

Circular 004/2024

07 March 2024

Dear Resident,

A PARTNERSHIP FOR LIFE

Having recently joined the Evergreen Muizenberg Village, I have had an opportunity to settle down and have been made to feel very welcome by residents and staff alike. The Town Hall meeting held in the LSC yesterday was very successful and I trust it will become a forum to informally discuss matters pertaining to the village operation on a regular basis.

I wish to ensure that communication and interaction between management and residents continues to be as effective as possible. I would like to reiterate and affirm to all residents that my team and I remain at your service and that the Village management should please be your first point of contact for any issues or concerns you might have. I can only assist with any concerns if you raise them with me.

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 lines of communication always remain open. My mobile phone is always on, 24/7, and I am on standby to assist you wherever possible.

The commitment to address any issues and concerns through a dedicated team, including myself, Kim Whitworth (Assistant Village Manager); Duty Managers: Tyrell Hendricks, Susan Everett, Dominic Speelman; Dustin Delpont and Siviwe de Beer; Laaeqah Bantam and Amanda Norawana is not made lightly. No problem is too small and we are never too busy to look into any problem you might have.

The **Rescom (Residents' Committee):** The Rescom acts as liaison between Residents and the Village Manager regarding ideas and suggestions concerning facilities and activities in the Village. The **appointed members** of Rescom at Muizenberg are Susan Wood (Chairperson, Finance & Health); Paul Selby (Vice-Chairperson & Catering) Soz Christie (Security); Erik Kiderlen (Repairs & Maintenance); and Toni Joubert (Gardens) and they meet once a month.

The following residents have been elected onto sub-committees: Ray van Essen (Housekeeping) and John Higgs (Maintenance), Owen Kinahan (Events & Entertainments)

However, as far as complaints and matters of a personal nature are concerned, Life Right Holders are invited 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.

The **Mancom (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 and vice-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 sincerely request all parties to respect the channels of communication as outlined above when raising any concerns. As the Village Manager, I cannot help to resolve anything of which I am not made aware.

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.



Yours sincerely,

Christine Dempers
Village Manager: Muizenberg