



PlumRus
Retirement at its best



2025 | 2026

ANNUAL REPORT

Chairman's Report

| Wilbur van Niekerk

Chairman's Overview

It is my privilege to present this report on behalf of the Board. The reports that follow set out in detail what each department has achieved over the past year. My aim here is to introduce that story, and to thank the people who made it possible.

This has been a year of change and strengthening as we continue towards attaining our Vision 2030 strategy of sustainability. We welcomed new staff and new residents, and we said goodbye to residents who passed away during the year. We remember each of them with respect.



PlumRus never sleeps. It is a 24/7 business with one purpose: caring for the elderly people we have the privilege to serve, whose care has been entrusted to us. Our financial planning, controls and reserves are strong, and we have exceptional management and staff. It all comes down to our core purpose: Christian Compassion.



A wise man once told me that if you want to experience the spirit of an organisation, just take a walk through it. At PlumRus, you will find a peaceful spirit, excellence, loving care, smiles, diligence, well maintained grounds and buildings, and a feeling of safety.

Health Care remained at the centre of our work, with a strong focus on basic care, training, falls prevention and a new Trainer Controller role, alongside steady growth in our Home-Based Care, Respite, Day Care and Compassion Services. Our Stimulation programme kept PlumRus full of life, from church services and live entertainment to outings, gym, bridge and the puzzle corner.

Building and Maintenance, Risk, Reception, Transport and Gardening kept our home safe, secure and well presented, with weekly standards audits lifting cleanliness across the property and several capital projects completed. Catering served around 500 meals a day without compromising on quality, while Cleaning, Laundry and UCNW kept PlumRus clean, connected and running smoothly. The Protea Coffee Shop strengthened its place as a community anchor, and our Marketing and Communications work sharpened our brand and told the PlumRus story.

The market around us is changing too. The average age of new residents joining PlumRus continues to rise, and this is prompting us to relook at our services to make sure they match the need. Staying flexible and adaptable is essential if we want to keep meeting the needs of our residents as this trend continues.





There is more to come. The Coffee Shop expansion, a new lift, further development of our Respite Facilities, and the new Pétanque Court are among the projects ahead. None of this happens without people. My thanks go to our General Manager and every Head of Department, to every member of staff, and to our volunteers and community partners. To the families of our residents, thank you for your trust, and to our residents, thank you for being the reason we do this work.

We are very grateful for what we have. Thanks to all who have joined us on this journey. Congratulations to everyone at PlumRus on what has been achieved in the 2025-2026 financial year.

Warm regards,

Wilbur van Niekerk
Chairman of the Board



Special Appreciation to Banie Stafford

Banie Stafford served on the PlumRus Board for 8 years before stepping down in September 2025. The Board places on record its sincere thanks for all he gave to PlumRus over that time. As Chairman of the Marketing & Communications Committee, he gave freely of his time and expertise, often on a pro bono basis, and his steady leadership and professional insight helped strengthen the very identity of the Home.



Banie's influence will be felt at every level of PlumRus for a long time to come. From the PlumRus website to the internal marketing campaign he initiated, he brought clarity and creativity to our brand. The floating trophy he donated for the annual PlumRus Golf Day remains a valued symbol of that event.

We will miss Banie's valuable ability to speak frankly and from the heart, and to be the conscience and voice of reason in many of the decisions the Board made together. His interaction with staff was, and remains, marked by respect and encouragement, and it has left a lasting impression. Banie is held in high regard, and remains warmly thought of by all at PlumRus.

Banie's connection to PlumRus runs deeper still: both his parents lived here, and he brought that same personal care into his years on the Board. His stepping down is not a goodbye. He remains connected to PlumRus and part of our family. Banie's contribution is, and will remain, part of Plumrus' ongoing story.

Operational Report

Health Care

Let me briefly touch on our Health Care department, because this is, of course, one of the most important areas of what we do at PlumRus.

It has been a year of change and strengthening within the department. We have welcomed new staff, created new opportunities for career development, and introduced roles such as Trainer Controller to strengthen our systems and standards.

We welcomed 35 residents into Health Care, while sadly saying goodbye to 43 residents during the year.

Falls prevention remains one of our key challenges, and we continue to focus on regular rounds, particularly for residents identified as being at higher risk. We have the equipment in place; the focus now is on consistent monitoring, communication and preventative care.

