

01 August 2025

Dear Residents,

NOTICE: SECURITY AND SHIFT COVERAGE CONCERNS

Some concerns have recently been raised regarding village security and night shift coverage. I appreciate this feedback and want to take this opportunity to address it openly.

Firstly, I encourage all residents to bring any concerns directly to village management, rather than through second-hand reports. Kim and I maintain an open-door policy, and we are always happy to engage directly and transparently.

Regarding security coverage, please be assured that the number of security guards on duty per shift is based on historical, village-specific data and remains appropriate to our needs. The revised shift structure has moved well beyond its initial trial phase, and I'm pleased to report that we continue to maintain a good security record with no breaches to date.

That said, we understand that no system involving human input is infallible. To ensure our services remain reliable, we have implemented several checks and safeguards:

- The guardhouse is monitored 24/7 by an off-site service to help ensure guards remain alert.
- A "stay-awake" alarm system, requiring manual input to silence, promoting vigilance during shifts remains in place.
- Thanks to upgraded systems and guard training, our patrol accuracy and completion rate have improved to 99%.
- A dedicated Evergreen Security Manager as well as Grinnell security patrols team conducts regular after-hours and unannounced inspections across all villages.
- All security shift leaders have been trained in basic first aid and firefighting, in line with Evergreen employee standards.

Many of you have already noticed and commented positively on recent improvements in the village — thank you for your support. We understand that change can sometimes feel unsettling, but all operational adjustments, including rostering, are carefully considered to ensure they enhance your overall experience.

Please note that our current service hours still exceed the standard office hours required by our house rules (Monday to Friday, 8:00 AM – 5:00 PM) and we are comfortable that the current rostering is adequate.

Evergreen Muizenberg remains a safe and secure environment, tailored to support an independent lifestyle. Every home is equipped with a Telecare unit, and our security shift leaders are trained to respond to emergencies as they do in all our villages and with similar training as our duty managers. Additionally, key safes with keys for every unit's front door are in place to ensure emergency access without delays.

As always, we encourage residents to take personal responsibility for basic safety measures — such as locking doors at night or when away from home — as one would in any community. It is important to remember that no level of additional security can replace simple, everyday precautions.

Thank you again for your continued engagement and for helping us maintain a safe and supportive living environment.

Regards,
Riaan