

Circular 25 - 2021

10 August 2021

Dear Resident

**DOMESTIC/UTILITY AND MAINTENANCE SERVICES - ANNUAL PRICE INCREASE 2021**

The annual increase for domestic cleaning, car wash and maintenance services will come into effect on the 1<sup>st</sup> September 2021. The prices will increase as follows:

<b>Service</b>	<b>Current price</b>	<b>Price effective 01/09/2021</b>
Domestic and Utility Workers	R55 per hour	R60 per hour
Maintenance /Handyman	R120 per 30 minutes	R130 per 30 minutes
Maintenance / Handyman	R190 per 60 minutes	R200 per 60 minutes *

A request has been made by residents for a laundry service where the domestic worker collects the laundry basket from your unit and washes, dries, iron/fold and delivers and delivers it back to your home. This includes bedding, towels and sheets. We are currently looking at service options and will send updated information shortly.

Our domestic services are very popular and should you cancel the service on the day it is booked, it will unfortunately have to be charged out. Please contact reception to book either your domestic service or utility/general service.

The responsibility and cost of maintaining the interior of the unit is that of the resident. The village handyman is available to attend to minor matters and the resident will be charged for labour only as per the price listed above. ELV can purchase bulbs, toilet seats etc on your behalf. There is no markup on these items. Repair requests must be reported to reception in order for it to get logged on our maintenance system. These items are then allocated a job number. This job number is then used to track the repair job and/or purchase materials.

If the job cannot be done by the village handyman, it will be done by an approved contractor. Specialist maintenance (such as electrical and plumbing) is for the resident's account, but shall be managed by ELV and you will liable for all costs (including materials and labour) payable to the contractor direct or recovered/ invoiced to you via your levy account. These services and materials get charged out in arrears and so this increase will only reflect on the next month's levy statements.

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.

Regards



**Christine Dempers**  
**Village Manager – Diep River**