Staff training and development has also remained a priority, with monthly refresher training and improved reporting and communication with families. Our training has been built around six pillars of basic care – good nutrition and hydration, preventing common health problems (such as UTIs), correct medication administration, cleanliness and hygiene, stimulation and activities, and perhaps most importantly, observation and communication.



We are already seeing improvements in basic care and adherence to daily routines, which is encouraging. But, as we all know, caring for people is not a one-size fits all exercise. Every resident is different, and their needs change; we have to be adjustable within our standards guidelines.



So, while Health Care has certainly had its challenges this year, I believe we are putting the right people and processes in place to provide safer, more consistent and compassionate care for our residents.

Medication Administration

Medication administration is an important part of the care we provide throughout PlumRus, and getting it right is essential to ensuring that our residents receive the correct medication, at the correct time and in the correct way.

With the growth of our Day Care and Respite services, the demand for blister packs has increased considerably. We are also continuing to improve the timely arrival of prescriptions and medication, with encouraging progress and fewer delays.

Most importantly, our staff recognize that medication is more than an administrative task – it is an important part of each resident's wellbeing and safety. I pause to acknowledge the addition of Melissa Paulse and Kelly-Lee Beharillal to the team. Their care, attention to detail and commitment to following the correct procedures make

an important contribution to the quality of care we provide. Every medication carefully checked, correctly prepared and administered on time is another way we care for our residents with dignity, safety and compassion.

PlumRus Care Services

And then there is PlumRus Care Services – an area that has really grown over the past year and is increasingly reaching beyond our own walls into the wider community.



Within our flats, we currently support 123 residents, with around 61% receiving some form of basic care assistance. As residents' needs change, we are gradually introducing Assisted Living services into the East living area, allowing us to respond to those changing needs while helping residents remain as independent as possible.

Outside of PlumRus, our Home-Based Care, Respite and Day Care services have also continued to grow. Perhaps most encouraging has been the increase in enquiries, particularly through word of mouth – which is always one of the best compliments a service can receive.

Our Compassion Services remain an important part of the PlumRus story. We currently support 80 members through our DSD-funded programme and provide 85 meals every week to seniors from Lavender Hill/Retreat at New Hope Church. Alongside meeting practical needs, we have also created opportunities for fellowship and enjoyment through wellness days, arts and crafts, movie days and special celebrations.



What perhaps stands out most is the feedback we receive from the seniors themselves. Their appreciation for the meals, the deliveries, the books, the blankets and simply knowing that someone cares remind us that these services are about much more than numbers.

So, when we look at PlumRus Care Services, I think we can be proud of the growth we have achieved. But more importantly, we can be proud of the people we are reaching and the difference we are making in their lives.

The numbers tell us that the service is growing. The stories tell us why it matters.



Stimulation Activities



One of our pillars of Basic Care and what brings PlumRus to life – our Stimulation programme.

Looking back over the year, it has been wonderful to see how residents have embraced the many activities on offer. From Church Services, Live Entertainment, Bring & Braais and Outings to Gym Trim, Bridge, Table Tennis, Arts and Crafts and our ever-popular Puzzle Corner – there really is something for everyone.

Our live entertainment remains a firm favourite, and our artists (Philip Moolman, James & Monique, Granville Michaels, Tygerberg Male Choir, etc) have certainly kept us entertained. These occasions are about much more than the music; they give residents, families and staff an opportunity to get together, relax and simply have some fun.

Our Friday One Hour for Jesus services have also grown in attendance, with the introduction of Ps. Paddy Venner adding another dimension to our programme. Our Women's Month services were particularly special, with guests and staff sharing their faith through testimony, music, dance and worship.



Our outings have also gone from strength to strength, with improved transport arrangements allowing more residents to participate. The Tea in the Garden at Durbanville Garden was a particular highlight and left many residents feeling thoroughly spoilt!

But perhaps the most important lesson from the year is that residents don't always need a big event. They love seeing staff singing and dancing with them, taking a walk or simply sitting down for a chat and a good laugh. So, when we talk about stimulation, we're really talking about connection, purpose and enjoyment.

And I think we can safely say that our residents have kept us on our toes this year – and long may that continue!

Flowers to the team behind the scenes; our staff, families, volunteers and community partners who help make these activities possible. Most importantly, thank you to our residents for continuing to participate with such enthusiasm.

Our goal remains simple: **to keep our residents active, engaged, connected and, above all, happy.**



Building & Maintenance

Turning to Building and Maintenance – this is one of those departments where, if they are doing their job properly, we probably don't notice them too much!

