

## BROADACRES VILLAGE RESIDENTS COMMITTEE



### COMMUNIQUE - 202

#### COMMUNICATION:

19 June, 2020:

*Dear residents,*

*During these uncertain times of COVID19, many residents feel the need to communicate their concerns and unique situations with Management. Allow me to remind you of what the House Rules, which are part of your Life Right Agreement have to say on the subject.*

#### **4.1. Communication**

4.1.1. Where possible, all communications with the Operator (read management) need to be addressed in writing to the Village Manager.

4.1.1.1.1 Life Right Holders are requested to address their concerns, including healthcare concerns, through the following channels of communication and in the sequence listed below:

4.1.1.1. Village Manager;

4.1.1.2. ResCom;

4.1.1.3. ManCom.

4.1.2. Life Right Holders are requested to adhere to and use the channels of communication in the sequence indicated. The Operator will only consider issues that have been addressed and, where applicable, escalated through the abovementioned channels

*This is particularly important where you feel the matter needs to be drawn to the attention of Garry Reed, the ELV MD. The first thing he'll do is to ask Wilma for back ground to whatever it is that you're bringing to his attention.*

*Despite rule 4.1.1 we are fortunate in that Wilma, our Village Manager welcomes a first approach by telephone, especially if the matter is more of a personal nature. This will enable a speedy response or resolution of matters.*

*Hennie du Preez,  
ResCom Chairman.*