

FACT SHEET - CONTROLLED LEVY

Frequently asked questions?

- ✓ We advocate peace of mind, what does this actually mean?
- ✓ We are all concerned about forecasting affordability. How can we forecast what our household overheads will be in 10 years' time?
- ✓ What part of the levy is controlled?

The beauty of our Controlled Levy is

We can provide you with some certainty as to the quantum of the annual increases in your levy. The control is, the annual increase in levies shall not exceed CPI, unlike in other Sectional Title Schemes or retirement complexes, levies increase by the actual cost in expenditures paid from the levy.

What certainty?

Eros Manor (Pty) Limited, Operator of the Controlled Levy Scheme, undertakes and is contractually obliged, not to increase your monthly levy by more than the average of the official Consumer Price Index (CPI).

We can share some statistical information of Eros Manor Retirement Village to illustrate has been provided for your interest and understanding of the Controlled Levy Scheme.

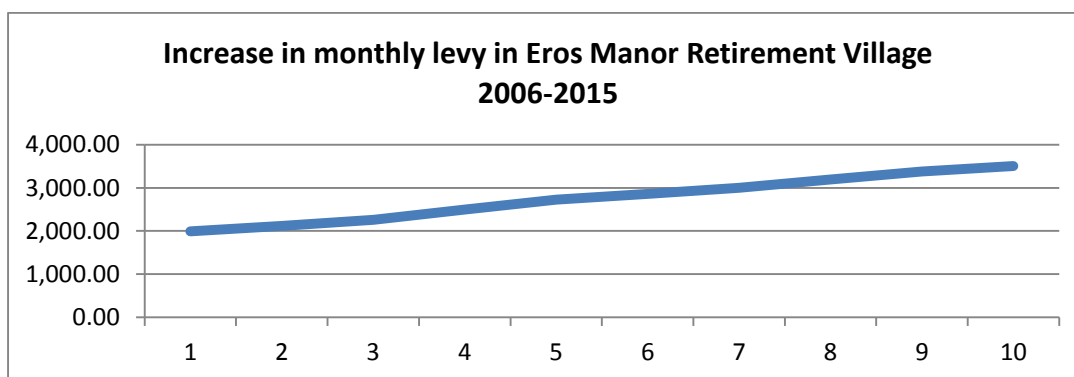
What has this increase been in the last 10 years in Eros Manor Retirement Village?

Year	Annual % Increase
2007	6.10%
2008	6.70%
2009	10.50%
2010	9.20%
2011	4.81%
2012	5.00%
2013	6.60%
2014	5.73%
2015	3.60%

What does this actually mean in Namibian Dollar terms?

The table below attempts to illustrate the affordability of the year on year annual increases which over the years range from N\$121.69 – N\$237.14

Year	History of levies in Eros Manor Retirement Village	CPI	Annual monthly increase
	N\$	%	N\$
2006	1,995.00		
2007	2,116.70	6.10%	121.70
2008	2,258.51	6.70%	141.82
2009	2,495.66	10.50%	237.14
2010	2,725.26	9.20%	229.60
2011	2,856.34	4.81%	131.08
2012	2,999.16	5.00%	142.82
2013	3,197.10	6.60%	197.94
2014	3,380.30	5.73%	183.19
2015	3,501.99	3.60%	121.69



How do these statistics assist me in forecasting levies in EMRLV?

We are not able to predict the CPI but what if we took the average increase for the last 10 years and applied it to the next 10 years?

What if the annual increase in levies is.....

6%

Year	Approx. Entry Levy for <u>Apartments</u> - (NAD)	Annual monthly increase (NAD)	Annual monthly levy if annual CPI is 6% (NAD)
2016	4,500.00	270.00	4,770.00
2017	4,770.00	286.20	5,056.20
2018	5,056.20	303.37	5,359.57
2019	5,359.57	321.57	5,681.15
2020	5,681.15	340.87	6,022.02
2021	6,022.02	361.32	6,383.34
2022	6,383.34	383.00	6,766.34
2023	6,766.34	405.98	7,172.32
2024	7,172.32	430.34	7,602.66
2025	7,602.66	456.16	8,058.81
2026	8,058.81	483.53	8,542.34

Year	Approx. Entry Levy for <u>Houses</u> - (NAD)	Annual monthly increase (NAD)	Annual monthly levy if annual CPI is 6% (NAD)
2016	6,200.00	372.00	6,572.00
2017	6,572.00	394.32	6,966.32
2018	6,966.32	417.98	7,384.30
2019	7,384.30	443.06	7,827.36

2020	7,827.36	469.64	8,297.00
2021	8,297.00	497.82	8,794.82
2022	8,794.82	527.69	9,322.51
2023	9,322.51	559.35	9,881.86
2024	9,881.86	592.91	10,474.77
2025	10,474.77	628.49	11,103.26
2026	11,103.26	666.20	11,769.45

What does my Levy include? Where is the peace of mind in the Controlled Levy Scheme?

