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The Village SP81718
6 Sylvan Avenue
Balgowlah NSW 2093

Dear Resident's

RE: POWER OUTAGES – DO NOT DISREGARD THIS NOTICE

We write as Facilities Managers for The Village SP81718 in reference to the above subject.

This notice is to inform residents of what may be experienced and what you should be aware of in the event of an unforeseen power outage.

The most common areas that would be affected would be your unit power, lift operation, common area lighting, car park entry/exit gates, boom gates and hot water systems.

We would like to encourage residents to read the following information in relation to power outages.

What should I do in the event of a power outage?

The first thing residents should do is to check if the lights are working outside their front doors in the corridor area. If the lights are still on inside the corridors, this normally indicates the power has tripped for the apartment only.

If this occurs, residents should check if any switches have tripped inside their domestic electrical circuit box and safety switches. The apartment circuit box is normally located in a kitchen pantry cupboard up high or another cupboard accessible from inside the apartment.

If the corridor lights and apartment lights are not functioning, this normally indicates that the whole floor or building is experiencing a power outage incident.

Who should I contact?

BFMS are currently contracted to be in attendance at The Village between Mondays and Fridays, when the office is open between 7.30am and 4.30pm only.

If a power outage occurs outside these hours, we would appreciate that resident's first contact Energy Australia for an update on the local area. Energy Australia provides regular updates and approximates to when the power is likely to be restored in an affected area.

As there are over 234 units in The Village, the Building Facilities Management after hour's line can be inundated with calls from residents. If your attempt to call us is unanswered, which can be due to the volume of inbound calls or we are busy instructing other contractors to address certain situations, please leave a brief message and state the nature of the call and your unit number with your name and time of call.

Residents who require urgent assistance in the event of a power outage may also contact a representative of your Executive Committee.

About the lifts

During a fire, power outage and power surge activity, residents should not under any circumstances use the lifts and only use the fire stairs. Your unit entry door keys may be used to access the fire stair doors so you can gain access to your floor in the event of lift not in operation.

Prior to a programmed power shut down the lifts will be recalled to the ground floor and placed on fire service and turned off manually. This would save any passenger entrapment or lift in flight failure during the shutdown.

A lift technician is the only contractor who is able to manually release any trapped passengers. If trapped inside a lift, residents should use the emergency phone button and / or mobiles phones to contact the relevant lift company, whose contact details are displayed inside each lift car.

During a fire alarm or power outage the lift smoke curtains located on every lift entry on the car park levels will activate to close. This can be manually opened prior to an arranged power outage by management but in the case of a fire alarm they will only reopen when the fire brigade has given the all clear and the system reset from the main fire control panel.

How can I access my unit during a power outage?

It is highly recommended that residents always carry their unit keys and either a remote or grey fob key as this is the only way to access internal floors to the unit. Your unit door key allows you to access the fire stair doors on your designated floor level only. The remote and fob keys are available through the Building Facilities Managers office during office hours and cost \$100.00 each for the remote & \$35.00 each for the grey fobs, made payable to the SP81718. All building main entry doors are fitted with a failsafe device which over rides the main entry doors security system allowing free entry should a power outage occur.

What about the car park and my vehicle?

During a power outage it is not possible to bring vehicles in or out of garages until the management or contractor is engaged to manually open the garage doors, visitor's car park entry roller door & the resident parking boom gates. If power outage is experienced in an individual building and your lift is not operational only then you may use your own Remote / Fob keys to gain access to your designated alternate building to access your car park level.

In the event of a lift or power outage it is imperative that each resident knows how to access their floors manually. Please contact the Building Facilities Manager as soon as possible if you are uncertain how to do this and to report any faults in relation to access. If you are unable to evacuate the building by using the fire stairs and may require special assistance from the fire brigade in order to do this in the event of an emergency, it is important that you notify our office as soon as possible.

Emergency & Electricity Contact Numbers

Energy Australia	13 15 35
Police, Fire Brigade, Ambulance	000
BFMS Building Management After Hours Emergencies	0450 959 392
Prosys Security Systems	9476 3248
Schindler Lifts (All other building)	131 874
Recommended electrical contractors for unit internal faults and service	
Bright Ideas Electrical	0419 990 553
Ross Bell Electrical	0413 279 392 / 9971 4274