The team has had a very busy year, working closely with Risk and our General Manager, Chris, to prioritise repairs and emergencies, with water and electricity naturally taking top priority.



A number of important projects were completed during the year, including the electrical compliance of our East and West buildings, the second borehole and upgraded irrigation system, improvements to our generator enclosures and pollution containment, garage repairs and painting,

and the installation of new extractor fans on the roof of the North building.



We have also continued with the ongoing painting and crack-repair programme on the East and West outside walls, which is being done in phases. It is a time-consuming process because the cracks need to be properly treated before painting, but the aim is to prevent bigger problems further down the line. Other improvements included air-conditioning in the Stokoei Lounge, maintenance to our steel window frames, tree trimming and ongoing tile replacement in the North Building.

The philosophy of the team is very simple: keep PlumRus safe, well maintained and feeling like home, so that our residents can enjoy their retirement without having to worry about what's happening behind the scenes.

And just a reminder to everyone – if you spot something that needs attention, please report it at Reception. That helps the team prioritise the work and ensures that nothing falls through the cracks – quite literally!

Risk, Reception, Transport & Gardening

This is quite a broad portfolio, covering everything from the safety and security of our residents, staff and visitors 24-7, to reception, transport and keeping our gardens looking presentable.

One of the positive developments this year has been the introduction of weekly standards and quality audits across all departments. Mervyn and Clayton, together with Chris and the various Heads of Department, have



been keeping a close eye on our standards, and we have seen a noticeable improvement in the general cleanliness and neatness of PlumRus.



A new gardening schedule has been implemented, and we are seeing an improvement in our lawns, flower beds and walkways.

Our vehicles remain in good condition, and our compliance requirements, including generators and electrical systems, have been kept up to date.

Safety remains a priority. Our Health and Safety Committee meets quarterly, and the staff fire and evacuation drill in November was an important exercise in making sure that we are prepared in the case of any emergency/evacuation.

Of course, we have had our challenges – particularly the interruptions to water and electricity caused by issues in the surrounding areas, City related. We have also had to remind staff about the importance of following PlumRus protocols, including quiet times, designated smoking areas, accepting gifts and keeping staff areas clean and tidy.

Overall, this is a team that works very much behind the scenes, but their contribution is essential to making PlumRus a safe, secure, orderly and welcoming place for everyone.

Catering



And then, of course, there is Catering – because at PlumRus, we all know that our Residents look so good because they eat so good!

Our Catering team has had another busy year. We had to replace three major kitchen appliances – the dishwasher, tilting pan and oven – at a cost of around R290,000, and we also had to replenish crockery and cutlery due to the inevitable breakages that come with catering on a large scale.



And what a scale it is! In any given day the kitchen produces around 130 breakfasts, 240 lunches and 130 dinners, along with snacks for our Health Care residents. On Tuesdays and Thursdays, an additional 85 meals are prepared for our seniors in the community (see PCS report above).

Like everyone, the kitchen has had to contend with rising food costs and inflation, but despite these pressures, our chefs continue to provide good-quality, nutritious meals – and, let's be honest, those bigger portions certainly don't seem to be going out of fashion! Whether it is an ordinary weekday meal, a Bring & Braai, a YouTube evening or catering for an outing, our Catering team takes pride in what they do.

There is a wonderful philosophy behind it: every meal is prepared with care, because you never know when it might be someone's "last supper". And I think that says everything about the heart behind our Catering Department.



Cleaning & Laundry

Moving on to Cleaning and Laundry – another department that perhaps only gets noticed when something isn't clean or your laundry hasn't arrived!

Our Cleaning team has worked hard throughout the year to maintain the standards we have come to expect at PlumRus. External window cleaning was successfully completed, pest control has continued on a regular basis (we have recently contracted to increase the frequency of pest control within the kitchen and coffee shop), and our floors receive scheduled deep cleaning and maintenance throughout the year.



As change is life's one guarantee, we adapt to the changes within our environment as they happen. We encourage staff development and movement which sometimes necessitates internal transfers or simply recognizing specialized skills which is rewarded with promotions.

On the equipment side, we are gradually replacing older cleaning equipment with more suitable industrial models.

The laundry has also seen some important upgrades which will give us greater capacity and reliability. A new tumble dryer was installed, several household washing machines were replaced with an industrial Speed Queen machine, and new irons were purchased.

