

LOCKED OUT OF YOUR APARTMENT?

What is the situation if you find yourself locked out of your apartment?

There is a reasonable chance that this may happen to us all at one time or another. It is best that you prepare for this possibility in advance. Here are some options of how you might do this.

- Remember to always leave your apartment with key, fob and phone in hand.
- Ask a friend in the building to hold a spare key for you.
- If you are a tenant, check with your managing agent on what they offer or suggest.
- Owners may request Reception to hold a set of spare keys, and these can be signed out in case of emergency.
- Owners - please consider in advance how dependent children will be able to access your apartment and discuss this in advance with the Building Management.

What you cannot do is expect Body Corporate or Building Management to let you in without prior arrangements. This is your home and you should control access.

On the next page are the official guidelines from Building Management.

The guiding principles are maintaining safety and security for all residents and staff at all times. Allowing someone on to a floor also affects the security of those on that floor and surrounding floors. Access should be obtained from where you originally obtained your authority to occupy.

Note, Building Management are not privy to tenant's rental arrangements and cannot provide access even if you are familiar.

Resident is locked out, what to do?

Owner

Head to ground floor and see Reception, the team will check photo ID against the Body Corporate (BC) roll. If details are matching, they will provide access into the apartment.

Please let Reception know if your ID is locked in the apartment. They will check the details against the roll and check ID when the door is opened.

If the details do not match, Reception staff are unable to provide access unless they have an email from the address that is on the BC roll providing authority to allow access to the apartment.

Tenant

Contact the Real Estate agent you are renting through so they can provide access.

Reception may be able to help contact them if you do not have a phone but cannot allow access to the floor or the apartment.

At all times we ask that you remain calm and respectful with the reception team.

It is important to prepare in advance especially if you have friends or family who use your unit.