



PlumRus
Retirement at its best

ANNUAL **REPORT**

2024 • 2025



Chairman's Report
Wilbur van Niekerk

Chairman's Foreward

It is with heartfelt pride and quiet joy that I present this Annual General Meeting Chairman's Report for the period 1 April 2024 to 31 March 2025. What follows is more than a summary of achievements—it's a reflection of the care, courage, and commitment that define Plumrus.



Plumrus is a home in every sense of the word. A place where both residents and non-residents are supported to experience retirement with dignity, comfort, and purpose. Our values are rooted in Christian Compassion, and it remains our privilege to serve a richly diverse community. In all we've accomplished, we give glory to God.

This year brought its share of challenges. Ageing infrastructure, rising costs, and the strain of load shedding tested our systems and our stamina. Yet through it all, our staff held the line, our management led with integrity, and our governance structures remained strong. I am proud to report that we achieved a financial surplus—an outcome that speaks to careful stewardship and deep commitment to those in our care.



We continued to grow our Plumrus Care Services outreach, extending support to elderly individuals beyond our walls. We invested in essential equipment and maintenance, ensuring that our environment remains safe, functional, and uplifting. These are not just operational wins—they are expressions of love in action.



Our governance remains robust, with transparency and accountability at the heart of every decision. I extend my sincere thanks to our board members for their faithful service, and to our management and staff for their tireless dedication. You are the reason Plumrus continues to thrive.

Looking ahead, we remain focused on our mission and mindful of the realities we face. We have a clear strategy for 2025 and beyond—one that balances sustainability with compassion, and innovation with care. The road may be steep, but our footing is firm.

Thank you for walking this journey with us. Together, we continue to build a place where retirement is not just managed—it's cherished.



Chairman of Board: Wilbur van Niekerk

Operational Report

Health Care



This reporting period has been no different to previous years, when it comes to the challenges faced with maintaining professional/registered health care staff. We have used the services of staff from Allmed Agency to “fill the gaps” temporarily while we recruited staff that will add value to our overall standards of service delivery. We have been fortunate to add to our caring staff compliment which allows the workload to be more evenly distributed within the 5 zones. Sylvia Rezandt heads the team as Operational Head of Health Care.

The turnaround of residents within Health Care for the year under review has been 25. There is a tendency for Residents to arrive at our facility when they are well advanced in their years and physically a lot frailer than before. This often results in their stay with us being much shorter than what we are accustomed to.

Our biggest challenge in Health Care remains Residents falling. The use of our emergency call device - Bell Me, is largely being underutilized by our residents, often due to their cognitive decline. We have standardized the use of harnesses, and sera steadiness mobilization chairs, to prevent potential falls. These preventative measures have also contributed to a decrease in staff on the job injuries and also assists them in quality execution of tasks. A case of working SMARTER, not HARDER.



We continue to focus on training; from ensuring that our Induction programs are of a high standard to on-the-job upskilling of our staff, all elements of training are critical in ensuring that our Residents receive the best Basic Care available. We continued with our partnership with 2Military hospital, allowing our facility to be a practical base for their Nursing students, supervised by our Clinical Nursing staff.

The medicine and nappy administration within Health Care operates efficiently with a dedicated team working tirelessly to ensure that scripts are updated, and medication is received within the required timeframes to ensure that Residents receive the correct medication at the correct times.



PlumRus Care Services (PCS)

We have 121 Residents living in the flats/apartments; 45% of the 121 residents receive Basic Care services. These services include blister packing and administration, one-on-one care. This is largely due to the declining health of our Residents. There is an on-going liaising process between the Residents, their family and the clinical staff to facilitate internal transfers from independent living accommodation to Health Care.



Due to the large percentage of our Residents receiving Basic Care services the department has been restructured to add another level of checks with the appointment of Lenore Jacobs as our flat's supervisor. Lenore's primary role is to be a support function to the PCS Manager;

she monitors the quality of services rendered to our residents who receive one-on-one services and assists the flats carers when and where necessary.

Community - Home Based Care / Respite Care Services

We have 10 active Home Base Care clients. Respite Services can be distinguished between Day Care and Temporary accommodation which varies in numbers. Often our Day Care clients also use the temporary accommodation with the longest stay being 3 weeks. While we have had a few of our clients become permanent Residents at PlumRus over the reporting period, we are fortunate that through our on-going marketing efforts, especially word-of-mouth, we are constantly bringing new clients on-board. Our capacity does not yet allow as to grow our geographical footprint, with many enquiries received falling out of our catchment area.



Compassion Services



We are currently subsidized for 80 Compassion Service members by Department of Social Development (DSD). PlumRus feeds 107 of its members in Lavender Hill/New Hope Church and 25 residents at The Village Old Age Home twice a week. We distributed 13,000 meals for the year excluding additional deliveries of gift packs, clothing, spectacles, nappies, toiletries and blankets.