Behind all of this is a simple goal: to keep PlumRus clean, hygienic, safe and homely – and to make sure our residents can feel proud of the environment they call home.

UCNW (Universal Communication Network)

And then, keeping everything connected and running behind the scenes, we have UCNW.

The focus this year has been very much on upgrading our technology and equipment. All the cell phones used by our nurses'/care team for MFiles and communication with Riskman have been replaced, giving the team more reliable and upgraded tools.





Our access cards, gate remotes and Bellme panic buttons continue to be regularly audited and tested, because when it comes to security and emergency communication, we don't want to leave anything to chance.

We have, of course, had a few challenges along the way. Cape Town's weather decided to test our DSTV system, resulting in some damaged equipment and even a dish that was bent by strong winds! Thankfully, these issues were resolved successfully.

Our Wi-Fi also proved to be a little unreliable, particularly in the East building, so we have invested in a new fibre line to improve connectivity.

And finally, our hall sound system has been replaced and upgraded, giving us a much easier and more reliable system for all those events, meetings and entertainment sessions we enjoy at PlumRus.

So, while much of what UCNW does may happen quietly in the background, keeping us connected, secure and technologically up to date is a vital part of keeping PlumRus running smoothly.

Protea Coffee Shop

Over the past operational year, the coffee shop has solidified its position as a cherished cornerstone in our PlumRus community and the broader public.

By keeping our prices competitive and our atmosphere warm and welcoming, the Coffee Shop has continued to be a popular meeting place for residents and visitors, contributing to its positive financial performance.



What Protea Coffee Shop means to our patrons

- A Community Anchor: A warm, inclusive gathering place where our residents, families and our outside community meet and connections are made.
- A popular spot where we host birthday parties and memorials providing a safe, warm space.
- Our popular weekly specials attract people from all walks of life.
- We have kept our long-standing relationships with PKF accountants and Medi Clinic as their daily and weekly breakfast or lunch spot.
- Our PlumRus staff and colleagues: It provides an essential service through our range of convenience items.



Our internal and external marketing strategies have been playing a major role in our mission to reach a wider clientele, including platforms such as Pensioners Forum and Pensioners Payless.

We look forward to serving up; more cups of coffee, more burgers, more cakes, and most importantly more smiles and friendships!

Marketing & Communications

And then we come to Marketing and Communications – the department responsible for making sure that, when people hear the name PlumRus, they know who we are and what we stand for!

Looking back over the year, I think we can say that this portfolio has moved forward steadily. Perhaps not always in giant leaps, but certainly through a lot of work behind the scenes to strengthen our brand, increase awareness and improve the way we communicate.



One of the highlights was our partnership with Big Beard Interns, which gave us a wonderful library of professional photographs and video content, created by a younger eye. More importantly, it helped us tell the PlumRus story – not just about our facilities and services, but about the people who make PlumRus what it is.

PlumRus Care Services has also shown encouraging growth, with referrals, returning clients and increased demand for respite accommodation. The refurbishment of the Respite Facility has been particularly well received. As just reported the upward trajectory of the Coffee Shop can also be attributed to our continuous marketing efforts.

And then there is our new signage project, which has made a real difference. It has given PlumRus a fresh, professional and much more consistent look throughout the property.

Internally, we have also recognized that marketing isn't only about what the outside world sees. It is about the experience of our residents, families and staff. Management workshops, Finesse training, our spiritual programme and Trauma Share have all contributed to strengthening our internal culture.

Our PlumRus News has evolved too. It is now not only about sharing news and activities, but also an important tool for keeping everyone informed about standards, procedures and what is happening across our community.



Our website upgrade project will give our platform a fresh look and stronger content as we navigate an increasingly digital – and increasingly AI-driven – world.

Marketing is never really “finished”. It is an ongoing story of who we are, how we present ourselves and, most importantly, how people experience PlumRus. **And I think we have a pretty good story to tell!**

Financial Report

2026 Financial Report

	2026	2025
• Income:	R37,474,751	R35,219,392
• Expenses:	R39,576,418	R33,640,495
• Surplus achieved:	(R2,101,667)	R 1,578,897
• Cash Flow:	(R 100,155)	R 615,919
• Reserves:	R 8,982,494	R 5,999,825
• Liquidity Ratio:	1.58	1.43
• Solvency Ratio:	6.24	4.40

