

Dear Valued Residents,

I hope this letter finds you well and enjoying the vibrant community spirit that makes Evergreen such a special place to call home.

I am deeply proud of the dedicated team who work tirelessly every day to support your independence, wellbeing, and quality of life. Our staff—across hospitality, maintenance, healthcare, security, and administration—genuinely care about each resident and strive to deliver exceptional service with warmth, professionalism, and respect.

Evergreen is built on five pillars; Physical Security, Financial Peace of Mind, Continuous Care, Exceptional Hospitality, and Sense of Community. These pillars depend on collaboration between residents and staff. The result is the warm, supportive, and carefree lifestyle that has made Evergreen villages so sought-after across South Africa.

To quote a line from the 2002 movie *Maid in Manhattan* - **“We serve people, we are not their servants”**

This statement reflects our unwavering commitment to serving you with excellence while upholding mutual respect, dignity, and reasonable boundaries for everyone involved. We are here to assist, facilitate, and enrich your daily lives—not to be taken for granted, subjected to unreasonable demands, or spoken to with disdain. A healthy, sustainable partnership thrives when residents and staff treat one another with courtesy, appreciation, and understanding.

In practice, this means:

- Our teams respond promptly and compassionately to needs and requests within our service scope.
- We encourage open, respectful communication—whether through our resident committees, village managers, or direct feedback channels—so concerns can be addressed constructively.
- We ask for your continued support in recognising the human effort behind every service, from a friendly greeting at the lifestyle centre to maintenance call-outs or care assistance. Small acts of kindness and patience go a long way toward sustaining the high standards we all value.

If you ever have questions, suggestions, or feedback about how we can continue improving, please do not hesitate to reach out to your village manager. We are listening and remain fully committed to you. To this end, I have created an email address dedicated to further engagement – [feedback@evergreenlifestyle.co.za](mailto:feedback@evergreenlifestyle.co.za) You are welcome to send any positive messages of improvement or feedback to it for consideration.

Thank you for choosing Evergreen and for being such wonderful members of our extended family.

Warm regards,

**Garry Reed**

Managing Director | Evergreen Lifestyle Villages