

30 August 2023

VILLAGE OPERATING HOURS & EMERGENCY CONTACTS

Dear Residents,

We have seen more and more incidents where residents required assistance outside the current village operating hours. Unfortunately, security also gets called on a regular basis to assist with tasks that keeps them from their primary focus and purpose in the village. To ensure we keep up with resident demands and have more appropriate coverage for more hours during the day, the operating hours will change to the following on the indicated dates.

- **Monday to Friday:** **07h00 to 21h00 - from 4 September 2023**
- **Weekends and Public Holidays** **08h00 to 17h00 - from 2 September 2023**

In line with the adjusted operating hours please also be reminded of the communication channels. Please avoid sending WhatsApp's in case urgent matters or emergencies as the messages can be delayed and delay the necessary responses and assistance.

General Village Matters during above stipulated hours:

- Reception ext. 3200

Urgent / Emergency Village Matters outside above stipulated hours

- Village Manager – Riaan 072 600 2499
- Assistant Village Manager - Nomfundo 071 589 6603

Security or other non-medical emergencies

- Security ext. 3201
- Village Manager – Riaan 072 600 2499
- Assistant Village Manager – Nomfundo 071 589 6603

Medical Emergency

- Press your Telecare button (see notice shared recently)
- In the case that loadshedding affects the use of internal telephone lines and Telecare units please feel free to contact:
 - Village Manager – Riaan 072 600 2499
 - Assistant Village Manager – Nomfundo 071 589 6603
- Alternatively contact Ambulance services directly:
 - o ER24 (Constantiaberg) 084 124
 - o Melomed 24 Emergency Service 0800 786 000

Should you have any questions please feel free to contact me directly.

Kind Regards,

Riaan Gouws
Village Manager