We are appreciative of the Field Workers in the community who assist us in providing a stimulating activity program to our members. Not only do our members appreciate the meals received but they are also appreciative of the companionship and safe environment created for them to enjoy time away from the everyday challenges they often experience at home.



Catering

The biggest challenge for the catering department is the cost of food items, but this does not stop our chefs from providing our residents with the best quality meals in town. Our 7 week menu was once again approved and signed off by our dietician, Alida Muller.

To ensure tighter stock controls within the department Craig Freeman as had his portfolio extended to include stock control within the kitchen, as reported under the Coffee Shop review.



The kitchen provides the following meals and snacks daily:

- Breakfast – 130 residents
- Morning tea snacks for all healthcare residents
- Lunch – 240 residents
- Afternoon tea snacks for all healthcare residents
- Dinner – 130 residents
- Tuesdays and Thursdays additional community meals – 105 meals per day

Whether it's our monthly bring and braai, a youtube entertainment evening or an outing to the West Coast, it is always a great privilege and honour for us to spoil our residents with the tastiest snacks and drinks. We cook every dish no matter how big or small, with pride because you never know when it is the last meal.

We can surely say our Residents look so good, because they eat so good!



Cleaning/Laundry



A team within PlumRus that displays our philosophy of dovetailing to perfection. No task is too much effort for any of their members to reach out and assist, with a healthy dose of kindness and compassion.

Their execution of standards and processes within this department has been further enabled with the appointment of Praxia Petersen and Gladys Gordon as supervisors to Rossilyn, the Cleaning and Laundry Manager, focusing on cross contamination controls and supervising the quality of domestic and facility cleaning duties.



The acquisition of three new Speed Queen dryers has assisted the team tremendously in meeting and often surpassing the laundry turnaround times. Visitors to our facility often compliment the cleanliness of our public areas, which is largely thanks to the work of this team.



Stimulation & Activities

Over the past year, our Residents' stimulation / activity program has been doing very well. Residents are kept physically and cognitively active through the variety of activities on offer. Our social activities such as the Morning Market, Bring & Braai, YouTube Evenings and monthly outings continue to be firm favourites amongst our residents.



Our spiritual program will remain the foundation of our activity calendar. Our services, while not denomination focused, allows for residents to worship in their language of preference. We have enjoyed the sharing of The Word by a selection of preachers; Dr. Chris Saayman, Dr. Raymond Lombard, Ps. Craig Kube, not forgetting Dr. Allie V/D Westhuyzen and Ds. Francois

Human. Sharing in our Testimony and Worship

services we were blessed with the sharing from people like Tracey Carter, Teneale Meaker and not forgetting our own Residents and staff. Grace Family church brought the Christmas spirit to PlumRus with beautiful caroling.





Our monthly craft sessions in Health Care continue with much enthusiasm and participation. Our appreciation to the family members who offer their time to facilitate these sessions. Monthly outings are the highlight for many residents who would otherwise not visit many of the facilities we have accessed over the last year. Visits to The Giraffe House were by far the most popular.

We use various vehicles of communication (whatsapp messages, lunchtime big screen notices, Resident memos, emails to families, notice boards, PA system and monthly newsletter) to keep our community proactively informed about daily activities, adhoc emergencies as well as special events.



Building Maintenance

The Building and Maintenance team has undergone a few personnel changes, but this has not affected the quality of work produced, in fact the team has shown a collective work ethic of urgency and consistency in their tasks. Maintenance emergencies related to water and electricity continues to be prioritized.

The following is an overview of projects completed and those still in progress at the time of this report being compiled.

- Mountain View Building weather facing side, walls were repaired and painted.
- North Building weather facing side, walls were repaired and painted.
- Crack repairs and painting of the East Building walls were done.
- Upgrade of the Men's public toilet.
- We had vinyl flooring installed in the Stokoei lounge (Zone 5), Annex (Lodge) & Staff entrances.
- The conversion of the bathroom to shower in the Lodge.
- Electrical compliance of the East and West buildings.
- Drilling of a new borehole and irrigation system.
- Replacing of popped tiles in the North building.
- Noise pollution compliance of our generators.
- Spill-off or containment walls for our generators to prevent pollution.
- Painting/touch up of all public areas including North and Mountain view buildings.
- Stone beds surrounding facility.
- On-going waterproofing work.



