

26 August 2026

Dear Residents,

EVERGREEN LIFESTYLE VILLAGES – INTERNAL COMMUNICATION AND ESCALATION

Reception and the Duty Manager Team are the main hands-on and easily accessible points of contact:

Reception – “Traffic Controllers”

General enquiries, calls and messages, visitor/away lists, bookings, administration and logging of maintenance requests, to name a few.

Duty Managers – “Mobile All-Round Service”

Day-to-day operational matters, practical assistance, urgent issues and coordinating work where required.

Any concerns or requests requiring escalation will be escalated by the Duty Managers when assistance is required.

Where senior management involvement is necessary, Kim, the on-site Manager, remains the primary management point of contact and will escalate matters further where required.

We also ask residents to please refrain from excessive use of WhatsApp to team members’ personal mobile phones, especially during office hours when we have resources readily available. Personal phones are often not used while team members are on the move and are therefore not always a reliable or traceable form of communication.

Where possible, please make use of the internal phone to Reception and Evergreen email channels. This helps us ensure that requests are properly recorded, tracked and directed to the appropriate team member.

Reminder: Please insist that you receive a tracking number for all maintenance requests reported.

Thank you for supporting our internal communication structures. Many of our team members are not desk-bound, and I also move between villages, so these structures are designed to ensure that matters are handled efficiently and that we continue to improve our service delivery wherever possible.

The communication channels outlined in the House Rules remain applicable, and these are attached for reference.

Kind Regards,



Riaan Gouws
General Manager