

16 July 2020

Dear Residents,

Please note below protocols, with regards to reinstating of village services. The safety and wellbeing of Evergreen residents and team members remains our focus. Strict following of the below protocols is required. The below services will be reinstated as of Monday 20 July 2020.

### GARDEN SERVICES

Basic garden services will be available through the same booking process as before and will be charged to your monthly levies at the updated rates shared in May of R55 / hour and R30 / half hour. Bookings must be made at least 24hours in advance. For the time being, and taking into account that lockdown has created a backlog, this service can be booked for a maximum of 2 hours per booking.

Protocols to follow:

1. Residents are not allowed to have any contact with workers and are requested to remain indoors.
2. Workers are not allowed to accept any refreshments.
3. All gardening equipment to be used must be placed outside prior to the worker arriving.
4. Equipment will be sanitised before and after use and left outside.
5. No duplicate slips will be issued to avoid any contact. Email confirmation will be sent through of the charges on which you will be required to respond to accept the charge.

### BASIC DOMESTIC SERVICES

Domestic services remain suspended and exceptions will only be made on a case by case basis. Medical grounds will be the deciding factor and protocols will be determined by the nature of the assistance required. Requests can be sent to me directly and will be charged to your monthly levies at the rates shared in May of R55 / hour and R30 / half hour. Requests must be made at least 24hours in advance. Due to this being work inside the house this service can for the time being be booked for a maximum of 1 hour.

Your cooperation and assistance in safely reinstating these services is appreciated.

Regards,

Riaan