As a standard rule, all maintenance, building and garden related concerns amongst other complaints or concerns, must be reported at Reception (Ext. 1000/1001). Failing to comply with this rule will result in a delay in service delivery. Our proactive maintenance and painting teams continue to ensure that nothing is broken at Plumrus! Our mission is to ensure that our Residents can enjoy their retirement while we ensure that they live in a safe and homely environment. On-going maintenance to our aging facility will continuously place a strain on our budget but is critical to our long-term sustainability. Projects are carefully planned and prioritized to enable us to achieve the most effective long-term outcomes.

Riskman, Reception, Gardening & Transport

Our team is managed by Mervyn with Clayton appointed as his assistant. The Kwagga team has Lucille as their receptionist and Edwina (Day) and Gary (Night) as the Risk Officers, while the Zebra team has Agnes on Reception duties and Mustaqeem (Day) and Dhafier (Night) performing the Risk Officer's role.

The Risk Management team's main objective is to identify, reduce and prevent undesirable incidents or outcomes associated with the safety and security of all our residents, staff and all visitors to our facility. They are constantly working around the implementation and execution of standards and procedures that not only comply with Health & Safety requirements, but will also ensure that everyone whether living, working or visiting PlumRus will have a happy, safe and secure experience.

During this reporting period we introduced our weekly standards Quality Audit checks, which is facilitated by the Risk team in co-ordination with the General Manager and relevant HOD. This has added another layer of team collaboration which has contributed to the general improvement of our standards over the latter part of the year.



Challenges we faced and continue to experience are adhoc unplanned maintenance done by the City of Cape Town in the surrounding areas that cause disruption to our electricity and water supply. Blocked sewage and burst water pipes in the surrounding areas of Plumstead/Constantia/Diep River, is unfortunately a frequent occurrence. Combating ants, rodents and cockroaches in and around our buildings is always an unpleasant reality and challenge. We make every effort to communicate the need for everyone; our residents, staff and visitors to be more safety and security conscious. Safety and security is everyone's responsibility.



Our Gardeners, Eric and Nolan, main focus is to keep PlumRus clean inside and outside. They are challenged by the unwelcomed visits from the guineafowls and moles. A new bi-monthly continuous cycle gardening schedule has been introduced and together with the irrigation and bins programs are starting to produce positive results.

Our "Bell Me" Nurse call system, access control system, fire detection system, PA announcement system, water pressure measuring system, hot water monitoring system, CCTV system, telephone system are stable and under control. All legislative compliance requirements are timeously reviewed and up to date.

Marketing & Communications

The Communications and Marketing business unit of PlumRus has seen overall strategic and operational growth during the 2024/2025 financial year. The support received through our industry based advisory committee members/partners, (Big Beard, Miaraka and BCreative) who collectively share their expertise, goes a long way in accounting for goals that have been met through minimum financial input and human capacity investment.

Together with the assistance of Big Beard's Intern Program, we launched a very successful Social Media Campaign ensuring that our platforms (Facebook, Instagram, YouTube, LinkedIn) remained relevant and kept our followers interactive, thereby growing our footprint.



Our success with Google marketing is largely attributed to the expert oversight we receive from our industry partner, Miaraka. Staying abreast of technology is not for the faint-hearted, which is why we value our collaboration.

The growth of PlumRus Care Services: Respite, is testament to the collective team effort of service delivery which clients receive/experience when visiting our facility. Day Care clients convert their services to Temporary Accommodation and Temporary Accommodation clients are returning as repeat clients.



The PlumRus brand is widely recognizable and valued in both the Residency for Seniors and the Home-Based Care markets. A brand that we are proud of and which we need to continuously work at to ensure that standards of best practice are maintained. The launch of our Internal Marketing Campaign at the beginning of our new financial year will go a long way in assisting us in protecting and further strengthening our brand.

Coffee Shop

The Coffee Shop has grown and become a staple to both the Plumrus Community of Residents, Staff, Families and Friends as well as the surrounding community. Our prices have remained competitive, with our weekly specials being a much sort after offering, as it balances good quality with affordability. Our customer base continues to grow, but not without challenges, as with any business. Our relationship



with Constantiaberg Medi Clinic and PKF Accountants has remained constant with us becoming their daily and weekly "lunch spot". Our staff continue to benefit from a variety of convenience items that we provide, making life a little easier for them.



New stock control measures and procedures have been put into place with positive results being achieved. Staff restructuring has been implemented during the last few months with the appointment of Janine Ficks as the shop supervisor. Her primary duty is as a support function to the manager, service delivery and stock control.

Customer smiles make all our efforts worthwhile!



