

1 February 2024

Dear Resident,

EVERGREEN BERGVLIET STAFF AND MANAGEMENT UPDATE.

I would like to congratulate Riaan Gouws, who will take over the management of Evergreen Diep River in conjunction with Evergreen Bergvliet as of 1 March 2024. Riaan will spend approximately 30% of his time at Diep River and 70% at Bergvliet.

As result of this management resource re-allocation, Nomfundo Moletsane, the Assistant Village Manager will play a more prominent role in the daily operations of the Village. For you as a resident, nothing changes in terms of your engagement with the management team. Please contact the office to request support and report any matters that need intervention from management.

General

With the additional duty manager and receptionist, appointed in 2023 we have been able to increase the operating hours from;

8am – 5pm Weekdays
8am – 1pm Weekends

TO

7am – 9pm Weekdays
8am – 5pm Weekends

This has resulted in more services rendered to our residents, as shown in the table below.

Value Add Services Provided to Residents in extended Hours

	Sept	Oct	Nov
Technology Support	25	41	55
Office Admin	17	21	24
Healthcare / Telecare	2	4	4
Garden / Manpower / Minor Maintenance related by DM	6	12	17
General	4	8	11
	54	86	111

Taking into consideration many residents were away during December and January, we still assisted 50 residents combined with value-add services on a “no charge” basis. This is purely possible thanks to having longer operating hours and two duty managers supported by 2 receptionists.

Keeping in mind that we have an aging demographic some of the technology related support can take up to 3 hours and some takes several days to resolve with service providers on resident's behalf, this requires manpower.

Out of the 10 healthcare related incidents recorded to have taken place outside what the operating hours were before, 50% were still outside current operating hours. Thus, necessitating team members to extend their working hours, or drive back to the village specifically to assist residents. We are therefore confident that having the extended operating hours and correct quantity and quality of staff has been beneficial to the residents.

Maintenance

Our objective is to try and resolve as many maintenance matter internally with the resources we have available – this ultimately leads to savings for residents not having to pay a contractor.

Common areas have been improved and maintained better with additional maintenance resources.

- Gutter maintenance and cleaning was increased and extended to the entire village.
- Pool fence was painted and entire area better serviced.
- Guardhouse and entrance gate were refurbished.
- All retaining walls are serviced free of charge.
- An improved carwash service was introduced to increase recoveries for utility services.
- Minor paving repairs in the village were insourced, reducing village maintenance expenses.
- Minor electrical work was insourced avoiding callouts for residents averaging over R500 per call out.

The average amount of maintenance jobs attended to over the same period (September to November) is 51 vs 32 the three months prior.

Catering & Entertainment

From the arrival of Riaan Gouws in May 2023 the Catering and Entertainment in the village has improved exponentially.

Prior to his appointment as Village Manager, we were averaging 220 meals served per month in the first half of 2023, even whilst the clubhouse was closed for refurbishment, we have been able to maintain some catering events and achieved similar numbers in December with just 3 events hosted.

In January of this year, keeping in mind that we only started catering from 14 January, we have already served more meals than any month in the past year and all these events is enhanced by Evergreen team members serving and setting up to ensure a top-class experience.

Compliments

We have been inundated with compliments and positive feedback from residents on the performance of our staff members. These range from phone calls, Whatsapp messages, in person conversations and emails. Some of the feedback received below;

".... Thank you for going out of your way to help me last night, it is comforting to know that management is around to assist us...."

".....I would like to thank Mfundo (Duty Manager), Shaakira (Receptionist) and catering for the well organised Christmas lunch...."

".....since you arrived Riaan, the village has improved tenfold. Not just the catering and the entertainment but the efficiency of all the staff in the village. We hope you stay for many years to come...."

Conclusion

A consequence of Riaan also taking on the management of Evergreen Diep River, will be that his salary will be split across the two villages, proportionately to the time he spends in each village. This will have a positive effect on the village budget. We are not proposing to employ anymore staff at Evergreen Bergvliet Village in the immediate future.

We are extremely satisfied with how management and staff have performed under the guidance of Riaan. Our Duty Managers continue to add value to our residents daily as shown in the table above. We thank residents for the continued support of our team, it means a lot to them when you take the time to compliment them.

We need you all to please support the Bistro in our stunning Clubhouse, the more people make use of the catering facilities, the more beneficial it will become to the village in the long run.

I would like to wish Riaan well in his new role and concurrently wish Nomfundo the best of luck in taking on some more responsibilities within the village.

Best Wishes,

Garry Reed
Managing Director
Evergreen Lifestyle Villages