

5 June 2026

Dear Residents,

**NOTICE: EFFECTIVELY LOGGING A MAINTENANCE REQUEST**

The maintenance and upkeep of both common areas and individual units in our village requires daily managing. A big part of managing the workload purely comes down to “traffic control” in that the work needs to be reported and directed to the responsible parties for either quoting, repair work actioning or approval of work.

All these reports or requests are logged on a maintenance management platform called Red Rabbit, where it is logged for a specific entity within our business to action or approve quotes for work to be done based on the maintenance responsibilities noted in the LRA, House Rules and Maintenance Protocols. For each item logged a “TR” or job number is generated, for example TR001. This number can be used to track progress of any specific request should updates have been made on the system.

To avoid duplication of requests and to ensure every report is logged, we will be sharing the TR number with residents going forward.

This will help in 2 ways:

1. Residents can be assured that the work has been logged but at the same time will have to ensure work is logged at reception or via email so that a TR number can be provided.
2. The TR number can be used as reference should updates be required.

**Note that hand written job cards will no longer form part of the maintenance request process as of Monday 9 June.**

Thank you in advance for your support in this trial to see if we can improve communication relating to maintenance work.

Kind Regards,  
Riaan Gouws  
Village Manager