R5 063

Assisted Living

Spacious private rooms with en-suite bathrooms available at:

Pioneer House - Oaklands

Rose Lodge, Elm Park Village - Northcliff

Clivia Care Centre, Witpoortjie Village – Witpoortjie

Willow Lodge, Silver Stream Village – Malanshof

Frail Care

24-hour care in private and shared rooms available at:

Rose Lodge, Elm Park Village – Northcliff

Pioneer House – Oaklands

Willow Lodge, Silver Stream Village – Malanshof

Waverley Gardens Memory Care (Specialised Dementia Care) - Waverley

Clivia Care Centre, Witpoortjie Village – Witpoortjie

Everyone needs a break



Looking after an elderly parent or a loved one at home can give you a sense of fulfilment, but sometimes it can be at the expense of your own well-being.

Flower Foundation offers respite / holiday care for the elderly, be it one day or longer, let us take care of your loved ones while you take a well deserved break.