

25 August 2022

Dear Resident

Healthcare Changes/ Price Increase

Earlier this year, Evergreen Management approached residents at a special meeting to discuss the implementation of a levy for **Healthcare and Catering**. The primary reason for this was that our current financial model was not sustainable and as a village, we needed to achieve a balanced budget.

In this communication I will deal specifically with the catering offering. Another communication will follow referencing the Healthcare options

As articulated at the AGM and in subsequent communications, the Catering Services, which are currently being provided and ultimately subsidised by EPI, cannot be delivered for free indefinitely. We have made some good headway to reduce this cost, but ultimately, we must get to a service with a zero-management fee.

Your active residents' committee (Rescom) held discussions through various channels and did a presentation on the relevant issues and held one-on-one meetings with each resident. After months of discussion, negotiation, inviting alternative service providers to quote, we have managed to reduce our overhead costs with our current catering service provider, Western Province Caterers (WPC), in the interim period.

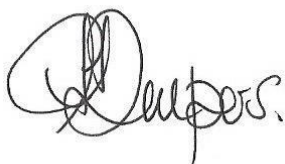
The following provisions will be put into place as from Friday, 1 September:

- We have reduced the WPC staff complement by one – Lisa will be deployed to another WPC site at the end of the month. She has added her own bit of sparkle and we are sorry to see her go.
- WPC will not operate on Saturdays - no meals will be served in the Bistro on Saturdays, however there is the option of ordering a meal as a take-away on Friday, which can be collected or delivered to residents.
- The Bistro's hours of service will be from 8am to 5pm on weekdays and 8am-3pm on Sundays.
- The Bistro coffee shop prices will also increase slightly, but in essence will remain as is, continuing with the high standard of service.
- The standard lunch main course menu price will increase from R50.00 to R60.00. While this is a substantial increase, WPC last increased their menu prices in 2021, after four years. I still believe that even after this meal price increase, the meal still offers 'value for money'.
 - o The new price list for Bistro meals will commence on Friday, 1 September 2022:

▪ Starter	R18 to R20
▪ Main Meal	R50 to R60
▪ Sunday Main Meal	R85 to R95
▪ Dessert	R20 to R25
▪ 3-Course Meal	R130

Both the daily lunch menu and the Bistro coffee shop menu will be forwarded to you in the next few days.

Thank you for your cooperation.



Christine Dempers
Village Manager