Auditors: TDP Chartered Accountants SA



Current Financial year April 2026 – June 2026

- **Financial:** April-June 2026 achieved surplus of R609,629 after transfer to reserves
- **Strategy:** 2030's strategy to achieve an 80:20 residential ratio has progressed to 70:30 from 54:46 three years ago. Coffee Shop revenue has increased on average with 15% month to month from end March 2026. PCS revenue has increased on average with 19% month to month compared to the same period during 2025, and around 11% compared to the previous quarter.
- **Projects:** In process: East Lift, Access Control, Kitchen Equipment Upgrades. Outstanding: New Vehicle, Pétanque Court. Future: Coffee Shop Upgrade, Respite Units Expansion.
- **Challenges:** Changing resident profile & expanded service delivery provision, costs of upgrading buildings & equipment.

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

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

Mr. L Ellis

Occupation - Business

Member

Mr. Chris Schutte

General Manager

Board of PlumRus



Mr Wilbur Van Niekerk
Chairman: Board



Mr Frans Boonzaier
Chairman: Finance Comm



Mr Joey Pillay
Chairman: Res Comm



Mr Chris Schutte
Manager: PlumRus



DS Francois Human



Mrs Gaynor Dickson



Mrs Dianne Slabbert



Mr Danie Rossouw



DS Allie VD Westhuyzen



Mrs Heather Clarke



Mrs Lesley De Bruyn



Mr Leon Ellis



Mrs Verena Salzwedel



Mr Niel Bjorkman



Mrs Hazel Meihuizen



Mrs Marie Knuppel

PlumRus Management Team 2026



Chris Schutte
General Manager



Cindy Schoeman
Financial Manager & ZIC



Mervyn Vermeulen
Risk & Access Manager



Sylvia Rezandt
Health Care Operational Manager



Rossilyn Brown
Cleaning & Laundry Manager



Charlene Heiberg
Catering Manager



Rhodene Koense
PlumRus Care Services Manager



Belinda Van Niekerk
Comms & Marketing Manager



Craig Freeman
Coffee Shop Manager



Staff - 10 Year Club

Milestone Celebration at PlumRus: Honouring Edwina Engel!



We are incredibly proud to recognize the amazing "Engel" today! Edwina's history with the PlumRus family goes back 22 wonderful years, and today we are officially celebrating her milestone of 10 years of dedicated service.

Edwina has truly grown with us, evolving her role from a compassionate caregiver into our vital Risk Officer. Her transition shows her absolute commitment to the safety, care, and well-being of our Residents in every possible way.

Thank you, Edwina, for every smile, every extra mile, and your decade of unwavering devotion to our community. We appreciate you more than words can say!

PLUMRUS MILESTONES: OUR RESIDENT FAMILY

Behind every statistic in this annual report is a human story. On the day of our AGM, we proudly shine a spotlight on three extraordinary residents who beautifully mark the timeline of our community—representing our deep roots, our fresh beginnings, and a magnificent living legacy.

ONS GESTIGTE ANKER: Marie Boshoff

Inwoner sedert 1 Julie 2007

Kyk, as dit by Marie Boshoff kom, weet almal presies waar hulle staan! Met haar reguit, geen-nonsens benadering tot die lewe hou sy almal van ons op ons tone. Maar agter daardie kranige en vasberade gees skuil 'n spesiale dosis humor wat daaglik 'n glimlag op almal se gesigte sit. Marie, dankie vir die kleur, die lag en die wonderlike 19 jaar wat jy reeds deel van die PlumRus-familie is. Jy maak ons dae beslis baie helderder!



Fresh Beginnings, Yolanda (Yolly)!

Resident since 25 September

Our PlumRus family is growing! Yolanda Simpson officially moved in with us this past Friday. Yolanda attended Wynberg Girls' High and has spent years making beautiful memories on family holidays to Plettenberg Bay and Kenton-on-Sea. If you see her around, strike up a conversation about music—she loves almost every genre—or chat about the art of a perfect braai! We hope you feel right at home here with us in no time.



Celebrating 100 Years: Selma Stuart

A Living Legacy

Reaching 100 is an extraordinary achievement, and Selma Stuart did it in true style on 17 September 2026, surrounded by all five of her children. If you are looking for Selma, you will rarely find her sitting still; she is renowned at PlumRus for her love of walking. We often spare a humorous thought for her carer, who gracefully steps up to match her energetic pace! Thank you, Selma, for bringing a century of wisdom and an inspiring stride to our community.





Making a life-giving difference