

Circular 026-2019

17 July 2019

Dear Residents,

Following the unfortunate incident on Friday morning, 12 July 2019 at unit 104, Mr and Mrs Ross.

Our utility worker, Piet, went to unit 104 at approximately 7:15am on Friday, knocked at the front door opened it and then entered without being asked to come in. He walked into the unit and went to the bedroom door, Mrs Ross was lying on the bed in her pyjamas, shocked at the sight of the person at the bedroom door. She asked him what are you doing in the house, upon which he replied he wants Madala. Mr and Mrs Ross have never had any engagement or dealings with Piet.

Piet had realised he had startled Mrs Ross and backed off to the front door. Security was called and within minutes were at the unit with Piet and Mrs Ross confirmed that it was he that had entered the unit.

We sincerely regret that this has occurred and we will ensure that all employees and sub-contractors are fully aware of the Village rules relating to access to units. We as Management are most sympathetic with Mrs Ross.

On Friday morning immediately after the incident Piet was interviewed by Management and he informed Management that a Madala, unidentified resident had asked him to wash their car. A final written warning was issued and he was suspended from work to return on Monday.

All the village employees and sub-contractors have been informed of the access to unit protocol, no person is permitted to access any unit without the permission of the resident.

Piet has worked in the village for the past 18 months and has proved to be most loyal and an excellent worker with a clean employment record.

As a reminder, Life Right Holders are reminded to not give instructions to Village staff, including contractors, such as gardeners and security personnel, these arrangements need to be made with the office.

We once again would like to sincerely and unequivocally apologize to Mrs Ross and we assure you of our commitment at all times.

*"Working Together to make The Village of Our Dreams".*

Regards,



**Roy Martin**  
Village Manager