



# A NOTE

## FROM EVERGREEN



Dear Resident

## Rumour has it.

Rumours are doing the rounds that there was a burglary in the village last week Friday. In the Interest of keeping all Residents Informed, I would like to clarify the facts around this and reassure residents.

There was Indeed a resident who reported that they could not find two Items of jewellery in their house that they left in the drawer in their bedroom. It was discovered by the resident last week Friday evening at around 20:30.

The resident expressed concern that It must have been removed by the contractors that are doing the digging for the irrigation project as they saw them on their way out to the watering hole as they locked up their unit on Friday afternoon.

Village management investigated and the following facts were noted:

- \* There was no sign of forced entry into the unit.
- \* The resident is sure that they locked the house when they left as they recall having to unlock the doors when arriving back.
- \* Nothing else was taken even though there was an iPad lying on the bedside table in the same room.
- \* The resident is not sure when the items went missing as they last saw the items on the Wednesday and noticed on Friday Evening only that these items were not in the drawer where they were left.
- \* Contractors were searched on all days as they left the village as is standard practise for all visitors to the Village.

The concern was then raised by the resident that maybe the spare key to their front door could have been used to gain access into their unit. This was also investigated and found not to be the case as all spare keys are locked away in a double security System. In order to gain access to keys the pin code needs to be entered to get the key to open the room where the safe is kept with keys. The pin code for the safe is only known by Roy and Wilma and should management need to get into a house because of a telecare emergency, Wilma or Roy will be phoned for the pin and the pin will then be changed once the key is returned. There is also a strict key control process which shows whenever keys are removed. In this instance no key has been accessed and security has not been compromised.

Having said that, I want to reassure all residents that their safety and security are of utmost importance to us. As an added security measure, we have now gotten an extra security guard who will supervise the irrigation crew during the day to ensure they don't go into any areas other than those where they are working In. We do urge residents to continue to lock their houses when they leave as there are always visitors and contractors on site in the village.

I trust this gives a bit more clarity to the situation and reassures residents that security has not been compromised and will Continue to be a priority for Village Management.

Warmest Regards

A handwritten signature in black ink, appearing to read "Wilma Swart".

**Wilma Swart**  
Village Manager