

24 June 2025

Dear Residents,

**NOTICE: MAINTENANCE REQUEST LOGGING PROTOCOL – EVERGREEN NOORDHOEK & LAKE  
MICHELLE**

In our commitment to continuously improve your experience in the Village and your interaction with us, we are going to implement the following changes on how residents log maintenance requests, on a trial basis.

Over the past year, Evergreen has successfully implemented a maintenance management program known as “Red Rabbit”.

As part of the trial, residents will have the chance to submit their own maintenance requests through a simple online form. This will automatically create a ticket for your request, assigning you a (Maintenance Request) MR-number. You can use this MR-number as a reference to follow up and track the progress of any logged requests.

Residents without email access or smartphones can still submit maintenance requests directly at reception.

By following the link below, you will find step-by-step instructions on how to log your maintenance request. (Please note that this process is specifically for maintenance requests, and not for general village services like garden services etc.)

<https://evergreen.redrabbit.app/maintenance>

Below is also a QR code, that can be scanned with your Smartphone. This will automatically take you to the logging page.

The trial will commence on Monday, 30 June. Our reception staff has been trained on this system, thus if you experience any difficulty in using the system, or if you have any questions, reach out to reception for assistance.

Kind regards,

Stephan Lloyd  
Village Manager



Scan from phone to enter details there instead