

Circular 13-2016

15 July 2016

Dear Resident

PROTOCOLS MUST BE FOLLOWED

In order for us to get the best out of our staff and the service providers* we must adhere to the simple protocols which are in place. These protocols are there to assist in all aspects of living in Evergreen Broadacres. They are there to ensure that appropriate action and help is provided. They are for occasions when you have a complaint, an observation or suggestion to share or a special request. They are not for the day to day activities like booking for a meal, advising the gatehouse of a visitor and making an appointment to visit the nursing staff.

1. *IN THE FIRST INSTANCE contact the Village Manager and if verbal follow up by putting the matter in writing. Give a copy to the appropriate ResCom Portfolio leader.*
2. *IF YOU DO NOT GET RESOLUTION IN AN APPROPRIATE TIME then contact your ResCom portfolio leader and apprise them of your concern.*

PLEASE DO NOT go direct to any staff member or service provider or their staff with requests for special favours. They will not act on any direct instructions. They have been told not to and their jobs are at stake if they do not adhere to the protocol.

Regards
Roy Martin
Village Manager

*Reef Caterers; 4 Seasons gardeners; 7 Arrows security; Unique Health nursing staff