



A NOTE

FROM EVERGREEN



Dear Residents

Communications and village roles.

As I am now settled into my new role and the Management team has adjusted to getting bigger, I have thought it wise to clarify the different roles and communication channels of the team. I am hoping that by communicating these to you, it will assist you in identifying the correct person to communicate with on different issues and thus also speed up the time it takes to get issues resolved.

Thola Kasi at reception will still field all calls and queries as a first point of contact and will escalate to either Roy Martin or myself as necessary.

Roy Martin will still be responsible for the day to day operational queries and issues pertaining to the village such as (telecare issues / Telkom / Vox) etc. He will escalate more serious issues to myself.

Rene Kleynhans is still the person you can deal with regarding any queries or issues on your levy accounts Or other general enquiries.

Marius Viljoen will still be responsible for all maintenance queries, but these need to go through the reception With Thola in order for the jobs to be logged onto the system for Marius to action.

This will hopefully allow me more time to get more involved in the strategy and overall management of the Village.

You will still receive Communique's from ResCom. Communique's are communication from Residents to residents and all of these need to go to Chris Edwards who will draw up a communique and then distribute to all. There will Also still be communications via WhatsApp groups as usual. Please be aware that communique's and event notes from myself like this one, are one-way communications and you should please not reply or respond to them as we Send them out via bulk mailing which does not allow us to see your responses.

Wilma Swart
Village Manager