Financial Report

2025 Financial Report

	2025	2024
• Income	R 35,741,999	R 31,974,203
• Expenses	R 34,846,237	R 29,549,095
• Surplus Achieved	R 895,762	R 711,407
• Cash Flow	R 615,919	R 658,580
• Cash Reserves	R 3,734,227	R 1,969,994
• Liquidity Ratio	2.357	1.548
• Solvency Ratio	4.374	2.727

Auditors: TDP Chartered Accountants SA



Current Financial Year

April 2025 – June 2025

- **Financial:** April-June 2025 achieved break even after transfers to reserves
- **Strategy:** 80:20 ratio residential currently stagnant with diminishing returns; will hopefully improve towards end March 2026.
Coffee Shop revenue comparable with previous year record sales
PCS (PlumRus Care Services) marketing re-strategizing kicked off
PCS remains major contributor to revenue
- **Projects:** New borehole almost completed
Electrical compliance old buildings completed
Sound- & spill off compliance generators in progress
Various outside building repair projects in progress
Various waterproofing projects in progress
Other smaller projects in planning resources dependant
- **Challenges:** Continuous expensive equipment breakages
Detrimental ZA economic & foreign policies
Funding of old building lift

Bestuurstrukture

In ooreenstemming met Badisa-vereistes en ter vervulling van wetlike bepalings om bejaardes te beskerm, is ons bestuurstrukture in plek vir besluitneming en aanspreeklikheid. Inwoners, bestuur en gemeenskapslede is verteenwoordig op die hoofraad en die drie direksiesubkomitees van Finansies, Bemaking en Kommunikasie, en Inwonerskomitee.

Board of Control & Management

Chairperson

Mr. W van Niekerk

Occupation – Commissioner CCMA

Member

Mr. D Rossouw

Occupation – Attorney

Member

Ds. Francois Human

Occupation – Minister

Member – Resident

Mr. J Pillay

Occupation – Retired

Member - Resident

Mrs. V Salzwedel

Occupation – Retired

Member – Resident

Mrs. H Meihuizen

Occupation – Retired

Member - Resident

Mrs. G Dickson

Occupation – Retired

Member – Resident

Mrs. M Knuppel

Occupation – Retired

Member

Mr. Chris Schutte

General Manager

Vice Chairperson

Mr. F Boonzaaier

Occupation – Accountant

Member

Ms. L De Bruyns

Occupation – Business

Member

Dr. Albertus V/D Westhuyzen

Occupation – Minister

Member – Resident

Mr. N Bjorkman

Occupation - Retired

Member - Resident

Mrs. H Clarke

Occupation - Retired

Member - Resident

Mrs. D Slabbert

Occupation – Retired

Member - Resident

Mrs. P Goldman

Occupation - Retired

Member - Resident

Mr. L Ellis

Occupation – Business

Board of PlumRus



Mr Wilbur Van Niekerk
Chairman: Board



Mr Frans Boonzaaier
Chairman: Finance Comm



Mr Joey Pillay
Chairman: Res Comm



Mr Chris Schutte
Manager: PlumRus



DS Francois Human



Mrs Gaynor Dickson



Mrs Dianne Slabbert



Mr Dania Rossouw



DS Allie V/D Westhuyzen



Mrs Heather Clarke



Mrs Lesley De Bruyn



Mr Leon Ellis



Mrs Marie Knuppel



Mrs Verena Salzwedel



Mr Pat Goldman



Mr Niel Bjorkman



Mrs Hazel Meihuizen

Broad Management Team



Mr. Chris Schutte
General Manager



Mrs. Cindy Schoeman
Financial Manager



Mrs. Sylvia Rezandt
Health Care Manager



Mr. Mervyn Vermeulen
Risk & Access Manager



Mrs. Rhodene Koense
PlumRus Care Services Manager



Ms. Leeshay Philander
Care Service Admin Assistant



Mrs. Belinda Van Niekerk
Comms & Marketing Manager



Mr. Clayton Felix
Risk & Access Manager 21B



Mr. Craig Freeman
Coffee Shop Manager



Ms. Miche Philander
Financial & HR Assistant



Mrs. Nikita Barry
Resident Selection & Allocation



Mrs. Charlene Heiberg
Catering Manager



Ms. Portia Sam
UCNW, S&A, IHMS Assistant



Mrs. Divine Mitchell
Medicine Administration Manager



Ms. Lindsay George
Nappy Administrator



Mrs. Rossilyn Brown
Cleaning & Laundry Manager

Staff - 10 Year Club



Mandy Williams
CCL



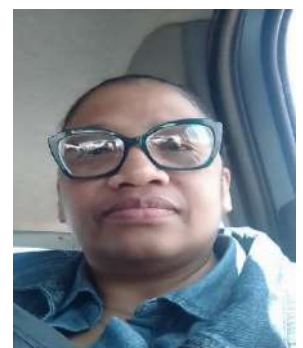
Jazreel Manuel
CCL



Lenore Jacobs
PCS



Rossilyn Brown
CCL



Ursula Manual
Health Care

Badisa



PlumRus
Retirement at its best



Making a life-giving difference