

12 February 2026

INTERNAL COMMUNICATION AND MAINTENANCE REQUESTS

Dear Residents,

We would like to take this opportunity to reaffirm the communication and escalation processes within Evergreen, as outlined in the House Rules and our established maintenance logging procedures. These structures are in place to support clear communication, transparency, and efficient service delivery across all villages.

We draw your attention to the following points in the House Rules:

Point 3.3.1.5 – which outlines the role of the Rescom as a liaison between residents and management, with clearly defined parameters to ensure constructive and structured engagement.

Point 4.1 – which details the recognised communication and escalation channels designed to assist in resolving matters effectively.

Evergreen operates with dedicated management teams in each village who remain accessible, approachable, and committed to assisting residents. While Village Managers play an important role, each village is supported by a broader team structure, which is why following the agreed protocols helps ensure matters are addressed efficiently and fairly.

The same approach applies to maintenance requests. Our maintenance management system allows work to be formally logged, tracked, and monitored by all relevant parties within Evergreen. For the system to function optimally, obtaining reference numbers, ensuring accurate logging, and re-logging recurring matters where necessary are important steps in the process.

This is very much a team effort and a relay exercise where each of us — residents and team members alike — plays a part in ensuring requests move smoothly from logging to resolution. When the correct channels are used, it strengthens accountability, improves turnaround times, and helps us deliver the level of service we all expect.

We are all human, and while occasional mistakes may happen, our commitment to resolving matters responsibly and respectfully remains in place.

Thank you for your continued cooperation and for working together with us to maintain consistent communication and service standards across all Evergreen villages.

Kind regards,



Riaan Gouws
Village Manager