

12th December 2023

Dear Residents,

RESCOM RESIDENTS CHRISTMAS GRATUITY FUND

Once year, at this time all residents are free to give in cash or kind, a personal gratuity to an individual staff member something over and above what they normally receive, from their share of the annual RESCOM Staff Gratuity Fund.

It has come to my attention, today, via the RESCOM Post Box and an e-mail from a resident, of the existence of 'rumours' about the proposed recipients of the Gratuity.

To Denise Elkin and Jenna Monk, who have approached us, the contents of your letter and e-mail have been noted. Bear in mind the closing date for donations is 15 December 2023.

After meeting with a concerned resident, and hearing both sides of the story, the decision for the distribution of funds to include the Bistro staff, has been made, despite the valid objections and complaints to the levels of service of the many residents who have approached RESCOM in writing and in meetings.

METHOD OF DISTRIBUTION

The historic and current method of distribution of the total of funds is as follows:

The total money donation is divided between the total number of Evergreen Muizenberg Village Staff, and based on the following criteria:

- Less than a full 12-month service, pro rata rate is paid
- Sub – contractors, e.g.
 - White Cliffs - Gardens
 - Grinnell - Security
 - Laundry - Cleaning Services
 - Fedics - Catering/The Bistro

Please note that Management, in all of the departments (including sub-contractors) are excluded.

After my discussion with Garry Reed (MD Evergreen Lifestyle Villages) and as per the House Rules, clause 4.4.2 *Life Right Holders are requested to refrain from giving gifts, making loans to and/or tipping Evergreen staff, including contractors on site, as in line with the Owner and the Operator's gifting policy Village staff are not allowed to accept such gifts/tips/loans as it will result in a breach of their employment agreements with the Owner/Operator. Christmas gifts (where applicable) must be coordinated by the Village Manager.*

Your understanding and co-operation is important to the successful operation of this village.

Sincerely,
Sue Wood
Chairlady RESCOM Muizenberg



"You can please some of the people all of the time, you can please all of the people some of the time, but you can't please all of the people all of the time"