

Circular 087

25 November 2020

## **A PARTNERSHIP FOR LIFE**

Dear Resident,

It's just over 15 months since I joined this amazing community as Village Manager. It has been a real privilege for me to meet all of you and to build close relationships. I want to take this opportunity to say "THANK YOU" for the warm welcome I have received from so many of you. But furthermore, I want to say "THANK YOU" for your co-operation through the different stages of lockdown and COVID -19 pandemic management.

No doubt you see the daily progress made on the new apartments and, like me, you are very excited for these new additions to our village.

With a rapidly growing village and many new residents joining the Evergreen family since the national lockdown, communication and interaction on so many levels have been affected. The fact that we could not have regular social interactions where informal engagement and communication is encouraged has led to the "rumour mill" working overtime. I thank those residents who keep communication lines open and informed about rumours doing the rounds. I can only assist with concerns if you raise them with me.

I would like to once again reiterate and affirm to all residents regardless if you have just moved in or if you have been here for a little longer, my team and I remain at your service and the Village management is your first point of contact for any issues or concerns you might have. The 5 pillars to our partnership for life carries our full commitment and remains our promise to you without any exceptions. We rely heavily on resident communication to build a strong sense of community and empower us to deliver the exceptional hospitality.

I also feel it prudent for me to clarify the roles Management, Rescom and Mancom for those residents who have recently enquired.

### **Village Management**

Responsible for the day to day running of the village, healthcare, catering, landscaping, maintenance and general administration. Ensuring that we deliver the five pillars of the "Partnership for Life Promise" The first point of contact for any life right holder should they have the need to raise any concerns or express gratitude. It is in the interest of all residents and management that the lines of communication between them remain open. My mobile phone is always on and I am on standby to assist you where possible. The commitment to address any concerns, including healthcare concerns, through a dedicated team in myself, Roy (Assistant Village Manager) and the team duty managers is not made lightly. No problem is too small and we are never too busy to look into any concern you might have.

### **The Rescom (Resident Committee)**

Act as liaison between Life Right Holders and the Village Manager with regard to ideas and suggestions concerning facilities and activities in the Village. With regard to complaints and matters of a personal nature, however, Life Right Holders are required to take such matters up directly with the Village Manager. Only if discussions with the Village Manager fail to achieve a satisfactory resolution, may the matter then be referred to Rescom, for their consideration as to what action (if any) might be taken, with a view to assist the parties in finding a mutually agreeable solution or an acceptable compromise.

### **The Mancom (Management Committee)**

Act as the liaison and consultative forum of the Developer, the Owner and the Life Right Holders (represented by the chairman and vice-chairman of Rescom); and agree on actions to be taken by the

Operator to ensure that the respective rights and interests of the Developer, the Owner and Life Right Holders are duly protected and/or promoted.

I humbly request all of us to respect the channels of communication and that we follow the sequence above when raising any concerns – as the Village Manager I cannot help resolve anything I am not made aware of.

We have 24-hour Duty Manager coverage in the village, 7 days a week.

I would like to invite and encourage every resident to make use of this to reach out to us with any requests or assistance needed. I personally am available to assist with any emergency and will always be available to be contacted directly.

Finally, I want to remind you that one of the many benefits of purchasing a life right is that you pay one levy for services delivered, unlike in a sectional title scheme where special levies are raised to cover certain expenses. No life right holder should ever be requested to contribute financially or pay anything over and above the village levy, Evergreen has all the services and support you require. These services can be accessed by engaging with me directly.



**Physical security**  
Our residents' safety is our priority



Safety is our guarantee

**Financial peace of mind**  
Our business model contributes to residents' financial peace of mind



This is our commitment

**Continuous care**  
We provide continuous care with dignity



This is our responsibility

**Sense of community**  
Magic moments create happy communities



This is our inspiration

**Exceptional hospitality**  
Resort-style service and hospitality



This is our passion

**A partnership for life promise**

Warm Regards



**Wilma Swart**  
Village Manager