

Circular 11 - 2021

18 June 2021

Dear Resident

MAINTENANCE PROTOCOL

Maintenance is a high priority at Evergreen with villages being kept in a good condition through routine maintenance and by application of the following maintenance protocol.

Exterior Maintenance (Unit)

This entails keeping the exterior of all Units (i.e. the structure and not wear and tear items and moving parts) aesthetically pleasing and in good working order. In terms of the Life Right Agreement (LRA) this is the responsibility of the owner, Evergreen Property Investments (EPI) and the operator, Evergreen Lifestyle Village (ELV) as the EPI's appointed agent, whose maintenance obligations are partly funded by the levies paid in terms of each resident's LRA.

Interior Maintenance (Unit)

In terms of the LRA the responsibility and cost of maintaining the interior of the unit, as well as wear and tear items and moving parts, is that of the Life Right Holder/Resident. The interior of the Units must be maintained in an aesthetically pleasing condition and in good working order.

This includes ceilings, all wall and floor coverings, all doors, garage doors (including motors), gates and windows, all cooking, heating and solar heating, geyser (after expiration of the warranty period), cooling, lighting, plumbing, air-conditioning installations (and any moving part of any such doors, garage doors, motors, gates, windows and installations, including but not limited to handles, hinges, doorbells, outside lights, sliding door wheels and where applicable irrigation systems) and any other fixtures, fittings and furnishings in and around the Unit.

To assist Life Right Holders (Residents) in their maintenance obligations, the following shall apply:

General maintenance

- The Resident has the option to request ELV to attend to such maintenance, in which event the resident will be charged for labour only. The resident must supply materials. Should ELV, in its discretion, agree to also supply materials, the cost thereof shall be charged to the Resident.
- The resident may make use of a contractor of his/her choice, in which event they shall be liable for all costs (including materials and labour) payable to such contractor.
- Specialist maintenance (such as electrical and plumbing) is for the Resident's account, but shall be managed by ELV. This will be outsourced to a qualified and registered/licenced contractor approved by ELV (list available from the Village Manager's office).

Common Area Maintenance

ELV will ensure that all common areas forming part of the Village are safe and remain aesthetically pleasing and in good working order.

Minor Variations

This is not maintenance and involves minor changes (e.g. fitting a towel rail or a grab handle). All minor variations to Units are for the Resident's account. To assist the Resident with minor variations, ELV will arrange, at the Resident's cost, for an Evergreen handyman to attend to minor variations and they will be charged for labour only. The Resident must supply materials. Should ELV, in its discretion, agree to also supply materials, the cost thereof shall be charged to the Resident.

Major Variations

This is not maintenance and may involve structural, plumbing and electrical changes (e.g. enclosing a patio). Major variations to Units are requested and paid for by the Resident and require EPI's prior written approval. All major variations requested by residents must be submitted to the Village Manager in writing. The Village Manager will log the request with EPI for approval together with all documentation to be provided by the Resident, namely quotes, references, photographs and plans, if applicable.

Logging Procedure

Exterior maintenance and structural defects in respect of the Unit, as well as common area maintenance will be facilitated by ELV. Please report matters requiring attention to the Village Manager.

Resident maintenance and repair requests must be reported to the front office team at reception in order for it to get logged on a village share point maintenance system. These items are then allocated a job number. This job number is then used to track the repair job. If the job cannot be done by the village handyman, it will be done by an approved contractor. The job will be facilitated by the village team and the contractor will be paid by the resident, as a recovery via their levy account.

All Evergreen residents and employees are encouraged to identify and report all aspects requiring maintenance or affecting health and safety conditions in the Village. EPI (the Owner) and ELV (the Operator) will decide what action is required and the timing of the maintenance work.

Although we have been delayed in the repairs and maintenance of the building due to the Coronavirus pandemic, we shall work hard to resuscitate outstanding projects to resolve both the external and internal building backlogs.

Your sincerely,

**Christine Dempers**

Village Manager: Diep River