

Circular 04/2023

17 February 2023

Dear Resident

Lines of Communication

I would like once again to reiterate and affirm to all residents that my team and I remain at your service. I would like to request that the Village management be your first point of contact for any issues or concerns you or your family 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 those 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 and Amanda George (Assistant Village Manager) is not made lightly. No problem is too small and we are never too busy to look into any concern you might have.

The 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. They are encouraged to promote a healthy and convivial environment within the Village. They are tasked with organising suitable sporting, recreational, entertainment and cultural activities for residents with a view of developing and maintaining a sense of camaraderie.

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

However, as far as complaints and matters of a personal nature are concerned, residents 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.

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The **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 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 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.



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

Your sincerely,



Christine Dempers
Village Manager: Diep River