

18 May 2026

**EVERGREEN LIFESTYLE VILLAGES - INTERNAL COMMUNICATION**

Dear Residents,

We would like to briefly reaffirm the communication and escalation processes within Evergreen to support efficient and consistent service delivery.

Reception remains the central control point for all requests and plays an important role in directing matters appropriately. For day-to-day operational queries, Assistant Village Managers are the primary point of contact, given their daily presence within the villages. Not all matters require escalation outside the standard channels and can often slow the response time down.

We remind residents that internal telephone numbers and official email channels remain the primary methods of communication, as these allow for proper tracking and follow-up. WhatsApp platforms may be used where appropriate (for example, sharing images or quick updates), but should not replace formal communication channels.

As team members make use of personal devices, we kindly ask that WhatsApp communication be limited to standard business hours and that personal phone numbers are not used for matters that can be communicated through the provided internal channels and within reasonable hours.

Thank you for your cooperation in maintaining clear and effective communication.

Kind regards,



Riaan Gouws  
Village Manager