

Circular 54 - 2020

26 November 2020

Dear Resident,

A PARTNERSHIP FOR LIFE

With a rapidly growing village and many new residents joining the Evergreen Bergvliet family since the national lockdown, communication and interaction have been affected on so many levels.

The fact that we could not have regular social interactions where informal engagement and communication is encouraged has led to the “rumour mill” working overtime. I thank those residents who have steadfastly disregarded rumours doing the rounds and kept communication lines open. I can only assist with your concerns if you raise them with me.

I would like once again to reiterate and affirm to all residents, regardless of whether you have just moved in or if you have been here a little longer, that my team and I remain at your service and that the Village management should please be your first point of contact for any issues or concerns you might have.

The five pillars of our partnership for life carries our full commitment and remains our promise to you without any exceptions. We rely heavily on resident communication to build a strong sense of community and empower us to deliver exceptional hospitality. I feel it prudent for me to clarify the respective roles of Village Management, Rescom and Mancom as follows:

Village Management

Evergreen Management are responsible for the day to day running and operations of the village, including healthcare, catering, gardening/landscaping, maintenance and general administration and ensuring that we deliver the five pillars of the “Partnership for Life Promise”. We should be the first point of contact for all life right holders should they have the need to raise any concerns or wish to express their gratitude. It is in the best interests of all residents and management that lines of communication remain open at all times. My mobile phone is always on, 24/7, and I am on standby to assist you wherever possible. The commitment to address any issues, including healthcare concerns, through a dedicated team, including myself, Shawn (Assistant Village Manager); Nomfundo (Duty Manager), is not made lightly. No problem is too small and we are never too busy to look into any concern you might have.

The Rescom (Residents’ Committee)

The Rescom acts as liaison between Residents and the Village Manager with regard to ideas and suggestions concerning facilities and activities in the Village. However, as far as complaints and matters of a personal nature are concerned, Life Right Holders are required to take such matters up directly with the Village Manager. Only if discussions with the Village Manager fail to achieve a satisfactory resolution, should the matter then be referred to Rescom, for their intervention and decision as to what action (if any) might need be taken, with a view to assist the parties in finding a mutually agreeable solution or an acceptable compromise.

The Mancom (Management Committee)

The Mancom acts as a consultative forum for and liaison between the Developer, the Owner and the Life Right Holders (represented by the chairman and vice-chairman of Rescom); and agrees on actions to be taken by the Operator to ensure that the respective rights and interests of the Developer, the Owner and Life Right Holders are duly protected and/or promoted.

I sincerely request all parties to respect the channels of communication as outlined above when raising any concerns. As the Village Manager, I cannot help to resolve anything of which I am not made aware.

I should like to invite and encourage every resident to make use of these channels to reach out to us with any requests or assistance needed. I personally am available to assist with any emergency and am always available to be contacted directly.

Finally, I wish to remind you that one of the many benefits of purchasing a life right is that you pay one levy for services delivered, unlike the situation in a sectional title scheme where special levies are raised to cover certain expenses. No life right holder should ever be requested to contribute financially or pay anything over and above the village lev: Evergreen has all the services and support you require. These services can be accessed by engaging with me directly.



Physical security
Our residents' safety is our priority



Safety is our guarantee

Financial peace of mind
Our business model contributes to residents' financial peace of mind



This is our commitment

Continuous care
We provide continuous care with dignity



This is our responsibility

Sense of community
Magic moments create happy communities



This is our inspiration

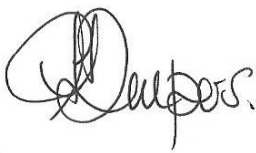
Exceptional hospitality
Resort-style service and hospitality



This is our passion

A partnership for life promise

Yours sincerely



Christine Dempers
Village Manager