

19 January 2023

NOTICE: CHANGE OF CATERING SERVICE PROVIDER

Dear Residents,

At the end of November 2022 Western Province Caterers (WPC), who have been the preferred caterers for the Evergreen Lifestyle Villages (ELV) in the Western Cape, opted to terminate the current contract. Their request was accepted by ELV and a 3month notice period that concludes at the end of February 2023 was initiated. ELV has met with WPC senior management and agreed on the following approach to the phasing out of their services. It is believed that this is the most beneficial approach to all parties involved with the main focus being on providing the best possible service and quality meals to you, our residents. ELV has been meeting with several catering service providers interested in taking over the contract and will soon be in a position to share more information on the final decision.

Please note the following plan for the remainder of the notice period, effective as from **Monday, 23 January 2023**:

Meals offered

- Preparation and cooking of **ALL** meals will revert back to being done on site.
- A revised / reduced a la carte menu will replace the current more extensive a la carte menu. The menu will be a coffee shop style menu with lighter meals.
- A slightly revised dinner menu will be shared to ensure the team can adequately cater for the numbers booked and to ensure the quality of the meals as well as the service time is acceptable. The seating periods implemented will also be followed more strictly to ensure meals can be enjoyed without long waiting periods.

Service / Operations

- Operating times will remain as is unless indicated otherwise.
- All services will have to cease for a period at the end of February to ensure a smooth transition and thorough hand-back by WPC and hand-over to the new provider. The provisional schedule will be as below but subject to change to accommodate operations and hand-over requirements.

Friday, 24 February – End service with lunch.

Saturday, 25 February – No service. Hand-back in progress

Sunday, 26 February – No service. Hand-back in progress

Monday, 27 February – No service. Hand-over in progress

Tuesday, 28 February – No service. Hand-over in progress

Wednesday, 1 March – Normal operations

Packages

- As meal packages are paid for in advance, the final charges for meal packages will be at the end of January for consumption in February with no charges at the end of February. No meals or funds can be carried over or refunded at the end of February for any reason
- We have discussed similar meal packages with the potential replacement service providers, and we are confident that similar deals will be available. We do think it best to allow all residents to first try the meals before entering into new agreements. More information on this will be shared at a later stage. These packages, once agreed on will most likely be entered into directly with the service provider for more streamlined accounting.

Accounts

- All accounts must be settled in full by the end of January and meals must be paid for on a “pay as you go” basis for the month of February to avoid any unnecessary account disputes by the time of termination.

Beverage Service

- Beverage service related to the liquor licence is expected to remain as is. Any changes will be communicated as needed.

Should you have any questions please feel free to contact me directly.

Kind Regards,

Riaan Gouws
Village Manager