There are 3 elements to your levy.

- ✓ ***Sectional Title expenses which are paid in terms of the Sectional Titles Act.***
- ✓ ***Lifestyle expenses which pay for additional and specific services found at Eros Manor Retirement Village.***
- ✓ ***Expenses we refer to as Peace of Mind expenses. These are services and amenities which will give you medical peace of mind.***

Sectional Title ***Expenses paid from the levy*** - Eros Manor Retirement Lifestyle Village is a Body Corporate, Operated by Eros Manor (Pty) Ltd.

Security. A manned access control ensures no unauthorized persons enter the village. Regular foot patrols both during the day and at night. An electric fence secures the boundary wall.

Cost of **Insuring** of all buildings in the village. The cost of insuring the contents of your homes is for your personal account.

Common water and electricity consumed on the common property which is the watering of common gardens and street lighting in the village.

The collections of **household refuse** from your home 3 times a week (Mondays, Wednesdays and Fridays) coincides with our appointed service provider who is currently Rent a Drum. This means no more storing of household refuse for a week at a time and relying on municipal refuse collection which only happens once a week.

Maintenance of the common property. In Sectional Title schemes the outside of the houses and apartments is the responsibility of the Body Corporate to maintain. This responsibility has been delegated to the Eros Manor Retirement Lifestyle Village Maintenance Fund. 8% of the Controlled Fee is paid to this fund for the sole purpose of maintaining and the upkeep of the common property; this includes the painting of the outside of all buildings on a 10-year cycle.

The **upkeep of the common gardens** and mowing of all lawns in Eros Manor Retirement Lifestyle Village. There are few pleasures in life that can be compared with walking in a safe, pleasant, beautiful environment. You will find Residents enjoying the safe walking environment of Eros Manor on most days, whether it is an early morning brisk walk or a leisurely social walk at the end of the day. One can be as sociable as one chooses to be in a retirement village, so how many walks lead to new friendships? I suggest more than we think.

The **Management and administration** of the village includes overseeing the affairs of the village in conjunction with the Board of Trustees. We are your personal concierges. Our administration staff collect levies and pay accounts due in respect of the Services provided and man the Reception Monday to Friday, 08h00-17h00. Any accounts queries can be dealt with on site. There is no need to spend time on lengthy phone calls to a stranger. We advocate the personal touch. The Reception area is a hub of activity where you can book meals, purchase airtime and electricity, collect your morning newspaper and keep up to date with activities and forthcoming events.

Where is the peace of mind in the above? You don't have to do anything, all the sourcing of the best prices and services and engaging outsourced service providers is all done for you. We only engage reputable companies and ensure their workers comply with our security protocols. So, no need to engage with contractors, no fear of dealing with strangers on your property, peace of mind that security will ensure your safe return after a night out, and peace of mind when you go on holiday that your home will be taken care of.

Are there additional services paid for from the Levy? Yes, services we refer to as "lifestyle" services.

Eros Manor (Pty) Ltd, referred to as the Operator, manages the **Club House** and the communal facilities. These facilities form part of common property to the extent they are there for your use and enjoyment. Make these facilities an extension of your home. Should there be a need to accommodate your 30 best friends, no problem, use one of the common rooms and let us arrange the catering. No mess or inconvenience of using your own home.

Activities, such as Rumikub, knitting groups, bible study, birthdays to name a few all take place in the Club House or Common Rooms. Come and choose a book from our library, meet friends for coffee and a light snack in the **Bistro**, or bring your book club friends to enjoy a meal in the restaurant. Our **Restaurant** will offer fine dining where you will be proud to enjoy either a quiet meal or be host to your friends and family.

Our indoor **heated swimming pool and sauna** are a daily destination for many of our Residents. There are those who benefit from the heated water and those who still have the stamina to swim laps. Each to their own.

