

20 March 2025

Dear Residents,

NOTICE: MAINTENANCE REQUEST LOGGING PROTOCOL – EVERGREEN BERGVLIET

In our commitment to continuously improve the residents' experience and streamline internal procedures, we are going to implement the following changes to how residents log maintenance requests, on a trial basis.

Over the past year, Evergreen has successfully implemented a maintenance management program known as "Red Rabbit." This program generates the TR-numbers we provide once a maintenance request is logged.

As part of the trial, residents will have the chance to submit their own maintenance requests through a simple online form. This will automatically create a ticket for your request, assigning you an MR-number instead of a TR-number you received before. You can use this MR-number as a reference to follow up and track the progress of any logged requests.

Residents without email access or smartphones can still submit maintenance requests directly at reception.

By following the link below, you will find step-by-step instructions on how to log your maintenance request. (Please note that this process is specifically for maintenance requests, and not for general village services.)

<https://evergreen.redrabbit.app/maintenance>

The trial will commence on Monday, 24 March. If you have any questions reach out to reception for assistance.

Regards,
Riaan Gouws
Village Manager