

Circular: 034

17 April 2020.

RESIDENT COMMUNICATION:

As I am sure you are all aware, we have been encouraging online grocery shopping in the Village. This is to alleviate the risk of being exposed to people and to limit regular contact with products coming off supermarket shelves. We have committed to assist our residents with the handling of such orders and assistance with the delivery of online shopping. We have a driver who comes around once a day and goes to collect medication from Pharmacies as well.

This is done because we want to prevent the virus from getting into our Village. Please can we ask for your support in these efforts as we try to keep our residents safe?

When deliveries arrive at the Village, the drivers / delivery person must drive to the club house and report to the front desk. Here we ensure they sanitize their hands and we sanitize the bags in which they brought your shopping to the village. We spray the bags down and do an extra spray and wipe on the handles of the bags that would have been in contact with the person packing the bag and the delivery person.

We do the same with all deliveries, even if it is delivered by a family member. We still spray it and wipe it down. Please can we ask that you do not attempt to have any deliveries dropped at the gate. Also please don't come down to the club house unless you have received a call from us asking you to come down. We are getting residents who drive down and then want to take delivery directly from family or delivery staff and then the step of sanitizing is bypassed. We are trying to be as strict as possible to try and keep this virus from getting into the Village.

We understand your frustrations at not being able to go out. We ourselves are also not going to shops or anywhere where we can be exposed to risk in our attempt to protect you, our colleagues and our families.

Please make our hands strong by supporting us and following the guidelines. The front-line staff have been doing a great job at sanitizing and keeping a sanitized barrier between residents and the outside world. We understand your frustration but please don't take it out on the staff who are desperately fighting the good fight in the trenches against this virus.

Warm Regards



Wilma Swart
Village Manager