

Circular 13 - 2021

18 June 2021

Dear Resident,

## **A PARTNERSHIP FOR LIFE**

Having recently joined the Evergreen Diep River village, I have had an opportunity to settle down and wish to ensure that I would like communication and interaction between management and residents continues to be as effective as possible.

The fact that we could not have regular social interactions where informal engagement and communication is encouraged may have led to the “rumour mill” working overtime. I thank those residents who have steadfastly disregarded rumours and kept communication lines open. I can only assist with any concerns if you raise them with me.

I would like once again to reiterate and affirm to all residents that my team and I remain at your service and that the Village management should please be your first point of contact for any issues or concerns you might have.

The five pillars of 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 exceptional hospitality.

I feel it prudent for me to clarify the respective roles of Village Management, Rescom and Mancom as follows:

**Village Management:** Evergreen Management are responsible for the day to day running and operations of the village, including healthcare, catering, gardening/landscaping, maintenance and general administration and ensuring that we deliver the five pillars of the “Partnership for Life Promise”. We should be the first point of contact for all life right holders should they have the need to raise any concerns or wish to express their gratitude. It is in the best interests of all residents and management that lines of communication remain open at all times. My mobile phone is always on, 24/7, and I am on standby to assist you wherever possible. The commitment to address any issues, including healthcare concerns, through a dedicated team, including myself, Amanda George (Assistant Village Manager); Siviwe de Beer (Duty Manager) and Sharon Adams (Evergreen Health Staff Nurse) 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 (Residents’ Committee):** The Rescom acts as liaison between Residents and the Village Manager with regard to ideas and suggestions concerning facilities and activities in the Village.

The newly appointed members of Rescom at Diep River are Kathy Scott (Chairman, Finance & Health); Kelvin Barry (Repairs/Maintenance & Security); Margaret Lee (Catering, Events & Entertainment) and Sue Butcher (Gardens).

However, as far as complaints and matters of a personal nature are concerned, 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, should the matter then be referred to Rescom, for their intervention and decision as to what action (if any) might need be taken, with a view to assist the parties in finding a mutually agreeable solution or an acceptable compromise.

The **Mancom (Management Committee)**; The Mancom acts as a consultative forum for and liaison between the Developer, the Owner and the Life Right Holders (represented by the chairman and vice-chairman of Rescom); and agrees 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 sincerely request all parties to respect the channels of communication as outlined above when raising any concerns. As the Village Manager, I cannot help to resolve anything of which I am not made aware.

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

Finally, I wish to remind you that one of the many benefits of purchasing a life right is that you pay one levy for services delivered, unlike the situation in a sectional title scheme where special levies may be raised to cover certain expenses.



**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**

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.

Your sincerely,



**Christine Dempers**  
Village Manager: Diep River