Our **health gym** will be completed in time for Residents to enjoy the pleasure of the gym being on your doorstep. No need to head off in your car before daybreak to a gym across town. Come at your convenience during the day, and better still get some exercise walking to the Gym.

Our **Beauty Centre** will be a multipurpose facility. Whether it is having your hair done or nails groomed, you will enjoy the convenience of this pamper spot being on your doorstep.

The convenience of onsite facilities and amenities have been highlighted, however if you do have to go to town, we have a **transport service** for which a nominal mileage charge may be levied. Regular routes will be advertised, but should you need to go somewhere that doesn't fit into the regular routes we can arrange a special trip for you, albeit it might attract a separate charge. If you are in need of a carer to accompany you to your appointment, give us sufficient notice so we can arrange this for you. (There will be a nominal charge for the carer's time.)

Are there any more services paid for from the Levy? Yes, services we refer to as "peace of mind" services.

24-hour trained nursing staff are on site in our Health Care Centre.

What does this mean? And what are the benefits?

Paramount Step Down Health Care is staffed with professional nursing personnel, as is Eros Manor Assisted Living Centre. Both of these facilities are on site and both have staff ready to attend to a medical emergency in the village. A medical emergency could be a change in blood pressure which might make one feel dizzy and unwell or a fall just to name a few. In the event of an incident one of our staff will respond, make the Resident comfortable, assess the situation and call both the family and the resident's doctor if necessary. A peace of mind service which does have direct costs, but is actually a **priceless service** as there is no way of determining the value of "peace of mind".

We will be able to accommodate residents in need of frail care and dementia care or, if you need temporary care in your own home, we can arrange home based care. The merit in having all this on site is, in the case of a spouse needing specialist care, they remain geographically close which makes spousal care possible and reduces anxiety for the couple and their family.

Primary Health Care. This is a service provided from our on-site clinic. Dedicated times are set aside to attend to residents, whether you need to have your blood pressure checked, dressings attended to, urine and sugar checks, or simply a little TLC. There is no charge for these consultations, the only extra fee will be for consumables used. If you choose to have this service in your home, there will be a charge for the personal visit, if you are ill or unable to visit the clinic due to your illness, the visit in your home will be free of charge.

We have a **Resident's at risk program**. Your well-being is our priority. Typically, Residents recuperating from an illness or feeling poorly will be considered at risk until they make a recovery. We will visit or phone these Residents to ensure they are indeed on the road to recovery.

Panic Buttons will be available. These are ideally worn around the neck and in the event of a medical emergency or a fall, nursing staff will respond to your emergency.

All of the costs of providing the abovementioned services are paid from your levy, but apart from the tangible services, there are many I am sure you will agree are services which provide **"peace of mind"** which are priceless.

How much more is this going to cost, compared to what I am already spending in suburbia?

Available in Eros Manor Retirement Lifestyle Village		Services not included in the Levy	Sample or estimate of costs you might already be incurring	Check list for you to compare to other facilities or costs in addition to Levies
√	24-hour medical response			
√	Activities			
√	Beauty centre			
√	Bistro with Wi-Fi			
√	Club House and use of communal rooms			
√	Common Electricity		N\$ 500	
√	Common Water		N\$ 100	
√	Dementia Care	√		
√	Engaging with contractors			
√	Frail Care	√		
√	Garden maintenance		N\$ 500	
√	Gym		N\$ 500	
√	Heated swimming pool		N\$ 500	
√	Household Refuse			
√	Insurance		N\$ 500	
√	Maintenance of the exterior of your property		N\$ 1500	
√	Palliative Care	√		
√	Panic buttons for medical emergency			
√	Primary Health Care Clinic		N\$ 500	
√	Professional Management Team			
√	Resident at Risk Program			
√	Respite Care	√		
√	Restaurant			
√	Sauna			
√	Security		N\$ 500	
√	Transport service			
	Estimate		N\$ 5,100	
	Approximate Levy for Houses	N\$ 6,200		
	Approximate Levy for Apartments	N\$ 4,200		

We don't know what you are spending in suburbia, however we have provided you with a checklist / calculator to assist you in comparing the cost of our levy against what you are already paying in suburbia.

The difference going forward is, the increase in our levies has some certainty, the cost of actual costs in suburbia has no certainty.

There are no hidden costs.